

## Safe Working Measures for Covid-19 Ver 1.2

<b>Risk Matrix</b>  Assess the Risk by evaluating each Hazard in turn.	Likelihood (L) x Severity (S) = Risk Rating (R)		Ref:	COVID 19	Rev:	01
	<b>Likelihood of Harm (L)</b>  1 = Low 2 = Medium 3 = High	<b>Severity of Harm (S)</b>  1 = Low (Minor) 2 = Medium 3 = High	<b>Compliance with:</b>			

RISK RATING:			Low Risk = 1 – 3			Medium Risk = 4 - 6			High Risk = 6 - 9		
HAZARDS	PERSONS AT RISK	INITIAL RISK RATING			CONTROL MEASURE  Precautions to be put in place to reduce or limit potential of hazard occurring	RISK AFTER CONTROL					
		L	S	R		L	S	R			
Virus transmission from entering customer property. (On-Site).	ENGINEERS/ INSTALLERS, CUSTOMERS, ALL PROPERTY OCCUPANTS.	3	3	9	<p>A full detailed customer covid-19 procedure sheet &amp; checklist will be sent out prior to all visits. (See page 5,6) which must be agreed and followed by customers and engineers. Customers may also be asked these questions on the telephone.</p> <p>All The following to be highlighted and adhered to for safe working.</p> <ul style="list-style-type: none"> <li>• Only jobs deemed safe by City Aerials and Security to be carried out.</li> <li>• Video, telephone quotations/estimates wherever possible without visits.</li> <li>• Customers contacted before visit to discuss all measures in detail and instructed to clean door handles and exclude children and pets from working area.</li> <li>• Customers instructed to ventilate home/area before arrival and after departure of engineer.</li> <li>• Customers instructed to remain a safe distance from engineers, ideally remain in another room or outside. (Work will be terminated if customer does not comply.)</li> <li>• All engineers provided with PPE which will be worn when on site where required. Face covering or mask to be worn inside the property.</li> <li>• Work carried out entirely externally where possible.</li> <li>• On site communication with customer by telephone or text message where possible or outside at a safe 2m+ distance.</li> <li>• Engineers must aim not to use customer toilets or facilities.</li> </ul>	2	3	4			

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		L	S	R		L	S	R
					<ul style="list-style-type: none"> <li>Engineers to politely refuse any food or drink offered by customer.</li> <li>Note: The following symptoms may develop 14 days after exposure to someone who has the COVID-19 infection:               <ul style="list-style-type: none"> <li>cough</li> <li>difficulty in breathing</li> <li>fever</li> </ul> </li> <li>Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions such as COPD.</li> <li>If you are concerned about your own health contact NHS 111, your GP or a medical practitioner.</li> <li>Further information and information material can be found within the Groups Health and Safety Alert number 121 and the following link  <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a> </li> </ul>			
On-site – Homes of customers deemed “Clinically extremely vulnerable or and Shielding”.		3	3	9	<p><b>Only absolute emergency work and essential maintenance to be carried out to remedy a direct risk to the safety of the household or to public safety. Works should be postponed where possible:</b></p> <ul style="list-style-type: none"> <li>Procedures as above and detailed in customer information sheet to be strictly followed. (see page 5,6)</li> <li>In addition, customer will be instructed to shield in another part of the property or off sight whilst work is taking place and the engineer is present.</li> <li>A separate risk assessment will be carried out for this type of work or works may not be possible until official guidance and the situation changes.</li> <li>External only works may be considered on a case by case basis.</li> </ul>	3	3	6
Cross contamination between		3	3	9	<p><b>Where possible only one engineer to be allocated to each job, where this is unsafe or not practical the following should be followed:</b></p> <ul style="list-style-type: none"> <li>Engineers to travel to site in different transport and not access each other’s.</li> <li>Tools and equipment not to be shared or disinfected if it is between use.</li> </ul>	3	3	4

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		L	S	R		L	S	R	
engineers & Customers.					<ul style="list-style-type: none"> <li>PPE including FFP1/2 masks and face shields to be worn both engineers if social distance not possible or aerosol risk is suspected within the last 2/3 hours.</li> <li>Breaks to be taken separately.</li> <li>Entre the premises at different times/not together</li> <li>Contact should be limited to a maximum of 15 minutes at a time.</li> <li>Engineers to be allocated to different tasks where practical.</li> <li>All engineers to follow all guidelines to protect customers and use hand sanitizer after touching any possible contaminated object or surface and disinfect the same before and after use. Evidence suggests wearing mask or face covering can help mitigate transmission, spread and contamination of surfaces.</li> <li>Customers must maintain social distancing rules at all times.</li> </ul>				

All work will be undertaken by competent trained persons with experience of the type of work described above, and in all cases in full accordance with safety procedures specified in the company's health and safety Policy and standard risk written and or dynamic assessments .

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<b>Position:</b>	Owner/Director	<b>Date:</b>	19 <sup>th</sup> June 2020
<b>Reviewed by:</b>	S Mason		

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<b>Position:</b>	Independent	<b>Date:</b>	20 <sup>th</sup> June 2020

**New Procedures for Customers and Engineers to follow prior and during a visit to your home**

Where possible, non-essential works should be postponed and remote temporary repairs/solutions should be considered in the first instance via remote internet access, video calls, telephone support and external only works. Only works that can be carried out in a safe, Covid-secure manner will be considered take place. Each job will be assessed, and we retain the right to refuse any works we deem to be unsafe or impractical. These measures require full cooperation with customers to ensure the visit is safe as possible.

We will endeavour to reduce the risk of infection from Coronavirus/Covid-19 as much as practically possible, however there will always be a risk present and as this is a novel virus, limited information is available and the advice is subject to constant review and change . All work is therefore at the discretion of the customer and engineer, subject to the following procedures. We require all customers to read and agree to our procedures and customer checklist before a visit can be arranged. We advise, customers, engineers and contractors to keep themselves fully updated on the latest Government public health guidance and advice.

In all circumstances, engineers and contractors will follow Public Health guidelines and our strict procedures & checklists. Each job will be individually dynamically risk assessed and will be at the discretion of the engineer whether to undertake work or not. In the event that anyone within the customers household (or bubble) is symptomatic of the virus or has had recent contact, an engineer will not be able to attend. Similarly, our engineers will not be able to attend any customer who is currently self-isolating or shielding. If any of our team develop symptoms or have been in known contact with COVID-19 all work will be suspended for 14 days+. We will not visit any customer household until our staff have tested negative and are symptom free.

Following advice from Government and trade associations, we will assess whether the visit is safe or if the work should be postponed. We will discuss and consider alternatives to a visit, such as a phone or video call/remote solution. If the visit cannot be postponed customers will be asked to agree to the procedures in advance.

We must be informed if anybody in the household is extremely vulnerable, has coronavirus symptoms or is shielding.

Free estimates and quotations will be only carried out by telephone, video calls, messages, photos and emails and will only chargeable visit for repairs and installations.

**During a visit to your home.**

We will notify all customers in advance of arrival by telephone and or text message and check again that no one at the property has any symptoms or recent contact and confirm they have read and agree to our customer checklist; <http://www.docs.city-aerials.com/covid-19-Checklist.pdf>

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Where possible and applicable, work will be carried out externally without entering your home. The engineer will communicate/update you by telephone or from a safe 2m+ distance, ideally outside. We will check if everything is working satisfactory before we leave and arrange a second call if required. Where possible we will allocate the same engineer to the same household each time there is a visit.

If we need to enter the property, the engineer will call by telephone and ask you to open the door or knock/ring and retreat to a safe 2m+ distance and then request you retreat to another room or outside. We request that you should wash your hands using soap and water for 20 seconds before opening the door to the engineer. You should wash your hands regularly, particularly after blowing your nose, sneezing or coughing when our engineer touches the property and we encourage our customers to wear a face covering or mask while we are onsite. We ask that you clean and disinfect frequently touched surfaces including door handles before we visit. Please ensure to open all internal doors and provide a clear path for the engineer before we arrive to minimise touching of objects and door handles. Our engineers will always carry hand sanitiser and use appropriate PPE.

We will request that all householders and children occupy a separate room/part of the property whilst our engineer is inside your home and to ensure good ventilation in the area where we are working, including opening the windows/doors, before and after the engineers visit. A safe distance must be maintained from our engineer throughout the visit, inside and outside the property. The engineer will communicate by telephone if required throughout the visit.

Please ensure any pets are kept secure, in a separate part of the property during our visit to avoid contact.

We will be particularly strict about hand washing/sanitising and respiratory hygiene. We may clean internal surfaces and equipment with disinfectant/wipes before and after the job. Once the work is completed, the engineer or office will explain which surfaces and areas we have come into contact with. However, we will try to carry out this cleaning prior to leaving or the engineer will wear a face covering and or visor to mitigate contamination. Please read the government guidance on cleaning and waste here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>. Customers should disinfect, clean and ventilate their property after any visit from someone outside their household to further reduce the risk.

Where possible we will avoid using customers' toilet or kitchen facilities and politely decline offers of drinks and food etc. Due to these new requirements and possible reduced staffing please allow extra time for works to be carried out. If more than 1 engineer is required then they will travel to the job separately, so additional parking may be required.

If the customer is classed as "Clinically Extremely Vulnerable" by the Government, they've been told to continue shielding and self-isolate – only emergency work and essential maintenance should take place. If the customer is classed as "Clinically Vulnerable" because they are in an at risk group, work should be postponed, but essential work can take place with additional precautions, entirely on a case by case basis at our discretion.

Staying safe and ensuring the safety of tradespeople, engineers and customers is of paramount importance. We must all evaluate what additional measures we need to take to protect ourselves, our colleagues and our customers.

We thank you for your cooperation during these difficult times as this is not how we normally would conduct our business.

For more information, please visit <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>



## CITY AERIALS AND SECURITY Risk Assessment

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This information and risk assessment is under constant review and is subject to change. We retain the right, under the present circumstances to refuse any works and to cancel any scheduled work at short notice.

Please see our dedicated webpage: <http://www.covid19.city-aerials.com> for more information and updates from City Aerials. Please don't hesitate to contact us if you have any questions or would like to discuss your requirements.