



Phone No. – 01442 266610

CAI Membership No. – C.0090
 CAI Contact Tel. No. - 01923 803030

Risk Assessment - **Safe Working Measures for Covid-19 Specific.**

Risk Matrix	Likelihood (L) x Severity (S) = Risk Rating (R)		Ref:	COVID 19	Rev:	01
	Likelihood of Harm (L)	Severity of Harm (S)				
Assess the Risk by evaluating each Hazard in turn.	1 = Low 2 = Medium 3 = High	1 = Low (Minor) 2 = Medium 3 = High				

RISK RATING:		Low Risk = 1 – 3			Medium Risk = 4 – 6		High Risk = 6 - 9		
HAZARDS	PERSONS AT RISK	INITIAL RISK RATING			CONTROL MEASURE Precautions to be put in place to reduce or limit potential of hazard occurring	RISK AFTER CONTROL			
		L	S	R		L	S	R	
Virus transmission from entering customer property. (On-Site).	ENGINEERS/ INSTALLERS, CUSTOMERS, ALL PROPERTY OCCUPANTS.	4	4	4	<p>All The following to be highlighted and adhered to for safe working.</p> <ul style="list-style-type: none"> • Only jobs deemed essential by Brightwell Aerials to be carried out. • Video, telephone quotations/estimates wherever possible. • Customers contacted before visit to discuss all measures in detail and instructed to clean door handles and exclude children and pets from working area. • Customers instructed to ventilate home/area before arrival and after departure of engineer. • Customers instructed to remain a safe distance from engineers. Work will be terminated if customer does not comply. • All engineers are provided with PPE which will be worn when on site where required PPE includes FFP1/2 masks and face shields to be worn by all engineers if social distance not possible or aerosol risk is suspected within the last hour. • Where possible, all work will be carried out externally. • Engineers to use hand sanitiser before entering the property and regularly during the visit. • On site communication with customer will be by telephone or text message where possible or at a safe 2 metre+ distance outside. • Engineers must aim not to use customer toilets or facilities. • Engineers to politely refuse any food or drink offered by customer. <p>• Note: The following symptoms may develop as late as 14 days after exposure to someone who has the COVID-19 infection:</p> <ul style="list-style-type: none"> • cough• difficulty in breathing• fever• loss of taste and smell Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions such COPD. • If you are concerned about your own health contact NHS 111, your GP, or a medical practitioner. • Further information and information material can be found within the Companies Health and Safety Policy and at the following link https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 	2	2	2	

RISK RATING:		Low Risk = 1 – 3			Medium Risk = 4 – 6		High Risk = 6 - 9		
HAZARDS	PERSONS AT RISK	INITIAL RISK RATING			CONTROL MEASURE Precautions to be put in place to reduce or limit potential of hazard occurring	RISK AFTER CONTROL			
		L	S	R		L	S	R	
On-site – Homes of customers deemed “Clinically extremely vulnerable”.		4	4	4	<p>Only absolute emergency work and essential maintenance to be carried out:</p> <ul style="list-style-type: none"> Procedures as above and detailed in customer information sheet to be strictly followed. (see page 4,5) In addition, customer will be instructed to shield in another part of the property whilst work is taking place and the engineer is present. 	2	2	2	
Cross contamination between engineers.		4	4	4	<p>Where possible only one engineer to be allocated to each job, where this is unsafe or not practical the following should be followed:</p> <ul style="list-style-type: none"> Engineers to travel to site in different transport and not access each other’s. Tools and equipment not to be shared or, if not possible, to be disinfected between use. PPE, including FFP1/2 masks and face shields to be worn all engineers if social distance not possible or aerosol risk is suspected within the last hour. Breaks to be taken separately. Contact should be limited to a maximum of 15 minutes at a time. Engineers to be allocated to different tasks where practical. All engineers to follow all guidelines to protect customers and use hand sanitizer after touching any possible contaminated object or surface and disinfect working areas and equipment before and after use. 	2	2	2	

All work will be undertaken by competent persons with experience and training of the type of work described above and, in all cases, in full accordance with safety procedures specified in the company’s health and safety policy and standard risk assessments, written and/or dynamic.

Prepared by:	Dominica laird		
Position:	Director	Date:	18/06/2020

Reviewed by:	Richard laird		
Position:	Director	Date:	17/08/20

New Procedures for Customers and engineers to follow prior and during a visit to your home

Where possible, non-essential/urgent works should be postponed and remote temporary repairs/solutions should be considered in the first instance via remote internet access, video calls and telephone support.

We will initially be carrying out essential onsite repairs and maintenance at the discretion of the customer, subject to the following procedures. We require all customers to read and agree to our procedures before a visit can be arranged.

In all circumstances, engineers will follow Public Health guidelines. Each job will be individually risk assessed and will be at the discretion of the engineer whether to undertake work or not. If anyone within the customer’s household (or bubble) is symptomatic of, or has had recent contact with, the virus an engineer will not be able to attend. Similarly, our engineers will not be able to attend any customer who is currently self-isolating or shielding. If any of our team develop symptoms or have been in known contact with COVID-19 all work will be suspended for 14 days+. We will not visit any customer household until our staff have tested negative and are symptom free.

Following advice from Government and trade associations, we will assess whether the visit is essential or if the work can be safely postponed. We will discuss and consider alternatives to a visit, such as a phone or video call/remote solution. If the visit cannot be postponed customers will be asked to agree to the procedures in advance.

We must be informed if anybody in the household is extremely vulnerable, has coronavirus symptoms or is shielding. Free estimates and quotations will be only carried out by telephone, video calls, messages, photos, and emails and will only visit for repairs and installations.

During a visit to your home.

We will notify all customers in advance of arrival by telephone and or text message and check again that no one at the property has any symptoms or recent contact.

Where possible and applicable; work will be carried out externally with no need to enter your home. The engineer will communicate/update you by telephone or from a safe distance outside. We will check if everything is working satisfactorily before we leave and arrange a second call if required. Where possible we will allocate the same engineer to the same household each time there is a visit.

If we need to enter the property, the engineer will call by telephone and ask you to open the door and then request you retreat to another room. We request that you should wash your hands using soap and hot water for 20 seconds before opening the door to the engineer. You should wash your hands regularly, particularly after blowing your nose, sneezing, or coughing when our engineer is in the property. We ask that you clean and disinfect frequently touched external surfaces including external door handles before we visit. Please ensure to open all internal doors before we arrive to minimise touching of door handles. Our engineers will always carry hand sanitiser and use appropriate PPE.

We will request that all householders and children occupy a separate room/part of the property whilst our engineer is inside your home and to ensure good ventilation in the area where we are working, including opening the windows/doors, prior and after the visit. A safe distance must be maintained from our engineer throughout the visit, inside and outside the property. The engineer will communicate by telephone if required throughout the visit. Please ensure any pets are kept secure in a separate part of the property during our visit to avoid contact.

We will be particularly strict about hand washing/sanitising and respiratory hygiene. We will clean internal surfaces and equipment with disinfectant/wipes before and after the job. Once the work is completed, the engineer or office will explain which surfaces and areas we have come into contact with. However, we will try to carry out this cleaning prior to leaving. Please read the government guidance on cleaning and waste here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

Where possible we will avoid using the customers' toilet or kitchen facilities and politely decline offers of drinks and food etc.

Due to these new requirements please allow extra time for works to be carried out. If more than 1 engineer is required then they will travel to the job separately, so additional parking may be required.

If the customer is classed as "Clinically Extremely Vulnerable" by the Government, they've been told to continue shielding and self-isolate – only emergency work and essential maintenance should take place. If the customer is classed as "Clinically Vulnerable" because they are in an at risk group, work can take place with additional precautions.

Staying safe and ensuring the safety of tradespeople, engineers and customers is of paramount importance. We must all evaluate what additional measures we need to take to protect ourselves, our colleagues and our customers. We thank you for your cooperation during these difficult times.

For more information, please visit <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

This information and risk assessment is under constant review and is subject to change. We retain the right, under the present circumstances to refuse any works and to cancel any scheduled work at short notice.