

Covid-19 External Works Risk Assessment



Revision Number	2	Assessment Date	15.07.2021	Review Date based on COVID-19 developments	Weekly To be reviewed in line with Government guidance
Produced By	The PC Support Group and Rawlings Safety & Training Consultancy Services Ltd				
Reference	135KB				
Description of Works	<p>This Risk Assessment covers employees whilst at work to protect and minimise the risk and spread of infection.</p> <p>The premises consist of two separate offices situated on the 3rd floor of The Liverpool Business Centre. This a managed building with communal corridors and facilities, such as reception, toilets, kitchen spaces, snack shop and canteen seating area.</p> <p>The offices are separated by a corridor, the larger office area (B301/B302) is split into two distinct offices, one containing desks/workstations and PCs for admin and management, with the other area housing the engineers and their workstations, with a work bench area to one side. The office across the corridor (B315) has one workspace for management and a large table for meetings, divided by freestanding screens.</p> <p>The work carried out at the offices is the provision of IT services to clients. This by predominantly via email and phone, with occasional visitors. External work is also carried out where engineers will attend private or business client premises to collect, install or repair equipment. Where equipment is brought back to the office it is worked upon using the work bench area.</p> <p>These are exceptional circumstances and employees must always comply with the latest Government advice on Covid-19. Whilst every measure will be taken to ensure that this Risk Assessment is kept up to date with latest guidance, it is also critical for each employee to ensure that they are carrying out their work under safe working practices. The "Working safely during coronavirus (COVID-19) Offices and contact centres" guidance has been and will continue to be referenced in the creation and maintenance of this risk assessment.</p>				
Risk Assessment					
<p>The Hazards of this activity have been assessed and are detailed below. Each hazard has been identified and then assessed as to the likelihood of its occurrence and the severity of any outcome. The initial risk rating given in column A is the rating Without Controls implemented, the risk rating in Column B is the rating after the application of all control measures detailed in the 'Control Measures' field.</p>					
THE RISK RANKING MATRIX					
SEVERITY					
Fatal Injury	HIGH	HIGH	HIGH	HIGH	
Major Injury	MEDIUM	MEDIUM	MEDIUM	HIGH	
Minor Injury	LOW	LOW	LOW	MEDIUM	
	Improbable is not likely to happen	Possible, May Happen	Possible, May Happen	Frequent, Happen Quite Often	
	LIKELIHOOD				
<p>The risk will be reduced by the implementation and application of safe controls, including a safe sequence of works. This risk assessment and the application of the risk control measures identified will be stringently applied by all employees and controlled and monitored by the PCSG Managers. Full details are as follows:</p>					

Covid-19 External Works Risk Assessment

Hazards Identified	Persons at Risk	Risk Rating Without Controls	Control Measures to Minimise Risk	Risk Rating With Controls
Before External Visit to private and business clients	Employee and others they interface with	High	PCSG Manager to confirm the following: <ul style="list-style-type: none"> • Wherever practical, external visits will not be carried out. If possible they will be done remotely via phone or conference call, MS Teams, Zoom etc • The Employee will adhere to Government and NHS guidelines regarding social distancing and hand sanitising 	Low
Travel to and from client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • If an Employee begins to develop symptoms whilst on route to an external location, they will abort the visit and contact their manager. • Employees will regularly clean the inside of the vehicle following external visit and between use of another driver (e.g. family members). • If sharing a vehicle encourage good ventilation of vehicles whilst driving (windows open) • See the company Vehicle Drivers Policy for further controls as appropriate 	Low
Site Access and Egress from private and business client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • PCSG Manager to contact client before staff member is dispatched as stated above, to establish what the access/egress arrangements are and to ensure that we comply with any continuing Covid-19 related rules <ul style="list-style-type: none"> ○ Example: Does the client require our engineer to wear a mask, if so ensure one is issued to engineer before visit. • At any time the PCSG employee is in any doubt about Covid-19 safety then they should immediately leave or retreat to a safe position. E.g. Someone in close proximity appears to be showing Covid-19 type symptoms. • Employee to try to adhere to the 2 meters social distancing rule wherever possible • Employee to wash/sanitise their hands on arrival and if going into and coming out of external premises, using their own personal hand sanitiser provided by PCSG where necessary. 	Low

Covid-19 External Works Risk Assessment

Whilst inside client premises	Employee and others they interface with	High	<ul style="list-style-type: none"> • If new goods have been unboxed/provisioned then they must be cleaned by the engineer before he undertakes work on that piece of equipment. • 2 Metre Distancing wherever possible will be carried out at all times whilst at a client’s premises. • The use of lifts and stairs will be reviewed before the visit commences and lifts used in line with any Covid instructions issued by Client • Paper documentation taken to the meeting to be kept to a minimum to prevent contamination. • Use own pens to take notes and do not share them or any other objects • Any follow up actions to be done back at own workplace and communicated remotely to client as needed • Time spent onsite should be kept at an absolute minimum, with related work being done remotely wherever possible 	Low
People showing Symptoms (including those considered at increased risk)	Employee and others they interface with	High	<ul style="list-style-type: none"> • Employees will not be allowed to undertake external works if they: - <ul style="list-style-type: none"> ○ Have a high temperature, new persistent cough or loss or change to sense of smell or taste <p>Employees will check ahead to the premises they are attending that no persons at that premises come under the above either.</p>	Low
Self-Isolation	Employee and others they interface with	High	<p>Employees will be instructed in the following (until a Covid-19 test later confirms there is no infection);</p> <ul style="list-style-type: none"> • Arrange for a Covid-19 test as soon as possible. • If the test is negative then follow the standard company sickness process. • If the test is positive then follow ‘Confirmed Covid-19 case’ steps. 	Low
Procedures if someone falls ill whilst at external premises	Employee and others they interface with	High	<p>If the Employee develops a high temperature, a persistent cough or change or loss to sense of smell of taste whilst at an external site they will:</p> <ul style="list-style-type: none"> • Abort the meeting/appointment and return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. • They must then follow the guidance on self-isolation 	Low

Covid-19 External Works Risk Assessment



			<ul style="list-style-type: none"> • The employee will provide an emergency family member contact should this be required • If they are unable to drive then the Emergency Services will be contacted. 	
Confirmed Covid 19 case	Employee and others they interface with	High	<ul style="list-style-type: none"> • If an employee tests positive for Covid 19 they are to inform a PCSG director asap. • The employer will then liaise with those clients who the employee has been in close contact with during the period when they may have been infectious • The Site Visit Calendar will be used to identify who to trace • All employees who have been in close contact with the individual will be informed. The NHS track and trace system defines close contact as; <ul style="list-style-type: none"> ○ having face-to-face contact with someone (less than 1 meter away) ○ spending more than 15 minutes within 2 meters of someone ○ travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane • All personnel on site will be informed and reminded of the Covid 19 site operating procedures and also what to do if they themselves show any symptoms • Employees will arrange their own Covid tests • Covid 19 site operating procedures will be reviewed • Working arrangements and risk assessments for the affected person will be reviewed and other risk assessment will be reviewed as a matter of course • Other actions will be considered dependent upon the circumstances of each case <p>Any RIDDOR requirements will be reviewed and applied as required</p>	Low

Covid-19 External Works Risk Assessment

Welfare	Employee and others they interface with	High	<ul style="list-style-type: none"> • Where required the engineer will familiarize themselves with the arrangements for toilets, washing facilities, and rest areas and use these as per the Covid secure controls on the premises. • Engineer will adhere to recognized hygiene practices including washing hands with soap and water often – for at least 20 seconds, use hand sanitizer gel if soap and water are not available, wash hands when they get on to the premises, cover their mouth and nose with a tissue or their sleeve (not hands) when cough or sneeze, put used tissues in the bin immediately and wash hands afterwards. • Engineers are encouraged to bring own food or drink were attendance is anticipated to be extended, i.e. half or full day. External premises is responsible for ensuring that soap and fresh water is readily available and kept topped up at all times. Hand Washing Guidance to be installed at all hand wash stations • Wash hands before and after using the toilet facilities • Multi-use handtowels are not used to dry hands 	Low
PPE	Employee and other's they interface with	High	<ul style="list-style-type: none"> • Engineer may choose to wear face coverings or wear it if it is a client rule. • PPE will be selected relevant to the visit, personal preferences and in line with current government guidelines, i.e. mask, gloves, etc • If the engineer is collecting equipment, then they shall clean the equipment before placing it into their vehicle using hygiene wipes. They will place the wipes into a disposable bag and dispose of in a waste bin as soon as possible. This will be provided by the company on request • PPE must not be shared with anyone else • PPE will be removed where necessary upon exit out of the premises • If the 2 Metre distance is not able to be achieved, then the task in hand will be reviewed and PPE considered • Re-usable PPE should be thoroughly cleaned after use and not shared between workers. Check with Manufacturer's instructions that the equipment is safe to be cleaned and that it will not degrade its effectiveness. • Single use PPE should be disposed of in the correct bins, otherwise place in a plastic bag and dispose of as soon as possible. • Employees must ask for replacement PPE from their line manager or Office Administrator as needed 	Low

This document must be electronically signed by each employee on issue