



Document Title	<b>Task Risk Assessment</b>	
Document Number	<b>QMS-H&amp;S-QR-01</b>	
Revision No. & Date	<b>v.1 / 03 May 16</b>	

<b>Reference:</b>	RA 052	<b>Task:</b>	Work During the COVID-19 Pandemic	<b>Date:</b>	16 Jul 20
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<b>Assessor:</b>	Oliver Silcock	<b>Position:</b>	Head of Operations	<b>Review by:</b>	16 Sep 20
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<b>Activities:</b>	Working both at home, in the workplace and on site during the COVID-19 pandemic.
<b>Location:</b>	Employees homes, Water Direct premises, customer sites, public areas and road network.
<b>People:</b>	All employees (including mobile workers, homeworkers & temporary workers), employees' families, customers, contractors, public & visitors.
<b>Equipment:</b>	Computers, phones, vehicles, mechanical handling equipment and assets.


Hazard	Hazardous Event	Control Measures	Risk Rating*			Risk & Action Level†
			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 from potentially contaminated fuel pumps at petrol stations, and exposure to persons outside of their household through potential road traffic incident (RTI) scenarios.	<ul style="list-style-type: none"> <li>- Only staff whose roles have a direct bearing on the operational efficiency of the business are required to attend the workplace.</li> <li>- 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 and the wearing of a face covering where public transport is used), adhering to social distancing where physically possible, use of hand sanitiser frequently, avoiding surface contact etc.).</li> <li>- Vehicle sharing between home and work is strongly advised against unless staff already live in / share the same household.</li> <li>- Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary travel and risk.</li> </ul>	2	4	8	Medium Risk (Action)

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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"> <li>- Living with someone with a confirmed case of COVID-19.</li> <li>- Coming into close contact (&lt;1m or &lt;2m for &gt;15 min) with customers, members of the public, visitors etc. carrying the infection whether known or otherwise.</li> <li>- Working in close proximity (&lt;1m or &lt;2m for &gt;15 min) to persons carrying the infection, or in an environment where infected persons have been inhabiting.</li> <li>- Touching a surface contaminated with coronavirus.</li> </ul>	<ul style="list-style-type: none"> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> <li>- Clear lines for reporting suspected or confirmed cases via line managers.</li> <li>- Enabling staff to carry out their duties without the need to be within close proximity of other people or attending high risk settings such as Hospitals or Critical Care Facilities.</li> <li>- Only staff whose roles have a direct bearing on the operational efficiency of the business are required to attend the workplace.</li> <li>- Meetings to be undertaken remotely by phone or video where possible. Only business critical meetings will be undertaken face to face, only upon agreement with all involved and only in compliance with restricted occupancy signage on meeting room doors.</li> <li>- No handshaking or attendance at large meetings (&gt;3 persons) is allowed.</li> <li>- Elevated cleaning regime in place for all frequently touched surfaces. Staff encouraged to keep personal working areas clean and tidy.</li> </ul>	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"> <li>- 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.</li> <li>- Fire Alarm systems will still be tested to ensure continued operation for the event of a real fire scenario.</li> </ul>	1	4	4	Med / Low Risk (Monitor)

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Vulnerable employees	Employees classed as vulnerable are at increased risk of a more serious form of the disease if they become infected by the virus	<ul style="list-style-type: none"> <li>- 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.</li> <li>- Any vulnerable employees are required to work from home unless attendance has a direct bearing on the operational efficiency of the business. Where home working is not possible additional arrangements (to those recorded elsewhere in this assessment) will be made to isolate the employee wherever possible (meetings / interactions taking place at distance or by video or audio conferencing etc.)</li> </ul>	2	4	8	Medium Risk (Action)
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.	<ul style="list-style-type: none"> <li>- UK Government guidance and FCO Foreign Travel &amp; CIPD advice for travellers returning to work from affected areas will be followed (all non-essential foreign travel is currently advised against except for certain exempted countries territories, mandatory 14-day self isolation period required for returnees from countries that aren't exempt).</li> <li>- Employees are granted permission to cancel at short notice any pre-booked annual leave to an affected / restricted area.</li> </ul>	2	4	8	Medium Risk (Action)
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"> <li>- The company has a designated the Quality &amp; Compliance Manager with responsibility for: Signing up to relevant websites to receive timely updates; monitoring relevant websites &amp; news outlets; collating and communicating any findings / changes to Senior Managers to cascade down to the wider team.</li> <li>- Only official and reputable sources of information are accessed for information</li> </ul>	2	2	4	Med / Low Risk (Monitor)

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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"> <li>- All operational staff and technicians are provided with personal cleaning and hygiene packages containing hand gels, disinfectant solution / spray, disinfectant wipes, and tissues.</li> <li>- Stocks of hand sanitisers, sanitary wipes &amp; tissues are readily available throughout the workplace for use by staff.</li> <li>- Staff are already provided / equipped with disposable gloves for use in day to day tasks.</li> <li>- 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.</li> <li>- 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.</li> <li>- Handwashing facilities and hand sanitising stations situated throughout Water Direct sites.</li> </ul>	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. First aid provision may become diminished if qualified staff are required to self isolate / work from home.	<ul style="list-style-type: none"> <li>- Water Direct nominated First Aiders are advised to minimise social proximity and interpersonal contact whilst providing treatment.</li> <li>- 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.</li> <li>- Specialist advice regarding the provision of CPR issued to first aiders</li> <li>- Where possible and suitable, personnel should be advised to administer their own First Aid under instruction by a qualified First Aider.</li> </ul>	1	4	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"> <li>- Only staff whose roles have a direct bearing on the operational efficiency of the business are required to attend the workplace.</li> <li>- Regular disinfection and cleaning of all doors, door shuts, door handles, key pads, keys and locks are undertaken.</li> <li>- Regularly used doors within workplace buildings will be secured open, to reduce the amount of contact multiple persons have with them.</li> <li>- Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary contact risk.</li> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> </ul>	1	4	4	Med / Low Risk (Monitor)
Contractors and visitors	Visitors / Contractors risk introducing the infection to the workplace or into work equipment such as vehicles.	<ul style="list-style-type: none"> <li>- Where possible prevent all non-essential visitation by contractors or general visitors.</li> <li>- Any required contractors or visitors to site will be advised upon induction to comply with current site guidelines with regards to personal hygiene and social distancing measures in place.</li> <li>- 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), signage displayed to this effect on each entrance to Water Direct sites.</li> <li>- COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees &amp; visitors.</li> </ul>	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"> <li>- 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.</li> <li>- Water Direct welfare facilities are more regularly cleaned and disinfected by staff and / or cleaning companies.</li> <li>- Restricted occupancy signage affixed to all welfare facilities restricting the number occupants allowed in each area at a time to ensure social distancing guidance can be maintained.</li> <li>- All Taps, Handles and Basins are disinfected on a regular basis alongside door closures, handles etc.</li> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> <li>- Hand sanitisers, sanitary wipes &amp; tissues have been placed in the workplace.</li> </ul>	1	4	4	Med / Low Risk (Monitor)
COVID-19 testing	If an employee begins self-isolation with suspected symptoms, a family member or other person displaying symptoms (or a confirmed case) comes into contact with an employee or employees are advised to self-isolate as part of the government's test and trace service testing may be required to confirm a case of the disease.	<ul style="list-style-type: none"> <li>- Due to providing Key Worker status to all employees, personnel and members of their household are eligible to sign up for priority testing through the Government website.</li> <li>- Water Direct can also sign an employee and members of their household up to be tested on their behalf should the employee be unable to for any reason.</li> <li>- Return to work is permitted only for personnel receiving a 'Negative' result or after the prescribed isolation period has been completed.</li> <li>- If a test determines an employee has contracted COVID-19 they will be treated as off sick as per normal company sickness policy.</li> </ul>	2	3	6	Medium Risk (Action)


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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 overcrowding or contact with surfaces between multiple persons.	<ul style="list-style-type: none"> <li>- All canteens and communal areas where food may be prepared or consumed are regularly cleaned and disinfected by both staff and commercial cleaning companies.</li> <li>- Restricted occupancy of canteens and enclosed communal areas enforced by signage to reduce the likelihood of breaching social proximity guidelines.</li> <li>- Furniture removed to discourage overcrowding.</li> <li>- Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing the number of personnel needing somewhere to prepare and consume food and drink.</li> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> <li>- Hand sanitisers, sanitary wipes &amp; tissues have been placed in the workplace.</li> <li>- Increased cleaning regime implemented – worksurfaces etc. to be regularly cleaned.</li> </ul>	1	4	4	Med / Low Risk (Monitor)
Communication and training	Staff may (or may begin to) behave outside of what is expected of them if requirements aren't frequently, adequately and appropriately communicated. Existing schedule of communication and training may not take place in accordance with the required schedule due to delays / availability of training.	<ul style="list-style-type: none"> <li>- Regular internal messaging used throughout the company to relay updates to Government advice on PPE, Social Distancing and COVID-19 guidelines.</li> <li>- Where possible, training to be completed by e-learning.</li> <li>- Any physical training which needs undertaking must be conducted in accordance with social distancing guidelines, utilising appropriate PPE and personal hygiene measures.</li> <li>- Where possible, physical training should be undertaken outside where social distancing can be maintained.</li> </ul>	1	4	4	Med / Low Risk (Monitor)


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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"> <li>- All visitors temporarily banned from Water Direct premises for meetings unless absolutely critical that physical visitation is required.</li> <li>- Meetings in person replaced where possible with video and phone conferencing to maintain social isolation.</li> <li>- Meetings on client sites replaced by video or phone conferencing to prevent the need for travel, and to maintain social isolation/distancing from participants.</li> <li>- 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.</li> <li>- COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees &amp; visitors.</li> <li>- Number of occupants in meeting rooms restricted by signage on doors to each room.</li> </ul>	1	4	4	Med / Low Risk (Monitor)
Self Isolation, Social isolation (at work or home), Quarantine & Wellbeing	<p>Social isolation for extended periods of time can lead to workplace stress due to personnel feeling isolated, lonely, and / or depressed.</p> <p>Alternative working environments may introduce new hazards (lone working, DSE etc.) which would otherwise be controlled in the workplace)</p>	<ul style="list-style-type: none"> <li>- Regular team updates and contact maintained by line management.</li> <li>- Where possible, team meetings using video conferencing may assist in alleviating feelings of isolation, especially for those staff who may live alone.</li> <li>- Managers are to ensure that all employees working from home have the necessary equipment to do their jobs safely.</li> <li>- A homeworkers risk assessment - either general or specific depending on risk levels - will be completed.</li> <li>- A lone workers risk assessment – either general or specific taking a risk-based approach – will be completed</li> </ul>	2	2	4	Med / Low Risk (Monitor)




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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"> <li>- Only staff whose roles have a direct bearing on the operational efficiency of the business are required to attend the workplace.</li> <li>- Transfer of delivery paperwork between personnel has been reduced as much as is possible and replaced by digital workarounds, where physical copies exist a dedicated transfer zone is in place to maintain social distancing rules.</li> <li>- Field Technician occupancy restricted in the office environment so no more than 2 technicians will be in the office at a time; reducing any risk of breaching social distancing measures between staff.</li> <li>- Tape and markings installed in offices and communal areas indicating safe socially distant areas for staff.</li> <li>- Workstations have been moved / designated out of use to ensure that staff working within offices are based &gt;2m from each other in line with Government guidelines.</li> <li>- Attendance schedule developed to minimise the number of staff present from each team / within in each area on each day.</li> <li>- COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees &amp; visitors.</li> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> <li>- Coronavirus and Pandemic e-Learning has been made available to all staff.</li> <li>- Hand sanitisers, sanitary wipes &amp; tissues have been placed in the workplace.</li> <li>- Increased cleaning regime in place. Equipment such as keyboards, surfaces etc. more regularly cleaned.</li> </ul>	1	4	4	Med / Low Risk (Monitor)

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On site / deployment working	<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"> <li>- All operational staff and technicians are provided with personal cleaning and hygiene packages containing hand gels, disinfectant solution/spray, disinfectant wipes, and tissues.</li> <li>- Technicians and staff are already provided / equipped with disposable gloves for use in day to day tasks.</li> <li>- 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.</li> <li>- Where possible, the exchanging of vehicles between operatives is minimised through transport planning.</li> <li>- 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.</li> <li>- Technicians are not required to attend the workplace if they have no specific or booked tasks to undertake, reducing unnecessary contact risk.</li> <li>- Vehicle sharing to be avoided where practicable. If unavoidable and vehicles are to be shared, number of occupants shall be kept to a minimum, occupants shall wear face coverings, ensure windows are open to increase ventilation and socially distance as far as is possible. Teams or groups sharing vehicles should be fixed where possible to minimise unnecessary mixing.</li> <li>- Technicians are not currently required or expected to obtain signatures on physical paperwork on site to minimise surface contact risk and social proximity risk.</li> <li>- 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.</li> <li>- Where possible, Technicians will be restricted to their core shifts only to prevent 'mixing' of personnel between shifts.</li> </ul>	2	4	8	Medium Risk (Action)
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		<ul style="list-style-type: none"> <li>- All staff advised to follow Government guidelines with regards to social distancing, handwashing etc. both in and out of the workplace.</li> <li>- Coronavirus and Pandemic e-Learning has been made available to all staff.</li> </ul>				
Suspected COVID-19 case in the workplace	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.	<ul style="list-style-type: none"> <li>- Best practice hygiene requirements are being enforced throughout the business.</li> <li>- Anyone displaying symptoms of COVID-19 whilst at work should return home immediately and begin self isolation following 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></li> <li>- 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.</li> <li>- 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.</li> <li>- 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.</li> </ul>	2	4	8	Medium Risk (Action)

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		<ul style="list-style-type: none"> <li>- Non-contact thermometers for taking body temperature are available at each Water Direct site if deemed necessary.</li> <li>- Deep cleaning of all suspect areas shall be undertaken at the earliest opportunity following Government guidance.</li> <li>- PPE must be worn by all staff who may be working in the affected areas, both before and during the deep clean.</li> </ul>				

\* 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**

<b>By:</b>	Oliver Silcock	<b>Signature:</b>		<b>Position:</b>	Head of Operations	<b>Date:</b>	16 Jul 20
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