

Office location: N/A		Area: N/A
Activity: Drax/Opus/Haven Field Agent (FA) visits to Customer premises (including partner agents)		Initial Assessment Date: 09/06/2020 Latest Revision Date: 16/09/2020
Name: Vikki Pugh		
Person(s) at risk – For the purposes of this risk assessment, the following groups have been taken into account: colleagues, field agents, meter operators, third party contractors and customers who are shielding or social distancing to protect themselves or persons in their household. Consideration has also been given to the following higher risk groups: older males; those with a high body mass index; persons with health conditions; from some Black, Asian or minority ethnic (BAME) backgrounds.		
Hazard (A hazard can be anything with the potential to cause harm)	Existing Controls (What is currently in place to control the hazard)	Further Control Measures Required (All of the following control measures must be implemented to reduce the risk factor to a tolerable level)
Reading meters (Outside boxes)	<ul style="list-style-type: none"> • Colleagues/Field Agents (FAs) to only carry out visits if they are not considered Extremely vulnerable or Vulnerable and are free of all Covid-19 symptoms • Sanitiser to be provided for Colleagues/FAs, including wipes • Customer advised to maintain 2 metre distancing. If 2 metres cannot be achieved, the visit should be cancelled and procedure for notifying cancelled visits followed 	<ul style="list-style-type: none"> • Colleagues/FAs to only use tools provided to open the meter boxes (do not share or borrow tools from someone else). If you have to touch anything else, use disposable gloves for the task or sanitiser to clean hands immediately after. • Colleagues/FAs are advised to wear face coverings during the visit, though this activity can take place by adhering to social distancing.
Reading meters (Internal boxes)	<ul style="list-style-type: none"> • Colleagues/FAs to only carry out visits if they are not considered Extremely vulnerable or Vulnerable and are free of all Covid-19 symptoms • Sanitiser to be provided for Colleagues/FAs, including wipes • Customer advised to maintain 2 metre distancing. If 2 metres cannot be achieved, the visit should be cancelled and procedure for notifying cancelled visits followed 	<ul style="list-style-type: none"> • If someone at the property has symptoms of Covid-19, appointments should be cancelled and a call rescheduled for 14 days time. • If the occupier is vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis. We will also apply this to customers who choose to remain shielding. • Colleagues/FAs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves and face coverings while at the premises.

	<ul style="list-style-type: none"> • Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit. 	<ul style="list-style-type: none"> • Colleagues/FAs will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. • Face visors will be provided and worn where the wearing of a face covering is not practical. These are to be wiped down using the sanitiser wipes following each visit. • Customer asked to leave internal doors open to minimise contact with door handles. • Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. • Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
Survey visits (to identify closed/ceased trading/change of ownership)	<ul style="list-style-type: none"> • Covid-19 hotspot areas (local lockdowns) would be excluded from the visits • Sanitiser to be provided for Colleagues/FA's, including wipes for any surfaces that need to be touched. Alternatively, disposable gloves can be worn, but they must be changed frequently and removed carefully to prevent virus spread. • Colleagues/FA's will be kept informed of new protocols for attending a Customer's site as and when they occur • Where face to face work is required, the duration of such work will be kept as short as possible (15 minutes or less) and face coverings or visors will be worn. 	<ul style="list-style-type: none"> • Colleagues/FAs are advised to wear face coverings during the visit, though this activity can take place by adhering to social distancing. • Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers • Colleagues/FAs will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. • Customer asked to leave internal doors open to minimise contact with door handles. • Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. • Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
Installations of SMART meters and meter changes (like for like)	<ul style="list-style-type: none"> • Colleagues/FAs/Installers to prioritise customer demand and risk (emergency and essential works) • Colleagues/FAs/Installers to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19. • Sanitiser wipes provided in all vehicles. • All equipment and tools to be sanitised (using the wipes) provided before and after each visit. • Customer advised of the need and will be expected to adhere to social distancing at all times during the visit • Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers 	<ul style="list-style-type: none"> • If someone at the property has symptoms of Covid-19, only essential/emergency work should be carried out. Wherever possible, appointments should be cancelled and a call rescheduled for 14 days time. • If the occupier is vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis. We will also apply this to customers who choose to remain shielding. • Installations will only progress if the Customer confirms they are happy to allow the Colleague/FA/installer into the property. • Colleagues/FAs/Installers will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves and face covering while at the premises.

	<ul style="list-style-type: none"> Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit. 	<ul style="list-style-type: none"> Colleagues/FAs/Installers will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. Face visors will be provided and worn where the wearing of a face covering is not practical. These are to be wiped down using the sanitiser wipes following each visit. Customer asked to leave internal doors open to minimise contact with door handles. Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
Generic meter servicing - site works	<ul style="list-style-type: none"> Colleagues/FAs to prioritise customer demand and risk (emergency and essential works) Colleagues/FAs to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19. Sanitiser wipes provided in all vehicles. All equipment and tools to be sanitised (using the wipes) provided before and after each visit. Customer advised of the need and will be expected to adhere to social distancing at all times during the visit Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit. 	<ul style="list-style-type: none"> If someone at the property has symptoms of Covid-19, only essential/emergency work should be carried out. Wherever possible, appointments should be cancelled and a call rescheduled for 14 days time. If an occupant(s) still have symptoms, the visit should be cancelled and the appointment rescheduled for 14 days time. If the occupier is vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis. We will also apply this to customers who choose to remain shielding. Colleagues/FAs will only progress if the Customer confirms they are happy to allow them into the property. Colleagues/FAs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves and face covering while at the premises. Colleagues/FAs will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. Face visors will be provided and worn where the wearing of a face covering is not practical. These are to be wiped down using the sanitiser wipes following each visit. Customer asked to leave internal doors open to minimise contact with door handles. Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
Physical re-connection or disconnection of	<ul style="list-style-type: none"> Colleagues/FAs/Meter Operators (MOPs) to check prior to the visit (where possible) whether the building occupant(s) have any symptoms of Covid-19. Sanitiser wipes provided in all vehicles. 	<ul style="list-style-type: none"> If someone at the property has symptoms of Covid-19, only essential/emergency work should be carried out. Wherever possible, appointments should be cancelled and a call rescheduled for 14 days time.

<p>meters (including warrant visits)</p>	<ul style="list-style-type: none"> • All equipment and tools to be sanitised (using the wipes) provided before and after each visit. • Customer advised of the need and will be expected to adhere to social distancing at all times during the visit. • Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers • Colleagues/FAs/MOPs and Locksmiths to maintain social distancing (2m) from each other. If they are required to be in close proximity (less than 2m) for a short duration, face coverings should also be worn. • Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit. 	<ul style="list-style-type: none"> • If the occupier is vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis. We will also apply this to customers who choose to remain shielding. Guidance suggests that no visit should take place unless there is a direct safety risk (i.e. no supply or risk of no supply). • Customers will be asked to remain at least 2m away from Colleagues/FAs/MOPs and Locksmiths at all times. If Customers are self-isolating with symptoms, they will be asked to remain in a separate room during the visit. • Colleagues/FAs/MOPs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves and face covering while at the premises. • Colleagues/FAs/MOPs will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. • Face visors will be provided and worn where the wearing of a face covering is not practical. These are to be wiped down using the sanitiser wipes following each visit. • Customer asked to leave internal doors open to minimise contact with door handles. • Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. • Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
<p>Essential or emergency visits to premises during the pandemic</p>	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs to prioritise customer demand and risk (emergency and essential works) • Colleagues/FAs/MOPs to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19. • Sanitiser wipes provided in all vehicles. • All equipment and tools to be sanitised (using the wipes) provided before and after each visit. • Customer advised of the need and will be expected to adhere to social distancing at all times during the visit • Equipment, including cards, pens and phones will not be passed between Colleagues/FAs/MOPs and Customers • Colleagues/FAs/MOPs and Locksmiths to maintain social distancing (2m) from each other. If they are 	<ul style="list-style-type: none"> • If someone at the property has symptoms of Covid-19, only essential/emergency work should be carried out. Wherever possible, appointments should be cancelled and a call rescheduled for 14 days time. • If the occupier is vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis. We will also apply this to customers who choose to remain shielding. Guidance suggests that no visit should take place unless there is a direct safety risk (i.e. no supply or risk of no supply). • Customers will be asked to remain at least 2m away from Colleagues/FAs/MOPs and Locksmiths at all times. If Customers are self-isolating with symptoms, they will be asked to remain in a separate room during the visit. • Colleagues/FAs/MOPs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves and face covering while at the premises.

	<p>required to be in close proximity (less than 2m) for a short duration, face coverings should also be worn.</p>	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs will receive instruction and training in how to wear and remove the equipment safely. All items will be placed into a plastic bag, sealed and disposed of in accordance with Government guidance. • Face visors will be provided and worn where the wearing of a face covering is not practical. These are to be wiped down using the sanitiser wipes following each visit. • Customer asked to leave internal doors open to minimise contact with door handles. • Customer may also be asked to minimise movement in busy areas such as stairs and corridors whilst work takes place. • Colleagues/FAs will minimise the number of workers in a confined area at any one time to maintain social distancing.
Travelling to/from work	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs only to travel if the task cannot be performed from home • Colleagues/FAs/MOPs to use their Company car and avoid car sharing or using public transport • If overnight stays are unavoidable, then steps must be taken to ensure that the accommodation booked meets social distancing guidelines and has implemented a robust cleaning regime. 	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs to consult their line manager and HR if they have any questions or concerns around the need to attend Customer sites or adjustments to working hours • Colleagues/FAs/MOPs to carefully plan routes to ensure adequate rest breaks and welfare facilities are available when they need to take them. Rest stops should be planned at least every 2 hours if travel distances increase. • When refuelling company cars, Colleagues/FAs/MOPs advised to wear disposable gloves. Hand sanitiser is available in the vehicle and Colleagues/FAs/MOPs advised to use it regularly when away from home, especially following contact with surfaces outside of their direct control.
Suspected case whilst working away from home	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs made aware of the current recognised symptoms by HR on the COVID-19 pages of the Intranet • Colleagues/FAs/MOPs with symptoms including: (New persistent cough, high temperature, loss of sense of smell, loss of sense of taste) are asked to stay home and follow the relevant HR process 	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs who have arrived at a Customer site and then present symptoms are asked to immediately leave the premises and notify their line manager immediately. • Any cases of COVID-19 which may be considered 'work-related' need to be recorded on Intellex and investigated.
Welfare facilities	<ul style="list-style-type: none"> • Colleagues/FAs/MOPs are aware that Customer premises may not be open for business and therefore toilet facilities may not be available. Colleagues/FAs/MOPs to plan their route carefully to ensure that they are able to access toilet facilities when required. • Colleagues/FAs/MOPs to carry food and drinks for their own consumption. Sanitiser and wipes will be provided to clean hands and surfaces prior to eating/drinking. 	<ul style="list-style-type: none"> • Breaks and lunch should be taken away from the work area if possible.

	<ul style="list-style-type: none"> • Continue regular communications from Drax/Opus/Haven on Covid-19 • For Colleagues promote health and wellbeing guidance, including the Employee Assistance Programme • Make “Staying Covid-19 Secure in 2020” and other appropriate Covid-19 risk assessment documents available to staff and contractors online and in the offices 	<ul style="list-style-type: none"> • Where we use Partner Agents to carry out the work on our behalf, they will also have their own detailed risk assessments to follow. These will be made available to the customer via a link in the appointment. • Partner Agents risk assessments will be checked by us, before we send them out to a customer. • Government identified ‘hotspots’ (local lockdowns) will be avoided. Any planned visits arranged within the hotspot zone will be rearranged for a date when the hotspot lockdown controls have eased and take into account the latest Government advice. • Whilst the Government has paused shielding restrictions from 1 August 2020, there may be Customers who are still abiding by the initial guidance. The Government may also reinstate the shielding restrictions if the number of positive coronavirus cases increases. • Face coverings are now mandatory for entry into shops and you may be asked to wear a face covering as a precaution in other settings. If in doubt, wear a face covering. Always wash/sanitise your hands before and after use.
<p>Residual Risk Factor – Taking everything into account, the overall risks in this assessment have deemed to be D2 (Low risk – tolerable with controls in place)</p>		
<p>Review Period - This risk assessment will be reviewed regularly in light of any changes to Government guidance, Legislative changes or advice from the HSE, Public Health England/Wales, World Health Organisation or other leading authority on the subject. The risk assessment has taken into account the HSE’s ‘Working Safely Guide’.</p>		

Risk Assessment Matrix

Health and Safety				
Major Injury or death	Lost Time Incident	Worse Than First Aid	First Aid	Very Minor or No Injury
COSHH				
Sensitizing, Mutagen or Carcinogen	Toxic/Very Toxic	Harmful /Corrosive	Irritant	Low Hazard

Probability	Historical	Likelihood		Severity				
				1	2	3	4	5
>1 in 10	Is expected to occur in most circumstances	Very Likely	A	A1	A2	A3	A4	A5
1 in 10 - 100	Will probably occur	Somewhat Likely	B	B1	B2	B3	B4	B5
1 in 100 - 1000	Might occur at some time in the future	Unlikely	C	C1	C2	C3	C4	C5
1 in 1000 - 10,000	Could occur but doubtful	Very Unlikely	D	D1	D2	D3	D4	D5
1 in 10,000 - 100,000	May occur but only in exceptional circumstances	Extremely Unlikely	E	E1	E2	E3	E4	E5

	High risk – no work execution
	Medium risk – tolerable with sign on every time
	Low risk – tolerable with controls in place
	ALARP