

BHE Services (Bolton) Ltd

Wilkinson House, Radcliffe Road, Bolton, BL3 1RU

Location: Any Domestic Property

Title : Mobile Workers (Co-Vid 19)	Date of Assessment : 18/05/2020	Risk Assessor : Martin Howell
Risk Assessment Reference : MW001	People involved in making this assessment : Martin Howell	
Task/ Process : working in a domestic property	People at Risk : Employees, Members of the Public	

Hazard : Failure to follow Government policies Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.
Control Measures:
1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional Govt. guidance as published at Gov.uk/Coronavirus.
3. We continue to operate because the service we provide falls into the Government's category of essential activities.
4. None of our mobile workforce are in the vulnerable or at risk categories. Where we are aware of this to any of our employees they will be working at home if that is possible. If it not they will be furloughed.
5. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Govt. policy are taken on a case by case basis.

Hazard : Uninformed workforce Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.
Control Measures:
1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning posters displayed at all our fixed workplaces and printed copies given to mobile workers.
4. We have shared with our customers, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their premises.

Hazard : Contact with customers or clients Risk of infection being passed from contacts or with contaminated premises and equipment.
Control Measures:
1. Workforce instructed to maintain the advised 2m separation from contacts at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with Covid-19 or has been required to self-isolate, and act accordingly.
2. Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.

3. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.

4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean

5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.

Hazard : travel and vehicles Risk of the spread of infection from vehicles and during travel.

Control Measures:

1. [Public transport will not be used in connection with business processes.]

2. [Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.]

3. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.

4. Where company vehicles are used they will be restricted to a single driver and will not be shared. Drivers have been issued with sanitisers and are required to routinely sanitise surfaces and controls throughout the working day.

5. No passengers are to be carried in any vehicle being used for business purposes. If a second worker is required for any part of the work activity they will travel separately.

Hazard : Personal hygiene Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces.

Control Measures:

1. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided.

2. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.

3. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.

4. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.

Hazard : Food and drink Potential for cross-infection at client premises and take away outlets.

Control Measures:

1. Workforce instructed to politely refrain from consuming beverages and food products that are offered by clients, due to the risks associated with cross contamination.

2. Workforce encouraged to prepare food and drink at home and carry it with them through the working day, so that they can take rest breaks from driving and at meal times so avoiding the need to visit take away outlets and potential exposure to infection.

Hazard : Contacts on client premises Potential for cross-infection at client premises

Control Measures:

1. Workforce instructed to maintain 2m separation distance and avoid shaking hands, hugs and other personal contacts.
2. Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands before getting back into their vehicle.
3. Records will be kept and maintained for any employee that displays or has any symptoms of the virus or who has come into contact with anyone who has symptoms.
4. efforts will be made to adjust working times where appropriate
5. Working hours can and may be reduced where necessary

Hazard : Personal Protective Equipment Contact with potentially cross contaminated PPE may transmit infection.

Control Measures:

1. Where personal protective equipment is offered for use by a customer or client it must be politely declined and only the equipment we have provided is to be used.
2. Personal protective equipment is required to remain PERSONAL to the person to whom it was issued. Workers instructed not to borrow from colleagues
3. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.

Hazard : Telephone and IT equipment Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Workers instructed not to use customer or client computers, accessories and telephones during any site visit.
2. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided.
3. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.

Hazard : Smoking Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.

Control Measures:

1. As a precautionary measure workers advised not to smoke and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons whilst visiting clients sites.
2. Workers are reminded to comply with no smoking regulations at all times.

Documents Associated with this Risk Assessment:

Review Date : 20/12/2020

Reviewer : Martin Howell