

RISK ASSESSMENT



RISK ASSESSMENT FOR:

**COVID 19 (Coronavirus)
Outbreak Field Based Staff**

Company name: Echo Managed Services		Assessment date:	14/05/2020
Address:	Grosvenor Field Operations in the UK and Ireland.	Signed:	ML: Health and Safety Manager
		Review date:	Regularly and after every relevant government update

Hazard	Who might be harmed?	How Is the risk being controlled?	Further actions necessary to reduce the risk?
Coronavirus, and the subsequent risk of contracting coronavirus working in the field, customers properties, 3 rd party sites and Echo sites including virus related illness and associated illness involving mental health	Employees, contractors, 3 rd parties, members of the public and customers	<p>Following government advice any employee displaying symptoms of Coronavirus is not to attend work for the period outlined by Public Health England. If anyone in the employee's household is displaying symptoms, the employee is to self-isolate for the period recommended by Public Health England and to abstain from work until safe to return. Regular communications in the form of toolbox talks, email and social media posts to remind our colleagues of self-isolation guidance</p> <p>Covid testing is now available to all UK residents over the age of 5. Echo will continue to support our colleagues in arranging testing, if they are unable to do this themselves.</p> <p>All employees who are classed as critically vulnerable and have notified their HR business partner are shielding and will not be returning to work until it is deemed safe to do so, following Government advice</p>	Risk adequately controlled at this time

RISK ASSESSMENT



		<p>Upon commencement of field operations, employees will receive a virtual toolbox talk and induction briefing on working practices during the Covid -19 pandemic. In line with SSPIC safe together campaign. Echo employees will also be briefed on any client safety requests</p> <p>Employee nominated Representatives for field operations are to be consulted before field operations recommence in line with The Health and Safety Consultation with Employee Regulations 1996</p> <p>Any team member that will be carrying out this type of work will be pre vetted to confirm their suitability to undertake the task</p> <p>All field operatives are to conduct dynamic risk assessments before commencing work. HSE toolbox talk on dynamic risk assessments, following the SLAM technique to be communicated to all field teams</p> <p>Managers, Health and Safety Manager and Facilities Manager will re induct all field employees before they commence field operations. Inductions will be tracked on the Echo Health and Safety training matrix and refreshers delivered when required</p> <p>Employee with vehicles fitted with basins will be encouraged to take regular breaks</p>	
--	--	---	--

RISK ASSESSMENT



		<p>to wash their hands using soap and hot water. Where these facilities are not available alternative hand sanitising products, such as alcohol hand sanitiser will be provided or sourced locally and the cost reimbursed.</p> <p>Where possible a pre call with the customer will be made to advise of the social distance requirement. The team member should advise the customer that they will need to create access to the meter where possible and ask them to remain in a separate room.</p> <p>Where a pre call is not possible, the team member will approach the property, knock on the door and step back at least 2 meters from the door. They will explain the reason for their visit and request that the customer complies with the social distance request</p> <p>Where a customer will not comply with the request to maintain a safe distance, the team member should withdraw from the premises and rearrange the visit with a warrant and contact the police for support</p> <p>The FCO is to pre call with all involved 3rd parties, to arrange a suitable working procedure to maintain social distance where possible before work commences and to comply with any client safety requirements</p> <p>The FCO is to travel to the job location</p>	
--	--	--	--

RISK ASSESSMENT



		<p>alone. All vehicle use will be single occupancy</p> <p>Where social distancing may not be possible, due to potentially violent customers who may push, spit, cough at the FCO, the FCO is to where possible work with the landlord/Housing association to ask the customer to comply with social distancing (e.g. using another room while the work is completed)</p> <p>Where the customer is unwilling to follow social distancing procedures, the job should be aborted and reconvened with police assistance</p> <p>FCOs' should avoid touching their face at all time</p> <p>Grosvenor field staff are provided with alcohol based hand sanitiser, sanitising wipes and multi-surface cleaner, these can also be sourced locally and the cost reimbursed in line with expenses policy. The FCO is encouraged to use these frequently to clean hands and also their kit and equipment in line with the SSOW within the Covid-19 policy and procedure</p> <p>Food and drink should not consumed on the property</p> <p>Grosvenor staff may choose to cover their mouths and nose using a face covering, they may also be requested by a customer or a 3rd party to cover their mouth and nose. Where (surgical/dust</p>	
--	--	--	--

RISK ASSESSMENT



		<p>mask, FFP, RPE or where not available scarves or snoods can be used as an alternative) Face coverings will be compulsory when attending the property of a critically vulnerable customer. Training will be provided in line with government guidance in the correct use of face coverings.</p> <p>The FCO is to keep a minimum of a 2 meter distance from the customers and others who may be working in the property, such as Engineers and Locksmiths. Where this is not possible, the duration of the task should be limited where possible to under 15 minutes with side to side or back to back working used.</p> <p>The FCO is to remove all PPE and RPE upon exiting the property. Single use PPE/RPE is to be placed in a sealed bag to be disposed of in a suitable waste receptacle as soon as possible</p> <p>Multi use PPE/RPE is to be removed and cleaned in line with manufactures guidance and stored correctly as per the training provided</p> <p>Once PPE/RPE has been removed, bagged or stored the FCO is to sanitise their hands, using soap and hot water or hand sanitiser</p> <p>Vehicles should be kept clean, with regular touch points, such as steering wheels and gear sticks cleaned regularly.</p>	
--	--	---	--

RISK ASSESSMENT



		<p>Echo support all our colleagues who feel their safety or the safety of our clients and customers is at risk, to stop all work activities until it is safe to reconvene</p> <p>All Echo employees have access to the employee support function to assist with mental health issues. Managers are encouraged to hold regular discussions with FCO's on their mental health and wellbeing. Echo run wellbeing promotions on social medial and also by email.</p>	
--	--	--	--