

## Residential COVID-19 Risk Assessment

Assessor: Assessed on: 08-Apr-2020 Approver: Approved On: 16-Apr-2020 Status: Live

Department: Operations

Details: Assessment to identify the specific hazards associated with Covid 19 and continued work in the field and public domain to complete ECO jobs. This is an additional assessment to be followed alongside operational risk assessments during the Covid 19 pandemic. All controls outlined for this work are integrated into the working procedures and outlined in "SB138 Covid-19 - Temporary amendments to working practice" which should be followed by all operatives attending ECO jobs.

This risk assessment has been compiled using the latest government information available on the provision of health and safety requirements while working during this time. This is under continuous review in line with any changes in advice provided by the government and Public Health England (PHE)

#### Hazards and Controls:

Identified Risk				Residual Risk		
Item No.	Hazard Identification	Hazard Potential & Consequences	People at Risk	Risk	Control Measures	Residual Risk
1	Direct contact with individuals Direct contact with individuals in customer properties and public areas where we do not have direct control over the individuals behaviour. Direct contact could include a customer or member of the public approaching one of our operatives accidentally or intentionally.	Contraction of Covid 19 Respiratory illness, hospitalisation, fatality	Operatives Customers Members of the public	Medium 12	Only emergency jobs to be undertaken. Complete dynamic risk assessment prior to entering the property, if the customer confirms Covid 19 or self isolation within the household additional controls should be implemented prior to entering property as outlined in amended working procedure "SB138 Covid-19 - Temporary amendments to working practice" Ensure ID badge is visible and ensure a copy of the essential workers letter is on your person if any member of the public questions why you are out working. If you develop symptoms of Covid 19 (temperature or a new dry cough etc) return home immediately and inform line manager as soon as safe to do so. The latest government guidelines on self isolation should be followed at all times Ensure 2 meter social distancing can be achieved. If others are in the vicinity of meter (i.e DNO in attendance) and 2 meter distance can't be maintained remain in the van until 2 meter distance can be achieved. Avoid direct contact with eyes, nose or mouth. Hand sanitiser and/or hand wipes are available and should be used regularly to minimise potential cross contamination. Gloves should also be worn PPE must be worn in line with the guidance provided in "SB138 Covid-19 - Temporary amendments to working practice" including the wearing of additional PPE: gloves, overshoes, cleansing wipes, face mask (FFP2 / FFP3), disposable overalls, safety glasses / face visor	Low 4
2	Direct contact with contaminated surfaces	Contraction of Covid 19 Respiratory illness, hospitalisation,	Operatives Customers	Medium	Avoid unnecessary contact with external surfaces. Wash hands with soap and water or sanitiser provided at regular	Low

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	Contaminated surfaces could include but are not limited to meter lids, DNO/GDN equipment, Metering assets, household appliances i.e. gas fire/ cooker/ boiler, street furniture, petrol pumps and doors / gates.	fatality	Members of the public	12	intervals and following contact with surfaces and between each job and before eating, drinking or smoking All tools and equipment (including hand held units/ mobile devices) should be wiped down following use using wipes provided. Use disposable gloves when refuelling van and making payment etc. Any contaminated waste i.e. disposable gloves and wipes should be doubled bagged on a daily basis and the date written on the bag and stored for 72 hours prior to returning to ByBox. Gloves should be worn at all times while engaging with ByBox lockers. Disposable gloves should be worn at all times when not inside of van. This includes when interacting with tools, equipment, working directly at the meter point and walking through customers property. Disposable gloves should be removed prior to re-entering the van. Touch points inside vans and external door handles should be wiped down at the end of each shift. Where hire van is in use wipe down all touch point surfaces on receiving and prior to returning the van Avoid touching nose, mouth and eyes .	4



**Residential MOP (MA)****RESIDENTIAL COVID 19**

Risk Assessment Number RA-00007

Title Managed Services Standard

Risk Calculator Type 2-factor

Risk Rating = Probability x Consequence

	Certain	Very Likely	Likely	Unlikely	Extremely Unlikely
Critical Event	25	20	15	10	5
Severe Event	20	16	12	8	4
Major Event	15	12	9	6	3
Significant Event	10	8	6	4	2
Minor Event	5	4	3	2	1

**Probabilities**

Label	Description	Percentage
Certain	Occurs several times per year in MAS	100%
Very Likely	Occurs several times per year in DG	80%
Likely	Incident has occurred in DG	60%
Unlikely	Heard of in our industry	40%
Extremely Unlikely	Never heard of in our industry	20%

**Consequences**

Label	Description	Percentage
Critical Event	People - Multiple fatalities Environment - Massive pollution with significant recovery work. Catastrophic property damage. Financial - Substantial loss of operation >10000000. Compliance - Significant breach in compliance. Reputation - Global media interest	25
Severe Event	People - Permanent disability, fatality, or RIDDOR reportable injury. Environment - Massive pollution with significant site impact. Significant property damage Financial - Partial Operational loss >1000000 <10000000 Compliance - Rectifiable breach in compliance. Reputation - Regional / National interest	20
Major Event	People - Major health effect, hospitalisation Environment - Significant pollution with offsite impact & recovery work. Major property damage Financial - Partial shutdown >100000 <1000000 Compliance - Compliance maintained / restored immediately. Reputation - Local / Regional interest	15
Significant Event	People - Treatment by medically qualified professional or leading to time off Environment - Pollution with some onsite impact & recovery work. Slight property damage. Financial - Brief disruption >10000 <100000 Compliance - No impact on compliance Reputation - Local media interest	10
Minor Event	People - Slight effect, first aid only. Environment - Minor pollution, slight impact. Very minor damage to property. Financial - No disruption <10000. Compliance - No compliance obligations exist. Reputation - Public awareness might exist, but no concern.	5

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**Rating Categories**

Label	Description	Colour	Threshold
Low	Acceptable level of risk. Risk is controlled as far as reasonable practicable. Existing controls to be maintained.		0
Medium	Should aim to reduce risk further to as low as is reasonable practicable (ALARP)		5
High	Unacceptable level of risk. Hazard MUST be avoided or level of risk reduced.		15

## Actions Arising

Number	Type	Status	Assigned to / Location	Summary
CM-002436	Corrective Action	Completed		Only emergency jobs to be undertaken.
CM-002437	Corrective Action	Completed		Complete dynamic risk assessment prior to entering the property, if the customer confirms Covid 19 or self isolation within the household additional controls should be implemented prior to entering property as outlined in amended working procedure "SB138 Covid-19 - Temporary amendments to working practice"
CM-002438	Corrective Action	Completed		Ensure ID badge is visible and ensure a copy of the essential workers letter is on your person if any member of the public questions why you are out working.
CM-002439	Corrective Action	Completed		If you develop symptoms of Covid 19 (temperature or a new dry cough etc) return home immediately and inform line manager as soon as safe to do so. The latest government guidelines on self isolation should be followed at all times
CM-002440	Corrective Action	Completed		Ensure 2 meter social distancing can be achieved. If others are in the vicinity of meter (i.e DNO in attendance) and 2 meter distance can't be maintained remain in the van until 2 meter distance can be achieved.
CM-002441	Corrective Action	Completed		Avoid direct contact with eyes, nose or mouth. Hand sanitiser and/ or hand wipes are available and should be used regularly to minimise potential cross contamination. Gloves should also be worn
CM-002453	Corrective Action	Completed		PPE must be worn in line with the guidance provided in "SB138 Covid-19 - Temporary amendments to working practice" including the wearing of additional PPE: gloves, overshoes, cleansing wipes, face mask (FFP2 /FFP3), disposable overalls, safety glasses / face visor
CM-002442	Corrective Action	Completed		Avoid unnecessary contact with external surfaces.
CM-002443	Corrective Action	Completed		Wash hands with soap and water or sanitiser provided at regular intervals and following contact with surfaces and between each job and before eating, drinking or smoking
CM-002444	Corrective Action	Completed		All tools and equipment (including hand held units/ mobile devices) should be wiped down following use using wipes provided.
CM-002445	Corrective Action	Completed		Use disposable gloves when refuelling van and making payment etc.
CM-002446	Corrective Action	Completed		Any contaminated waste i.e. disposable gloves and wipes should be doubled bagged on a daily basis and the date written on the bag and stored for 72 hours prior to returning to ByBox. Gloves should be worn at all times while engaging with ByBox lockers.
CM-002447	Corrective Action	Completed		Disposable gloves should be worn at all times when not inside of van. This includes when interacting with tools, equipment, working directly at the meter point and walking through customers property.
CM-002448	Corrective Action	Completed		Disposable gloves should be removed prior to re-entering the van. Touch points inside vans and external door handles should be wiped down at the end of each shift.
CM-002449	Corrective Action	Completed		Where hire van is in use wipe down all touch point surfaces on receiving and prior to returning the van
CM-002450	Corrective Action	Completed		Avoid touching nose, mouth and eyes.

Risk Assessment Number RA-00007

## Appendix of Attachments

### Documents

RA-00007 ( SB 138 - COVID-19 Safety Alert v4\_.pdf )



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# Safety Alert

## COVID-19 - Temporary Amendments to Working Practice

With the ongoing spread of the COVID-19 virus, Siemens are implementing the following temporary amendments to normal working practices to reduce the risk of contamination to staff and members alike.

This situation is changing daily and you will be updated regularly. Any further changes will be communicated to you straight away.

These temporary amendments are only for the designated workforce undertaking visits to restore supplies or exchange PP metering.

### Visits During COVID-19 Policy amendments

1. When making the forward call:
  - a. Ask the member to confirm if they or any members of the household fall into the "High-Risk" categories...
    - i. Over 70
    - ii. Have underlying health conditions
    - iii. Are currently self-isolating
    - iv. Suspected Covid-19 positive
  - b. Ask the member the exact location of the meters and if you can be provided with the shortest access route to the meter/s location from outside the property avoiding unnecessary personal contact.
  - c. Advise the member that to minimise contact you will be requesting them to remain in a separate room during the work. Ideally this should not be the kitchen or any room containing a gas appliance that may need to be checked as you may need access to this.
  - d. On arrival at site, always maintain the two-metre guidelines, during doorstep protocol and ongoing interactions with the member.

Wearing of PPE will take a two-stage approach.

Before accessing a members property, the First Stage SHALL be worn on every visit. It may be necessary to exchange PPE throughout the work to minimise any cross contamination at the operative's discretion.

2. The following First Stage PPE **shall** be worn/used and disposed of safely at the end of every job.
  - a. Disposable gloves
  - b. Disposable overshoes
  - c. Cleansing wipes
3. The following Second Stage PPE should be worn on every job, as made available, Where there is suspected COVID-19, it is not possible to separate the member from the work area or it is not possible to maintain a distance of two-metres. Waste must be disposed of safely in a designated waste bag after each job. The waste must be double bagged and kept separate for 72 hours before return via ByBox. Reusable PPE should be thoroughly wiped down with disposable wipes after use.
  - a. Face mask
  - b. Disposable overalls
  - c. Safety glasses / face visor

Originator Name: Dave Marklew / Adam Mathews

Issue Number: 4

Date: 15<sup>th</sup> April 2020



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## COVID-19 - Temporary Amendments to Working Practice

For all visits the removed disposable assets should be double bagged, dated, kept separate on the vehicle and returned after 72 hours with a returns label. The waste, disposable gloves, coveralls, wipes etc must be bagged, dated and placed in a second bag which when full shall be dated kept separate on the vehicle and returned after 72 hours with a waste label.

To confirm the waste and removed assets must be bagged separately for every job, double bagged and the date written on the bags with a "Sharpie" or other permanent marker and not returned to Bybox for a minimum of 72 hours, (3 days).

**4. All jobs MUST be completed to existing COP and SWM with the temporary exceptions listed below incorporated. This is for a limited period only during the continued virus outbreak.**

### 5. Specific temporary changes to working practice (electric)

- a. Operatives will advise members that the power will be interrupted, and YOU will be turning off / on the consumer unit / main switch when the member has confirmed safe to do so at the start and end of the job. Where the consumer unit is located deep within the property the customer may be asked to do this for you.
- b. Members are not required to witness Martindale tests. The Martindale tests MUST still be completed and photographed at the start and end of every job at the nearest socket to the meter point. If the member is in the same room remember to maintain the two-metre guidance distance.
- c. Witness stickers do not need to be signed by the member but should be signed by YOU.
- d. Where no socket is available, Outside Meter Boxes (OMB's), all polarity tests must be completed at the meter position and the witness sticker signed by You with TAMPO (Tested At Meter Point Only) written on them.
- e. Member signatures are not required on the HHT at the end of the job.
- f. Tools and test equipment should be wiped down at the end of the job to reduce risk of contamination transfer using wipes, which should be placed in your designated waste bag.

### 6. Specific temporary changes to working practice (gas)

- a. Members are not required to witness pre and post installation tightness tests or LDF application. The tightness tests MUST still be completed at the start and end of the job and photographed as currently done. If the member is in the same room remember to maintain the two-metre guidance distance.
- b. Witness stickers do not need to be signed by the member but should be signed by YOU.
- c. It is still necessary to complete all tests required and to purge, visually inspect and re-light all appliances. You may have to manage members locations or distance for you to perform these actions on all appliances.
- d. Warning Notices, where required, should be issued without members signature but with a comment on indicating "Issued under COVID-19 restrictions."
- e. Tools and test equipment should be wiped down at the end of the job to reduce risk of contamination transfer using wipes, which should be placed in your designated waste bag.

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## COVID-19 - Temporary Amendments to Working Practice

- Do not enter conversations regarding Energy Efficiency or IHD/PPMD demonstrations where Smart meters are installed but leave all documentation with the member.
- Your safety and wellbeing and that of our members is our top priority during this period and if you have any concerns please contact your Standby Manager immediately.
- Guidance on Putting on and Removal of Disposable PPE.**

PPE to be put on and removed in line with NHS guidelines "PPE Wearing and Removal" which may be amended from time to time. Note should be made to the references in the document to patients, gowns, etc worn in the health service and these should be replaced by customers, overalls, etc relevant to our industry as appropriate.

### Best Practice: Appendix 6 - Putting on and removing PPE

Use safe work practices to protect yourself and limit the spread of infection.

- Keep hands away from face and PPE being worn.
- Change gloves when torn or heavily contaminated.
- Limit surfaces touched in the patient environment.
- Regularly perform hand hygiene.
- Always clean hands after removing gloves.

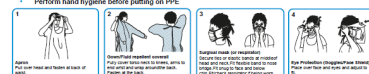
NB Masks and goggles are not routinely recommended for contact precautions. Consider the use of these under standard infection control precautions or if there are other routes of transmission.

The type of PPE used will vary based on the type of exposure anticipated, and not all items of PPE will be required. The order for putting on PPE is Apron or Gown, Surgical Mask, Eye Protection (where required) and Gloves.

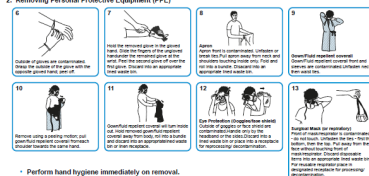
The order for removing PPE is Gloves, Apron or Gown, Eye Protection, Surgical Mask.

#### 1. Putting on Personal Protective Equipment (PPE)

- Perform hand hygiene before putting on PPE



#### 2. Removing Personal Protective Equipment (PPE)



- Perform hand hygiene immediately on removal.

- All PPE should be removed before leaving the area and disposed of as healthcare waste.

Part of the National Infection Prevention and Control Manual (NIPCM), available at: <https://www.hps.scot.nhs.uk/nipcm/>. Produced by Health Protection Scotland, July 2016.



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## COVID-19 - Temporary Amendments to Working Practice

### 10. Recommended PPE types and rationale for use

Respirators are used to prevent inhalation of small airborne particles. The type of Respiratory Protective Equipment (RPE) that has been recommended for similar works to the ECO work is a surgical mask.

The most recent [HM Government advice states that:](#)

*"as a minimum, single use disposable plastic aprons, surgical mask and gloves must be worn for the protection of the patient."*

The Surgical masks detailed in the above statement offer the lowest protection of any RPE. The decision has been taken to offer the ECO teams a FFP2 / (C) N95 Respirator. The [HSE has stated](#) that FFP2 and N95 respirators (filtering at least 94% and 95% of airborne particles respectively) offer protection against COVID-19.

All respirators should:

- be well fitted, covering both nose and mouth – **Under normal circumstances there is a regulatory requirement to ensure that these respirators are face fit tested.** Due to the supply issues, availability of face fit testing equipment, trained personnel and issues around safety of the test (i.e. people must breach the 2m social distance to undertake the test). A decision has been made at this point to continue to offer the higher protection RPE (FFP2) and accept that this cannot be face fitted at this point. The rationale is that a correctly fitted (albeit not tested) FFP2 respirator gives better protection than a surgical mask.
- not be allowed to dangle around the neck of the wearer after or between each use
- not be touched once put on
- be removed outside the property
- The individual should be clean shaven. – **This is not mandated at this point. However, being clean shaven will increase the effectiveness of the mask (by ensuring a better seal between the wearers face and the mask).** It is important to ensure that facial hair does not cross the respirator sealing surface and if the respirator has an exhalation valve, hair within the sealed mask area should not impinge upon or contact the valve. See the [Facial hair and FFP3 respirators](#) guide (attached).
- Respirators should be compatible with other facial protection used (protective eyewear) so that this does not interfere with the seal of the respiratory protection. In the case of the ECO works, the Respirators should be test fitted whilst wearing the face shield / visor (i.e. the PPE worn when removing the cut-outs).

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## COVID-19 - Temporary Amendments to Working Practice

- The respirator should be discarded and replaced and NOT be subject to continued use in any of the following circumstances:
    - is damaged
    - is soiled
    - is damp
    - facial seal is compromised
    - is uncomfortable
    - is difficult to breathe through
  - The manufacturers' guidance should be followed regarding the maximum duration of use. However, it is recommended that the respirator is not worn for a duration of any more than 1 hour without being removed for a short (5 minute) break. The break reduces the discomfort or annoyance with the RPE and prevents the wearer from touching and readjusting the mask.
- 11. PPE (glasses and Visor) Decontamination**
- Decontaminate equipment with disposable cloths/paper towel and a fresh solution of general purpose detergent and water or detergent impregnated wipes. Rinse and thoroughly dry.

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