

## COVID-19 TECHNICIAN ACTIVITIES RISK ASSESSMENT

|                           |   |                      |           |
|---------------------------|---|----------------------|-----------|
| <b>DATE</b>               | 11 <sup>th</sup> November 2020                          | <b>ASSESSMENT BY</b> | HSEQ Team |
| <b>LOCATION</b>           | Various   |                      |           |
| <b>NATURE OF ACTIVITY</b> | Technician activities                                   |                      |           |
| <b>REVIEW DATE</b>        | November 2021   |                      |           |
| <b>PERSONS AT RISK</b>    | Employees, visitors, contractors, members of the public |                      |           |

| Probable Frequency |   | Probable Severity |
|--------------------|---|-------------------|
| Rare               | 1 | Insignificant     |
| Unlikely           | 2 | Minor             |
| Moderately likely  | 3 | Significant       |
| Likely             | 4 | Major             |
| Almost Certain     | 5 | Severe            |

|   | 1 | 2  | 3  | 4  | 5  |
|---|---|----|----|----|----|
| 1 | 1 | 2  | 3  | 4  | 5  |
| 2 | 2 | 4  | 6  | 8  | 10 |
| 3 | 3 | 6  | 9  | 12 | 15 |
| 4 | 4 | 8  | 12 | 16 | 20 |
| 5 | 5 | 10 | 15 | 20 | 25 |

|               |                                       |                |                                   |
|---------------|---------------------------------------|----------------|-----------------------------------|
| <b>8 - 16</b> | <b>Action required if practicable</b> | <b>20 - 25</b> | <b>Task will not be completed</b> |
|---------------|---------------------------------------|----------------|-----------------------------------|





| Potential Hazard       | Result of Occurrence  | Control measures in place  | Freq | Sev | Risk Rating | Recommended actions |
|------------------------|-----------------------|--|------|-----|-------------|---------------------|
| Contact with customers | COVID-19 transmission | Social distancing procedures in place for base appointments. Customers are asked to wear a face covering before entering our premises, and use the NHS COVID-19 app for track and trace. Hand sanitizer and social distancing in place for customers in reception. Twice-daily cleaning procedures in place for all commonly touched areas. Suitable number of tasks allocated to each base technicians to allow for customer social distancing and site cleaning. Procedures in place for technicians to eliminate contact with customers when visiting their premises or on arrival. All customers will be informed of the process for social distancing via text message before we attend | 2    | 3   | 6           |                     |

## COVID-19 TECHNICIAN ACTIVITIES RISK ASSESSMENT

| Potential Hazard                                       | Result of Occurrence              | Control measures in place  | Freq | Sev | Risk Rating | Recommended actions |
|--|-----------------------------------|--|------|-----|-------------|---------------------|
| Contact with infected customer property                | COVID-19 transmission             | Procedures in place for technicians to sanitize their hands, the vehicle keys and common touch points before and after each task. All customers will be informed of the process for social distancing via text message and called by the technician before arrival to discuss the procedures   | 2    | 3   | 6           |                     |
| Lack of social distancing                              | COVID-19 transmission             | Office staff either have been put on furlough leave or are working from home wherever possible. 2-metre distancing rules apply to anyone who cannot work from home. Staggered start times for technicians collecting stock from site. Suitable number of tasks allocated to each base technician to allow for customer social distancing and site cleaning. Social distancing signage on the main entrance door and around the site. Face coverings have been issued to all technicians to wear when entering customer premises, and when working in close proximity with other colleagues | 2    | 3   | 6           |                     |
| Lack of hand washing facilities for mobile technicians | COVID-19 transmission             | Technicians are provided with hand sanitizer, which they are instructed to use before and after each task  | 2    | 3   | 6           |                     |
| Lack of information                                    | Government guidance noncompliance | Regular Markerstudy Group updates about COVID-19 which include the latest government guidelines and advice are sent to the technicians and uploaded to the company Intranet. HR and the HSEQ team are regularly reviewing government guidance and informing the network with any relevant information  | 2    | 3   | 6           |                     |
| Vulnerable employees                                   | COVID-19 transmission             | All employees that have informed us that they are classed as 'increased risk' of contracting the virus are working from home or have been put on furlough leave  | 2    | 3   | 6           |                     |
| Travel   | COVID-19 transmission             | All non-essential travel has been postponed during the pandemic  | 2    | 3   | 6           |                     |
| Suspected case whilst working                          | COVID-19 transmission             | All employees receive regular Markerstudy Group updates about COVID-19 which include the latest government guidelines and advice on COVID-19 symptoms and what they must do  | 2    | 3   | 6           |                     |

## COVID-19 TECHNICIAN ACTIVITIES RISK ASSESSMENT

| Potential Hazard      | Result of Occurrence | Control measures in place   | Freq | Sev | Risk Rating | Recommended actions |
|-----------------------|----------------------|---|------|-----|-------------|---------------------|
| Equipment inspections | Legal noncompliance  | Portable appliance testing (PAT) frequency has been temporarily extended. Employees have been instructed to ensure that pre-use checks are completed on all equipment before use, and to report any defects to their line manager | 2    | 3   | 6           |                     |

|  |  |   |
|--|--|---|
| <b>Personal protective equipment available</b> | PPE available - dependent on the precise nature of the activity. |     |
|--|--|---|

**REVIEW**

Review of Risk Assessment to be undertaken annually, or if significant alteration to processes or equipment occurs. Please advise Health & Safety Team of any changes or suggested changes, which could affect the accuracy and validity of this assessment.

Perception of the risks present in this environment may be underestimated by visitors to the site who are not familiar with the premises and activities taking place, therefore visitors are escorted by an employee in hazardous situations

**Perception of the risks involved in this environment may be underestimated by young or inexperienced persons.**

The severity of injury may increase if expectant or nursing mothers are involved, increase probable severity by 1.

|  |  |   |
|--|--|---|
| Prepared by<br><input style="width: 90%;" type="text" value="Bruce Bahlaj"/> | Position<br><input style="width: 90%;" type="text" value="H&amp;S Manager"/> | Date<br><input style="width: 90%;" type="text" value="NOV 2020"/> |
|--|--|---|