

Risk Assessment – COVID-19

CUSTOMER SERVICE TECHNICIANS WORKING IN EMPTY PLOTS OR OCCUPIED PROPERTIES WHERE PERSONS ARE NOT IN ISOLATION OR SHIELDING

Location	All Customer Service works	Date Carried Out	September 2020	Date Review Due:	January 2021
Site Name	All Sites	Division	All Divisions		
Persons/Groups at Risk:	CSTs / Customers				

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
1.	Transmission of virus from Customer Service Technician	3	5	15	High			<p>PRIOR TO ANY WORK STARTING HSEMS0443- STANDARD FORM – CUSTOMER SERVICES CHECKLIST (CV-19) AND HSEMS0444 – STANDARD FORM - CUSTOMER SERVICES VAN CHECKLIST (CV-19) MUST BE COMPLETED.</p> <p>Anyone who has any symptoms of COVID-19 – as stated on the gov.uk or NHS websites or has been contacted by the NHS Test & Trace Service should not come to site, but must follow the guidance on self-isolation and get a COVID-19 test if they have symptoms.</p> <p>If the employee or sub-contractor is self-isolating because they live with someone who has symptoms you can only end the isolation if the person with symptoms in the household receives a negative test result.</p>	2	4	8	Medium		



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					<p>Anyone who is clinically extremely vulnerable or clinically vulnerable to Coronavirus (Covid-19) should follow the latest Government guidance and discuss their return to work with their Line Manager.</p> <p>If any CST develop any of the 'main symptoms' of COVID-19 while at work, they should:</p> <ul style="list-style-type: none"> • Ensure their manager or supervisor is informed; • Return home immediately; • Avoid touching anything; • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow; • Get a COVID-19 test. <p>They must then follow the Government guidance on self-isolation and not return to work until they have received a negative test result or, in the event of a positive test result, their period of self-isolation has been completed.</p> <p>All CST employees should read and comply with <u>HSEMS0439 - HS&E Guidance – Customer Service – COVID-19</u> and this risk assessment</p>				
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						<p>All CSTs should comply with social distancing, good hygiene / hand washing protocols.</p> <p>CSTs should maintain social distancing whenever possible.</p> <p>When working in an unoccupied plot, CST should display the sign: 'Redrow Personnel Working in This Plot – To respect social distancing, please do not enter.</p> <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"> • Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres); • Avoid skin to skin and face to face contact ; • Consider alternative or additional mechanical aids to reduce the need for worker interface 				
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						<p>Where workers cannot distance themselves by 2 metres or more then:</p> <ul style="list-style-type: none"> • Plan all work to minimise contact between workers; • Minimise the frequency and time workers are within 2 metres of each other; • Minimise the number of workers involved in these tasks; • Provide operatives a face covering or face visor to wear for the activity where 2 metres apart cannot be maintained. • Pairing up the same two individual each time where possible. <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 CST entering an occupied property. The Customer Service Co-ordinators should phone the Customer to go through the questions in the <u>Coronavirus Questions and Guidelines – CS</u>. If the customer answers 'yes' to any of the questions then the appointment should be rebooked.</p>	2	4	8	Medium

					<p>The Customer Service Co-ordinator will advise the Customer of the social distancing arrangements.</p> <p>On the day of the appointment, the CST should knock the door, stand 2m back and ask the questions from Coronavirus Questions and Guidelines - RT If the customer answers 'yes' to any of the questions then they should politely ask the Customer to rebook.</p> <p>CSTs 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 CST is working in.</p> <p>The CST 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 CST should bring their own refreshments to work and are advised not to accept refreshments from Customers.</p> <p>When working in a room. The CST will hang a sign on the door which advises:</p>				
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						'Redrow Personnel Working in This Room- To respect social distancing, please do not enter.'				
3.	Transmission of virus due to lack of appropriate / enhanced Cleaning and Hygiene	3	5	15	High	<p>In empty plots: CST 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>In occupied plots: On entry to the home the CST 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
4.	Transmission of virus during travel to work.	3	5	15	High	<p>Wherever possible personnel should travel to site alone using their own transport/company vehicle.</p> <p>If personnel have no option but to share a vehicle, then they should follow the current government guidance regarding precautions to take.</p> <p>When working at any plot (occupied or empty) the CST must respect the social</p>	2	4	8	Medium



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						<p>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.</p> <p>The CSTs must also check they are not blocking drive ways or other access routes.</p>				
5.	Transmission of virus due to applying of First Aid	3	5	15	High	<p>Assess the injury to determine everyone's safety against the severity.</p> <p>If the issue is 'minor' then self-administration with guidance given from a trained first aider (who is maintaining social distancing) should be applied.</p> <p>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.</p> <p>Following the administration of First Aid the First Aider should pay particular attention to sanitisation measures immediately afterwards including washing their hands.</p> <p>All incidents and accidents must still be reported to the Head of Customer Services and HS&E Department as per normal practice.</p>	2	4	8	Medium

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6.	Transmission of virus due to lack of appropriate Guidance and Communications to Customer Service Office Personnel	3	5	15	High	<p>All customer services personnel should receive the Customer Service COVID-19 e-learning prior to returning to work.</p> <p>All customer services personnel to read <u>HSEMS0439 – HS&E Guidance – Customer Services (CV-19)</u> and this risk assessment.</p>	2	4	8	Medium
7.	Transmission of virus due to lack of appropriate Guidance and Communication to Customers	3	5	15	High	<p>Customer Service Co-ordinators will go through the questions in the <u>HSEMS0439 – HS&E Guidance – Customer Services (CV-19)</u> and record answers on RedCS.</p> <p>CSTs will ask the questions in <u>HSEMS0439 – HS&E Guidance – Customer Services (CV-19)</u> from 2m away on the day of the appointment.</p>	2	4	8	Medium
8.	Poor behaviour potentially leading to transmission of the virus	3	5	15	High	<p>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.</p> <p>If the CST suspects the Occupiers/Customers of having COVID-19 they must remove themselves from the plot and call their line manager.</p> <p>If a customer will not comply with the control measures above the CST should politely inform them they will be unable to</p>	2	4	8	Medium



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						complete the work and remove themselves from the property and inform their Customer Services Manager.				
9	Negative affect on wellbeing (physical and mental) due to circumstances arising from social distancing measures.	5	3	15	High	<p>Physical – application of all control measures listed above.</p> <p>Mental – as above plus provision of Mental Health First Aiders, Employee and Sub-Contractor Assistance Line.</p> <p>Increased communication between Managers and all staff.</p>	2	4	8	Medium

Additional information

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 their line manager.				
Assessment carried out by	HS&E Department	Signature	HS&E Department	Date	September 2020

NB: This assessment must be explained to all those affected by the activity and the briefing recorded.



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Associated Documents

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)

Redrow Accident/Incident Form

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

LIKELIHOOD LEVEL		
LEVEL	DEGREE	INDIVIDUAL FAILURE MODE
1	REMOTE	So unlikely that occurrence may not be experienced
2	UNLIKELY	Unlikely, but possible to occur
3	OCCASIONAL	Likely to occur sometime
4	PROBABLY	Will occur several times
5	FREQUENTLY	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	
High	Unacceptable – further assessment or action required to reduce risk to as low as reasonably practicable
Medium	Further assessment or action may be required if the team consider the risk not to be as low as reasonably practicable
Low	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



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