

Group HS&E Risk Assessment – COVID-19  
 CUSTOMER SERVICE TECHNICIANS WORKING IN EMPTY PLOTS OR OCCUPIED PROPERTIES  
 WHERE PERSONS ARE NOT IN ISOLATION OR SHIELDING

<b>Location</b>	All Customer Service works	<b>Date Carried Out</b>	June 2020	<b>Date Review Due:</b>	August 2020
<b>Site Name</b>	All Sites	<b>Division</b>	All Divisions		
<b>Persons/Groups at Risk:</b>	Employees / Customers / Visitors / Members of Public				

No	Description of Hazard and Expected Consequence	Potential for harm Likelihood x Severity = Risk Level						Task Specific Control Measures	Residual Risk Likelihood x Severity = Risk Level					
		L	S	Risk Level	H	M	L		L	S	Risk Level	H	M	L
					High							Medium		
1.	Transmission of virus from Customer Service Technician	3	5	15	High			PRIOR TO ANY WORK STARTING <b>HSEMS0443- STANDARD FORM – CUSTOMER SERVICES CHECKLIST (CV-19) AND HSEMS0444 – STANDARD FORM - CUSTOMER SERVICES VAN CHECKLIST (CV-19) MUST BE COMPLETED.</b>  If an employee or a member of their family either have symptoms or have recently tested positively for Coronavirus they must <b>NOT</b> attend work, and inform their line manager. They must seek advice from the NHS either online at <a href="https://111.nhs.uk/covid-19/">https://111.nhs.uk/covid-19/</a> or by phoning the helpline on 111.  Any person who has been advised that they are Clinically Extremely Vulnerable should be 'shielding' should stay at home.	2	4	8	Medium		



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								<p>Any person who is classed as Clinically Vulnerable should discuss this with their line manager before returning to work.</p> <p>Any person who has via the Government 'test and trace' programme been advised to self-isolate must then follow the latest government guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p> <p>All Customer Services employees should read and comply with <b><u>HSEMS0439 - HS&amp;E Guidance – Customer Service – COVID-19</u></b> and this risk assessment</p> <p>All staff should comply with social distancing, good hygiene / hand washing protocols.</p> <p>They should keep 2m apart from each other whenever possible.</p> <p>When working in an unoccupied plot, Customer Service Technicians should display the sign:                      'Redrow Personnel Working in This Plot – To respect social distancing, please do not enter.</p>						



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								<p>Whilst avoiding close working to assist with social distancing, it is important that arrangements for other hazards such as manual handling of heavy items etc. is not compromised.</p> <p>Where two persons are required the following needs to be considered before works start:</p> <ul style="list-style-type: none"> <li>Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres);</li> <li>Avoid skin to skin and face to face contact ;</li> <li>Consider alternative or additional mechanical aids to reduce the need for worker interface</li> </ul> <p>Where workers cannot distance themselves by 2 metres or more then:</p> <ul style="list-style-type: none"> <li>Plan all work to minimise contact between workers;</li> <li>Minimise the frequency and time workers are within 2 metres of each other;</li> </ul>						



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								<ul style="list-style-type: none"> <li>Minimise the number of workers involved in these tasks;</li> <li>Provide operatives a face covering or face visor to wear for the activity where 2 metres apart cannot be maintained.</li> <li>Pairing up the same two individual each time where possible.</li> </ul> <p>Customer Service Office staff must have authorisation from the Head of Customer Service to book in two person operations so they can ensure all the necessary measures are in place.</p>						
2.	Transmission of virus from customers when Customer Service Technician is working in an occupied plot.	3	5	15	High			<p>Prior to the Customer Service Technician entering an occupied property. The Customer Service Co-ordinators should phone the Customer to go through the questions in the <b><u>Coronavirus Questions and Guidelines – CS</u></b>. <b>If the customer answers 'yes' to any of the questions then the appointment should be rebooked.</b></p> <p>The Customer Service Co-ordinator will advise the Customer of the social distancing arrangements.</p>	2	4	8	Medium		



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								<p>On the day of the appointment, the Customer Service Technician should knock the door, stand 2m back and ask the questions from <b>Coronavirus Questions and Guidelines - RT</b> If the customer answers 'yes' to any of the questions then they should politely ask the Customer to rebook.</p> <p>Customer Services Technicians entering properties should wash their hands on entering and when exiting. They should also have hand sanitiser to use regularly.</p> <p>The windows should be open in the room/area the Technician is working in.</p> <p>The Customer Services Technician should wipe down surfaces they are working on before starting work and then again when finishing with the cleaning products provided. Disposable (single use) gloves should be worn for wiping down surfaces.</p> <p>The Customer Service Technicians should bring their own refreshments to work and are advised not to accept refreshments from Customers.</p>						



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					High			When working in a room. The Customer Services Technician will hang a sign on the door which advises: 'Redrow Personnel Working in This Room- To respect social distancing, please do not enter.'				Medium		
3.	Transmission of virus due to lack of appropriate / enhanced Cleaning and Hygiene	3	5	15	High			<p><b>In empty plots:</b> Customer Service Technicians must wash their hands regularly and use the cloakroom toilet in the empty plots they are working in. They must wear disposable (single use) gloves to clean the toilet prior to using and then again on vacating the plot.</p> <p><b>In occupied plots:</b> On entry to the home the Customer Service Technician must wash their hands using soap and water for 20 seconds using the customer's cloakroom. They must wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and when leaving the property. If the customer will not permit use of their cloakroom then hand sanitiser must be used, and this must be carried with them at all times.</p>	2	4	8	Medium		



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4.	Transmission of virus during travel to work.	3	5	15	High			Wherever possible personnel should travel to site alone using their own transport/company vehicle.  If personnel have no option but to share a vehicle, then they should follow the current government guidance regarding precautions to take.  When working at any plot (occupied or empty) the Customer Service Technician must respect the social distancing when parking, to ensure they do not try to enter or leave their vehicle at the same time as an adjacent driver or as someone is passing the vehicle.  The Customer Service Technicians must also check they are not blocking drive ways or other access routes.	2	4	8	Medium		
5.	Transmission of virus due to applying of First Aid	3	5	15	High			Assess the injury to determine everyone's safety against the severity.  If the issue is 'minor' then self-administration with guidance given from a trained first aider (who is maintaining social distancing) should be applied.	2	4	8	Medium		



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							If this is not possible, then as per normal guidance, direct personnel to seek further medical advice/assistance or for serious injuries call the ambulance service.  Following the administration of First Aid the First Aider should pay particular attention to sanitisation measures immediately afterwards including washing their hands.  All incidents and accidents must still be reported to the Head of Customer Services and HS&E Department as per normal practice.							
6.	Transmission of virus due to lack of appropriate Guidance and Communications to Customer Service Office Staff	3	5	15	High			All staff should receive the Customer Service COVID-19 e-learning prior to returning to work.  All staff to read <b><u>HSEMS0439 – HS&amp;E Guidance – Customer Services (CV-19)</u></b> and this risk assessment.	2	4	8	Medium		
7.	Transmission of virus due to lack of appropriate Guidance and Communication to Customers	3	5	15	High			Customer Service Co-ordinators will go through the questions in the <b><u>HSEMS0439 – HS&amp;E Guidance – Customer Services (CV-19)</u></b> and record answers on RedCS.  Customer Service Technicians will ask	2	4	8	Medium		



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								the questions in <b>HSEMS0439 – HS&amp;E Guidance – Customer Services (CV-19)</b> from 2m away on the day of the appointment.						
8.	Poor behaviour potentially leading to transmission of the virus	3	5	15	High			Any employee found to be deliberately breaching social distancing rules or demonstrating poor behaviour that could put themselves or others at risk of injury or ill-health may be subject to disciplinary procedures and HR should be notified.  If the Customer Service Technician suspects the Occupiers/Customers of having COVID-19 they must remove themselves from the plot and call their line manager.  If a customer will not comply with the control measures above the Customer Service Technician should politely inform them they will be unable to complete the work and remove themselves from the property and inform their Customer Services Manager.	2	4	8	Medium		
9	Negative affect on wellbeing (physical and mental) due to circumstances arising from social distancing measures.	5	3	15	High			Physical – application of all control measures listed above.	2	4	8	Medium		

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							Mental – as above plus provision of Mental Health First Aiders, Employee and Sub-Contractor Assistance Line.  Increased communication between Managers and all staff.								
<b>Additional information</b>															
Specific PPE		Disposable gloves for cleaning, face visors													
Training required		Current and up to date Redrow COVID-19 eLearning training/awareness (including how to remove gloves and overall videos), watch the Redrow Customer Service – COVID-19 Videos.													
Other:		Each individual to assess if work can be undertaken in compliance with above – if not stop and speak to line manager.													
<b>Assessment carried out by</b>		HS&E Department				<b>Signature</b>		HS&E Department				<b>Date</b>		June 2020	
<i>NB: This assessment must be explained to all those affected by the activity and the briefing recorded.</i>															

<b>Associated Documents</b>	
HSEMS0443 – Standard Form – Customer Service Checklist HSEMS0444 – Standard Form – Customer Service Van Checklist HSEMS0455 – Risk Assessment – Customer Service – Occupied or Empty Plot – where persons are not self-isolating etc. – COVID-19. HSEMS0450 – Risk Assessment – Emergency Work in a occupied plot where a person is shielding or self-isolating due to a suspected or confirmed case of COVID-19 Coronavirus Questions and Guidelines – RT Coronavirus Questions and Guidelines – CS HSEMS0445 – HS&E Guidance - Contractor’s Risk Assessments for Customer Services and COVID-19 HSEMS0440 – CPHSEP - Addendum – COVID-19 HSEMS0437 - HS&E Guidance – Sales Centres and Show Homes (CV-19)	



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SEVERITY		
CATEGORY	DEGREE	DESCRIPTION
1	<b>INSIGNIFICANT</b>	Minor injury to personnel Minor damage to equipment
2	<b>MINOR</b>	Injury to personnel Damage to equipment
3	<b>REPORTABLE</b>	Injury resulting in loss of time Moderate damage to equipment
4	<b>MAJOR</b>	Serious injury to personnel Major damage to equipment
5	<b>CATASTROPHIC</b>	Fatal/life-changing injury to personnel. Total equipment loss

LIKELIHOOD LEVEL		
LEVEL	DEGREE	INDIVIDUAL FAILURE MODE
1	<b>REMOTE</b>	So unlikely that occurrence may not be experienced
2	<b>UNLIKELY</b>	Unlikely, but possible to occur
3	<b>OCCASIONAL</b>	Likely to occur sometime
4	<b>PROBABLY</b>	Will occur several times
5	<b>FREQUENTLY</b>	Likely to occur frequently

SEVERITY CATEGORY	LIKELIHOOD LEVEL				
	1	2	3	4	5
5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5

ACTION CRITERIA	
<b>High</b>	Unacceptable – further assessment or action required to reduce risk to as low as reasonably practicable
<b>Medium</b>	Further assessment or action may be required if the team consider the risk not to be as low as reasonably practicable
<b>Low</b>	Acceptable – Adequate safeguards are in place



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**By signing below I confirm that I have read and understand this Risk Assessment and that I will ensure all control measures are in place before I start work. I will notify my Line Manager if control measures are not in place.**

Date	Name	Employer	Occupation	Signature