

# RISK ASSESSMENT



**RISK ASSESSMENT FOR:**

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

**Company Name: Echo Managed Services**

**Assessment date: 16/02/2021**

**Address:**

**Signed:**

**ML: Health and Safety Manager**

**Grosvenor Field Operations in the UK and Ireland.**

**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?
<p>Coronavirus, and the subsequent risk of contracting coronavirus working in the field, customers properties, 3<sup>rd</sup> party sites and Echo sites including virus related illness and associated illness involving mental health</p>	<p>Employees, contractors, 3<sup>rd</sup> parties, members of the public and customers</p>	<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>Employees showing symptoms of Covid-19 are to book a test as soon as possible. Staff should abstain from work until a negative test result has been received or their isolation period has been completed.</p> <p>Any staff that are classed as clinically extremely vulnerable are shielding in line with Government advice.</p>	<p>Risk adequately controlled at this time</p>

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Upon commencement of field operations, employees will receive an induction briefing on working practices during the Covid -19 pandemic. In line with SSPIC safe together campaign. Grosvenor employees will also be briefed on any client safety requests.

National and local Covid-19 restrictions based on Covid alert levels across all the UK will be reviewed a minimum of weekly and after any Government update as part of our business Covid-19 response. Restrictions that impact on the work we undertake, will be shared with our team and all work undertaken will be subject to Government restrictions and continually following Covid secure guidance.

All field operatives are to conduct dynamic risk assessments before commencing work.

Where the visit is required due to debt, the client and Grosvenor will write to the customer to advise of the visit before it commences, this will allow for the customer to advise of any potential Covid issues the FCO may encounter on site.

Where possible a pre call with the customer will be made to advise of the Social distance requirement. The FCO 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.

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The FCO is to pre call all involved 3<sup>rd</sup> parties, to arrange a suitable working procedure to maintain social distance where possible before work commences and to comply with any client safety requirements.

The FCO is to travel to the job location alone. All vehicle use will be single occupancy.

Where a pre call has not been possible, the FCO will approach the property, before knocking on the door, a face covering must be applied. After knocking the door the FCO must 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.

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.

To protect against spitting, sneezing or accidental touching of their face Grosvenor staff must use a 3 ply surgical mask or a FFP2/P3 at all times when on site. The mask should only be removed once the job has been completed and social distance can be maintained.

Protective eyewear should be worn at all times during warrant of entry jobs

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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.

FCOs' should avoid touching their face at all times.

Food and drink should not be consumed on the property

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 and PPE policy. Hand sanitiser should be applied frequently and before entering and upon exiting a property.

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.

Multi use PPE/RPE is to be removed and cleaned in line with manufacturer's guidance and stored correctly as per the training provided.

Once PPE/RPE has been removed, bagged or stored the FCO is to sanitise their hands, using soap and hot water or

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		<p>hand sanitiser.</p> <p>Vehicles should be kept clean, with regular touch points, such as steering wheels and gear sticks cleaned regularly.</p> <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>	
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