

<b>Office location:</b> N/A		<b>Area:</b> N/A
<b>Activity:</b> Drax/Opus/Haven Field Agent (FA) visits to Customer premises (including partner agents)		<b>Assessment Date:</b> 09/06/2020
<b>Name:</b> Vikki Pugh		
<b>Person(s) at risk</b> – 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.		
<b>Hazard</b> (A hazard can be anything with the potential to cause harm)	<b>Existing Controls</b> (What is currently in place to control the hazard)	<b>Further Control Measures Required</b> (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"> <li>• Colleagues/Field Agents (FAs) to only carry out visits if they are not considered Extremely vulnerable, Vulnerable or shielding and are free of all Covid-19 symptoms</li> <li>• Sanitiser to be provided for Colleagues/FAs, including wipes</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Colleagues/FAs will not be required to wear face coverings unless they choose to wear one as this activity can take place by adhering to social distancing.</li> </ul>
Reading meters (Internal boxes)	<ul style="list-style-type: none"> <li>• Colleagues/FAs to only carry out visits if they are not considered Extremely vulnerable, Vulnerable or shielding and are free of all Covid-19 symptoms</li> <li>• Sanitiser to be provided for Colleagues/FAs, including wipes</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• If someone at the property has symptoms of Covid-19, appointments should be cancelled and a call rescheduled for 14 days time.</li> <li>• If the occupier is shielding, vulnerable or extremely vulnerable, the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis.</li> <li>• Colleagues/FAs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves, face mask/covering and overalls while at the premises.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit.</li> </ul>	<ul style="list-style-type: none"> <li>• Face visors will be provided and worn at all premises. These are to be wiped down using the sanitiser wipes following each visit.</li> </ul>
Survey visits (to identify closed/ceased trading/change of ownership)	<ul style="list-style-type: none"> <li>• Covid-19 hotspot areas would be excluded from the visits</li> <li>• 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.</li> <li>• Colleagues/FA's will be kept informed of new protocols for attending a Customer's site as and when they occur</li> <li>• 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 visors will be worn.</li> </ul>	<ul style="list-style-type: none"> <li>• Colleagues/FAs will not be required to wear face coverings unless they choose to wear one as this activity can take place by adhering to social distancing.</li> <li>• Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers</li> <li>• 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.</li> </ul>
Installations of SMART meters and meter changes (like for like)	<ul style="list-style-type: none"> <li>• Colleagues/FAs/Installations to prioritise customer demand and risk (emergency and essential works)</li> <li>• Colleagues/FAs/Installers to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19.</li> <li>• Sanitiser wipes provided in all vehicles.</li> <li>• All equipment and tools to be sanitised (using the wipes) provided before and after each visit.</li> <li>• Customer advised of the need and will be expected to adhere to social distancing at all times during the visit</li> <li>• Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers</li> <li>• Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• If the occupier is shielding, vulnerable or extremely vulnerable the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis.</li> <li>• Installations will only progress if the Customer confirms they are happy to allow the Colleague/FA/installer into the property.</li> <li>• 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, face mask/covering and overalls while at the premises.</li> <li>• 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.</li> <li>• Face visors will be provided and worn at all premises. These are to be wiped down using the sanitiser wipes following each visit.</li> </ul>
Generic meter servicing - site works	<ul style="list-style-type: none"> <li>• Colleagues/FAs to prioritise customer demand and risk (emergency and essential works)</li> <li>• Colleagues/FAs to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Sanitiser wipes provided in all vehicles.</li> <li>• All equipment and tools to be sanitised (using the wipes) provided before and after each visit.</li> <li>• Customer advised of the need and will be expected to adhere to social distancing at all times during the visit</li> <li>• Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers</li> <li>• Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit.</li> </ul>	<ul style="list-style-type: none"> <li>• If the occupier is shielding, vulnerable or extremely vulnerable the visit should not go ahead, except in exceptional circumstances. These will be reviewed on a case by case basis.</li> <li>• Colleagues/FAs will only progress if the Customer confirms they are happy to allow them into the property.</li> <li>• Colleagues/FAs will take every precaution to protect their own health and safety and that of the Customer. This will include wearing disposable gloves, face mask/covering and overalls while at the premises.</li> <li>• 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.</li> <li>• Face visors will be provided and worn at all premises. These are to be wiped down using the sanitiser wipes following each visit.</li> </ul>
Physical re-connection or disconnection of meters (including warrant visits)	<ul style="list-style-type: none"> <li>• Colleagues/FAs/Meter Operators (MOPs) to check prior to the visit (where possible) whether the building occupant(s) have any symptoms of Covid-19.</li> <li>• Sanitiser wipes provided in all vehicles.</li> <li>• All equipment and tools to be sanitised (using the wipes) provided before and after each visit.</li> <li>• Customer advised of the need and will be expected to adhere to social distancing at all times during the visit.</li> <li>• Equipment, including cards, pens and phones will not be passed between Colleagues/FAs and Customers</li> <li>• 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.</li> <li>• Customers asked to ventilate the property by opening windows (where possible) before, during and after the visit.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• If someone at the premises is shielding, vulnerable or extremely vulnerable and the visit is essential, Colleagues/FAs/MOPs will continue to visit where absolutely necessary. Guidance suggests that no visit should take place unless there is a direct safety risk (i.e. no supply or risk of no supply).</li> <li>• 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.</li> <li>• 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, face mask/covering and overalls while at the premises.</li> <li>• 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.</li> <li>• Face visors will be provided and worn at all premises. These are to be wiped down using the sanitiser wipes following each visit.</li> </ul>
Essential or emergency visits to premises during the pandemic	<ul style="list-style-type: none"> <li>• Colleagues/FAs/MOPs to prioritise customer demand and risk (emergency and essential works)</li> <li>• Colleagues/FAs/MOPs to check prior to the visit whether the building occupant(s) have any symptoms of Covid-19.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• If someone at the premises is shielding, vulnerable or extremely vulnerable and the visit is essential, Colleagues/FAs/MOPs will continue to visit where absolutely necessary.</li> </ul>

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Travelling to/from work	<ul style="list-style-type: none"> <li>• Colleagues/FAs/MOPs only to travel if the task cannot be performed from home</li> <li>• Colleagues/FAs/MOPs to use their Company car and avoid car sharing or using public transport</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> <li>• 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.</li> </ul>
Suspected case whilst working away from home	<ul style="list-style-type: none"> <li>• Colleagues/FAs/MOPs made aware of the current recognised symptoms by HR on the COVID-19 pages of the Intranet</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Any cases of COVID-19 which may be considered 'work-related' need to be recorded on Intellex and investigated. The HSE has updated its guidance on COVID-19 and it is now reportable if there is '<b>reasonable evidence suggesting work-related exposure was the likely cause of the disease and this is supported by a registered medical practitioner's diagnosis</b>'. This needs to be read in conjunction with the following criteria: <ul style="list-style-type: none"> <li>- 'an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence'. The incident must result (or could have resulted) in the release or escape of the coronavirus</li> <li>- 'a worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease'.</li> </ul> </li> </ul>
Welfare facilities	<ul style="list-style-type: none"> <li>• Colleagues/FAs/MOPs are aware that Customer premises may not be open for business and therefore</li> </ul>	

	<p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Continue regular communications from Drax/Opus/Haven on Covid-19</li> <li>• For Colleagues promote health and wellbeing guidance, including the Employee Assistance Programme</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Partner Agents risk assessments will be checked by us, before we send them out to a customer.</li> </ul>
<p><b>Residual Risk Factor</b> – Taking everything into account, the overall risks in this assessment have deemed to be <b>D2</b> (Low risk – tolerable with controls in place)</p>		
<p><b>Review Period</b> - 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>		
<p>Review/Amendment dates -  Signed: _____ Date: _____ Signed: _____ Date: _____</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