

# RISK ASSESSMENT

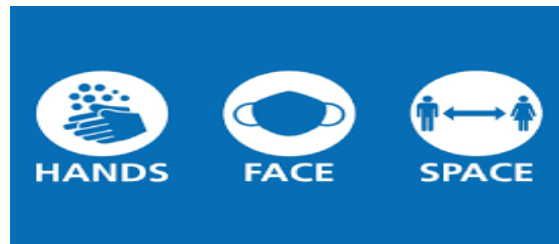
Form Ref. WO.01

Date Form Issued 02/05/19

Form Issue 5

<b>Company Index: File Ref:</b>	Cov-19 PS01	<b>Issue:</b>	6
<b>Company/Site:</b>	UK wide, new client assessment sites, and existing client addresses. Project Management (changing places)		
<b>1. Task/s or Operation/s:</b>	Site Installation Survey, Client Assessment, Product Alteration / Adaptation visit		

<b>Date Assessed or Reviewed:</b>	12th May 2021	<b>Date of Next Review:</b>	Ongoing, Live
<b>Assessed By:</b>	Commercial Director, Health and Safety Advisor		
<b>Person/s involved in assessment:</b>	Product Specialist x 2, Head of Marketing		
<b>2. Person/s Exposed:</b>	Employees, end users, public, Occupational Therapists, members of the public.		



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. 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"> <li>PPE, Social Distancing, hand hygiene following government guidelines.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>Encourage Employees to be vaccinated under the government's vaccination programme.</li> <li>Update and re-issue the Covid -19 handbook in relation to the vaccination.</li> <li>Support employees throughout the government's vaccination programme.</li> </ul>
Spread of Covid - 19 Coronavirus	<ul style="list-style-type: none"> <li>Virtual survey carried out from home.</li> </ul>	1	1	1	<ul style="list-style-type: none"> <li></li> </ul>
Spread of Covid - 19 Coronavirus if the above cannot be achieved.	<ul style="list-style-type: none"> <li><b>Property surveys Only to be carried out in exceptional circumstances, where virtual surveys cannot be carried out.</b></li> </ul>				<ul style="list-style-type: none"> <li><b>Line Manager MUST authorise any property survey and Covid – 19 risk assessments must be completed for all essential visits.</b></li> </ul>



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<p>Spread of Covid - 19 Coronavirus. Travelling</p>	<ul style="list-style-type: none"> <li>All journeys will be effectively planned to ensure appropriate rest breaks can be achieved as per company procedure. Ensure social distancing is maintained at all planned stops. Vinyl gloves must be worn whilst refuelling. Vehicles are not shared, and passengers are not carried whilst at work. Vehicles can be ventilated (weather permitting)</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	
<p>Spread of Covid - 19 Coronavirus if the above cannot be achieved.</p>	<ul style="list-style-type: none"> <li>No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield -unless it is to remedy a direct risk to the safety of the household.</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	
<p>Spread of Covid - 19 Coronavirus. Hygiene Rules.</p>	<ul style="list-style-type: none"> <li>Hand Washing facilities with soap and hot water in place at clients / Site property. If not available or permitted use hand sanitiser provided.</li> <li>Remind all employees daily to wash hands as per displayed guidance (<a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a> Install hand sanitisers in all vehicles (advisory sign to be displayed on correct use in vehicle). Sanitisers to be available in vehicles. Hand washing guidance to be issued to Product Specialist team.</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	<ul style="list-style-type: none"> <li>Daily Reminders / updates from line manager</li> </ul>
<p>Visit None Compliance</p>	<ul style="list-style-type: none"> <li>Right to refuse to carry out work in client's property –</li> <li>Product Specialists are given the right to refuse to carry out work if they do not feel it is safe to do so. Product Specialist will report back to Line Manager who will record evidence against the site for future reference.</li> <li>Before we attend any assessment, we will contact the client to understand your current situation, and whether anything has changed since the initial appointment was booked.</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	<ul style="list-style-type: none"> <li>Daily Reminders / updates from line manager</li> </ul>



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<p>Social Distancing - entering client premises</p>	<ul style="list-style-type: none"> <li>▪ Clients must be aware Product Specialist will be practicing social distancing whilst entering, working, and leaving the property. Product specialist to confirm with client who will be at the property during work and that social distancing must be maintained. Product Specialists will complete visual inspection prior to entering the property.</li> <li>▪ On the day of the visit, Product Specialist to 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.</li> <li>▪ 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) away is current Closomat advice), including when waiting for the customer to open the door.</li> <li>▪ Ask client to ventilate the work areas where appropriate, e.g., by opening a window before arrival.</li> <li>▪ Do not shake hands, touch, or measure the customer or other occupants.</li> <li>▪ Ask if the occupants can stay in another room whilst survey of property takes place.</li> <li>▪ 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.</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	<ul style="list-style-type: none"> <li>▪ Daily Reminders / Updates from line manager</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available.</li> <li>▪ Avoid touching your eyes, nose, and mouth.</li> <li>▪ Wear appropriate PPE.</li> <li>▪ 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.</li> </ul>				
	<ul style="list-style-type: none"> <li>▪ Social distancing-Carers and support staff-</li> <li>▪ Product Specialist to book work where possible when there are no other support staff in the property. Product Specialist will not enter property whilst temporary carer support is present.</li> <li>▪ Compliance with Working safely during COVID-19 in other people's homes Government guidance for employers, employees, and the self-employed -12 May 2021</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>▪ Daily Reminders / Updates from line manager</li> </ul>
Social Distancing - entering construction works	<ul style="list-style-type: none"> <li>▪ Always adhere to all Covid – 19 construction site Inductions / controls.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>▪ Site Inductions</li> </ul>



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<p>Covid - 19 Safety checks</p>	<ul style="list-style-type: none"> <li>▪ Pre-Visit end user assessment of risk - Product Specialist will ask if the tenant is self-isolating or anyone in the property is self-isolating.</li> <li>▪ Does the tenant or anyone in the property have? -</li> <li>▪ New continuous cough, <b>loss of smell or taste</b> and/or</li> <li>▪ High temperature?</li> <li>▪ Has anybody in the property.</li> <li>▪ returned from overseas travel within the last 14 days?</li> <li>▪ Have they been in contact with anybody?</li> <li>▪ they believe to have Covid-19?</li>   <li>▪ If the answer to any of these questions is “yes” then visit will be postponed.</li> </ul>	<p>5</p>	<p>1</p>	<p>5</p>	<p>Daily Reminders / Updates from line manager</p>
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	<p>Product Specialist will assess working environment for risk, i.e., unhygienic toilets, work will not commence if Product Specialist feels the environment is not to acceptable standard.</p> <p>When operating the flush or testing the Product Specialist will wear appropriate PPE. vinyl gloves, disposable over shoes and face visor. <b>(Visors are only used during the flushing process and are required as Covid – 19 virus has been found in faeces, yet the risk of contracting Covid - 19 is unknown by government sources) Minimal quantity required due to small workforce.</b></p> <p>Wipe down any operational tools and instruments and IT equipment 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 nose / mouth or face.</p> <p>Ensure you then clean/wash 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> <ul style="list-style-type: none"> <li>▪ 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.</li> </ul>				
Equipment	<ul style="list-style-type: none"> <li>▪ Tools / Parts -</li> <li>▪ Employees must not share IT equipment; good housekeeping must be observed in all properties.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>▪ Daily Reminders / Updates from line manager</li> </ul>



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Rest Breaks	<ul style="list-style-type: none"> <li>Employees to be asked to take own lunch and not to accept hospitality from clients. Food to be eaten away from the client's property. Always wash / Sanitise hands prior to and after eating.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>Daily Reminders / Updates line manager</li> </ul>
Business communication / updates re Covid - 19	<ul style="list-style-type: none"> <li>Communication from Managing Director regarding current Covid -19 updates</li> <li>Internal communication channels and cascading of messages through Line Managers will be carried out regularly to reassure and support employees in a fast changing situation. This communication will be delivered from the top, down.</li> </ul>	1	1	1	<ul style="list-style-type: none"> <li>3 Weekly updates from Board</li> </ul>
Employee wellbeing	<ul style="list-style-type: none"> <li>Product Specialists to be issued with forehead thermometers to carry out temperature checks prior to starting shift, any readings above 38C or 100.4F must be reported to your supervisor, do not start your shift, and follow government guidelines. Access to mental health first aider and various help / support networks. All staff trained in mental health awareness, stress awareness and Covid – 19 awareness.</li> </ul> <p>The higher-risk groups include those who:</p> <ul style="list-style-type: none"> <li>are older males.</li> <li>have a high body mass index (BMI)</li> <li>have health conditions such as diabetes.</li> <li>are from some Black, Asian or minority ethnicity (BAME) backgrounds.</li> </ul> <p>Should adhere to government guidelines.</p>	5	1	5	<ul style="list-style-type: none"> <li>Follow temperature Strip user guide.</li> </ul>
Face Covering	<ul style="list-style-type: none"> <li>Face coverings have been issued to product specialists 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.</li> <li>Face coverings <u>WILL</u> not replace our social distancing disciplines.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>Face covering on order and will arrive soon.</li> </ul>



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Emergency Situations	<ul style="list-style-type: none"> <li>In an emergency, for example, an accident, fire, or break-in, people do not have to stay 2m apart if it would be unsafe.</li> </ul>	5	1	5	<ul style="list-style-type: none"> <li>Daily updates / reminders from line manager</li> </ul>
Virtual Audits	<ul style="list-style-type: none"> <li>Line Manager to conduct virtual audits to ensure all staff are comfortable and systems are working well</li> </ul>	1	1	1	<ul style="list-style-type: none"> <li></li> </ul>

### Script when booking an assessment visit: -

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 staff safe.

I will be taking the following precautions to ensure the safety of our customers:

- I will take a 2-step back approach once your doorbell has been rung or they have knocked on the front door.
- I will use additional personal protective equipment such as single use foot covers, vinyl gloves and a full-face visor if I need to flush your toilet whilst on site.
- Please make sure that doors are opened so there is a clear path to your bathroom or toilet location so that I touch as little as possible in your home.
- I will observe Social Distancing Guidelines throughout the visit as much as possible. You may be asked not to enter parts of your home whilst I am 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

2. If you are self-isolating because you or a member of your household are experiencing any of the following: - Product Specialist 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, new persistent cough or loss of taste or smell
- Awaiting test results





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- **On Test and Trace**
- **Diagnosed with the Coronavirus.**
- **Been in contact with someone with the Coronavirus.**
- **Recently returned from anywhere in the world**

In these cases, please book a Survey when the recommended 2-week self-isolation period due to infection is over

3. **If you are self-isolating because you are vulnerable**, the current Government guidelines suggest that you should self-isolate for 12 weeks if you are considered vulnerable, for example if you are:

- **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 Product Specialist on arrival. Our Product Specialists are taking the following precautions to ensure the safety of our customers:

- **Product Specialists are now to take a 2-step back approach once your doorbell has been rung or they have knocked on the front door.**
- **Product Specialists may use additional personal protective equipment such as single use foot covers, vinyl gloves and a full-face visor whilst inspecting current fittings.**



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- **Please make sure that doors are opened for Product Specialists so there is a clear path to your Closomat so that Product Specialists touch as little as possible in your home.**
- **Product Specialists will observe Social Distancing Guidelines throughout the visit as much as possible. You will be asked not to enter parts of your home whilst the product specialist is on site to maintain a 6ft or 2m distance from you or other members of the household.**

### Symptoms of Covid – 19

If anyone becomes unwell with a new continuous cough, high temperature, loss of taste or smell 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 Product Specialists 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.

### **Update emailed to all staff by HR Director. 06/04/2021**

**As we prepare to move the next lifting of lock down restrictions, the government have announced over the weekend that rapid lateral flow COVID-19 testing will now be made available to everyone in England from Friday 9<sup>th</sup> April. The Welsh and Scottish governments are yet to offer.**

**The government recommend twice weekly testing for those without symptoms. It is a simple swab test with the sample being taken from your tonsils and nose and results within 30 minutes.**

**The purpose of the test is to identify those that have the virus and could be infectious but do not have any symptoms.**

**Test kits will be available from local test centres, pharmacies and for home delivery and each pack will contain 7 test kits.**

**Please remember that if you do have symptoms, you must arrange a PCR test via the usual online booking system or by calling 119 and isolate until your results are confirmed.**



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**Recent update to social distancing, however Closomat will endeavour to maintain the 2M social distancing so far is as reasonably practicable.**

**Social distancing means keeping people apart to help reduce the spread of coronavirus.**

**Where possible you should keep people 2m apart. If this is not viable, keeping 1m apart with risk mitigation is acceptable.**

**In the UK some rules such as social distancing may be different in each of the devolved nations. However, HSE regulates in all of these countries. You should check the public health guidance for the country you are in:**



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**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, new persistent cough, loss of taste or smell. Are any family members suffering from high temperature, new persistent cough, loss of taste or smell?
- 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 line manager immediately.
- Thank all employees for attending & deliver any operational messages from management

Date-----

Time-----

Employee Name

Yes

No

Log any questions / actions here

Source – GOV.UK



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### 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.

### 5 January 2021

National lockdown rules apply in England. Stay at home.

Find out what the rules are in Scotland, Wales and Northern Ireland.

Shielding has resumed in England. If you're shielding, do not attend work, school, college or university. You can get support if you're clinically extremely vulnerable, for example priority access to supermarket deliveries.



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### 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.



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Source – GOV.UK

### 6. Going to work

National restrictions – Spring 2021.

On 22 February the government published the [COVID-19 Response - Spring 2021](#) setting out how COVID-19 restrictions will be eased over 4 steps.

The roadmap has set out indicative, 'no earlier than' dates for the steps which are 5 weeks apart. It takes around 4 weeks for the data to reflect the impact of the previous step and the government will provide a further weeks' notice to individuals and businesses before making changes.

Offices and contact centres can open under all steps if they're COVID-secure. Office workers should continue to work from home where they can.

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 goods, merchandise, and other materials**

Employees encouraged regarding increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.

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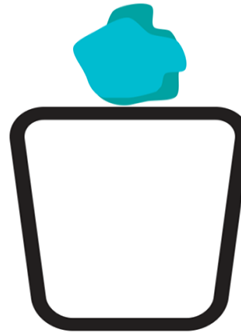
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**CATCH IT.**



**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 procedure.**

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

**To be displayed outside of survey area at client's property.**



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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 employees 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 12<sup>th</sup> 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.**