









Risk Assessment Form

H&SF 011	
Identification Number:	IE-O-027
Date Reviewed:	06/2020
Site Specific/Generic:	Generic
Activity/Location:	IMServ Working under COVID-19 conditions
Assessors:	Kate Whitehouse
Description of Activity:	Office / Field Activities

Tasks covered:	Environment setup and management to reduce the risks of those on site being exposed to coronavirus. This document follows government guidance.
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PPE assessment								
Type of PPE:								
	Head	Foot	Eye	Hand	Hearing	Hi-visibility	RPE	Fall arrest
	Standard rules	Standard rules	Standard rules	Standard rules plus use of sanitiser where hand washing is not readily available	Standard rules	Standard rules	FFP2 masks (Field) Surgical Masks (office)	Standard rules
Additional requirements:		There is no requirement for the precautionary use of extra PPE to protect against coronavirus outside clinical settings or when responding to a suspected or confirmed case of coronavirus.						
Note. PPE must only be considered when other control measures are not possible. PPE should always be considered as a last resort option. PPE should only be worn when there is reasonable justification for doing so.								

Risk assessment									
Activity	Persons at risk	Significant hazards	Initial			Risk control measures	Residual		
			L	S	DR		L	S	RR
If you may be exposed to the Covid-19 virus	Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> If you have symptoms of coronavirus as listed by the NHS, Public Health England or the Government, you should self-isolate and get tested (https://www.gov.uk/coronavirus). You must also tell your line manager and HR immediately. You must get tested for COVID-19. You must tell others in your household or social bubble to self-isolate. All persons must follow the government guidance: https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/ 	1	5	5
Working during the Covid-19 pandemic	Office staff, Field staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> Everyone must follow the government's guidance on working during the pandemic (https://www.gov.uk/coronavirus). Senior management and EHS&S to regularly review the guidance for updates and changes of rules, procedures etc. These are to be reflected in local arrangements. 	1	5	5

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Working on company premises	Office Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> Staff to complete some or all their role from home, where it is possible to do so. They are only to work on company premises if they cannot complete their role remotely. This situation must be maintained until government guidance states that it's no longer necessary to do this. The senior management will take reasonable steps to maintain reasonable staffing levels on site that allow social distancing measures to be maintained. Start times are to be staggered to prevent persons arriving on site at one time. Only those on the critical staff list may attend the premises. Teams to be split into two teams wherever possible. Teams not permitted to be on the premises on the same day. Thermal temperature checking mandatory prior to entry. Posters, leaflets and other materials displayed and available throughout the premises. Regular handwashing for 20 seconds with soap and water encouraged. Hand sanitiser stations installed throughout the building. Personal hygiene kits available on each available desk. Desks to be allocated at reception and must be the only desk occupied throughout the duration of the visit. Surgical face masks to worn whilst company premises at all times, each mask for 4 hours before replacing. 	1	5	5
Home workers	Office Staff	Serious ill-health conditions/ mental health issues.	3	5	15	<ul style="list-style-type: none"> Employees must identify a suitable location to work in their home. It should provide enough separation from likely disruptions and space to allow them to work in a safe manner. Workstations and work routines should be set up and maintained in accordance with HSE guidance. Staff to report any problems with setting up a workstation to their line manager. Assistance to be provided if required. Equipment, access to systems etc. to be provided and maintained to ensure staff can complete their duties at home. Communication and reporting channels to be clearly identified to all homeworkers. If the work at home duties are not restricted to using display screen equipment, a safe system of work is to be developed by the line manager and agreed by employee. DSE assessments for home working to be completed by all staff, and any concerns / issues raised to be dealt with by EHS&S and/or line managers (as required). 	1	5	5
Visitors and contractors	Office Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> Visitors are not allowed on the premises. All meetings must completed by phone, video conferencing etc. Contractors must only attend the premises to complete critical/emergency works. Full details of control measures to be followed to prevent spread of virus to be included in contractors' documented safe systems of work (SSOW). 	1	5	5

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Preventing infection spreading/ social distancing	Office Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> • All persons to be regularly reminded to: <ul style="list-style-type: none"> ○ Wash hands with soap and water often - do this for at least 20 seconds. ○ Use hand sanitiser gel if soap and water are not available. ○ Wash hands regularly throughout the day. ○ Use hand sanitiser regularly throughout the day. ○ Cover mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing. ○ Dispose of any tissues in appropriate waste receptacles as quickly as possible. ○ Maintain the two-metre distance rule at all times. ○ Do not touch face or eyes if hands are not clean. • Signage displayed on floor to remind staff on social distancing rules. • Number of persons allowed to use lifts identified on signage. • Numbers to allow social distancing rules to be maintained. • Hand sanitiser stations set up around the workplace. • When on site staff to work on allocated, 2 metre distanced desks, and only on that desk for duration of visit. 	1	5	5
Cleaning and house keeping	Office Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> • Full deep clean completed prior to re-occupation. • Enhanced cleaning procedures in place across the site, particularly at touch points including: <ul style="list-style-type: none"> ○ taps and washing facilities ○ toilet flush and seats ○ door handles and push plates ○ hand rails on staircases ○ lift controls ○ machinery and equipment controls ○ food preparation and eating surfaces ○ telephone equipment ○ keyboards, photocopiers and other office equipment • Rubbish bin lids removed and emptied at the end of each day. • In the event of possible contamination, i.e. a person attending site who later has a confirmed case, areas that may be contaminated to be deep cleaned/decontaminated. • Shared vehicle (Facilities / IT van) to be cleaned after each use. All surfaces to be wiped down. 	1	5	5
Travel to the workplace	Staff, Field Staff, contractors and others	Serious ill-health conditions	3	5	15	<p>Office</p> <ul style="list-style-type: none"> • Those travelling to the workplace to avoid public transport wherever it is practicable to do so. • Sharing of vehicles is not permitted except for employees who live in the same household, or for members of a social bubble.. <p>Field</p> <ul style="list-style-type: none"> • All field workers to use their own vehicles only and must not share vehicle at any time. • Regular wipe down of main touch points to be completed such as door handles, steering wheel, gear stick, hand break with anti-viral wipes. • PPE waste to removed and disposed of daily. 	1	5	5

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Providing welfare facilities	Office Staff, Field Staff, contractors and others	Serious ill-health conditions	3	5	15	<p>Office</p> <ul style="list-style-type: none"> All persons to wash their hands with soap and water as they enter and before leaving area. Hand sanitising stations outside the premises and throughout the building. Hygiene packs on all available desks to enable cleaning prior to use. Welfare facilities are setup so that the two-metre social distancing rule can be maintained, floor signage installed to assist. Signage to remind those on site of the risks displayed. Staff to bring own food and drinks. No food sharing. All staff to use anti-viral wipes before and after using water taps, vending machines, etc. Face masks provided and to be worn by all on the premises. All toilet facilities are one person only. <p>Field</p> <ul style="list-style-type: none"> Return to work care pack to be provided prior to restart date. Weekly supply of anti-viral wipes, FFP2 face masks and hand sanitiser. 	1	5	5
Training and meetings	Office Staff, Field Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> All staff made aware of site rules. They are to read the documents and make themselves aware of the control measures/ premises rules before returning to work. They are to send an email to their manager to confirm they have completed this. Face-to-face training to be avoided wherever possible to do so. Meetings to be completed by video conferencing/ phone wherever practical. If this is not possible training/meetings to be completed in small groups and whilst maintaining two-metre social distancing rule and all other site rules. Open spaces to be used in preference to small rooms. All meetings to be kept as short as possible. No paperwork/materials to be shared. 	1	5	5
Inbound and outbound goods	Office Staff, contractors and others	Serious ill-health conditions	3	5	15	<ul style="list-style-type: none"> Delivery and collection to be outside the premises. Staff managing the process to communicate through the intercom. Electronic devices to confirm delivery/collection should not be touched. Sharing of paperwork to be avoided wherever it is practicable to do so. Staff to avoid team work where possible. Mechanical means, such as trollies etc. to be utilised - by trained and authorised persons. 	1	5	5
Following prescribed safe systems of work	Office Staff, Field Staff, contractors and others	Accident or injury caused by working in an unsafe manner	3	5	15	<ul style="list-style-type: none"> Under no circumstances are staff or contractors to be asked to complete tasks that they're not deemed competent in/authorised to perform. There are to be no exceptions to this rule. Prescribed safe systems of work must always be followed. If necessary, the safe system of work must be formally amended before adopting new work practices. New safe systems must not increase risks to those completing the job, or anyone else who may be affected. There may be times due to staff absences, when direct supervision levels may be less than normal. During these times, staff are expected to maintain normal working practices. Anyone failing to do so 	1	5	5

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						<p>to be subject to the organisation's disciplinary procedures.</p> <ul style="list-style-type: none"> If a pre-start check identifies any safety-critical faults, or a fault is identified during use, normal rules apply. The equipment must be taken out of use and corrective action taken. It must not be used if it is deemed to be unsafe. If training that has a fixed expiry date runs out, site management to speak to the training provider to seek guidance. In many instances, grace periods are being extended to reflect the lack of available courses. 			
Working in the field	Staff	Serious ill-health conditions				<ul style="list-style-type: none"> Field staff will return to work at different stages. Field Staff will only return to work in accordance with government guidance around self-isolation and shielding. Field staff will return based on customer demand. Field staff will be provided care packs ensuring working protocols and method statements are met. Field staff will receive refresher technical and health & safety training to ensure no skill fade. Field staff will receive specific COVID-19 response briefing and run through of updated RAMS. Additional PPE will be provided on a weekly basis. <p>Prior to visit</p> <ul style="list-style-type: none"> Back office support teams will call ahead to understand customer COVID-19 situation. This will inform the team if the job can go ahead. Field staff will also call ahead prior to visit to ask the same questions before attempting the job. <p>During visit</p> <ul style="list-style-type: none"> Field staff must follow the specific method statement to the job they are attending. Details of exactly how to complete the job are set out in the safe system of work they are trained in. <p>Hygiene protocol</p> <ul style="list-style-type: none"> Before leaving the vehicle, apply hand sanitiser, put on safety glasses and face mask Wash hands with soap and water (if possible) for a minimum of 20 seconds prior to and during the job. If not possible, sanitise your hands. Any equipment requiring contact at customer premises must be wiped down prior to job. Once job complete, any equipment, surfaces, door handles etc touched must be wiped down with anti-viral wipes. Once back in vehicle, sanitise hands, and remove face mask and safety glasses. Dispose of all wipes and masks appropriately in general waste. 			

Key								
L: Likelihood	5	5	10	15	20	25	High risk: 15-25	High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced.
	4	4	8	12	16	20		
	3	3	6	9	12	15	Medium risk: 8-12	Medium risks should only be tolerated for the short term and only whilst further control measures to mitigate the risks are being planned and introduced.
	2	2	4	6	8	10		
	1	1	2	3	4	5	Low risk: 1-6	Low risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further.
		1	2	3	4	5		
S: Severity							DR: Degree of risk	RR: Residual risk
Guidance.	<ol style="list-style-type: none"> 1. Identify the persons at risk and the significant hazards. 2. Calculate an initial RR for the activity. 3. Identify risk control measures that reduce the risks to an acceptable level. 4. Calculate a revised RR – assuming the control measures are followed. (Consider changing both the likelihood (L) and the severity (S) ratings.) 							