

Safety, Health & Environment Risk Assessment

Description of Work or Task:	Metering Operations Activities in and around Customers properties.
Location of the Work Activity:	Third party premises and sites – Return to work.
Who or What May be Affected?	OVO Group Staff, Contractors, Visitors and Customers
Notes	- This assessment should be used with the applicable “Entry Protocol” which has been developed for operational businesses during the COVID19 outbreak. These set out what Field staff must do to protect themselves and our customers while completing metering works.

Hazard	Risk/incident that could occur and most likely injury or loss	Level of uncontrolled risk	Controls to reduce risk and prevent incidents and loss	Level of residual risk
Staff bring infection into the workplace.	Virus spread through close contact with infected persons. COVID19 infection is a notifiable disease. Exposure to the virus can lead to fatality.	HIGH	<ul style="list-style-type: none"> Management arrangements in place to ensure: <ul style="list-style-type: none"> - social distancing in the workplace; - self-isolation periods identified, and confirmation provided of no symptoms; - individuals who have been ill are now fit for work; - enforcing self-isolation for period stated. This includes close family member (those that they live with). Employees to declare if they or any household member are suffering from any known symptoms of COVID-19 in line with Company Sickness/Absence procedure and self-isolate as per government guidelines, prior to returning to workplace. Employees who are undergoing testing and results should notify their manager. Staff to be briefed on entering customers homes protocols – emergency and general entry. People who are self-isolating with symptoms should be sign posted to get tests to allow them to get back to work safely. 	LOW
Contact with a contaminated surface.	Virus transmission through contact with contaminated surface and subsequent touching of face. Increased risk from site/customers places. Possible contaminated surfaces include:	HIGH	<ul style="list-style-type: none"> Ensure adequate supplies of 70% alcohol hand gel, soap and antibacterial wipes are readily available for all field staff. Use antibacterial wipes on all surfaces to be worked on, <ul style="list-style-type: none"> - before starting work; - after you cough or sneeze; and - at end of the task. Ensure the manufacturer’s instructions are followed in relation to contact time (i.e. how long to leave applied etc). Ensure adequate supplies of 70% alcohol hand gel, soap and 	LOW

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	<ul style="list-style-type: none"> • Door Handles • Taps/Flushes • Handrails on stairs • Gates. • Cupboard doors. • Worktops. • Garage doors. • Communal cupboards. • Access routes • Tools and equipment. • Phone and Tough pad. <p>COVID19 infection is a notifiable disease.</p> <p>Exposure to the virus can lead to fatality.</p>		<p>antibacterial wipes are readily available for all staff.</p> <ul style="list-style-type: none"> • Use antibacterial wipes on all surfaces including tools, equipment, gas appliances and any other surface that you may contact in the course of your work in the property: <ul style="list-style-type: none"> - before starting work; - on return to your workstation; - after you cough or sneeze; and - at end of each working day/shift. <p>Ensure the manufacturer's instructions are followed in relation to contact time (i.e. how long to leave applied etc).</p> <ul style="list-style-type: none"> • Use 70% alcohol antibacterial hand gel to rinse hands anytime return to work area. • Reminded all to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. If caught unaware, sneeze or cough into the inner elbow. • Colleagues encouraged to wash and dry their hands regularly, especially immediately after: <ul style="list-style-type: none"> - wiping down work areas; - using any stairs or manually opened doors; - using tools or equipment; - use of toilet facilities <p>using soap and water (alcohol sanitising gel).</p> <ul style="list-style-type: none"> • Reiterating the rules to customers on distancing and site-specific controls • Ask customers to leave all internal doors open • Mandated hand cleaning for everyone entering/exiting customer, site, office or depot areas. • Keep vehicle/plant cab clean and wipe down surfaces on a regular basis. Your vehicle cab is your safe clean area. • Anti-cut gloves cannot be properly washed to remove infection and as a result increase infection risk. They should only be used where your individual risk assessment identifies a cut risk and in that case they should be considered as infected and disposed of immediately after use. Never touch your face except with clean hands. • Where nitrile gloves are used instead of cut gloves they must be treated as contaminated, please do not touch your face and follow safe guidance on removal. 	

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Enhanced hand washing using soaps and other products.	<p>Skin reactions associated with enhanced and more regular hand hygiene procedures:</p> <p>Possible effects of increased levels of hand hygiene may include:</p> <ul style="list-style-type: none"> • Dryness • Irritation • Itching • Cracking or bleeding <p>This array of symptoms is commonly referred to as irritant dermatitis (type of skin reaction which can vary from mild to debilitating).</p> <p>Another reaction type which may occur is contact dermatitis. It's rare but represents some reaction to some ingredient into hygiene product</p> <p>Occupational dermatitis is a notifiable disease.</p>	HIGH	<ul style="list-style-type: none"> • Soaps and other hand cleaning products to be approved and provided by the business. • Each product to have a valid MSDS/COSHH assessment in place and available. • Products selected for use must be as low irritant as possible, that are both efficacious and as safe as possible for the skin. • All products to be used in strict accordance with the manufacturer's instruction for use. • Dry hands soon after washing using the most suitable method. • Do not use alcohol hand sanitisers before or after washing hands with soap and water. Use soap and water <u>or</u> alcohol products. • Consideration to be given to barrier and skin moisturising creams (Staff encouraged to protect the skin by applying emollient cream regularly). • Encourage staff to carry out regular skin checks looking for any; <ul style="list-style-type: none"> - Dryness, redness or bleeding; - Scaling, cracking or flaking; - Swelling, blistering or loss of sensation. <p>If any of the above is identified, report to management and seek medical advice.</p> <ul style="list-style-type: none"> • Persons with known skin allergies must seek medical advice regarding the use of a particular soap/cleaning product to be used in the workplace. Reasonable adjustment may be required. 	LOW
Use of alcohol hand sanitisers.	Alcohol-based products are potentially flammable.	HIGH	<ul style="list-style-type: none"> • Each product to have a valid MSDS/COSHH assessment in place and available. • Store in strict accordance with the manufacture's instruction/ MSDS. • When applying, stay clear of any sources of ignition – naked flames, cigarettes, static points. • Apply and use as directed by the manufacturer. • After application ensure hands/area is dry and alcohol has fully evaporated, eliminating any flammable vapours. Only when dry are your hands then safe. 	LOW
Contact with exhaled aerosol droplets and	Virus vectored by inhalation of airborne	HIGH	<ul style="list-style-type: none"> • Staff to be briefed on entering customers homes protocols – 	LOW

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particles.	aerosol particles. COVID19 infection is a notifiable disease. Exposure to the virus can lead to fatality.		emergency and general entry. <ul style="list-style-type: none"> • Restrict use of lifts to one person only. • Ensure do not encroach the 2m social isolation safety zone of another individual. • Social distancing measures to be adhered to in all areas (as explained to the customer prior to commencing work). • Enquiry if customer has any medical equipment that creates aerosols or droplets. If customer has a specific piece of medical equipment, then a risk assessment must be completed before commencing work. • Where walkways exist which are less than 2 meters wide, local arrangements must be agreed with the customer on how social distancing will be managed while works are being completed. 	
Customer contact points	There are necessary points where customer should sign a document (e.g. notices related to unsafe appliances) or where we may pass the customer a leaflet, possibility of infection transfer.	HIGH	<ul style="list-style-type: none"> • Do not share pens. • Do not pass the document directly to the customer, place it down for them to pick up maintaining safe distance. • Clean hands before handling documents. 	LOW
Vulnerable staff placed at risk through social interactions at work.	Certain underlying medical conditions place individuals at higher risk. COVID19 infection is a notifiable disease. Exposure to the virus can lead to fatality.	HIGH	<ul style="list-style-type: none"> • Management arrangements in place to identify all at risk staff in accordance with government guidelines and prevent them from attending place of work. 	LOW
Errors and miscommunications leading to loss of infection control.	Virus Transmission Breach of work controls by customer resulting in Potential COVID-19 infection.	MEDIUM	<ul style="list-style-type: none"> • Prior to making appointment for metering work, planners should take the opportunity within 48 hours of any appointment to enquire whether they (or others at the premises) are self-isolating, shielding or classed as being vulnerable – depending on the response additional controls or termination may be required. • If people at the premise the work should be postponed unless an emergency situation. • If work must be scheduled and COVID-19 has been identified, inform the customer that our operational teams require to take simple steps in line with government and medical expert advice and help ensure our people work safely (These will be explained in detail prior to works commencing). 	LOW

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			<ul style="list-style-type: none"> • Staff to be briefed on entering customers homes protocols – emergency and general entry. • Prior to arriving at the location, a phone call should be made before any home visit to ascertain if anyone in the household is in self-isolation. • On arrival at the customers property, the following must be completed, <ul style="list-style-type: none"> - When you knock the door, move back 2m from the doorway and speak to the customer from that distance, avoid all physical contact. - Ask the customer if they, or anyone else in the property are self-isolating or shielding. If they are, we will only enter the property under controlled emergency conditions. Politely explain this to the customer, if it is not an emergency explain that the job can be carried out when they are no longer self-isolating. - Carry out your dynamic risk assessment, if the customer is not self-isolating or shielding and your risk assessment is satisfactory, you can continue with entry, maintain the 2m distance recommended by NHS wherever possible throughout the visit. - Remember, as soon as you have touched any surface within the property, you need to consider your hands as no longer clean, do not touch your face until you have cleaned your hands. • Once identified that works can commence you should explain in detail with the customer how you plan to manage the job (especially what they need to do). This will clearly illustrate to the customer the enhanced controls which will be employed to ensure everyone’s safety and wellbeing while on site. • Any potential cross contamination must be reported to your manager immediately • Follow procedure for removal and waste disposal of PPE. 	
Staff contaminating vulnerable customer with COVID-19 .	Passing virus to customer, resulting in serious ill health or fatality.	HIGH	<ul style="list-style-type: none"> • Prior to making appointment for metering work, planners should take the opportunity within 48 hours of any appointment to enquire whether they (or others at the premises) are self-isolating, shielding or classed as being vulnerable – depending on the response additional controls may be required. 	LOW

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			<ul style="list-style-type: none"> • Management arrangements in place to ensure all operatives are enforcing their own self-isolation for period stated. This includes close family member (those that they live with). • Employees to declare if they are suffering from any known symptoms of COVID-19 in line with company Sickness/Absence procedure and self-isolate as per government guidelines. • Staff to be briefed on entering customers homes protocols – emergency and general entry. 	
Vulnerable OVO Colleagues/contractors placed at risk.	Vulnerable employee infected by COVID-19, by occupant from customer premises.	MEDIUM	<ul style="list-style-type: none"> • Unless suitable controls can be identified, agreed by all parties and implemented to mitigate the risk (except in shielding) the following shall be prohibited from working in domestic properties in relation to COVID-19 and would need to be found alternative duties where available; <ol style="list-style-type: none"> 1. Pregnancy. 2. Those with underlying vulnerability, health condition or shielding that may compromise their immunity i.e. diabetes, respiratory condition. 3. Those living with anyone that falls into the above category. • If no alternative duties can be found with suitable levels of safety, the person would not be able to attend work. 	LOW
Working in close proximity to occupants in self-isolation.	OVO colleague/contractor infected by COVID-19, by occupant from customer premises.	MEDIUM	<ul style="list-style-type: none"> • Staff to be briefed on entering customers homes protocols – emergency and general entry. • Wash your hands with soap and water before entering the property, or as a minimum, use hand alcohol sanitiser gel. • It is essential to be polite and reassure our customers that these simple steps are in line with government and medical expert advice and help ensure our people work safely. • Put on disposable nitrile gloves, mask and overalls prior to entering the property. • Request, before entering the property that the person should remain in a separate room with the door closed at least 2 metres of distance should be maintained. • Ask the isolating person to, if possible, open a window or outside door in the area you will be working for ventilation. 	LOW

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			<ul style="list-style-type: none"> • If you need to speak with the customer call them. • Advise anyone with you or that subsequently enters the property not to enter the room the occupant is in. • If possible, avoid touching communal surfaces that the occupant is likely to have come into contact with (door handles, work tops, etc). • If the piece of equipment being worked on or the immediate area is in a communal area that the occupant is likely to have regular contact (taps, thermostats, switches, etc) clean the immediate area with anti-bacterial wipes (70% alcohol) prior to starting work. • Avoid touching your mouth, eyes or nose. • Cough into tissues and dispose of them immediately and wash your hands. If you are caught out without a wipe, cough into your sleeve and stop droplets flying. • Eating, drinking, smoking and vaping is strictly prohibited whilst in the property and until your hands have been cleaned. • Upon completion of the work, wipe down any operational tools and instruments used within the premises. This must be done outside the property. • Wash hands with soap and water as soon as practical after leaving the property, in the interim use hand alcohol sanitiser gel. 	
<p>Returning to work following a period of lockdown - impact on mental wellness.</p>	<p>Colleagues returning to work from social distancing, furlough or illness may suffer from,</p> <ul style="list-style-type: none"> • A general increase in stress, anxiety and depression, <ul style="list-style-type: none"> - Specifically, around COVID-19 and pandemics. - Returning back to the working environment (office/field). - Fear/isolation around working from home. - Financial issues. - Skill fade for role - Physical activity - Getting back into routines. 	HIGH	<ul style="list-style-type: none"> • All colleagues to receive back to work briefing on return. This will identify what additional controls are being implemented to protect people and provide reassurance. • All colleagues returning to work in a technical role will have an assessment of possible skills fade and will be supported to ensure that they are ready for return to full, operations. This will involve a competency review (online test) and then follow up support and auditing after return, at a level indicated by the length of time away from work and performance on the online test. • Regular communication of mental health information and open-door policy for those who need additional support. • Line managers to be mindful that teams/individuals MH may be affected by being back in the workplace, regular welfare 	LOW

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			checks to be completed by managers. <ul style="list-style-type: none"> Colleagues encouraged to speak up and seek help as required. Communications on where to find and use current MH support options within the business such as Nuffield and site information boards up to date. 	
Inability to access welfare facilities	As several facilities which would normally be used by the teams are closed at present, colleagues may be unable to easily find toilet facilities etc.	Medium	<ul style="list-style-type: none"> Local management to ensure work is arranged to keep colleagues local to a depot, open public facility or their home to enable them to access toilet facilities as necessary. The local arrangement should be recorded on the local risk assessment for the depot. 	LOW

ADDITIONAL LOCAL CONTROLS

Hazards	Control measures

RISK ASSESSMENT

Risk Assessor Name(s):	Tony Wylie In consultation with unions, employees and the leadership team	Job Title(s)	H&S Manager
Date of Issue:	18/5/20	Date of Review	18/9/20
Name of person responsible for ensuring control measures identified are implemented	Area Managers	Job Title	Area Managers