

## Title: Coronavirus (COVID 19)

<b>Step 1 Task Description</b>	Workforce / All staff / Contractors Normal duties and tasks, including COVID 19 Controls	<b>Dept:</b>	All	<b>Assessor/s:</b>	SHE team
		<b>Date:</b>	April 2020		
		<b>Review date:</b>	Revised May 2020 Next review date: June 2020		

Step 2	Step 3	Step 4		Step 5		
What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else? If yes, what further things need to be done?	Actions to be done		
				By whom	By when	Done
Transfer of disease from being in close proximity to others potentially infected by COVID19.  Fever, flu like symptoms	E, V, P	We are following government and public health advice.  Employees are to follow advice prescribed by UK Chief Medical Officers via gov.uk website & workplace guidance documents by HSE are followed. Please see links to revised Government Guidance (May 2020).  Follow company instruction published on for example the intranet and maintain regular communication with line manager for updates  Engaging face to face customer contact only for business critical and safety reasons.  Delivering a programme of focused virtual customer contact and	Ensure all staff have facility to wash hands as per PHE advice  All customer facing staff have been issued with hand sanitizer.  Ensure that customer facing staff have access to disposable gloves where appropriate. Noting that a task-based risk assessment may require a different grade of glove to be worn.  Page 2 – Livv Housing Group RA to be shared with contractors to ensure protocols being followed.  Staff who can work from home should continue to do so until advised further.  Home working checklists issued.	Managers	On-going reviews.	

<p>Customer facing operatives and staff</p>		<p>engagement to ensure wellbeing and to progress our engagement strategy.</p> <p>Secured our Extra Care schemes to prevent external risk entering the building as much as possible</p> <p>Working remotely where possible</p> <p>Adhering to social distancing guidelines (2mtrs apart) where possible.</p> <p>PPE and face fit procedure for operatives and staff working in a public facing role where a risk assessment dictates this is required.</p> <p>No doubling up in vehicles unless it's the same person you work with on a regular basis.</p>	<p>PPE to be utilised for areas where required in line with existing risk assessments.</p> <p>Continual monitoring of the situation and tailored approach to addressing non-compliance via the tenancy management processes. This will continue for some time as the lockdown is likely to be released more slowly for the extremely vulnerable.</p> <p>Ensure we maintain stock levels of RPE/PPE through supply chain. As per face fit procedure, wearers to note the best protection is for the seal to be intact i.e. person to be clean shaven. It is important to clean your mask after each use (refer to company RPE safety alert which can be found on the Coronavirus section of the intranet).</p> <p>Staff issued with FFP3 masks require a face fit test.</p> <p>Current guidance advises that the most effective form of prevention from contracting Covid 19 is social distancing and PPE provides extremely limited protection outside of a health and social care setting. However, it is also advised that people should aim to wear a face covering in enclosed spaces where social distancing is not always possible, and they come into contact with others they do not normally meet.</p> <p>The face covering provided can be used to provide assurance to a customer who may be concerned about entering their home.</p> <p>We will seek to supply alternative disposable masks to customer facing employees for comfort where an FFP3 is not required for task specific activities, but in the absence of these the FFP3 can be worn.</p>			
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			Please see government advice on face coverings in the Appendix B of this this risk assessment.			
Lone working	E	Lone working device (Skyguard)	Managers with staff working alone to risk assess their own team and decide how best to protect and what measures they will put in place to safeguard the 'lone worker'  Where Lone worker device is not issued. Staff to record location in outlook & maintain contact with Manager or team member via Mobile phone.  iPad location to be enabled.	Relevant Manager	ASAP	
Contact with customer/ public	E	Violence and aggression trained staff should only be used in potential customer facing role/s	Management to assess	Manager		
Road traffic collision	E, P	Reporting procedure in place Vehicle monitoring system First aid kit Insurance	Grey Fleet – SHE team Livv Fleet -Transport	All individuals		
Violence and aggression	E	Violence and aggression training	Managers to ensure their staff have received appropriate and adequate training	Manager		
End of working day	E	Following your day in work it is advised to ensure you Wash your hands as soon as you get home. (as per government advice)	Issue of advice.	All staff		

**Appendix A - Coronavirus guidance for customer facing teams:**

**We want to ensure that your exposure to the risk of contracting coronavirus is minimised whilst we continue to provide an essential service to our customers.**

Our guidance on this is therefore to firstly identify the potential risks faced and then to follow public health guidance to ensure you minimise your risk.

When attending a customer's home, you should:

- Stand back from the door when answered to enable you to ask the customer some questions that allow you to assess the risk
- Advise the customer why you are attending and ask the customer if anyone in the home is currently self-isolating due to the symptoms referred to above
- If they confirm they are not, we should continue to undertake works or enquires as normal but ensuring we follow the precautions outlined below and maintain social distancing within the home staying at least 2m away from any individual.
- If they advise that someone in the home is self-isolating and the works or enquiries are of an urgent or safety nature, you should ask if the person self-isolating can stay in a different room whilst you undertake your activity. (Government advice for social distancing is based on staying at least 2m away from the individual)
- If they cannot go into another room or cannot keep an appropriate distance, do not enter the home and contact your line manager to discuss further
- If you can continue, clean your hands using hand sanitizer provided (before entering the home or applying appropriate PPE or RPE)
- Undertake the activity coming into contact with a minimum number of surfaces as is possible.
- We recommend you do not use any of the customers facilities
- You should not ask the person who is self-isolating to sign for completion of the works or enquiry
- As soon as you leave the home, you should dispose of any disposable PPE (if applicable) and clean your hands with the hand sanitizer provided
- Do not touch your face, eyes, nose or mouth

Public Health England guidance is that face masks are not required in public for the prevention of infection, and that social distancing guidelines being followed are the most effective method of preventing infection.

If you wear gloves whilst undertaking an activity, the same rules apply to the requirements for minimising the surfaces touched, not touching your face and you are still required to clean your hands once gloves have been removed and disposed of.

The wearing of suits or other clothing covering is also not required if you strictly follow the social distancing guidelines and come in contact with a minimum number of surfaces, but DHE guidance advises that you should wash your work clothes regularly.

Employees are reminded that our approach remains in line with Public Health England advice:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin straight away and wash your hands afterwards
- try to avoid close contact with people who are unwell

Also, try not to touch your mouth, nose or eyes with your hands.

**Travel to work/Government guidelines:**

Offices and Contact Centres – Appendix A

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Working in People's Homes – Appendix B

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Working in construction and other outdoor work – Appendix C

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

Working Safely in vehicles – Appendix D

<https://assets.publishing.service.gov.uk/media/5eb96cd6d3bf7f5d3a907e58/working-safely-during-covid-19-vehicles-110520.pdf>

*Risk Assessment revised 14.05.20 to reflect Government Advice changes*