

## Office Areas Risk Assessment: COVID-19

Site:

Field Engineers visiting customer sites

This risk assessment covers the risk associated with Covid-19 infection only. It should be read in conjunction with other risk assessments that cover additional risks for activities and sites.

**Note: This risk assessment is based on information and UK government advice as of the 03 August 2020. It will be revised as new information or guidance is issued.**

**Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be absent, mild, moderate, severe or fatal.**

### **Risk to clinically extremely vulnerable and clinically vulnerable people**

The severity of the symptoms of Covid-19 varies from individual to individual. There are however two groups of people who HM Government has advised are more likely to experience severe or fatal symptoms than the general population. These groups of people have been designated as:

*Clinically extremely vulnerable:* people will have received a letter telling them they are in this group, or will have been told by their GP.

*Clinically vulnerable people* which include those aged 70 or over and those with these underlying health conditions:

- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- diabetes
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant women

Given the high impact of a Covid-19 infection for these groups of people and the fact that there currently is no way to reduce this, we are following government guidance closely. As of the 1 August 2020 government guidance no longer requires the majority of vulnerable groups to shield and allows for them to attend a Covid-safe workplace.

Individuals who have received personal guidance that they should continue to shield should continue to work from home.

**Risk to all other groups**

Whilst the severity of the symptoms of Covid-19 varies from individual to individual, people who are not in the vulnerable groups have a higher likelihood of a lower impact of a Covid-19 infection. Combined with measures to reduce the likelihood of an infection, a more acceptable level of risk is achievable for this group. Since there is currently no means to reduce the impact of the infection, this risk assessment only deals with reducing the likelihood.

**Key considerations for this risk assessment:**

Current guidance suggests that people can be infected and therefore infectious with Covid-19 without displaying any or even severe symptoms. This assessment therefore assumes that people may be infectious without realising it and therefore assumes that anybody in the workplace could be a source of infection.

There is no definitive guidance on how long the virus can survive on surfaces, only that an alcohol-based cleaner should kill the virus. This assessment therefore assumes that any surface potentially touched by an infected person continues to be contaminated with the virus unless cleaned with an alcohol-based cleaner.

**Types of transmission considered:**

Current guidance suggests that there are three ways a person can become infected with the virus:

- Direct contact infection: Having direct contact with an infected person e.g. by shaking hands AND subsequently touching areas of broken skin or eyes, ears of mouth with the contaminated body part.
- Surface contact infection: Having direct contact with a surface contaminated with the virus AND subsequently touching areas of broken skin or eyes, ears of mouth with the contaminated body part.
- Airborne droplet infection: Having direct contact with aerosol/droplets from an infected person via the air.



#	Activity	Hazard	Person(s) at Risk	Control Measures	Actions to be taken ← (Risk rating after taking control measures into account)	By Whom
1	Customer service calls	<ul style="list-style-type: none"> <li>• Direct contact infection</li> <li>• Airborne droplet infection</li> </ul>	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>People with symptoms of Covid-19 to stay clear of the workplace</u></b></p> <p>Any members of staff who are displaying Covid-19 symptoms (a new continuous cough, a high temperature, a loss of, or change to, their sense of smell or taste), or advised by the NHS “test and trace” team that they have been in close contact with a person that has been infected with Covid-19, should advise their line manager and HR Info, not visit customer sites and work from home if possible for at least 10 days or be recorded as sick.</p> <p>Staff members displaying Covid-19 symptoms should also book a Covid-19 test to confirm their illness and inform their line manager of the outcome of the test.</p> <p>If anyone becomes unwell with Covid-19 symptoms in the workplace they will be sent home and advised to follow the stay at home guidance until a test result has been received.</p> <p>Line managers will maintain regular contact with staff members during this time.</p>	<ul style="list-style-type: none"> <li>• Signage inside vehicles</li> <li>• Pre-callout checks for cases of COVID-19 on customer premises.</li> <li>• Regular internal communications reminders to not attend work premises and seek testing if you are displaying symptoms</li> <li>• Line manager communication and reminders to check with staff whether they have symptoms and to send anybody who displays symptoms home.</li> <li>• Customers requesting service calls to continue to be asked to confirm that there are no known cases of Covid-19 infections on the premises.</li> </ul>	

				<p>If advised that a member of staff or public has developed Covid-19 and were recently on customer premises, the management team of the workplace 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.</p> <p>Field engineers are classified as key workers. Any engineer advised by the NHS "track and trace" team that they have been in close contact with a person that has been infected with Covid-19, should advise their line manager and request a test to confirm whether they have been infected to avoid unnecessary quarantining. Engineers should self-isolate until the outcome of the test is received.</p>		
2	Customer service calls	<ul style="list-style-type: none"> <li>• Direct contact infection</li> <li>• Surface contact infection</li> </ul>	<ul style="list-style-type: none"> <li>• Field service engineers</li> </ul>	<p><b>Hand Washing/Sanitising</b></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and water in place.</li> <li>• Regular stringent hand washing taking place.</li> <li>• Hand washing for 20 seconds following hand washing 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></li> <li>• Drying of hands with disposable paper towels where possible</li> <li>• Staff encouraged to protect the skin by applying emollient</li> </ul>	<ul style="list-style-type: none"> <li>• Put up signage reminding people to wash/sanitise their hands regularly inside vehicles</li> <li>• Make gel sanitiser available in all areas where hand washing facilities are not readily available e.g. inside vehicles</li> <li>• Make individual gel sanitiser bottles available to all field service engineers</li> </ul>	

				<ul style="list-style-type: none"> <li>• Staff to carry their own bottle of hand sanitizer to allow periodic sanitization of hands during processes.</li> <li>• Staff to sanitise hands prior to entering and after leaving customer premises.</li> </ul>		
3	Customer service calls	Surface contact infection	Field service engineers	<p><b><u>Reducing surface contact required during day to day activities</u></b></p> <ul style="list-style-type: none"> <li>• Changing processes/setups e.g. reducing number of doors requiring opening by hand, assigning tools to individuals only.</li> <li>• For the operation of machinery e.g. sackbarrows aim to only have a single operator where possible.</li> <li>• Use single-use gloves for deliveries to each customer site, donning gloves before entering the premises and removing gloves and safely disposing of them after leaving the premises</li> </ul>	<ul style="list-style-type: none"> <li>• Wherever possible, ask onsite staff to prop open doors prior to a service call to avoid the need for the handling of doors.</li> <li>• Assign items requiring handling e.g. tools, hoovers, to individuals, not to be shared with others.</li> <li>• Consider single operator use of machinery. Where this is not practical, implement individual cleaning of machinery (including levers and keys) between operators)</li> <li>• Provide single use gloves supply to field service engineers</li> </ul>	
4	Customer service calls	Surface contact infection	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Individual cleaning</u></b></p> <ul style="list-style-type: none"> <li>• Cleaning and disinfecting of the surface of items that cannot be allocated to individuals e.g. inside of vehicles</li> <li>• Cleaning and disinfecting of surfaces touched by engineer after service call</li> </ul>	<ul style="list-style-type: none"> <li>• Communication to staff</li> <li>• Alcohol wipes and signage reminding people to clean the item after use to be made available inside vehicle</li> <li>• Users of shared vehicles to clean the touched vehicle surfaces and keys after</li> </ul>	

				has been completed.	use and where possible air the vehicle out between uses.	
5	Customer service calls	<ul style="list-style-type: none"> <li>• Direct contact infection</li> </ul>	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Avoiding activities that lead to direct contact between people</u></b></p> <ul style="list-style-type: none"> <li>• Redesign any processes/activities that lead to or require direct contact between people e.g. greetings, passing items between people, travelling in different vehicles</li> <li>• Where direct contact cannot be avoided e.g. travelling in the same vehicle, lifting items that require multiple people where lifting tools cannot be used, PPE (face coverings and gloves) to be worn by all participants</li> </ul>	<ul style="list-style-type: none"> <li>• Signage and internal and visitor communication reminding of the need to avoid direct contact e.g. no shaking of hands</li> <li>• Use of a holding area for items that need to be passed between people e.g. equipment, post (i.e. person A puts item down in the area and then steps 2m away before person B collects it)</li> <li>• Provision of disposable gloves and face coverings and immediate thorough handwashing afterwards for all processes where direct contact cannot be avoided.</li> </ul>	
6	Customer service calls	Airborne droplet infection	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Social Distancing</u></b></p> <ul style="list-style-type: none"> <li>• Reducing the number of persons in any area on the premises to comply with the 2-metre (6.5 foot) or “1m plus with mitigating measures” gap recommended by the Public Health Agency. Potential mitigating measures include the wearing of face coverings, screens or not working face-to-face.</li> <li>• Where social distancing is not possible, engineer to wear disposable face mask and work behind a barrier where available or work back-to-back or side-by-side rather than face on to onsite staff.</li> <li>• Taking steps to review delivery schedules to minimise the number of</li> </ul>	<p><b><u>Work area</u></b></p> <ul style="list-style-type: none"> <li>• Onsite staff to be requested to maintain 2m distance from engineer working onsite wherever possible.</li> </ul> <p><b><u>Toilet facilities</u></b></p> <ul style="list-style-type: none"> <li>• Use of toilet facilities on customer sites to follow social distancing (this may mean only one person can use the facilities at any moment in time)</li> </ul> <p><b><u>Stairs</u></b></p> <ul style="list-style-type: none"> <li>• Where stairs must be used for a service call, staff to follow social distancing rules.</li> </ul> <p><b><u>Lifts</u></b></p>	

				<p>other people on customer sites as much as possible whilst the delivery takes place.</p> <ul style="list-style-type: none"> <li>• Redesigning processes to ensure social distancing in place.</li> <li>• Teams meetings/Conference calls to be used instead of face-to-face meetings wherever possible.</li> <li>• Ensuring sufficient rest breaks for staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Use of lift to be avoided wherever possible. If a lift must be used social distancing guidance to be followed</li> <li>• Hands to be sanitised after touching lift surfaces.</li> </ul>	
7	All	<ul style="list-style-type: none"> <li>• Airborne droplet infection</li> </ul>	<ul style="list-style-type: none"> <li>• Staff including field engineers</li> <li>• Delivery drivers</li> <li>• Customers</li> </ul>	<p><b><u>Wearing of face coverings</u></b></p> <p>Follow government regulations to wear a face covering in all public spaces where people who don't usually meet come together including: shops, cinemas, museums.</p>	<ul style="list-style-type: none"> <li>• All staff to wear face coverings as a minimum in those locations where this is a legal requirement.</li> <li>• Provide staff with face covering</li> </ul>	
8	Customer service calls	<ul style="list-style-type: none"> <li>• Airborne droplet infection</li> <li>• Direct contact infection</li> </ul>	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Redesign work setups and processes to minimise the number of different people staff come into contact with</u></b></p> <ul style="list-style-type: none"> <li>• Allocate a small number of engineers for each customer site</li> <li>• Bundle service calls on a site together to minimise visits to each site.</li> <li>• Minimise the use of different temporary staff</li> </ul>	<ul style="list-style-type: none"> <li>• Line managers and scheduling team to allocate a small number of engineers for each customer site</li> <li>• Line managers and scheduling team to bundle service calls on a site together to minimise visits to each site.</li> </ul>	
9	Customer service calls	Airborne droplet infection	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Increase ventilation</u></b></p> <ul style="list-style-type: none"> <li>• Where possible increase ventilation of spaces</li> </ul>	<ul style="list-style-type: none"> <li>• Where possible and practicable open doors/window around the work area to increase ventilation</li> </ul>	
10	Customer service calls	Airborne droplet infection	<ul style="list-style-type: none"> <li>• Field service engineers</li> <li>• Customers</li> </ul>	<p><b><u>Reallocating tasks</u></b></p> <ul style="list-style-type: none"> <li>• Where a staff member is in a vulnerable group and their normal work task cannot be carried out</li> </ul>	<ul style="list-style-type: none"> <li>• Line managers to identify vulnerable staff members whose normal work task cannot be carried out without appropriate social distancing (including</li> </ul>	

				without appropriate social distancing (including during the travel to and from work) this staff member should be re-allocated to other tasks.	during the travel to and from work) and reallocate these tasks to others.	
11	Travel to and from customer sites	<ul style="list-style-type: none"> <li>• Direct contact infection</li> <li>• Airborne droplet infection</li> </ul>	Staff	<p><b><u>Using public transport</u></b></p> <ul style="list-style-type: none"> <li>• Where staff need to use public transport, government guidance is to now wear face coverings whilst on public transport. These can be re-usable home-made coverings.</li> <li>• In addition, regular hand sanitising should be practiced.</li> <li>• For travelling to customer sites on public transport, staff to wear disposable face masks provided and remove and dispose of them before entering customer sites.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal communication to staff re the wearing of face coverings and hand sanitising.</li> <li>• Support for use of walking/cycling into work e.g. provision of safe bike storage</li> <li>• Support for car parking for staff who cannot walk/cycle to work</li> </ul>	
12	Travel to and from work	<ul style="list-style-type: none"> <li>• Direct contact infection</li> <li>• Airborne droplet infection</li> </ul>	Staff	<p><b><u>Using public transport</u></b></p> <ul style="list-style-type: none"> <li>• Where staff need to use public transport, government guidance is to now wear face coverings whilst on public transport. These can be re-usable home-made coverings.</li> <li>• In addition, regular hand sanitising should be practiced.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal communication to staff re the avoiding of public transport and wearing of face coverings</li> <li>• Support for use of walking/cycling into work e.g provision of safe bike storage</li> <li>• Support for car parking for staff who cannot walk/cycle to work</li> </ul>	
13	All	Mental Health	<ul style="list-style-type: none"> <li>• Staff</li> </ul>	<p><b><u>Mental Health</u></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p>	<ul style="list-style-type: none"> <li>• Regular internal comms messages of support to staff e.g. advertising mental health first aiders</li> <li>• Line managers to monitor stress level and mental health of teams</li> <li>• Mental health first aiders to be available to support staff</li> </ul>	