

RISK ASSESSMENT

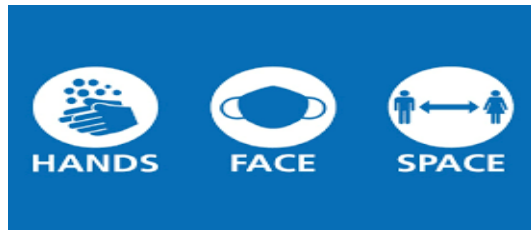
Form Ref. WO.01

Date Form Issued 02/05/19

Form Issue 5

Company Index: File Ref:	Cov-19 002	Issue:	5
Company/Site:	UK wide installations Domestic / Commercial		
1. Task/s or Operation/s:	Installation Works		

Date Assessed or Reviewed:	12 th May 2021	Date of Next Review:	Ongoing, Live
Assessed By:	Commercial Director		
Person/s involved in assessment:	Project Manager, Health and Safety Advisor, Senior Engineer		
2. Person/s Exposed:	Contractors, end users, public, other site personnel.		



LIKELIHOOD	FIRST AID	LOST TIME	FATAL / CHRONIC	3 OR LESS TOLERABLE RISK	
VERY UNLIKELY	1	3	5	5-9 MODERATE / SUBSTANTIAL RISK	ACTION REQ. 3- 6 MONTHS
POSSIBLE	3	9	15	15 HIGH.RESTRICTED OPERATION ACTION WITHIN 1 MONTH	
HIGHLY PROBABLE	5	15	25	25 INTOLERABLE Risks (PROHIBITION NOTICE TO BE SERVED. TASK TO BE STOPPED IMMEDIATELY UNTIL RISK REDUCED TO TOLERABLE LEVEL.	

5. RISK RATING
(H&S Manual Section 3.1.2.2)

3. Hazard/s	4. New & Existing Control Measure/s	Hazard Severity	Likelihood	Overall Risk Hazard Severity X Likelihood	6. Planned Control Measure/s
Contracting Covid - 19	<ul style="list-style-type: none"> PPE, Social Distancing, hand hygiene, following government guidelines. 	5	1	5	<ul style="list-style-type: none"> Encourage Contractors to be vaccinated under the government's vaccination programme. Update and re-issue the Covid -19 handbook in relation to the vaccination. Support Contractors throughout the government's vaccination programme.
Spread of Covid - 19 Coronavirus - Personal Hygiene	<ul style="list-style-type: none"> Hand Washing facilities with soap and hot water in place at clients property, if not permitted use hand sanitiser Remind all Contractors daily to wash hands as per displayed guidance (https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Install hand sanitisers in all vehicles (advisory sign to be displayed on correct use in vehicle). Sanitisers to be available on vehicles. Hand washing guidance to be displayed in all vehicles. 	5	1	5	<ul style="list-style-type: none"> Daily Communication



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Right to refuse work	<ul style="list-style-type: none"> ▪ Right to refuse to carry out work in client's property ▪ Our Contractors / Engineers are given the right to refuse to carry out work if they do not feel it is safe to do so. Contractor will report back to Project Manager / planners who will record evidence against the site for future reference. ▪ Before we attend any Install, we will contact the client to understand their current situation, and whether anything has changed since the initial appointment was booked. 	5	1	5	<ul style="list-style-type: none"> ▪ Daily Communication
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<p>Social Distancing</p>	<ul style="list-style-type: none"> ▪ End users to be advised by planning team that the Contractor will be practicing social distancing whilst entering, working, and leaving the property. Planning team to confirm with client who will be at the property during work and that distance must be maintained. Contractor to use yellow men at work barrier and signage at entrance to the installation area they are working in. Contractor will complete H&S checklist prior to entering the property. On the day of the work, call ahead to your customer to ask if they or any occupants have signs of the virus, have been diagnosed, or are self-isolating, and to check that they are comfortable with your visit to take place, If contact cannot be made with the client, the planner will inform the Contractor / engineer and the job will be aborted. WE WILL NOT ATTEND ANY JOB WITHOUT PRIOR COMMUNICATION WITH THE CLIENT. <p>Job's will only be passed to the engineer / contractor when the customer has been contacted by the planner / admin and the conversation logged into the system.</p> <ul style="list-style-type: none"> ▪ Only Closomat contractors / engineers will be allowed in the install area. ▪ Explain to your customers what you will be doing, and why, and that you will need to maintain a safe distance from them (2m or 6 ft away is current Government advice), including when waiting for the customer to open the door. ▪ Do not shake hands with the customer or other occupants. ▪ Ask if the occupants can stay in another room, away from the work area(s) whilst the work proceeds, and with permission ventilate the work area where appropriate, e.g. by opening a window 	<p>5</p>	<p>1</p>	<p>5</p>	<ul style="list-style-type: none"> ▪ Daily Communication
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	<ul style="list-style-type: none"> ▪ Ensure social distancing is in place for isolation of all services. ▪ Put on vinyl gloves on arriving prior to starting work. On completion of works remove gloves and wash hands thoroughly, it is recommended to carry your own hand-towel with your equipment. Wash/replace hand-towel at end of each day/shift. ▪ Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. ▪ Avoid touching your eyes, nose, and mouth ▪ Wear appropriate PPE ▪ Adhere to any visiting site Covid – 19 controls / procedures. ▪ If you feel unsafe or at risk at any point, undertake a personal risk assessment and leave the premises if necessary. You can re-plan for a future date if appropriate, after ensuring everything is made safe 				
	<ul style="list-style-type: none"> ▪ Social distancing-Carers, other contractors, and end users- Planners to book work where possible when there are no other contractors working in the property. Contractor will not enter property / site whilst other contractors are working / present. 	5	1	5	<ul style="list-style-type: none"> ▪ Daily Communication



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<p>Pre Visit Inspection</p>	<p>Pre-Visit end user assessment of risk - Planner and Contractor will ask if the tenant is self-isolating or anyone in the property is self-isolating Does the tenant / or anyone in the property have? - New continuous cough, loss of smell or taste and/or High temperature? Has anybody in the property returned from a restricted travel area in the last 14 days? Have they been in contact with anybody? they believe to have Covid-19?</p> <ul style="list-style-type: none"> ▪ If the answer to any of these questions is "yes" then visit will be postponed. 				<p>Daily Communication</p>
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	<p>Contractor will assess working environment for risk, i.e. unsafe area, work will not commence if Contractor feels environment is not to acceptable standard and other contractors are present.</p> <p>When operating the flush or testing the contractor will wear appropriate PPE. Overalls, vinyl gloves, disposable over shoes and face visor / goggles / safety glasses.</p> <p>Job completion</p> <p>Wipe down any operational tools and instruments used within the premises.</p> <p>Remove and place into a plastic bag any wipes, disposable vinyl gloves and overshoes used, whilst trying not to cross-contaminate onto existing clothes or persons.</p> <p>Do not touch your face.</p> <p>Ensure you then clean/wash or Sanitise your hands, and where possible/appropriate any reusable PPE (e.g. safety visor), using soap and water, or use suitable hand sanitizer on hands before moving to your next job</p> <p>At the end of each day and following the appropriate local waste regulations dispose of any bagged waste in line with any existing business process and/or Government guidance.</p> <ul style="list-style-type: none"> ▪ End users will be sent a video link demonstration of the product, this is part of our social distancing procedures. 				
Equipment	<ul style="list-style-type: none"> ▪ Tools / Parts. Contractors must not share tools; good housekeeping must be observed in all properties. 	5	1	5	<ul style="list-style-type: none"> ▪ Daily Communication



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Rest Breaks	<ul style="list-style-type: none"> Rest breaks - Contractors to be asked to take own lunch and not to accept hospitality from clients. Planning team to consider availability of rest areas when planning routes. Ensure hands are washed prior to and after eating. 	5	1	5	<ul style="list-style-type: none"> Daily Communication
Business Communication	<ul style="list-style-type: none"> Communication from Managing Director regarding current Covid -19 updates Internal communication channels and cascading of messages through Project Managers will be carried out regularly to reassure and support Contractors in a fast changing situation. This communication will be delivered from the top, down. 	5	1	5	<ul style="list-style-type: none"> Daily Communication
Manual Handling (Beds)	<ul style="list-style-type: none"> Manual Handling of Beds - The length of the beds facilitates a two-person end to end lift under social distancing guidelines. Correct manual handling guidance must always be maintained. This is short duration work. 	5	1	5	<ul style="list-style-type: none"> Daily Communication
Contractor Wellbeing	<ul style="list-style-type: none"> Contractor wellbeing - Contractors will take their temperature using a forehead strip prior to starting work. If the readings are above 38C they must contact the Closomat planner and then adhere to government guidelines on isolation. <p>The higher-risk groups include those who:</p> <ul style="list-style-type: none"> are older males have a high body mass index (BMI) have health conditions such as diabetes are from some Black, Asian or minority ethnicity (BAME) backgrounds <p>Should follow strict government guidelines</p>	5	1	5	<ul style="list-style-type: none"> Daily Communication
Face Covering	<ul style="list-style-type: none"> Face coverings have been issued to engineers as several clients have requested this. If on occasion clients request this, we can wear the face covering and give them peace of mind and alleviate their anxiety. Face coverings <u>WILL</u> not replace our social distancing disciplines. 	5	1	5	<ul style="list-style-type: none">



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Virtual Audits	<ul style="list-style-type: none"> Field supervisors carry out daily communications in relation to any site issues, PPE, Stock Levels and numerous reminders on Covid - 19 control measures. 	5	1	5	<ul style="list-style-type: none"> Daily / Weekly
Travelling	<ul style="list-style-type: none"> Contractors do not carry passengers or share vehicles. Vehicles can be ventilated weather permitting. Regular stops are planned into all journeys, social distancing must be maintained, and PPE should be used when re-fuelling vehicles. Vehicles to be kept clean on a regular basis. 	5	1	5	<ul style="list-style-type: none">



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Script for planner: -

1. Following the developing situation of the Coronavirus and with advice from the Government, we have introduced new measures to help keep our customers and Contractors safe.

Our Contractors are taking the following precautions to ensure the safety of our customers:

Who is the principal contractor for this work?

- Contractors are now to take a 2-step back approach once your doorbell has been rung or they have knocked on the front door.
- Contractors will use additional personal protective equipment such as single use foot covers, vinyl gloves and a full-face visor / Face Coverings (when requested) safety glasses whilst carrying out installations.
- Please make sure that doors are opened for Contractors so there is a clear path to your install area so that contractors touch as little as possible in your home.
- Contractors will observe Social Distancing Guidelines throughout the visit as much as possible. You may be asked not to enter the work area whilst the engineer is on site to maintain a 6ft or 2m distance from you or other members of the household, warning signs will be used as a reminder.
- Our contractors will not work if other contractors are working in the install area.
- You will not have to sign Contractor tablets for a normal job completion, instead you may be asked if the engineer can sign on your behalf.



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2. **If you are self-isolating because you or a member of your household are experiencing any of the following** our contractor will not be able to attend your home until it is deemed safe to do so:

- **Symptoms of the Coronavirus such as a high temperature, loss of smell or taste or new persistent cough**
- **Awaiting test results**
- **Diagnosed with the Coronavirus**
- **Been in contact with someone with the Coronavirus**
- **Recently returned from anywhere in the world.**

In these cases, please book an install when the recommended self-isolation period due to infection is over.



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3. If you are self-isolating because you are vulnerable, Everyone in England, including those who are clinically extremely vulnerable, is required to follow the new national restrictions from 5 January 2021

- **Over 70 years old**
- **Pregnant**
- **Have some underlying health conditions**

If you would still like to book or go ahead with an existing appointment, please advise the Contractor on arrival. Our Contractors are taking the following precautions to ensure the safety of our customers:

- **Contractors are now to take a 2-step back approach once your doorbell has been rung or they have knocked on the front door.**
- **Contractors may use additional personal protective equipment such as single use foot covers, vinyl gloves and a full-face visor / safety glasses whilst carrying out installs.**
- **Please make sure that doors are opened for the contractor so there is a clear path to your install area so that Contractors touch as little as possible in your home.**
- **Contractors will observe Social Distancing Guidelines throughout the visit as much as possible. You will be asked not to enter the work area whilst the Contractor is on site to maintain a 6ft or 2m distance from you or other members of the household / site. Warning signs will also be displayed.**
- **You will not have to sign Contractor tablets for a normal job completion, instead you may be asked if the Contractor can sign on your behalf.**



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Symptoms of Covid – 19

If anyone becomes unwell with a new continuous cough, loss of smell or taste or high temperature in the workplace, they will be sent home by their Line Manger and advised to follow the stay at home guidance. Line Managers will maintain regular contact with staff members during this time. If advised that a member of staff has developed Covid – 19 and were recently on our premises the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. Source - <https://www.publichealth.hscni.net>

Source – World Health Organisation (WHO)

Can I catch COVID-19 from the faeces of someone with the disease?

While initial investigations suggest the virus may be present in faeces in some cases, to date, there have not been reports of faecal-oral transmission of COVID-19. Additionally, there is no evidence to date on the survival of the COVID-19 virus in water or sewage.

WHO is assessing ongoing research on the ways COVID-19 is spread and will continue to share new findings on this topic?

Closomat engineers will wear full face visors whilst carrying out flushing of units as a precautionary measure.



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Update 12/02/2021 – Government Covid – 19 vaccination.

The Health and Safety at Work Act 1974 obliges employers to take reasonable steps to reduce any workplace risks; this duty gives employers justification for encouraging their employees to be vaccinated to protect themselves and everyone else at the workplace. COVID-19 is also a reportable disease under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (known as RIDDOR) which strengthens employers’ encouragement that employees should agree to vaccination.

If you do take the opportunity to be vaccinated, you must still always adhere to the company Covid – 19 risk assessment to protect yourself and other and continue to follow government guidelines.

Daily Operational Register and Wellbeing Questions.

DAILY COMMUNICATION REGISTER / LOG

Daily Briefing – this must be noted and saved.

Is everyone fit and well, does not have a temperature, loss of smell or taste, new persistent cough. Are any family members suffering from high temperature, loss of smell or taste new persistent cough?

Does anyone have any questions / concerns?

Any HR questions??

Any messages from board that need to be delivered??

Daily reminder of the importance of regular handwashing / hand sanitising.

Daily reminder of the importance of social distancing.

Remember to report any new symptoms to your Project / site manager immediately.

Date-----

Time-----

Employee Name

Yes

No

Log any questions / actions here



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Source – GOV.UK

Stay alert

We can all help control the virus if we all stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

Do not leave home if you or anyone in your household has symptoms.



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Test and Trace

How test and trace help's fight the virus

The NHS test and trace service will help to control the rate of reproduction (R), reduce the spread of the infection and save lives. By playing your part through the actions set out below, you will directly help to contain the virus by reducing its spread. This means that, thanks to your efforts, we will be able to go as far as it is safe to go in easing lockdown measures.

You can help in the following ways:

- **if you develop symptoms, you must continue to follow the rules to self-isolate with other members of your household and order a test to find out if you have coronavirus**
- **if you test positive for coronavirus, you must share information promptly about your recent contacts through the NHS test and trace service to help us alert other people who may need to self-isolate**
- **if you have had close recent contact with someone who has coronavirus, you must self-isolate if the NHS test and trace service advises you to do so**

This specific guidance applies in England only. All 4 administrations are working closely together to have a consistent and joined-up approach to testing and tracing.

Source – GOV.UK

6. Going to work

You may only leave your home for work if you cannot reasonably work from home.

Where people cannot work from home they should continue to travel to their workplace. This includes, but is not limited to, people who work in:

- **critical national infrastructure**
- **construction**
- **manufacturing**
- **childcare or education**
- **essential public services**

This is essential to keeping the country operating and supporting sectors and employers.

Where it is necessary for you to **work in other people's homes** - for example, for nannies, cleaners or tradespeople - you can do so. Otherwise, you should avoid meeting for work in a private home or garden, where COVID-19 Secure measures may not be in place.

Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working. Where people cannot work from home, employers should take steps to help employees avoid busy times and routes on public transport.

The risk of transmission can be substantially reduced if **COVID-19 secure guidelines** are followed closely. Extra consideration should be given to those people at higher risk.



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Handling delivered goods

Ensure good hand hygiene is always practised – wash your hands after touching / handling for 20 seconds or sanitise if facilities are not available.

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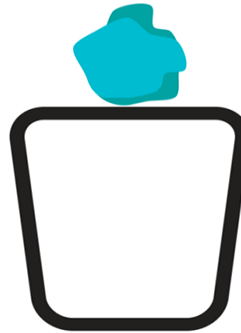
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CATCH IT.



BIN IT.



KILL IT.

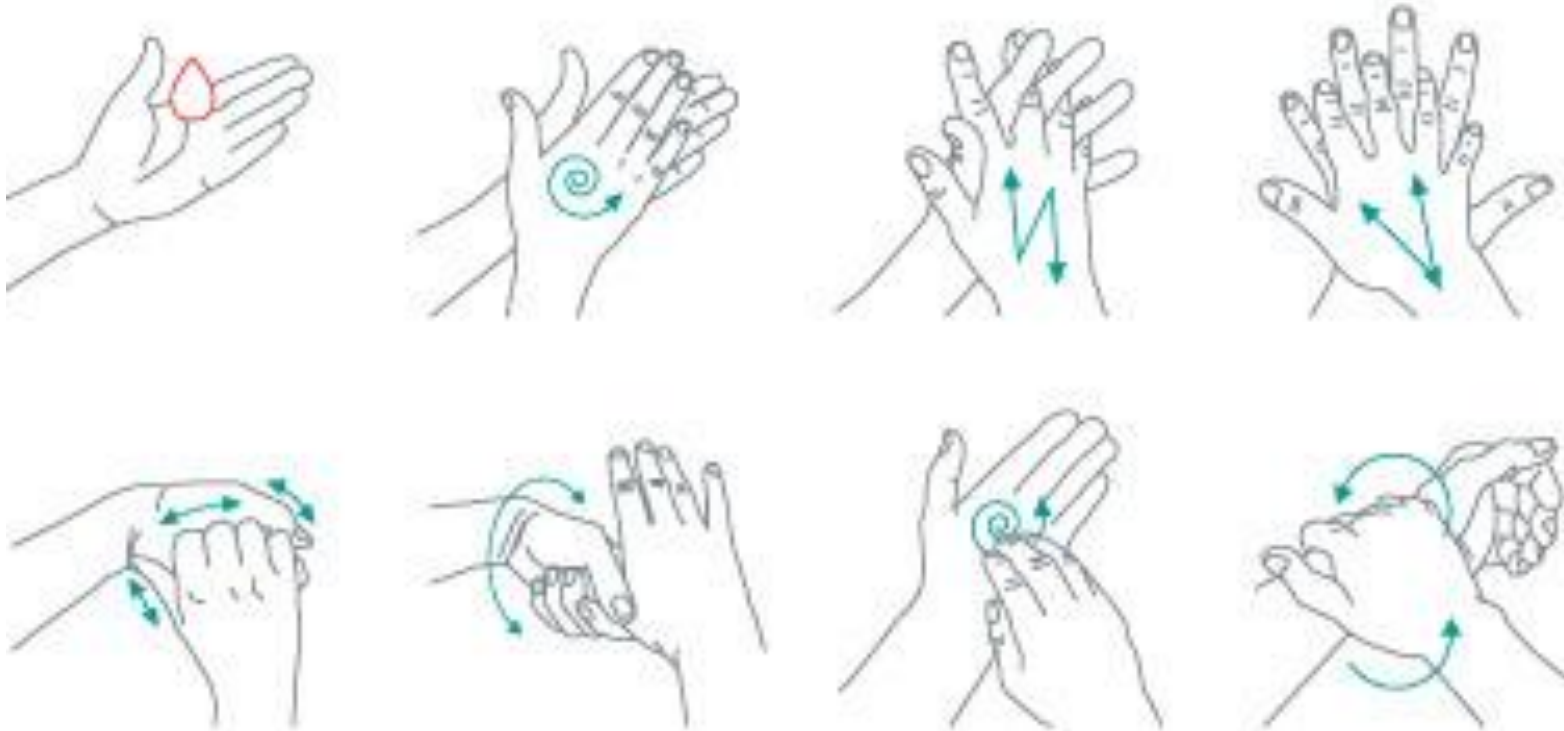
To be displayed in all vehicles.

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To be displayed in all vehicles

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HM Government



Coronavirus

**Wash your hands
with soap and water
more often
for 20 seconds**

Use a tissue to turn off the tap.
Dry hands thoroughly.



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers



Updated hand washing guidance

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**WARNING
THIS IS A SOCIAL DISTANCING
WORK ZONE
DO NOT ENTER**

To be displayed outside of work install area at client's property, attached to yellow warning sign.

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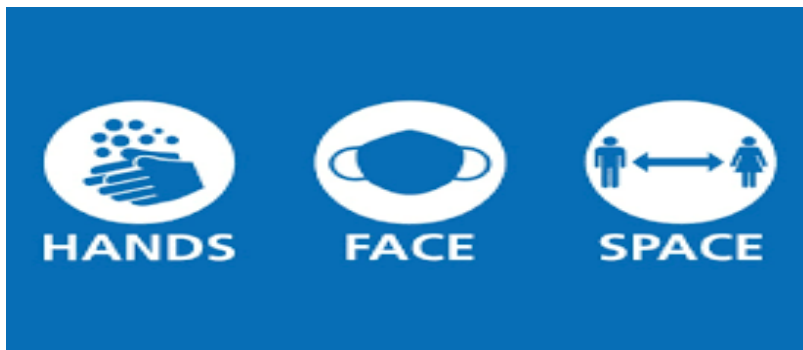
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To be displayed in work vehicle as a daily reminder





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If the current situation changes in relation to Respiratory Protective Equipment (RPE) then all Contractors would require face fit testing as per HSE guidance. Anyone using RPE must always be clean shaven. Face Fit testing can still be carried out by an approved fit test company using social distancing techniques.

RPE is currently used by front line essential workers dealing with Covid-19 patients. Other options could be the use of full-face visors, again currently only used by front line essential workers in close contact with Covid-19 patients or who are unable to social distance.

This Risk Assessment is based on current Government advice, guidelines, and recommendations as of the 12th of May 2021
We will constantly monitor the current situation and this risk assessment will be updated in relation to any changes noted by the government.
Any changes will be promptly communicated to all concerned with this Risk Assessment.