









Risk assessment for : Franke UK Ltd





Risk assessment name	Covid Secure Risk Assessment - Work In Other Peoples Homes	Assessment type	 General
Assessor name	Louise Holloway	Affected site(s)	Field Service
Assessment date	04/06/2020	Review period	Monthly
Approved by	Louise Holloway	Review date	15/08/2020
Approved date	15/07/2020	Reference	COV01








Workspace(s)	Description
 Access / Egress	This Risk Assessment covers entering and working in customer homes to assess, repair and service Franke products.

Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 <p>1. Hygiene Control Poor hand hygiene and respiratory hygiene control may lead to an increase in surface contamination.</p>	All staff, Members of the public How? Increased risk of surfaces becoming contaminated with pathogens including Covid-19 leading to spread of infection.	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p>Avoid Unnecessary Contact with Objects Employees required to use own pens, tools and avoid unnecessary contact with other objects within the house</p>  <p>Gloves Provided Gloves provided for use on each customer job</p> </div> <div style="width: 45%;">  <p>Employees Advised To Wash Clothing After Work Employees are advised to launder clothes as soon as possible at the end of each working day.</p>  <p>Hand Sanitiser Provided in Vans Appropriate hand sanitiser provided in all vans for use in between and during appointments.</p> </div> </div>	3 x 5  15 Medium



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		<p> Signs And Posters In Work Vehicles Used To Remind To Practise Good Hygiene Relevant posters and signs displayed to remind employees of the need to wash hands for at least 20 seconds on a frequent basis.</p> <p>Also signs to remind employees to practice good respiratory hygiene - catching of coughing and sneezes and correct disposal of tissues followed by hand washing.</p> <p> Use Of Face Coverings Face coverings are provided for use on every job.</p> <p>Face coverings are not classed as PPE. Advice will be given to employees on the correct use.</p> <ul style="list-style-type: none"> • Wash your hands thoroughly with soap and water for 20seconds or use hand sanitiser before putting a face-covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. • If it's not washable, dispose of it carefully in your usual waste. 	







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 <p>2. Household Has Suspected Or Confirmed Covid-19 Infection Or Shielding Residents Persons in household self-isolating due to one or more family members having symptoms. Members of the household have been advised to shield due to age or health conditions.</p>	<p>All staff</p> <p>How? Potential to come into contact with people with Covid-19 Infection leading to increased risk of transmission.</p> <p>Potential to spread Covid-19 infection to vulnerable persons shielding from the virus.</p>	 <p>Work Will Not Be Carried Out Unless the task is to carry out an emergency repair that poses a direct risk to the safety of household- employees will NOT enter a property where people are self-isolating or shielding due to being clinically extremely vulnerable.</p>	<p>5 x 1</p>  <p>5</p> <p>Low</p>
 <p>3. Social Distancing Guidelines Cannot Be Met -Activities, where social distancing cannot be followed in full, may lead to increased risk of the transmission of the virus due to being in close proximity. This includes entrances, exits and common areas as well as work activities.</p>	<p>All staff</p> <p>How? Being in close proximity may lead to increased risk of the spread of the Covid-19 virus.</p>	 <p>2. Increased Handwashing Carried Out Provisions will be made in order for people to be able to wash their hands more frequently- including before and immediately after carrying out tasks where social distancing has not been maintained.</p>  <p>3. Time Spent Within 2m To Be Kept To A Minimum The time where persons are within 2m will be kept to as short a time as practicable possible.</p> <p>Tasks and activities will be planned to reduce the actual amount of time the people will be within 2m and alternative methods used where at all possible.</p>	<p>4 x 6</p>  <p>24</p> <p>Medium</p>






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		<p data-bbox="801 331 891 422"> 7. Work Activity Will Not Go Ahead Where social distancing cannot be maintained and cannot be limited to a small group of fixed people then the activity will be assessed to decide if it can go ahead safely.</p> <p data-bbox="801 643 891 734"> 8. Use of Personal Protective Equipment (PPE) Additional PP beyond what is normally worn to control workplace risk, for management of COVID infection has limited benefits and precautionary use of PPE for this purpose is not encouraged.</p> <p data-bbox="913 821 1886 917">However where the risk assessment identifies high risk of transmission due to difficulties implementing controls then PPE will be considered as a further control measure.</p> <p data-bbox="913 962 1805 1026">Appropriate PPE will be selected and employees trained in its safe and effective use, storage and disposal in line with PPE risk assessments.</p>	




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 <p>4.Clinically Vulnerable Occupants Whilst not advised to shield, clinically vulnerable people are still at increased risk from complications from Covid-19 infection.</p>	<p>Members of the public</p> <p>How? Clinically vulnerable people are more likely to suffer complications from Covid-19 infection.</p>	<p> Cleaning Of Work Van and Surfaces Will Take Place Before and after each visit regularly touched areas on the van will be cleaned.</p> <p>All surfaces that the engineer has come into contact with will be cleaned with appropriate products.</p> <p> Communication With Household Prior To Attending Prior to visiting the premises, the customer will be contacted to discuss the controls that need to be in place.</p> <p>An FAQ document is provided at the time of booking the appointment, and follow up calls made before the engineers arrive.</p> <p> Social Distancing In Place No face to face contact carried out.</p> <p>Distance maintained at the doorway and when accessing workspace and all other times in the household.</p> <p> Stringent Hand And Respiratory Hygiene Measures In Place Employees will be stringent with hand and respiratory hygiene and care will be taken to avoid touching surfaces unnecessarily.</p>	<p>5 x 5</p>  <p>25</p> <p>Medium</p>







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 <p>5. Employees Displaying Symptoms - Coronavirus reportedly spread through exposure or contact to cough droplets. People at work developing on-set of symptoms within the workplace.</p>	<p>All staff, Members of the public</p> <p>How? An individual could develop symptoms of Covid-19, which includes a high/raised temperature, a new/continuous cough or loss of sense of taste or smell which may lead to increased risk of transmission of Covid-19.</p>	<p> Cases Recorded and Investigated. Records maintained of those who are isolating or who develop symptoms at work.</p> <p>Investigations carried out if the transmission could be work-related in the event it needs to be reported under RIDDOR.</p> <p>Appropriate risk assessments and work activities reviewed to ensure there are effective controls or if any changes are required.</p> <p> Employee Not To Return To Work And Should Self-Isolate For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring Line Management are informed.</p> <p>Should individuals live with those displaying symptoms, they should isolate for 14 days. If by themselves, 7 days.</p> <p> Employee To Go Home Immediately The employee will be sent home directly from work and maintain social distancing to do so.</p> <p>If they require someone from their household to come and pick them up - they will wait in an isolated room away from anyone else until they are collected. This area will require thorough cleaning afterwards in accordance with the guidance.</p> <p>They should then self-isolate in accordance with guidelines.</p>	<p>4 x 6</p>  <p>24</p> <p>Medium</p>









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		<p> Good Hand Washing/Hygiene Procedures Observed Staff should be carrying out regular hand washing for at least 20 seconds using soap and water or use of a sanitiser if this is not available.</p> <p>Following cleaning an area after a symptomatic person the hands should be thoroughly cleaned.</p> <p> Will Follow Government Advice On Testing And Tracing Will follow the relevant protocol for booking a Covid-19 test and any subsequent tracing and isolation that should follow.</p> <p> Work Area Cleaned Thoroughly Using Disinfectant Following Guidelines. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>If dealing with bodily fluids or suspected Covid-19 person then extra precautions will be needed which will include protection for eyes, nose and mouth in addition to the gloves and aprons.</p> <p>For disposal these should be then double-bagged and labelled and stored safely and securely for 72 hours before disposal by normal means of collection.</p> <p>Staff will be trained in the effective use of PPE to ensure it offers the correct level of protection.</p>	









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 <p>Contact with non-sanitised surfaces. Cough/sneeze on surfaces & touch it with uncovered hands with no follow up cleaning of the surfaces</p>	<p>All staff, Members of the public</p> <p>How? Risk of transmission of COVID-19 through contact with non-sanitized surfaces could result in contracting the infection</p>	 <p>Good Hand Washing/Hygiene Procedures Observed</p> <p>Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p>	<p>5 x 5</p>  <p>25</p> <p>Medium</p>
 <p>Coughing / Spluttering Individuals Coronavirus reportedly spread through exposure or contact to cough droplets.</p>	<p>All staff, Members of the public</p> <p>How? Being in close contact with individuals may lead to contracting the infection</p>	 <p>Work Activity Will Not Go Ahead</p> <p>Should customer display symptoms of COVID-19 the work activity will not go ahead</p>	<p>5 x 2</p>  <p>10</p> <p>Medium</p>








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 <p>Driving To and From Appointments Risk of coming into contact with infected persons/ surfaces whilst getting to and from appointments including stopping for breaks. Risk of transmission of infection from one property to another through contact with surfaces.</p>	<p>All staff, Members of the public</p> <p>How? Risk of contact with infection at shops/ motorway services whilst on breaks could lead to increased risk of infection.</p> <p>Risk of transferring virus from one persons home to vehicle to another persons home could lead to spreading the virus</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p>Employees Recommended to Provide Own Food and Drink</p> <p>All employees are recommended to ensure they have enough food and drink for the day to avoid the need to purchase from shops/ motorway services</p> </div> <div style="width: 45%;">  <p>Good Hand Washing/Hygiene Procedures Observed</p> <p>Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p> </div> </div> <div style="margin-top: 20px;">  <p>Social Distancing</p> <p>Avoid gatherings, non-essential use of public transport, work from home, keep 2 metres apart</p> </div>	<p>5 x 5</p>  <p>25</p> <p>Medium</p>
 <p>Poor Hygiene (Infection) Risk of ill health/disease due to exposure to COVID-19 from poor hygiene practice</p>	<p>All staff, Members of the public</p> <p>How? Increased risk of contracting COVID-19 due to poor hygiene</p>	 <p>Good Hand Washing/Hygiene Procedures Observed</p> <p>Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p>	<p>5 x 5</p>  <p>25</p> <p>Medium</p>

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 <p>Stress The adverse reaction people have to excessive pressures or other types of demand placed on them.</p>	<p>All staff</p> <p>How? Continuously working in potentially exposed environments could lead to stress related illness</p>	<div style="display: flex; justify-content: space-between;"> <div data-bbox="801 343 891 430">  <p>Employee Assistance Programme in Place All employees have access to confidential Employee Assistance Programme</p> </div> <div data-bbox="1361 343 1451 430">  <p>Reporting Procedures Followed All employees are required to report any concerns immediately to their line manager or HR</p> </div> </div>	<p>4 x 5</p>  <p>20</p> <p>Medium</p>
 <p>Vehicles (Refuelling Activities) Risks of exposure to COVID-19 during refuelling</p>	<p>All staff</p> <p>How? Potential exposure to contaminated surfaces/ infected persons during stops at petrol stations could lead to contracting the infection</p>	<div style="display: flex; justify-content: space-between;"> <div data-bbox="801 678 891 766">  <p>Good Hand Washing/Hygiene Procedures Observed Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p> </div> <div data-bbox="1361 678 1451 766">  <p>Social Distancing Avoid gatherings, non-essential use of public transport, work from home, keep 2 metres apart</p> </div> </div>	<p>4 x 5</p>  <p>20</p> <p>Medium</p>

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 <p>Working in a customers home Working in a customers home may lead to inability to maintain social distancing or exposure to COVID-19 through household occupants</p>	<p>All staff</p> <p>How? Potential for exposure to COVID-19 through occupants coughing, sneezing, contaminated surfaces - can lead to developing the infection</p>	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;">  <p>All Employees Receive Written Guidelines All employees receive written guidelines based on the latest government advice</p> </div> <div style="width: 50%;">  <p>Good Hand Washing/Hygiene Procedures Observed Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p> </div> <div style="width: 50%;">  <p>Good Housekeeping Observed During The Task Good housekeeping standards observed & maintained by operatives throughout the duration of the task</p> </div> <div style="width: 50%;">  <p>Number of Appointments Limited The number of appointments per day is limited to reduce contact with members of the public</p> </div> <div style="width: 50%;">  <p>Social Distancing Avoid gatherings, non-essential use of public transport, work from home, keep 2 metres apart</p> </div> </div>	<p>5 x 5</p>  <p>25</p> <p>Medium</p>

Further control measures

None required

Operating procedures

In the context of COVID-19 this means working through these steps in order:

No one is obliged to work in an unsafe environment. If you are concerned that any member of the household is displaying symptoms of COVID-19 you should not continue with the job and should report this back to the team leader.

Social distancing must be maintained wherever possible. Where it is not possible contact time must be limited to an absolute minimum or the job should not go ahead.

Ensure frequent handwashing, use of sanitiser, gloves and facecovering before, during and after every home visit.

Ensure vehicles are regularly cleaned with appropriate products

Keep contact with objects within the home to an absolute minimum

Ahead of the visit, request that all access doors are left open to minimise contact with handles

Keep activity time at each job to as short as possible

No work must be carried out in homes where someone has symptoms unless to remedy a direct risk to the safety of the household

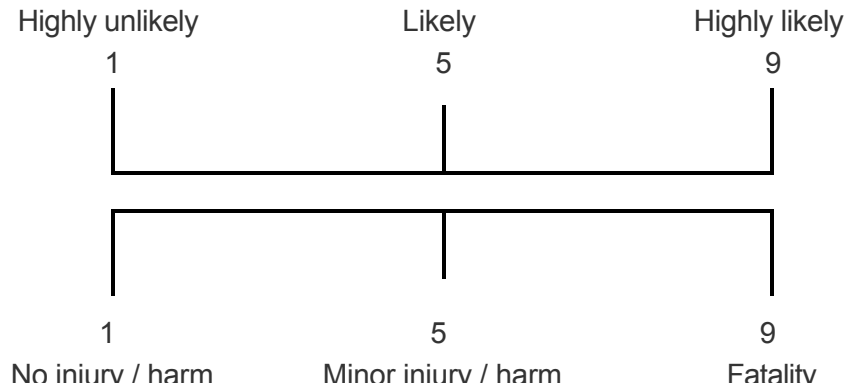
Face to face contact with anyone in the 'vulnerable' category (shielding) must be avoided

Keep a copy of this risk assessment in the van and be prepared to share it with customers

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Risk rating explanation

Risk ratings are calculated by considering the likelihood of an event occurring along with the severity of the potential consequence should an accident occur. After considering existing control measures, values are assigned to the likelihood and severity from the scales below and these figures multiplied to established the risk rating.



9	18	27	36	45	54	63	72	81
8	16	24	32	40	48	56	64	72
7	14	21	28	35	42	49	56	63
6	12	18	24	30	36	42	48	54
5	10	15	20	25	30	35	40	45
4	8	12	16	20	24	28	32	36
3	6	9	12	15	18	21	24	27
2	4	6	8	10	12	14	16	18
1	2	3	4	5	6	7	8	9

Probability

Severity

What do your risk ratings mean?

- Risk is categorised as LOW: Look to reduce risk if practicable
- Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately
- Risk has been categorised as HIGH: Immediate action required to reduce the risk

Assessor's signature: Louise Holloway

Approved by signature: Louise Holloway