

Covid-19 External Works Risk Assessment



Revision Number	1	Assessment Date	15.07.2020	Review Date based on COVID-19 developments	Weekly To be reviewed in line with Government guidance
Produced By	The PC Support Group and Rawlings Safety & Training Consultancy Services Ltd				
Reference	135KB				
Description of Works	<p>This Risk Assessment covers employees whilst at work to protect and minimise the risk and spread of infection.</p> <p>The premises consist of two separate offices situated on the 3rd floor of The Liverpool Business Centre. This a managed building with communal corridors and facilities, such as reception, toilets, kitchen spaces, snack shop and canteen seating area.</p> <p>The offices are separated by a corridor, the larger office area (B301/B302) is split into two distinct offices, one containing desks/workstations and PCs for admin and management, with the other area housing the engineers and their workstations, with a work bench area to one side. The office across the corridor (B315) has one workspace for management and a large table for meetings, divided by freestanding screens.</p> <p>The work carried out at the offices is the provision of IT services to clients. This by predominantly via email and phone, with occasional visitors. External work is also carried out where engineers will attend private or business client premises to collect, install or repair equipment. Where equipment is brought back to the office it is worked upon using the work bench area.</p> <p>These are exceptional circumstances and employees must always comply with the latest Government advice on Covid-19. Whilst every measure will be taken to ensure that this Risk Assessment is kept up to date with latest guidance, it is also critical for each employee to ensure that they are carrying out their work under safe working practices. The "Working safely during coronavirus (COVID-19) Offices and contact centres" guidance has been and will continue to be referenced in the creation and maintenance of this risk assessment.</p>				
Risk Assessment					
<p>The Hazards of this activity have been assessed and are detailed below. Each hazard has been identified and then assessed as to the likelihood of its occurrence and the severity of any outcome. The initial risk rating given in column A is the rating Without Controls implemented, the risk rating in Column B is the rating after the application of all control measures detailed in the 'Control Measures' field.</p>					
THE RISK RANKING MATRIX					
SEVERITY					
Fatal Injury	HIGH	HIGH	HIGH	HIGH	
Major Injury	MEDIUM	MEDIUM	MEDIUM	HIGH	
Minor Injury	LOW	LOW	LOW	MEDIUM	
	Improbable is not likely to happen	Possible, May Happen	Possible, May Happen	Frequent, Happen Quite Often	
	LIKELIHOOD				
<p>The risk will be reduced by the implementation and application of safe controls, including a safe sequence of works. This risk assessment and the application of the risk control measures identified will be stringently applied by all employees and controlled and monitored by the PCSG Managers. Full details are as follows:</p>					

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Hazards Identified	Persons at Risk	Risk Rating Without Controls	Control Measures to Minimise Risk	Risk Rating With Controls
Before External Visit to private and business clients	Employee and others they interface with	High	<p>PCSG Manager to confirm the following:</p> <ul style="list-style-type: none"> • Wherever practical, external visits will not be carried out. If possible they will be done remotely via phone or conference call, MS Teams, Zoom etc • Client to confirm external visit is required • Client to confirm site/premises is operating to Covid-19 control measures • Client to confirm scope of visit • Client to confirm no persons known to be displaying Covid-19 symptoms • The Employee will adhere to Government and NHS guidelines regarding social distancing and hand sanitising • Visit will be conducted with 1 staff member only (were practical) • Client to confirm Covid-19 compliant Site Access and Egress steps (see Site Access and Egress below) 	Low
Travel to and from client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • Employee will travel to location alone using their own transport • If an Employee begins to develop symptoms whilst on route to an external location, they will abort the visit and contact their manager. • Employees will regularly clean the inside of the vehicle following external visit and between use of another driver (e.g. family members). • If employees do share the same vehicle then the same employees will share all the time • Encourage good ventilation of vehicles whilst driving (windows open) • See the company Vehicle Drivers Policy for further controls as appropriate 	Low
Site Access and Egress from private and business client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • PCSG Manager to contact client before staff member is dispatched as stated above, to establish what the access/egress arrangements are and to both ensure that they comply with Covid-19 guidelines and we comply with theirs <ul style="list-style-type: none"> ○ Example: Does the client require our engineer to wear a mask, if so ensure one is issued to engineer before visit. 	Low

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			<ul style="list-style-type: none"> • Upon attending site, if the PCSG employee finds that control measures do not appear to be adequately in place then they may consider the following options, after retreating to a safe position: <ol style="list-style-type: none"> 1. Ask client if they can quickly resolve the issues. E.g. If chairs too close together around a table can they be moved to create at least 1m and preferably 2m distance? 2. Ask line manager to have that discussion instead 3. If measures cannot be made safe then leave • At any time the PCSG employee is in any doubt about Covid-19 safety then they should immediately leave or retreat to a safe position • Employee to adhere to and follow established arrangements • Employee to adhere to the 2 meters social distancing rule • Employee to wash/sanitise their hands on arrival and if going into and coming out of external premises, using their own personal hand sanitiser provided by PCSG where necessary. • When delivering goods to be unboxed and fitted by the client: <ul style="list-style-type: none"> ○ Engineer will inform the client that they have arrived, by ringing bell, buzzer, phone call etc. ○ Engineer will then stand 2 metres back from the entrance whilst waiting for the client. ○ After greeting, confirming job sheet details and taking a photo of the item(s) being left, they will leave the premises immediately. 	
Whilst inside client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • The Client will be expected to give the engineer (where possible) an induction/briefing to make them aware of the Covid-19 controls applied on site and any specific restrictions or do's and do not's before the appointment continues. • If the appointment is a reoccurring one, it will be undertaken with the same people wherever possible to reduce exposure • If new goods have been unboxed/provisioned then they must be cleaned by the engineer before he undertakes work on that piece of equipment. • 2 Metre Distancing wherever possible will be carried out at all times whilst at a client's premises. • 2 Metre Distancing wherever possible will be confirmed with Client on arrival 	Low

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			<ul style="list-style-type: none"> Any areas where social distancing cannot be achieved, agreed methods will be put into place to maintain a safe social distance, such as one going ahead and the other to follow on. The use of lifts and stairs will be reviewed before the visit commences and lifts only used as instructed by Client and so long as they are in accordance with Covid-19 guidelines Paper documentation taken to the meeting to be kept to a minimum to prevent contamination. Use own pens to take notes and do not share them or any other objects Any follow up actions to be done back at own workplace and communicated remotely to client as needed Time spent onsite should be kept at an absolute minimum and if work can be done at home or in the office then this should be prioritised. 	
People showing Symptoms (including those considered at increased risk)	Employee and others they interface with	High	<ul style="list-style-type: none"> Employees will not be allowed to undertake external works if they: - <ul style="list-style-type: none"> Have a high temperature, new persistent cough or loss or change to sense of smell or taste Are classed as clinically extremely vulnerable and have been strongly advised not to work outside the home Employees who are classed as clinically vulnerable (but not clinically extremely vulnerable) will be encouraged to work from home. <p>Employees will check ahead to the premises they are attending that no persons at that premises come under the above either.</p>	Low
Self-Isolation	Employee and others they interface with	High	<p>Employees will be instructed in the following (until a Covid-19 test later confirms there is no infection);</p> <ul style="list-style-type: none"> If you live alone and you have symptoms of Covid-19, however mild, stay at home for 7 days from when your symptoms started If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days. If their family member is the first to display symptoms, then you must self-isolate for 14 days. The 14-day period starts from the day when the first person in the house became ill. 	Low

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Procedures if someone falls ill whilst at external premises	Employee and others they interface with	High	<p>If the Employee develops a high temperature, a persistent cough or change or loss to sense of smell or taste whilst at an external site they will:</p> <ul style="list-style-type: none"> • Abort the meeting/appointment and return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. • They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed. • The employee will provide an emergency family member contact should this be required • If they are unable to drive then the Emergency Services will be contacted. 	Low
Confirmed Covid 19 case	Employee and others they interface with	High	<ul style="list-style-type: none"> • If an employee tests positive for Covid 19 they are to inform a PCSG director asap. • The employer will then liaise with those clients who the employee has been in close contact with during the period when they may have been infectious • The Site Visit Calendar will be used to identify who to trace • All employees who have been in close contact with the individual will be informed. The NHS track and trace system defines close contact as; <ul style="list-style-type: none"> ○ having face-to-face contact with someone (less than 1 meter away) ○ spending more than 15 minutes within 2 meters of someone ○ travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane • All personnel on site will be informed and reminded of the Covid 19 site operating procedures and also what to do if they themselves show any symptoms • Employees will be supported in arranging Covid 19 tests • Covid 19 site operating procedures will be reviewed • Working arrangements and risk assessments for the affected person will be reviewed and other risk assessment will be reviewed as a matter of course • Other actions will be considered dependent upon the circumstances of each case <p>Any RIDDOR requirements will be reviewed and applied as required</p>	Low

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Welfare	Employee and others they interface with	High	<ul style="list-style-type: none"> • Where required the engineer will familiarize themselves with the arrangements for toilets, washing facilities, and rest areas and use these as per the Covid secure controls on the premises. • Engineer will adhere to recognized hygiene practices including washing hands with soap and water often – for at least 20 seconds, use hand sanitizer gel if soap and water are not available, wash hands when they get on to the premises, cover their mouth and nose with a tissue or their sleeve (not hands) when cough or sneeze, put used tissues in the bin immediately and wash hands afterwards. • Engineers are encouraged to bring own food or drink were attendance is anticipated to be extended, i.e. half or full day. External premises is responsible for ensuring that soap and fresh water is readily available and kept topped up at all times. Hand Washing Guidance to be installed at all hand wash stations • Wash hands before and after using the toilet facilities • Multi-use handtowels are not used to dry hands 	Low
PPE	Employee and other's they interface with	High	<ul style="list-style-type: none"> • Engineer may choose to wear face coverings or wear it if it is a client rule. • PPE will be selected relevant to the visit, i.e. mask, gloves, etc • If the engineer is collecting equipment, then they shall wear gloves and clean the equipment before placing it into their vehicle using hygiene wipes. They will place the wipes into a disposable bag and dispose of in a waste bin as soon as possible. This will be provided by the company on request • PPE must not be shared with anyone else • PPE will be removed where necessary upon exit out of the premises • If the 2 Metre distance is not able to be achieved, then the task in hand will be reviewed and PPE considered • Re-usable PPE should be thoroughly cleaned after use and not shared between workers. Check with Manufacturer's instructions that the equipment is safe to be cleaned and that it will not degrade its effectiveness. • Single use PPE should be disposed of in the correct bins, otherwise place in a plastic bag and dispose of as soon as possible. • Employees must ask for replacement PPE from their line manager or Office Administrator as needed 	Low

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This document must be electronically signed by each employee on issue