Working in members' homes during COVID-19

Risk assessment for engineers visiting members' properties during the coronavirus (COVID-19) outbreak.

Risk assessment carried out:	**17 March 2021**
Review date:	**19 April 2021**

How we assessed the risks of coronavirus

We considered the risks to our members and our engineering partners who cover meter repairs and installations. Our planning was guided by:

- the government's guidance
- our own risk policies
- detailed risk assessments from our engineering partners

What are the hazards?	Who might be harmed and how?	What controls have we put in place to minimise these risks?
An engineer or member of their household displays coronavirus symptoms	Bulb members or members of the public become infected.	Engineers will stay home and self-isolate if they develop coronavirus symptoms, or if a member of their household tests positive for COVID-19. They will follow government guidance on self-isolation at all times. If an engineer feels unwell at work, they will make the situation safe, tell their manager they're unwell and return home immediately.
An engineer becomes ill through contact with a member and spreads coronavirus.	The engineer, members of their household or members of the public become infected with coronavirus.	The engineer will call in advance to check that no one at the property is self-isolating or displaying symptoms of coronavirus. And they will remind the member to keep a social distance of at least 1 to 2 metres throughout the appointment. Engineers will wash their hands with soap and water or hand sanitiser before and after their visit to a member's property, and at regular intervals throughout the day. Engineers will wear the following personal protective equipment (PPE) throughout the appointment: • visor or safety glasses • face covering in the form of a face mask or full-face visor • gloves, which will be santitized or changed between each appointment Where possible, members will be asked to observe all safety tests from a distance of at least 2 metres. Engineers will use sanitizing wipes to wipe down any equipment installed, worked on, or left behind. Time spent at the member's property will be minimised, and Bulb will provide additional information by email before and after the appointment.
An engineer becomes infected with coronavirus through contact with an individual who is self-isolating.	The engineer, members of their household or members of the public become infected with coronavirus.	The engineer will call in advance to check that no one at the property is self-isolating or displaying symptoms of coronavirus. If an individual is self-isolating, engineers will only visit the property to complete emergency work. Engineers will follow the standard safety procedures listed above.