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| Document Title | Task Risk Assessment |  |
| Document Number | QMS-H&S-QR-01 | |
| Revision No. & Date | v.1 / 03 May 16 | |

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| Reference: | RA 052 | Task: | Work During the COVID-19 Pandemic | Date: | 14 th May 2020 |
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| Assessor: | Oliver Silcock | Position: | Head of Operations | Review by: | 14 th Aug 2020 |
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| Activities: | Working both at home, in the workplace and on site during the COVID-19 pandemic. |
| Location: | Employees homes, Water Direct premises, customer sites, public areas and road network. |
| People: | All employees (including mobile workers, homeworkers & temporary workers), employees family's customers, contractors, public & visitors. |
| Equipment: | Computers, phones, vehicles, assets. |


| Hazard | Hazardous Event | Control Measures | Risk Rating* | | | Risk & Action Level† |
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| | | | L | C | R | |
| Traveling to and from a place of work | Staff needing to attend a place of work outside of their immediate homes will be at greater risk of infection due to refuelling at public fuel stations, or through potential RTI scenarios. | <ul style="list-style-type: none"> - All staff who are able to undertake their duties from home are advised to do so, to minimise travel outside of their immediate household and subsequent exposure. - Staff required to travel to a place of work to undertake their duties are advised to follow all Government guidelines in respect of travel to and from work (i.e. limit or negate their use of public transport, adhere to social distancing where physically possible, use hand sanitiser frequently and avoid surface contact). - Vehicle sharing between home and work is strongly advised against unless staff already live in / share the same household. - Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary travel and risk. | 1 | 4 | 4 | Med / Low Risk (Monitor) |

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| Exposure to the COVID-19 virus | <p>Staff and family members could be exposed to COVID-19 virus due to:</p> <ul style="list-style-type: none"> - Living with someone with a confirmed case of COVID-19. - Coming into close contact with someone carrying the infection whether known or otherwise. - Work in close proximity (<2m) to persons carrying the infection, or in an environment where infected persons have been inhabiting. | <ul style="list-style-type: none"> - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. - Clear lines for reporting suspected or confirmed cases via line managers. - Enabling staff to carry out their duties without the need to be within close proximity of other people or likely infected areas such as within Hospitals or Critical Care Facilities. - All employees have been asked to work from home where possible; Only business critical face to face meetings to be undertaken on agreement with all involved; Customer meetings to be undertaken remotely by phone or video; No handshaking or attendance at large meetings is allowed. | 2 | 4 | 8 | Medium Risk (Action) |
| Fire | <p>Water Direct site Fire procedures still apply in full and personnel will be required to react to any fires discovered on site in the usual manner.</p> | <ul style="list-style-type: none"> - Fire Drills at Water Direct sites will be put on hold until further notice to prevent any intentional or accidental need to breach social distancing guidelines. - Fire Alarm systems will still be tested to ensure continued operation for the event of a real fire scenario. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| Vulnerable employees | <p>Employees classed as vulnerable are at increased risk of a more serious form of the disease if they become infected by the virus</p> | <ul style="list-style-type: none"> - Vulnerable staff have been strongly advised by letter to pay particular attention to government guidance on social distancing, personal / workplace hygiene and the rules on self isolation - Any vulnerable employees are required to work from home. Where home working is not possible arrangements are made to isolate the employee at work (meetings / interactions taking place at distance or by video or audio conferencing etc.) | 2 | 4 | 8 | Medium Risk (Action) |

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| Travel to / Returning from Abroad | Employees may be at higher risk travelling to or returning from countries with a high rate of COVID-19 infection or | <ul style="list-style-type: none"> - UK Government guidance, FCO Foreign Travel advice and CIPD advice for travellers returning to work from affected areas will be followed (all non-essential foreign travel is currently advised against for an indefinite period). - Employees are granted permission to cancel at short notice any pre-booked annual leave to an affected area. | 2 | 4 | 8 | Medium Risk (Action) |
| Staff hygiene | Due to the risk of contracting or passing on COVID-19, there is a greater reliance on increased staff hygiene measures. Lack of strict personal hygiene can increase the risk of transferring infection between staff. | <ul style="list-style-type: none"> - All operational staff and technicians are provided with personal cleaning and hygiene packages containing hand gels, disinfectant solution/spray, disinfectant wipes, and tissues. - Hand sanitisers, sanitary wipes & tissues have been placed in the workplace. - Technicians and staff are already equipped with disposable gloves for use in day to day tasks. - Signage is placed around the workplace to advise staff of regularly communicated Government advice, such as washing hands with soap and water more regularly, for a minimum duration of 20s at a time. - Internal communications are regularly issued to all staff to reiterate the importance of personal hygiene and how to minimise the transference of infection between people. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| Information failure | There could be an increased risk of spread of the disease or contamination of the workplace with the virus if statutory regulations and / or guidance is not monitored or followed especially if the situation escalates without knowledge. | <ul style="list-style-type: none"> - The company has a designated the Quality & Compliance Manager with responsibility for: Signing up to relevant websites to receive timely updates; Monitoring relevant websites & news outlets; collating and communicating any findings / changes to Senior Managers to cascade down to the wider team. | 2 | 2 | 4 | Med / Low Risk (Monitor) |

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| Work access and egress | Staff required to attend their usual place of work will need to access and egress from the site, whereby there may be risk of infection due to contact with surfaces between multiple persons. | <ul style="list-style-type: none"> - Reduce the number of personnel required to attend the workplace by enabling home working for those staff which is it possible. - Regular disinfection and cleaning of all doors, door shuts, door handles, key pads, keys and locks are undertaken by staff remaining working from their usual workplace. - Regularly used doors within workplace buildings will be secured open, to reduce the amount of contact multiple persons have with them. - Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary contact risk. - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| Contractors and visitors | Visiting contractors risk introducing the infection to the workplace or work equipment such as vehicles. | <ul style="list-style-type: none"> - Where possible prevent all non-essential visitation by contractors or general visitors. - Any required contractors or visitors to site will be advised to comply with current site guidelines with regards to personal hygiene and social distancing measures in place. - Information highlighting symptoms of COVID-19 provided to staff (symptomatic individuals will not be allowed entry; visitors instructed to wash or sanitise their hands thoroughly for at least twenty seconds upon arrival at the premises). - COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. | 2 | 4 | 4 | Med / Low Risk (Monitor) |

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| Use of welfare facilities | Staff required to attend their usual place of work will need to access and use communal welfare facilities, both at Water Direct premises and in the public arena whereby there may be risk of infection due to contact with surfaces between multiple persons. | <ul style="list-style-type: none"> - Technicians and staff working outside of Water Direct premises are provided with disinfectant equipment which can be used to pre-disinfect public welfare facilities before use as an extra layer of security. - Water Direct welfare facilities are more regularly cleaned and disinfected by staff and / or cleaning companies. - There are a reduced number of personnel operating within Water Direct premises due to home working ability, reducing the likelihood of transference between people and welfare facility surfaces. - All Taps, Handles and Basins are disinfected on a regular basis alongside door closures, handles etc. - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. - Hand sanitisers, sanitary wipes & tissues have been placed in the workplace. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| First Aid | First Aid will still be required to deal with any personnel injuries on Water Direct sites, which may breach social distancing guidelines for the enabling of treatment. | <ul style="list-style-type: none"> - Water Direct nominated First Aiders are advised to minimise social proximity and interpersonal contact whilst providing treatment. - Water Direct nominated First Aiders are advised to wear appropriate PPE whilst administering treatment (nitrile or latex gloves as a minimum). If in doubt, Government guidelines on the use of non-NHS PPE should be followed. - Where possible and suitable, personnel should be advised to administer their own First Aid under instruction by a qualified First Aider. | 1 | 4 | 4 | Med / Low Risk (Monitor) |

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| Meals and canteen use | Staff required to attend their usual place of work may need to access and use communal canteens for preparing and consuming meals whilst at work, whereby there may be risk of infection due to contact with surfaces between multiple persons. | <ul style="list-style-type: none"> - All canteens and communal areas where food may be prepared or consumed are regularly cleaned and disinfected by both staff and commercial cleaning companies. - Single occupancy of canteens and enclosed communal areas has been strongly advised to all staff to reduce the likelihood of breaching social proximity guidelines. - A reduction in staff required to attend the workplace aids reducing the number of personnel needing somewhere to prepare and consume food and drink. - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. - Hand sanitisers, sanitary wipes & tissues have been placed in the workplace. - Increased cleaning regime implemented – worksurfaces etc. to be regularly cleaned. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| Meetings | Physical meetings within relatively confined areas risk the spread of infection due to people maintaining unnecessary close proximity for extended periods of time. | <ul style="list-style-type: none"> - All visitors temporarily banned from Water Direct premises for meetings unless absolutely critical that physical visitation is required. - Meetings in person replaced where possible with video and phone conferencing to maintain social isolation. - Meetings on client sites replaced by video or phone conferencing to prevent the need for travel, and to maintain social isolation/distancing from participants. - Any visitors to Water Direct sites will be advised to comply with current site guidelines with regards to personal hygiene and social distancing measures in place. - COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. | 1 | 4 | 4 | Med / Low Risk (Monitor) |

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| COVID-19 testing | If an employee has been self-isolating with suspected symptoms, a family member or person who has been in close contact is displaying symptoms or has tested positive. | <ul style="list-style-type: none"> - Due to providing Key Worker status to all employees, personnel and members of their household are eligible to sign up for testing through the Government website. - Water Direct can sign an employee and members of their household up to be tested on their behalf should the employee be unable for any reason. - Return to work is permitted only for personnel receiving a 'Negative' result. - Should a 'Positive' result be obtained from either the employee or a member of their household, then all relevant Government guidelines will be followed to enable a safe return to work that will not present a risk to the employee or other members of staff; such as remaining in isolation for the required period. - If a test determines an employee has contracted COVID-19 they will be treated as off sick as per normal company sickness policy. | 2 | 3 | 6 | Medium Risk (Action) |

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| <p>On site / deployment working</p> | <p>Technicians and staff working on site, in vehicles and in the public arena are at risk of infection from surface contact or breaches of social proximity guidelines.</p> | <ul style="list-style-type: none"> - All operational staff and technicians are provided with personal cleaning and hygiene packages containing hand gels, disinfectant solution/spray, disinfectant wipes, and tissues. - Technicians and staff are already equipped with disposable gloves for use in day to day tasks. - Enhanced cleaning measures are in place; when taking over a vehicle from colleague all high-risk touchpoints are disinfected, such as door handles, steering wheels, mirrors, seats and seatbelts etc. - Where possible, the exchanging of vehicles between operatives is minimised through transport planning. - Fuel pump handles have been identified as high-risk touchpoints, employees have been advised to use gloves while filling their vehicle and to wash their hands thoroughly as soon as possible after leaving. - Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary contact risk. - Additional personnel vans have been rented to negate the need for Technicians to share vehicles with persons from outside of their household when undertaking vehicle exchanges. - Technicians are not currently required or expected to obtain signatures on physical paperwork on site to minimise surface contact risk and social proximity risk. - Where overnight accommodation is required and cannot be undertaken within vehicle cabs, only suitable chain hotels assuring necessary guidelines are being followed are used. The Duty Manager on shift will conduct such an assessment before booking or instructing Technicians to stay out. - Where possible, Technicians will be restricted to their core shifts only to prevent 'mixing' of personnel between shifts. - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. - Coronavirus and Pandemic e-Learning has been made available to all staff. | 1 | 4 | 4 | <p>Med / Low Risk (Monitor)</p> |
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| Office working | Staff required to attend their usual place of work may need to inhabit office areas to carry out their duties where there may be an increased risk of infection transfer between surfaces or people working within the advised 2m distance. | <ul style="list-style-type: none"> - All employees have been asked to work from home where possible. - Transference of delivery paperwork between personnel has been reduced as much as is possible and replaced by digital workarounds. - Technicians restricted from office environment contact so no more than 2 technicians will be in the office at a time; reducing any risk of breaching social distancing measures between staff. - Workstations have been moved to ensure that staff working within offices are based >2m from each other in line with Government guidelines. - COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. - All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace. - Coronavirus and Pandemic e-Learning has been made available to all staff. - Hand sanitisers, sanitary wipes & tissues have been placed in the workplace. - Increased cleaning regime in place. Equipment such as keyboards, surfaces etc. more regularly cleaned. | 1 | 4 | 4 | Med / Low Risk (Monitor) |

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| Suspected COVID-19 case in the workplace | <p>Suspicion that a member of staff or a visitor have visited the workplace whilst carrying the COVID-19 virus, leading to a risk that other personnel or surfaces/areas within work may also be infected/contaminated.</p> | <ul style="list-style-type: none"> - Best practice hygiene requirements are being enforced throughout the business. - Anyone displaying symptoms of COVID-19 whilst at work should return home immediately and begin a 14-day isolation period and will be advised to follow NHS Guidance online. <i>If a COVID-19 test can be undertaken and returns a Negative result, then the employee may be safe to return to work following a risk assessment by the line manager and providing all other relevant Government advice is being followed.</i> - The line manager of the affected person should conduct an interview by phone or video conference at the earliest possible opportunity to determine which areas of the building / vehicles they have been working in, and likely surfaces and personnel they may have come into contact with. The line manager will then advise the Senior Management Team of the interview findings so an appropriate plan of action can be put in place. - All relevant staff must be made aware of the situation as soon as is practicable to ensure use of any perceived risk areas is minimised immediately. - Any staff who have recently been in contact with the affected person should check for symptoms and if necessary self-isolate immediately, not returning to work until all relevant Government guidance corroborates their safe return. This may include testing for COVID-19 also. - Non-contact thermometers for taking body temperature are available at each Water Direct site. - Deep cleaning of all suspect areas should be undertaken at the earliest opportunity following Government guidance. - PPE must be worn by all staff who may be working in the affected areas, both before and during the deep clean. | 2 | 4 | 8 | Medium Risk (Action) |
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| Communication and training | Regular communication and training will still need to be provided throughout Water Direct staff. | <ul style="list-style-type: none"> - Regular internal messaging used throughout the company to relay updates to Government advice on PPE, Social Distancing and COVID-19 guidelines. - Where possible, training to be completed by e-learning. - Any physical training which needs undertaking must be conducted in accordance with social distancing guidelines, utilising appropriate PPE and personal hygiene measures. - Where possible, physical training should be undertaken outside where social distancing can be maintained. | 1 | 4 | 4 | Med / Low Risk (Monitor) |
| Self Isolation, Social isolation (at work or home), Quarantine & Wellbeing | Social isolation for extended periods of time can lead to workplace stress due to personnel feeling isolated, lonely, and / or depressed. Alternative working environments may introduce new hazards (lone working, DSE etc.) which would otherwise be controlled in the workplace) | <ul style="list-style-type: none"> - Regular team updates and contact should be maintained by line management. - Where possible, team meetings using video conferencing may assist in alleviating feelings of isolation, especially for those staff who may live alone also. - Managers are to ensure that all employees now required to work from home have the necessary equipment to do their jobs safely. - A homeworkers risk assessment - either general or specific depending on risk levels - will be completed. - A lone workers risk assessment – either general or specific taking a risk-based approach – will be completed | 2 | 2 | 4 | Med / Low Risk (Monitor) |

* Risk Rating (R) = Likelihood (L) x Consequence (C) – See Health, Safety & Welfare Policy

† Where the risk rating is ≥ 3 (or if further control measures are identified) complete QMS-H&S-QR-02 - Task Risk Assessment Addendum to record actions taken.

Endorsement & Approval

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| By: | Oliver Silcock | Signature: |  | Position: | Head of Operations | Date: | 11 th May 2020 |
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