

# COVID-19 Risk Assessment - Visiting a maintenance site



<b>Risk assessment completed by</b>					<b>Date risk assessment completed</b>														
<b>Description of the activity</b>							<b>Time the activity usually takes place</b>												
<p><b>This risk assessment has been written as a generic template to cover Home Group colleagues attending sites where maintenance work is being conducted and not for the actual work being undertaken. Visits to maintenance sites must only be carried out where essential to do so. If physical attendance can be avoided, it MUST be.</b></p> <p>Activity dependent PPE that may be required could include:</p> <table border="1"> <tr> <td>Hard hat</td> <td>Dust mask – this must commensurate with the activity e.g. FFP3</td> </tr> <tr> <td>Gloves</td> <td>Face mask (COVID-19)</td> </tr> <tr> <td>Hi Vis outerwear (waistcoat or jacket)</td> <td>Hand sanitiser (COVID-19)</td> </tr> <tr> <td>Safety footwear</td> <td>Hearing protection</td> </tr> <tr> <td>Safety glasses</td> <td></td> </tr> </table> <p>Please ensure that in addition to PPE used, that clothing and footwear appropriate to the activity being undertaken and the environmental conditions are worn.</p> <p>In line with Government advice, colleagues must stay alert and dynamically risk assess their working environment, taking immediate action to stay safe as needed.</p>							Hard hat	Dust mask – this must commensurate with the activity e.g. FFP3	Gloves	Face mask (COVID-19)	Hi Vis outerwear (waistcoat or jacket)	Hand sanitiser (COVID-19)	Safety footwear	Hearing protection	Safety glasses				
Hard hat	Dust mask – this must commensurate with the activity e.g. FFP3																		
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Safety footwear	Hearing protection																		
Safety glasses																			
<b>People involved in the task/activity</b>							<b>Where the task/activity takes place</b>												
<b>Cause</b>	<b>Possible consequences</b>	<b>L (1-5)</b>	<b>S (1-5)</b>	<b>Risk level</b>	<b>Risk control measures</b>	<b>L (1-5)</b>	<b>S (1-5)</b>	<b>Revised risk level</b>											
Contracting COVID-19	Contraction of the disease leading to illness, potential hospitalisation / death.	3	5	15	<p>If you experience any signs or symptoms of COVID-19 you must cancel the visit, self-isolate in line with the latest Government guidance and inform your line manager.</p> <p>Before a visit to a maintenance site / property, colleagues must contact the</p>	2	5	10											

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					<p>relevant local Manager requesting a copy of the COVID-19 risk assessment and rules, these must be read and understood, and any PPE required taken with you.</p> <p>Colleagues to make themselves fully aware of the 'new' COVID-19 site rules and expectations which must always be adhered to.</p> <p>All PPE to be worn as expected, this could include additional items to the above list as directed by the site COVID-19 risk assessment which you must read ahead of the visit and must be reaffirmed on site sign in / induction.</p> <p>A safe distance of 2m must always be maintained from any other person to comply with the social distancing rules.</p> <p>Contact with any surface must be avoided.</p> <p>Hands must be washed / sanitised before entering site and upon leaving. There may well be additional times this is required during the visit.</p> <p>Visits to maintenance sites / properties (where necessary) must be kept to a minimum duration to avoid contact with other people. If these durations are kept 'short' this will alleviate the potential requirement for comfort breaks and tea / coffee breaks where the distancing and contact with surfaces will be harder to manage.</p>			
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					Any queries in relation to COVID-19 safety measures must be directed to the local Manager and to your direct line Manager.			
Travelling by vehicle to the Maintenance site including vehicle breakdown	Risk of injury / COVID-19 exposure	3	5	15	<p>Colleagues must be satisfied that the vehicle has been maintained in a fit and safe condition</p> <p>Before setting off, the following checks should be undertaken;</p> <ul style="list-style-type: none"> <li>• Ensure the brakes are in good working order</li> <li>• Ensure the car lights are working both at the front and the rear</li> <li>• Check the fluid levels in the vehicle ensuring that the correct amount of screen wash has been added</li> <li>• Wiper blades must be in good working order</li> <li>• Ensure that all mirrors are in working order</li> <li>• Ensure that tyres are in a suitable condition and inflated to the correct pressure</li> <li>• Ensure the seat belts are in good working order</li> <li>• Check audible warning devices i.e. horn</li> </ul> <p>Once driving, all road traffic legislation must be followed</p> <p>In the event of the vehicle breakdown, the colleague should consider; (towns and cities)</p> <ul style="list-style-type: none"> <li>• pulling over to a safe place, away from the traffic</li> <li>• switching off the engine</li> <li>• turning on their hazard lights and if it is dark, or if visibility is</li> </ul>	2	5	10

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					<p>poor, leave the sidelights on</p> <ul style="list-style-type: none"> <li>put the red warning triangle at least 50 metres behind the vehicle – this will warn any oncoming traffic that the vehicle has broken down</li> <li>use a mobile phone to call for assistance</li> <li>stay in your car and wait for help to arrive ensuring the 2m social distancing rule is applied.</li> </ul> <p>(on motorways)</p> <ul style="list-style-type: none"> <li>turn your front wheels towards the grass verge when you pull into the hard shoulder</li> <li>switch on your hazard lights and if it's dark or visibility's poor turn the sidelights on too</li> <li>don't display your red warning triangle – with fast moving traffic the risks far outweigh the benefits of doing this</li> <li>the driver should move behind the crash barrier if there is one.</li> <li>Use your mobile phone and call for assistance ensuring the 2m social distancing rule is applied when help arrives.</li> </ul>			
Travel to / from a Maintenance site on public transport	COVID-19 exposure	4	5	20	<p>Plan your journey ahead of time and try to limit the number of 'modes of transport' used. Ensure you leave plenty of time for your journey as it may take longer than you are used to. If you must use public transport, try to travel "off Peak" so that less commuters are on the public transport system.</p> <p>A safe distance of 2m must always be</p>	3	5	15

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					<p>maintained when queuing, from any other person to comply with the social distancing rules.</p> <p>Purchase tickets via apps where possible to reduce the requirement to physically touch any ticket machines. If no app available use contactless payment methods wherever possible.</p> <p>Face coverings must be worn when using public transport.</p> <p>Sitting / Standing while travelling, try and maintain a level of social distance bearing in mind the 2m rule. Follow any guidance given by transport staff. If unable to maintain a comfortable distance, wait for the next available service.</p> <p>Ensure you clean your hands with your hand sanitiser after touching any surface, the touching of surfaces must be avoided as much as possible.</p>			
Parking or travelling by foot (walking)	COVID-19 exposure	4	5	20	<p>Plan your journey and where possible park the vehicle and travel by foot in well- lit populated areas (even when not lone working)</p> <p>A safe distance of 2m must always be maintained from any other person to comply with the social distancing rules.</p> <p>Ensure you clean your hands with your hand sanitiser after touching any surface, the touching of surfaces must be avoided as much as possible.</p> <p>If an act of violence occurs, please</p>	3	5	15

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					follow the measures identified in the 'violence at work risk assessment'.			
Lone working	Risk of injury	3	4	12	Colleagues should follow the guidance and measures within their local lone working risk assessment	2	4	8
Lack of knowledge/training	Risk of injury due to lack of competency	3	4	12	<p>Colleague to have the required competency to attend site i.e. experience and knowledge.</p> <p>Should the colleague not have the required competency, they must be supervised by a competent member of staff until such competency is developed or accompanied by a competent contractor</p>	2	4	8
Access and egress	Risk of injury due to lack of PPE, contractor unaware of Colleague attendance to site	3	4	12	<p>Before entering site, colleagues must:</p> <p>Ensure that they are wearing the required level of Personal Protective Equipment as identified in the relevant site-specific risk assessments</p> <p>Ensure that the contractor is aware of their arrival and if available, sign in and receive a site induction.</p> <p>Undertake a dynamic risk assessment of their surroundings</p>	2	4	8
Presence of animals	Risk of injury from animals i.e. dog bites	3	3	9	If the site is within a customer's home, upon arrival the colleague must establish if there are any animals in the home. If there are animals present and the colleague is of the belief that they may cause harm they should ask for them to be removed before entering. Should the resident refuse,	2	3	6

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					<p>consideration should be given to terminating the visit to site.</p> <p>Such an event must be reported to their line manager and if necessary, to the health and safety department by means of a near miss</p>			
Inhalation of dust i.e. asbestos, plaster etc.	Risk of inhalation of dust leading to ill health	3	4	12	<p>Contractors to be provided with copies of asbestos survey from property services prior to any intrusive work taking place. This assessment, or the contractor's suitable alternative safe system of work, must remain on site during works. Should it not be on site, all intrusive work must cease.</p> <p>If the colleague was to discover any material that they believe to be asbestos and is not accounted for with suitable measures in place, they must bring this to the attention of the supervisor on site with a view to work ceasing until suitable measures are established. However, at the discretion of the attending Colleague, work in other areas may continue if this asbestos has not been disturbed.</p> <p>Where necessary, colleague to wear a suitable level of RPE (i.e. FFP3 mask), whenever they encounter dusty environments</p>	2	4	8
Flying particles	Risk of eye injury	3	4	12	<p>If particles are projecting due to an identified task i.e. contractor using a grinder, colleague to refrain from entering the immediate area until the contractor is aware of their attendance/ceased the work</p>	2	4	8

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					Where necessary, colleague to wear a suitable level of eye protection			
Noise from power tools	Risk of hearing damage	3	4	12	<p>Signage may be displayed identifying the mandatory requirement to wear ear defenders. If such signage is displayed, colleague must ensure that ear defenders are worn before entering site.</p> <p>If signage is not displayed and the colleague is ever in doubt;</p> <ul style="list-style-type: none"> <li>hearing protection should be worn, or</li> <li>the colleague to leave this location, only to return when it is safe to do so i.e., they are wearing the required level of hearing protection</li> </ul> <p>Colleague to ensure that there hearing protection is fitted, cleaned and stored as per manufacturer guidance</p>	2	4	8
Fire/flammable atmosphere	Risk of fire/explosion	3	4	12	<p>Where there is a risk of fire from the tasks undertaken, the contractor will be expected to have suitable fire safety precautions in place</p> <p>In addition, should hot work be taking place i.e. cutting, burning and welding operations, a suitable hot works permit will be required</p> <p>Where an emergency plan is required on site, in the event of an incident occurring, the colleague should follow the instructions as per induction brief</p> <p>Should there not be an emergency plan available on site, in the event of an emergency, colleague to remove</p>	2	4	8

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					themselves away from the incident to a place of total safety i.e. a safe distance external from the premises			
Obstructions, miscellaneous items on the floor, tools, work equipment, missing floorboards, rubbish, overgrown gardens, snow/ice	Risk of injury from trips and falls	3	4	12	<p>Colleague to always wear required PPE i.e. safety footwear</p> <p>Footwear <u>not to be removed</u> if requested so by resident</p> <p>All materials and equipment should be placed in areas away from pedestrian routes</p> <p>All spillages cleared up and where possible battery powered tools used</p> <p>Before entering the room, a visual dynamic risk assessment must be undertaken of the working area to assess any possible slipping, tripping hazards. If the colleague has any doubts, they do not have to enter the area until suitable remedial measures are taken by the contractor</p> <p>Adverse weather conditions may increase the risk of slipping (e.g. snow/ice) and the colleague must ensure they always have a secure footing</p>	2	4	8
Electricity i.e. exposed wiring	Risk of electric shock	3	4	12	<p>When undertaking any invasive work on electrical cabling, the competent contractor will be expected to have isolated the supply</p> <p>During installation, all exposed wires should be correctly terminated to prevent accidental contact when the circuit is made live</p>	2	4	8

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					<p>However, when entering the premises, colleagues must be mindful of loose electrical cables, especially when electrical work is being undertaken</p> <p>Should the colleague discover any exposed cables that are not being worked on they should inform the contractor on site.</p>			
Use of hand or power tools	Risk of contact with rotating blade etc.	3	4	12	<p>Colleagues must be mindful of contractors using tools and equipment on site and be conscious that when they are using power tools to;</p> <ul style="list-style-type: none"> <li>• wait at a safe distance for them to cease use,</li> <li>• notice that you are in the immediate vicinity, before approaching them or walking past their place of work.</li> </ul> <p>All contractor electrical appliances are to be portably appliance tested. If out of date, they should be recommended for removal from site</p> <p>Electrical cables should not be trailed through any wet areas and extension leads should be fully uncoiled and inspected by the contractor prior to use.</p>	2	4	8
Hazardous substances	Risk of exposure to substance hazardous to health	3	4	12	<p>Where substances hazardous to health are used on site, contractors will be expected to have suitable COSHH assessments and all remedial measures to be followed to minimise exposure.</p> <p>Suitable PPE and, where necessary</p>	2	4	8

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					RPE, to be worn when working within the premises.  Colleague to ensure suitable hygiene measures are always implemented			
Lighting	Risk of injury due to poor lighting and not being able to clearly identify the safe way of travel	3	4	12	As part of the constant dynamic risk assessment of the premises, colleagues must be careful where negotiating through premises that are under renovation and lighting is limited.	2	4	8
Work at height	Risk of fall from height or being struck by falling debris/materials	3	4	12	<p>Unless suitable safe access and egress is provided (e.g. system scaffold) and the Colleague is competent to do so, Colleagues should not be working/inspecting at height.</p> <p>If ladders are to be used, the competent colleague must ensure that they are always three points of contact and adhere to the safe use of ladders/stepladders risk assessment in their control book.</p> <p>When working at height is taking place, the contractor should have;</p> <ul style="list-style-type: none"> <li>• set up an exclusion zone at the base of the work at height equipment,</li> <li>• displayed suitable signage to identify that working at height is taking place</li> <li>• used brick guards to prevent falling materials from scaffolds</li> </ul> <p>However, colleague must still be careful at ground level to avoid any falling items/materials and ensure that they are wearing the provided hard hat</p>	2	4	8

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					and footwear			
Sharp edges/nails on the floor	Risk of cuts from contact with sharp edges	3	4	12	Colleague to be mindful that as task are in the process of being completed, edges that may be protected or smooth when completed, may not be when inspected  Personal protective equipment to be worn i.e. gloves and suitable footwear	2	4	8
Moving vehicles	Risk of being struck by moving vehicle	3	4	12	Colleague to be aware of any vehicle movement external to the premises i.e. persons accessing/egressing their drives or delivery vehicles attending site	2	4	8
Violence at work	Risk of physical/verbal assault	3	4	12	Before attending site, the colleague must make themselves aware if the premises are red flagged and take suitable remedial measures. Should they attend site and there is no sign of the contractor they should not leave the safety of their vehicle  Should a violence at work incident occur, colleagues must follow measures identified in their violence at work risk assessment and report it immediately to the Line Manager.	2	4	8
Manual handling	Risk of musculoskeletal injury	3	4	12	Although colleagues are not expected to assist contractors in any tasks undertaken, should any manual handling take place, it must be done so in line with their manual handling risk assessment.	2	4	8

<b>Details of other relevant risk or safety</b>		<b>Additional comments</b>	
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<b>assessments (i.e. what they are and where can they be found)</b>			
<b>Once identified risk control measures are in place, can this task be carried out by one person with a manageable level of risk?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>		

All colleagues carrying out this task must sign here when the risk assessment and risk management plan have been read and understood.

Name	Signature	Date read	Name	Signature	Date read

**Note: COVID-19 risk assessments must be reviewed at least once a week, the ideal opportunity being after the CEO update. They must also be reviewed if there are any significant changes to work tasks, the environment, following a related incident or any change in Government guidance.**

<b>Comments to be considered when developing or reviewing the risk assessment and risk management plan including your assessment of the impact on disadvantaged or excluded groups:</b>

Risk assessment review date	Review completed by	Description of changes	Team updated

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### Version history

Version Number	Effective Date	Amendment made by	Version approved by	Description of Changes
3.1	June 2020	Sara Winterburn, H&S Manager	Sara Winterburn, H&S Manager	Updated in line with Govt guidance – face coverings on public transport
3.0	May 2020	Mark Richards, H&S Business Partner	Sara Winterburn, H&S Manager	Addition of COVID-19 risks.
2.1	Jan 2018	Sara Winterburn, H&S Business Partner	Andrew Grant, H&S Manager	Branding updated, version control box added
2.0	Nov 2017	Steven Jones, H&S Business Partner	Andrew Grant, H&S Manager	Content updated; document reference added
1.0	Jan 2014	Mark Mcloughlin, H&S Business Partner		Document created