



Safe Operating Procedures

May 2020



Everwarm
Heating Engineer
Essential Heating Works

Introduction

As a responsible employer, Everwarm has developed robust procedures to ensure we reduce the spread of COVID-19 throughout our operations. Our revised working practices take account of all working scenarios arising from our varied workstreams, including processes for working safely on external sites and carrying out in-home installations, as well as guidance for workers in an office setting.

Safeguarding our employees, customers and the communities we work in will remain our top priority as we re-mobilise, including special consideration for those who are particularly vulnerable or in the group of those who are 'shielding'.

Our safe operating procedures are based on the latest guidance issued by key bodies and working groups, including:

- Scottish Government guidance;
- Construction Leadership Council's Site Operating Procedures;
- Construction Scotland's Construction Re-Start Model; and
- Health Protection Scotland Guidance for General Non-Healthcare Settings.

Throughout this document, we will cover six key areas:

1. Staff and supply chain inductions
2. Householder communications
3. Risk Assessments
4. In-home and on-site arrangements, welfare and PPE
5. Back office procedures
6. Ensuring compliance

1. Staff and supply chain inductions

In order for us to conduct works safely and ensure all workers understand their responsibilities as part of our Safe Operating Procedures, it is vital that they receive clear and comprehensive training on how to fulfil their duties while observing social distancing and hygiene guidance. As a result, all employees will be required to undertake a robust COVID-19 induction before returning to work, whether office or field based.

This will be a mandatory course, covering six key modules:

1. What is Coronavirus and social distancing?
2. Getting to and from work
3. Social distancing: new ways of working in offices and at home
4. Social distancing: new ways of working on site
5. Social distancing: new ways of working in the field and customers' homes
6. Workforce changes and available resources

All of the above is communicated via a comprehensive toolbox talk presentation, available as a module on our Group-wide remote learning tool, Sureserve Academy. Virtual training has been prioritised as a means of reducing social contact and minimising the exchange of paper copies.

All employees are encouraged to raise queries with their line manager or HR representative, ensuring they possess a full understanding of their responsibilities under the latest guidance.

All field and site-based operatives will receive a 'COVID-19 Aware' badge on completion of the above training course which will be displayed on their workwear at all times, providing reassurance to customers and the wider community that our workforce are taking every safeguarding precaution necessary. Each operative's induction pack will include a copy of the relevant COVID-19 Risk Assessments to ensure they can consult any piece of advice at any time.

As an additional safeguarding measure, we will ask all employees, whether field, on-site or office based, to complete a daily module, either electronically or via a verbal report to their line manager, confirming that they are free of the symptoms of COVID-19. Any individuals who declare they are symptomatic will be instructed to observe the mandatory self-isolation procedures in line with Government guidance.

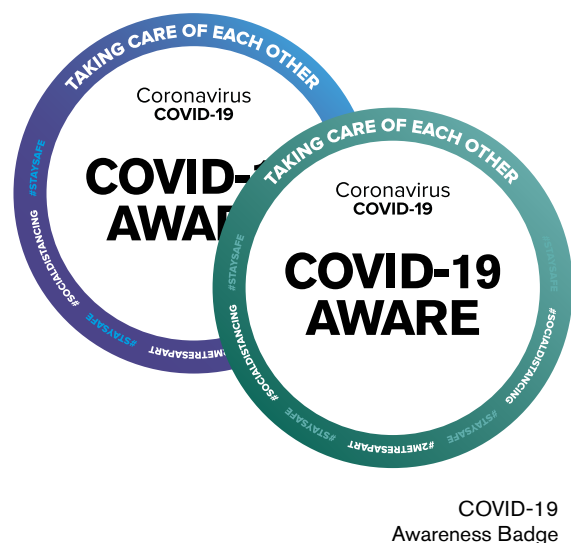
The same process applies to all subcontractors working in the home, in the field or on site.

A copy of the Powerpoint presentation will be provided electronically, or in an alternative format for members of the supply chain with limited resources. Guidance translated to alternative languages will also be made available if required. Records will be requested to evidence that all members of the subcontractor team have undertaken the course.

Robust signage at all types of workplaces as well as general communications issued to the workforce will act as a reminder to staff of key information and their responsibilities. These will include notices on:

- Hand and face hygiene
- Coronavirus symptoms
- Desks out of use
- Helping prevent the spread
- Child's fact sheet
- Staying COVID-19 secure
- Knock and stand back 2m/no direct entry into office areas
- Know the signs
- Social distancing and the 2m rule
- Identified one-way systems

Guidance will also be issued regularly on how to use Microsoft Teams, our default meeting platform, facilitating communication for those continuing to work at home.





2. Householder communications

Before arriving at any property, it is vital that we reassure customers of our safe working procedures and establish their circumstances and any specific vulnerabilities they may have.

The first step in this process will be to conduct a telephone survey with the customer prior to our visit to their home. During this call, we will inform the customer that we are following all best practice guidance for the construction sector and will ask a series of questions regarding:

- Their consent for our workers to enter the property.
- Whether or not any resident in the household is displaying COVID-19 symptoms.
- Whether or not the household has made contact with NHS representatives.
- Whether or not any resident in the household has tested positive for COVID-19.

Depending on the scenarios arising from each call, our visit may be scheduled or re-arranged at a time when the customer is well enough for our visit, or when they have completed their seven or 14-day self-isolation period.

For customers who are particularly vulnerable or 'shielding', only emergency or essential works

should take place. No visit will be made to a property if any resident is symptomatic or has tested positive for COVID-19.

For customers who are not comfortable with our visit due to general concern over the ongoing COVID-19 situation, we will act sensitively and considerately to re-arrange our visit at a time that suits their individual needs.

All staff handling customer calls have been trained on the above process and will be re-trained prior to their return to work. As the process was put in place prior to lockdown, our customer care staff are already very familiar with the call script and how to handle each scenario.

Any positive cases of COVID-19 or instances of symptomatic customers will be recorded on our appointment booking system, Filemaker. As with all customer communications and recording of data, Everwarm and its workforce will act in compliance with the General Data Protection Regulations (GDPR) at all times, using Filemaker to securely store all information, with access limited to selected individuals.

Before arriving at the property, the lead operative or site supervisor will repeat the COVID-19 call script, entering only if the householder expresses their consent and confirmation that no one in the property is displaying symptoms or has tested positive for COVID-19.

Full copies of the above call scripts can be made available on request.

3. Risk Assessments

Robust Risk Assessments have been carried out to cover both on-site and in-home works as well as working from home or the office. Each takes into account key pieces of legislation, the risks presented by staff becoming infected with COVID-19 and specific hazards related to travel and operational activities. Specific control measures are proposed for each hazard, including good hygiene practice, social distancing and safe storage of equipment. Similar to our typical Risk Assessments, it assesses risks on a red, amber green basis and provides pragmatic guidance and mitigating measures to reduce the risks present.

All operatives will be inducted on the Risk Assessment before arriving at the householder's property or on site and any key changes to working practices put in place as a result of changes to official guidance or general best practice will be communicated swiftly via an informative toolbox talk.

A full copy of our COVID-19 Risk Assessment has been included as an addendum at the end of this document.

4. In-home and on-site arrangements, welfare and PPE

To make our on-site, field and in-home works as safe as possible, specific arrangements have been made to maximise hygiene and reduce social contact in a pragmatic way that is clear to operatives.

Where acting as Principal Contractor under CDM (2015) Regulations, all relevant construction phase health and safety plans

will be updated to include our COVID-19 Risk Assessment and any revisions to our method statements as a result of new working arrangements, with processes and procedures monitored and evaluated regularly by our HSQE team.

Travel and general hygiene/distancing arrangements

Generally and across all workplaces we will ensure the following:

- Operatives to travel alone if possible, by walking or using own method of transport (e.g. car or bicycle) and avoiding public transport, although two operatives sharing a van is acceptable if distancing and hygiene can be maintained.
- Operatives to wash hands immediately on arrival on site and regularly throughout the day, especially after sneezing or coughing and after eating or handling food, and again when leaving site.
- Respiratory hygiene measures should be observed, with workers asked to cough into a tissue and dispose of it immediately, or cough into their elbow, avoiding hand to face contact.
- Social distancing rules of 2m between each worker is to be maintained at all times, with COVID-19 rules to apply if a 2m distance is absolutely not possible.
- Breaks to be taken at staggered times, with own meals and refillable drinking bottles used where possible, and the use of local shops discouraged.
- Meetings held only if necessary, with gatherings arranged outdoors rather than within site cabins, with distancing maintained.
- Non-essential physical work that requires close contact between workers is not to be carried out; the same applies to work requiring skin-to-skin contact.
- Should any operative or member of the supervisory team develop COVID-19 symptoms, they should leave the property or site immediately and observe the relevant self-isolation period, with our COVID-19 reporting disciplines implemented.

- Extra cleaning will be carried out to all high contact areas throughout the day, with a deep clean conducted at the end of every working day.
- Gloves should be used when working on a scaffold, in addition to standard PPE items, with access and egress to the structure controlled via clear signage and pathways.
- Safe materials handling put in place to maintain distancing and hygiene, including the establishment of a transfer area to ensure effective cleaning.
- Increased COVID-19 awareness to be reported from workplace visits and inspection monitoring.

Welfare facilities

Specific arrangements will apply to the use of welfare facilities to minimise contact and ensure good hygiene:

- Restricted numbers of operatives permitted to use toilet facilities at any one time.
- Enhanced cleaning regimes for high contact areas, particularly door handles, locks and toilet flush handle, vending machines and payment devices.
- Regular removal and disposal of rubbish, with waste put straight into the bin when finished.
- Restricted use of communal heating and amenities (e.g. kettles and microwaves).
- Disinfectant wipes used by operatives to clean down table and food preparation areas after use.

PPE

Operatives are reminded to wash any items of re-usable PPE after use and dispose of single use PPE so it cannot be re-used. No sharing of PPE of any kind is to be permitted. Additional items will be provided to staff as required in addition to their standard provision, comprising:

- Face masks
- Eye protection
- Full-face visors
- Powder-free latex gloves
- Sanitiser wipes/hand sanitiser

In-home installations

For in-home installations, regardless of duration, gloves will be worn at all times, with a 2m distance kept from any occupants and good ventilation ensured in the working area by opening windows. If a householder is particularly vulnerable or 'shielding', works should not go ahead unless classed as emergency or essential in nature. In this instance:

- Household holders will be asked to stay in a separate room while work is carried out, with COVID-19 safe zones maintained at all times.
- Prior arrangements will be made to avoid face-to-face contact e.g. when answering the door.
- Strict regimes on hand washing and respiratory hygiene will be adopted throughout the works, in addition to hands being washed or sanitised immediately prior to arrival.

In the event of any client representative visits, all visitors will be inducted in the above site rules to ensure consistency and safeguarding at all times. However, video conferencing will be prioritised as an alternative to face-to-face meetings to reduce contact.

5. Back office procedures

Home working will be encouraged across the organisation, with key members of the senior management team returning to the office along with members of the wider team who are unable to carry out their duties at home.

Before office-based staff return to the office, a deep clean will be carried out, with the following procedures put in place from day one of their arrival:

- One-way system established to ensure safe passage around the office with social distancing maintained, with signage for clarity.

- Revised seating plans to ensure social distancing, with seating designed to reduce direct face-to-face positioning during extended periods at individual desks.
- Limits on number of staff that can use canteen and kitchen areas at any one time, with users of each area prompted by signage to use disinfectant wipes to clean affected area.
- Meetings held only if absolutely necessary, with larger offices used to ensure distancing can be maintained at all times.
- Rotational working patterns established for specific teams to reduce contact while ensuring the effective management of duties.
- Staff to wash hands immediately on arrival at the office and regularly throughout the day.
- Respiratory hygiene measures should be observed, with workers asked to cough into a tissue and dispose of it immediately, or cough into their elbow, avoiding hand to face contact.
- No hot desking or desk sharing to take place, with desk cleaning to take place before any proposed movement of individuals as part of wider change to the seating plan.
- Deep cleaning of all office spaces to take place each morning before the arrival of any members of the workforce.
- Hand sanitiser stations to be located at key locations around the office.
- Safe materials handling put in place to maintain distancing and hygiene at our warehouse/store locations, including the establishment of a transfer area to ensure effective cleaning.

As mentioned, Microsoft Teams will be used as the default platform to connect our staff across all locations and ensure the continued efficiency of our working practices and provision of a high-quality service to our clients.


6. Ensuring compliance

As the weeks continue, we will maintain a strict oversight of staff adherence to the above procedures to ensure a consistent level of safety and diligence across all our operations. This will include:

- Asking all staff to complete a daily module at the start of every working day to confirm they remain free to the symptoms of COVID-19 (either electronically, or via a verbal report to their line manager).
- Conducting a workplace compliance checklist inspection before the commencement of any works.
- Conducting a weekly audit to ensure compliance remains in place and that staff continue to observe social distancing rules.
- Continuing the use of our customer compliance protocol through call scripts with every customer, with call recording audited to ensure consistent use by all members of the team.

As an organisation, we will continue to remain abreast of changes to best practice across the industry as well as any mandatory changes outlined by Scottish Government and the construction working groups specialising in on-site and in-home working. This document will remain live, with changes made swiftly as and when required, and all members of staff informed of relevant changes through informative toolbox talk presentations.



1: Risk Assessment Details – COVID-19 Worksite and Office Based			
Revision	9	Sign-off date	16 June 2020
Date risk assessment created	28 May 2020		
Review Date	Yearly or when control measures implemented, detailed below are not adequate to reduce the risk, equipment or conditions change.		
Name of risk assessor	David Lawson - Divisional HSE Manager		
Signature of risk assessor			
Department	All		
Key legislation	The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 The Health and Safety at Work etc. Act 1974 The Workplace (Health, Safety and Welfare) Regulations 1992 The Management of Health and Safety at Work Regulations (1999) The Control of Substances Hazardous to Health (COSHH) Regulations 2002 The Construction (Design and Management) Regulations 2015		
Residual risk evaluation Severity	4 Life threatening		
Residual risk evaluation Probability	1 Rare		
Residual risk evaluation Score	4 Rather small		

2: Risk Assessment	
Name of risk assessment	Coronavirus (Covid-19) Generic Risk Assessment

Introductory notes/ description
<p>The information for this risk assessment has been prepared by non-medically trained employee based on the latest guidance from NHS Scotland and Scottish Government, including physical (social) distancing and stay at home advice.</p> <p>The risk assessment is subject to regular updating.</p> <p>This risk assessment must be read in conjunction with the <i>Everwarm Safe Operating Procedures</i> document, <i>COVID-19 Your Reintroduction to Work</i> course, <i>Call Scripts</i> and <i>risk assessments</i>, one for each Everwarm office location.</p> <p>We don't intend to amend our Method Statements in terms of the actual installation process. This document will work alongside our existing Safe Systems of Work (method statements/risk assessments, CoSHH assessments) which must be adhered to at all times.</p> <ul style="list-style-type: none"> COVID-19 is a new strain of coronavirus which is classified as an airborne High Consequence Infectious Disease (HCID) COVID-19 is most likely to be transmitted from person to person. It is probable that the risk increases the longer someone has close contact with an infected person. The incubation period of COVID-19 is thought to be between 2 to 14 days but can be up to 24 days. However, if you remain well for 14 days after contact with someone with COVID 19, you are unlikely to have contracted the virus. <p>Symptoms of COVID-19 are:</p> <ul style="list-style-type: none"> New, continuous/persistent cough Fever/high temperature (37.8C or greater) Loss of, or change in, sense of smell or taste (anosmia)



The symptoms are like other common illnesses such as cold and flu therefore having these symptoms does not mean you have the virus, but you should take action as below if you have these symptoms as a precautionary measure.

COVID-19 can cause (in rare cases) severe symptoms such as pneumonia. People with underlying health conditions such as diabetes, cancer and other chronic conditions, people with a weakened immune system and older people, the symptoms can be more severe. In extreme cases, the virus is fatal, however this is very rare.

Majority of cases, the body's immune system responds effectively to the virus. Once the body has killed the virus, it is not thought that you can be re-infected with the same coronavirus.

At present, there is no vaccine for COVID-19 although work is ongoing to develop one.

If you have any concerns or require further advice, contact NHS online in the first instance at: <https://111.nhs.uk/> If you think you have contracted COVID-19, do not visit your GP or come into the workplace. Instead use the NHS online services. Use a mobile or landline telephone to contact your workplace and other members of your family or close friends. Remember to always keep calm. In an emergency, call 999.

Self-Isolation

Anyone who meets one or more of the following criteria should not come to work if they:

- Have a continuous/persistent cough, fever/high temperature (37.8C or greater), or loss of, or change in, sense of smell or taste (anosmia)
- Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Is within 14 days of the day when the first member of their household showed symptoms of Coronavirus
- Have been contacted by the NHS Test, Trace Isolate & Support Public Health Intervention

Anyone who is living with someone who is shielding from Coronavirus should stringently follow guidance on social distancing and minimise contact outside the home.

At this stage, shared use of motor vehicles to travel to or from an ABS (Area Based Scheme) projects is unacceptable, under any circumstances. If this is not possible, do not travel to site.

What are the hazards?	Control Measures
Staff/Operatives becoming infected with COVID-19	<p>Maintaining good personal hygiene is your first line of defence.</p> <ul style="list-style-type: none">▪ Do not come into the workplace with COVID-19 or the symptoms of COVID-19▪ All employees will undertake a robust COVID-19 induction before returning to work, whether office or field based▪ All field and site-based operatives will receive a 'COVID-19 Aware' badge on completion of the above, which will be displayed on their workwear▪ All employees will complete a module at the start of every working day to confirm they remain free to the symptoms of COVID-19▪ Call Scripts will be updated and provided to employees regularly▪ New Covid-19 notices will be displayed at the workplaces▪ Wash hands thoroughly paying attention to around and under nails, the backs of hands and between fingers. Wash hands for at least 20 seconds using the approved 20 second rule. Wash hands at regular intervals and always before and after eating, drinking, smoking, touching your face, nose or eyes or using the toilet▪ Keep your nails short to minimise the extent of under-nail areas and to maximise the effectiveness of hand washing



	<ul style="list-style-type: none">▪ Wash hands on arriving at work and arriving at home▪ Wash hands after seeing a member of the public (in face to face environments)▪ Washing hands for 20 seconds with soap and running water is preferable to hand sanitiser. However, hand sanitiser is a good alternative when soap and water is not available. Hand sanitisers of 60% alcohol or more are most effective. Disinfectant wipes are also an alternative to hand washing and hand-sanitiser. Employees should maintain an awareness of where the nearest welfare facilities are when at work and out on site.▪ Use a disinfectant wipe to clean your workstation surfaces and the IT equipment on it including the monitor, keyboard, mouse and phone. Also clean mouse mats and other DSE-related items if present. Keep workstations clear of personal possessions and paperwork▪ Use a disinfectant wipe to clean the arms of your chair▪ All employees are expected to wear the required P.P.E. for their role.▪ All open wounds(cuts), no matter how small is suitable dressed (plaster)▪ Staff/Operatives are to avoid physical contact with other people. If physical contact is accidental, ensure you wash your hands thoroughly afterwards and always before eating or drinking or touching your mouth, nose or eyes. Try to minimise physical contact at work with colleagues and customers but be friendly.▪ All face to face meeting has been moved to online webinar Phone calls or Microsoft Team meeting (conference calls)▪ At this stage it is understood that face masks offer little protection against the COVID-19 virus. For this reason, Everwarm is not routinely issuing masks unless Respiratory Protective Equipment (RPE) is required for the job role. If issued, any respirator should be replaced regularly at the appropriate intervals and correctly disposed. <p>The virus also spreads through indirect contact, touching a contaminated door handle and then touching your own face, mouth or nose or rubbing eyes, so care must be taken not to infect yourself accidentally.</p> <p>Personnel should observe the information relating to maintaining your personal space and the personal hygiene factors.</p> <p>All home working to be agreed in advance with your line managers.</p>
What are the hazards?	Control Measures
Social Distancing at Work	<p>Situations may occur where it is not possible or safe for workers to distance themselves from each other by 2 meters (social distancing) wherever possible.</p> <p>Where social distancing cannot be followed in full, businesses must take measures to mitigate where possible</p> <ul style="list-style-type: none">▪ Plan work to minimise activity contact and plan tasks for a short a timescale as possible▪ Face to face contact is minimised by working back to back or side by side▪ Personnel are to work in the same pairs (crew)▪ Face coverings, gloves and overalls will be required if a 2m distance cannot be accommodated whilst working on a worksite▪ Re-usable PPE e.g. eye protection, gloves, should be cleaned after use and never shared.



	<ul style="list-style-type: none">▪ Single use PPE, e.g. dust masks and disposable gloves must be disposed of so that it cannot be reused▪ Increase ventilation in enclosed spaces▪ Increase in frequency of handwashing and surface cleaning▪ Move individual/customer to the COVID customer safe zone▪ Continue to use barriers to cordon off the work area from the public. <p>Removal of PPE gloves procedure to be followed set out in the Personal Hygiene and Gloves Safety Update (alert)</p>
What are the hazards?	Control Measures
Travelling to and from work sites including multiple homes/worksites	<ul style="list-style-type: none">▪ Wash hands with soap and hot water, antibacterial hand gels or wipes, immediately on arrival at a property and regularly throughout the day. Especially after sneezing or coughing and after eating or handling food, and again when leaving a property.▪ Personnel to use company issued vehicles to travel to and from work, where possible.▪ Regularly clean the inside of vehicle cabs and between use by different operators.▪ Complete vehicle check sheets/ensure vehicle road legal▪ Where this is not possible, personnel transport to be used.▪ When refuelling wear disposable gloves (available at fuel station)▪ If this is not possible, public transport to be used.▪ If using public transport, aim to maintain personal space. Alternative means of transport could be considered such as walking or cycling▪ Whatever means of transport is selected, always wash your hands immediately after the journey using the approved 20 second routine.▪ Avoid sharing vehicle cab space with non-family members. If unavoidable, this should be for a minimum time/ distance. Ensure that vehicles are always fully ventilated - i.e. windows opened. Remain side by side, face forwards. Wear a face covering over the mouth and nose, that is made of cloth or other textiles and through which you can breathe, for example a scarf. <p><i>Note: - For ABS (Area Based Schemes) at this stage, shared use of motor vehicles to travel to or from an ABS projects is unacceptable, under any circumstances.</i></p> <ul style="list-style-type: none">▪ All non-essential visitors to worksites must cease.▪ Site supervisors to monitor sites access points to enable social distancing▪ Regularly clean common contact surfaces.▪ Provide additional hand washing facilities to the usual welfare facilities where possible▪ Ensure soap and fresh water is available and kept topped up▪ Provide hand sanitiser where hand washing facilities are unavailable▪ Provide suitable rubbish bins for hand towels.



What are the hazards?	Control Measures
Coming to and Leaving a Home for Work	<p>The objective is to maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival</p> <ul style="list-style-type: none">▪ Do not come into the workplace with COVID-19 or the symptoms of COVID-19▪ Consider travelling to site alone using own transport where possible▪ Maximum of 2 employees and consistent team members working together▪ Where possible workers should be matched to work at properties nearest their homes to minimise travel time and potential contact▪ Wash hands with soap and hot water, antibacterial hand gels or wipes, immediately on arrival and regularly throughout the day. Especially after sneezing or coughing and after eating or handling food, and again when leaving. Maintain social distancing when within the home.▪ Avoid sharing vehicle cab space with non-family members. If unavoidable, this should be for a minimum time/ distance. Ensure that vehicles are always fully ventilated - i.e. windows opened. Remain side by side, face forwards. Wear a face covering of the mouth and nose, that is made of cloth or other textiles and through which you can breathe, for example a scarf.▪ Regularly clean vehicles using gloves and standard cleaning products paying attention to touch surfaces and handles▪ Anyone booking overnight accommodation must check that the premises has put COVID-19 measures in place - i.e. social distancing, cleaning/sanitisation etc.▪ Lone working/no supervision - communicate regularly with Line Managers/Supervisors to ensure your safety and well-being - i.e. call when completed a job and going to next
What are the hazards?	Control Measures
Moving Around when Working in a Home/Worksite	<p>The objective is to maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival</p> <ul style="list-style-type: none">▪ Adopt 'appointment' approach to working in properties. Knock door and stand at least 2m from tenant and carry out introductions▪ ONLY enter property once tenant has set down in a safe place or room out with working area and ensure social distancing procedure is followed▪ Request that house holder leaves all applicable internal doors open to minimise contact with door handles▪ Ensure ongoing dialogue to ensure any movement within home is all in line with social distancing procedures▪ Allow access and egress for householders by moving from work area as necessary to allow for social distancing▪ Personnel are to work in the same pairs (crew)▪ Where possible workers should be matched to work at properties nearest their homes to minimise travel time and potential contact▪ Ensure all clinical debris i.e. gloves, face masks etc are bagged and removed from house holder's property into works vehicle



	<ul style="list-style-type: none">▪ Working in teams - allocate works to same workers where possible to minimise contact with different individuals▪ Bring own food and drink to households and ensure all 'breaks' are taken outside where possible▪ Where applicable report to the site office each day when you arrive on site. There is no need to sign the register. For the time being, the site manager will take a note of your name in case of an emergency.
What are the hazards?	Control Measures
Appointments in the Home/Worksite	<p>The objective is to reduce transmission due to face to face meetings and maintain social distancing</p> <ul style="list-style-type: none">▪ Use of remote working tools to avoid in person appointments i.e. Zoom or Microsoft teams▪ Only necessary appointments should be attended in person and 2m separation should always be maintained where possible▪ Avoid transmission during appointments, e.g. from sharing pens or other objects▪ Hold meetings outdoors or in well ventilated rooms whenever possible
What are the hazards?	Control Measures
Use of Personal Protective Equipment (P.P.E.)	<p>All employees are expected to wear the required P.P.E. for their role.</p> <ul style="list-style-type: none">▪ Employees will be required to wear face coverings in a vehicle where a 2m distance cannot be met, during all travel within the vehicle. Face coverings will be provided by Everwarm. All vehicles will be limited to 2 employees per vehicle▪ Face coverings, gloves and overalls will be required if a 2m distance cannot be accommodated whilst working on a worksite▪ Face coverings, gloves and overalls will be required when responding in an emergency to a suspected or confirmed case of COVID-19▪ Wearing a face covering is not required by law in an office▪ We do not encourage the precautionary use of extra P.P.E. to protect against COVID-19
What are the hazards?	Control Measures
Accidents, security and other incidents	<ul style="list-style-type: none">▪ In an emergency, for example, an accident, fire, or break-in, people do not have to stay 2m apart if it would be unsafe.▪ If you have to assistance others, pay particular attention to sanitation measures immediately afterwards, including washing hands.
What are the hazards?	Control Measures
Interacting with Householders	<p>The objective is to make sure people understand what they need to do to maintain safety</p> <ul style="list-style-type: none">▪ Communicate with Households, pre-planning is critical, prior to arrival and on arrival, to ensure full understating of works to be carried out and how we will adhere to social distancing rules and maintain hygiene during the works▪ Vulnerable householders who are clinically vulnerable due to age or on medical grounds, but have not been asked to shield, will have measures put in place and be advised in advance of works▪ Manage to access and egress process closely and implement any improvement changes where necessary



	<ul style="list-style-type: none">▪ Maintaining social distance as far as possible▪ Where household indicate presence or suspected presence of Covid 19 DO NOT ENTER the property and report back to management▪ When customers sign PDA's/tablets pens etc. are not to be shared
What are the hazards?	Control Measures
Interacting with Delivery Drivers at a Worksite or Everwarm Office	<p>The objective is to make sure people understand what they need to do to maintain a safe distance when receiving deliveries, loading/unloading</p> <ul style="list-style-type: none">▪ Deliveries to a worksite or one of our office locations should be planned and notified in advance▪ Delivery personnel are working to their own company protocols and are noted to be wearing face coverings▪ Delivery personnel will approach the site office, stores or Everwarm office maintaining social distancing and laydown package/packages.▪ Person receiving delivery i.e. site manager, operative or storeperson should wear gloves, continue to wash hands regularly, maintain 2m social distancing and use manual handling techniques as normal.▪ Larger deliveries to head office will be unloaded in the normal manner▪ Smaller items outwith cardboard boxes can be wiped down with antibacterial wipes/hand sanitiser▪ Delivery personnel must not enter our customer properties▪ Head office stores have measures in place i.e. barriers, 2m social distancing floor marking tape/stand here stickers
What are the hazards?	Control Measures
Hygiene and cleaning including working at multiple homes/worksites	<p>The objective is to keep work areas and homes clean to prevent transmission by touching contaminated surfaces</p> <ul style="list-style-type: none">▪ Frequent cleaning of objects, tools and surfaces that are touched regularly using standard cleaning products▪ Waste is classed as hazardous after contact with a potential infected person. This must be double bagged, labelled, put aside, then disposed of after 72 hours, as normal waste.▪ Remove all waste from the property to company van or site waste facility▪ If cleaning is taken place after a known or suspected case of Covid 19 then specialist cleaning should be undertaken. Report immediately to management▪ Wash hands with soap and hot water, antibacterial hand gels or wipes, immediately on arrival at a property and regularly throughout the day. Especially after sneezing or coughing and after eating or handling food, and again when leaving a property.▪ Clean down regularly touched surfaces prior to commencing works and after completion of works
What are the hazards?	Control Measures
Lack of adequate welfare facilities including hand washing and cleaning leading to the spread of the virus.	<p>With restaurants being closed across the UK, canteens cannot operate as normal.</p> <ul style="list-style-type: none">▪ Employers are to ensure that adequate welfare facilities are provided, available and maintained in each workplace.▪ Welfare facilities where possible should always be large enough to allow personnel to maintain social distancing (at least 2m) while using the welfare facilities.▪ Public toilet facilities remain open in service stations and supermarkets. They have their own stringent cleaning reschemes.▪ Break times will be staggered to maintain social distancing



	<ul style="list-style-type: none">▪ The number of people using toilet facilities at any one time will be restricted - "one in/one out." Controls will be used. Increase in toilets will be reviewed site by site basis▪ Managers and supervisors should stagger break times to reduce the numbers of personnel using the facilities at the same time, and to allow social distancing.▪ Where practical a supply of hot and cold running water, soap or handwash and towels or dryers are to be provided for cleaning and washing of hands.▪ Operatives should stay onsite where possible, take breaks outside of household and not use local shops▪ Dedicated eating areas to be identified onsite to reduce food waste and contamination▪ Pre-prepared wrapped food and refillable drinking bottles from home▪ Operatives to observe the 2 meters social distancing whilst eating▪ Tables to be cleaned before and after each use with disinfectant.▪ Where water cannot be provided a supply of antibacterial hand wash is to be available for all personnel.▪ Managers and supervisors should encourage regular and frequent handwashing in the workplace, including after using the toilet and before eating drinking or smoking.▪ Ensure that common surfaces like tables chairs and counters within the welfare facilities are regularly cleaned with disinfectant or antibacterial wipes.▪ Ensure that common touch points like door handles, kettles, keyboards etc. are cleaned regularly within the working areas.▪ Ensure that waste bins in the welfare facilities are covered and are regularly emptied.▪ Place signage in and around the facilities encouraging good personal hygiene and social distancing.
What are the hazards?	Control Measures
Legionella	<p>Legionella bacteria is commonly found in stagnant water. Bacteria can multiply when cold water for example reaches 20°C, for a period. During COVID-19 water system stagnation can occur due to lack of use.</p> <p>Water Stations Unopened bottles in water stations should be able to be used as normal, providing the water has not been stored in direct sunlight. The taps on the water station should be sanitised/wiped down.</p> <p>Water Tanks Due to hot weather warm stagnant water in the water tanks, could provide conditions promoting Legionella growth.</p> <p>Control Measures - Worksites</p> <ul style="list-style-type: none">• Risk are the hot and cold-water systems at our worksites• Avoid water stagnation which may encourage Legionella growth – regular movement of water is key• Each site should changeover/replace water tanks prior to re-use of facilities• Flush hot and cold-water outlets prior to first use - basically run separate hot and cold-water taps for 2 minutes each• Wear mask initially when turning on taps and flushing for first time



	<ul style="list-style-type: none">• Over sink heaters should be increased to maximum temperature for first use/flush - be aware of scalding• Flush hot and cold-water outlets (turn taps on for 2 mins each) weekly to prevent water stagnation• Record this as a record in site diary/weekly safety inspection
What are the hazards?	Control Measures
Coming into direct contact with someone with the symptoms of COVID-19 or a known case of COVID-19	<p>If an employee inadvertently encounters someone with the symptoms of COVID-19 or a known case of COVID-19, the following steps should be taken:</p> <ul style="list-style-type: none">• Immediately leave the area• Report this to your supervisor/line manager• Avoid touching anything.• Wash your hands using the approved 20 second routine• If exposure has been more than 15 mins then follow the guidance on self-isolation• Do not touch your face, mouth, nose or eyes• Minimise close contact with others (observe the 2-metre rule) and contact your line manager by phone;• Contact NHS online for advice• Shower or bath thoroughly when you get home; and• Wash and dry clothes thoroughly• If the individual has knowingly touched surfaces these should be cleaned with detergent and disinfectant
What are the hazards?	Control Measures
Procedure if someone falls ill	<p>If a worker develops any of the COVID-19 symptoms or are contacted by the NHS Test, Trace Isolate & Support Public Health Intervention while at work, they should:</p> <ul style="list-style-type: none">• Report this to your Supervisor/Manager & HR immediately• Leave work to self-isolate straight away and, if possible, wear a face covering and avoid public transport.• Employee must visit www.nhs.uk/coronavirus or call 119 if you have no internet access, to arrange to get tested.• Cough or sneeze into a tissue and put it in the bin, or cough and sneeze into the crook of your elbow.• Follow the guidance from the NHS and stay at home until tested/period of self-isolation has been completed.• Contact to be made with next of kin.• If the worker is so unwell that they require an ambulance, phone 999 and let the call handler know you are concerned about COVID-19. Whilst you wait for advice or an ambulance to arrive, try to find somewhere safe for the unwell person to sit which is at least 2 metres away from other people.• Find a safe isolation area where the worker can be isolated from other personnel. If it is possible to open a window, do so for ventilation. The worker should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze, and then put the tissue in the bin. If no bin is available, put the tissue in a bag or pocket for disposing in a bin later. If you don't have any tissues available, they should cough and sneeze into the crook of their elbow. <p>Once the worker has left the premises, the immediate area occupied by the individual must be cleaned with detergent and disinfectant.</p>
What are the hazards?	Control Measures
Coming into work with COVID-19 or the symptoms of COVID-19	<p>Do not come into the workplace with COVID-19 or the symptoms of COVID-19.</p> <p>Instead phone your line manager to report sickness absence in the usual way.</p>



	Operative to self-isolate. Should also report this absence to their line manager.
What are the hazards?	Control Measures
Use of work vehicles, equipment and tools that may be contaminated spreading the virus for those who use the equipment.	<ul style="list-style-type: none">▪ Work equipment such as vehicles and machines are to be cleaned by the operators at the start and end of each journey or shift.▪ Vehicles and machines are to have all common touch points cleaned with disinfectant or antibacterial wipes including door handles, grab rails, levers, controls, steering wheels, gear levers, handbrake controls, touch screens, switches etc.▪ Tools and equipment are to be cleaned regularly and handles and controls cleaned with disinfectant or antibacterial wipes.▪ When not in use tools and equipment is to be stored away to prevent unnecessary or possible contamination.

Who might be harmed by the hazards and how?	
Who?	Employee, contractors, members of the public, members of employee's family and friends or others
How?	Contamination, contraction of disease and transmission to others

Implementation, review and update of Risk Assessment	
How is this Implemented Reviewed, Updated	<ul style="list-style-type: none">▪ Consult each department (Major Works/ Service & Repair)▪ Consult H&S committee▪ Amend any changes are required▪ CASCADE to all employees the risk assessments via Toolbox Talks
Review of risk assessment	<p>The risk assessment to be reviewed</p> <ul style="list-style-type: none">▪ If the activity, equipment or materials change▪ Relevant legislation changes▪ If an accident or near misses associated with the activity▪ The control measure for the activity are failing▪ Annually▪ In accordance with ISO System where applicable



Quantitative Risk Evaluation System

		Severity				
		Minor injury/ negligible 1	Moderate injury/ harmful 2	Non-fatal injury 3	Life threatening 4	Fatal injury 5
P R O B A B I L I T Y	Rare 1	Extremely Small 1	Very Small 2	Very Small 3	Rather Small 4	Moderate 5
	Unlikely 2	Very Small 2	Rather Small 2	Rather Small 3	Moderate 4	High 5
	Possibly 3	Rather Small 3	Rather Small 6	Moderate 9	High 12	Very High 15
	Likely 4	Moderate 4	Moderate 8	High 12	Very High 16	Extremely High 20
	Almost certain 5	Moderate 5	High 10	Very High 15	Extremely High 20	Extremely High 25

1 – 3	Low-risk activity
4 – 9	Medium-risk activity
10 – 25	High-risk activity

P R O B A B I L I T Y	Rare 1	May only occur in exceptional circumstances	< 3%
	Unlikely 2	Could occur sometimes	3 – 10%
	Possibly 3	Might occur sometimes	11- 50%
	Likely 4	Will probably occur in most circumstances	51- 90%
	Almost certain 5	Is expected to occur in most circumstances	> 90%

S E V E R I T Y	Minor injury/ negligible 1	Hazard may cause minor injury, illness, first aid treatment. Employee can continue to work	E.g., small cuts, local burns, headaches
	Moderate injury/ harmful 2	Hazard may cause an accident that causes an employee to be absent for 1 – 14 days	E.g., twisted ankle, moderate bruising
	Non-fatal injury 3	Hazard may cause an accident that causes an employee to be absent for 15 consecutive days till recovery. No permanent damage	E.g., broken leg
	Life threatening 4	Hazard may cause severe injury illness or permanent partial loss of one or more bodily functions or loss of production capability. Irreparable permanent damage	E.g., loss of leg, organ damage
	Fatal injury 5	Hazard may cause death	E.g., death, cancer



Everwarm Ltd
3 Inchcorse Place
Whitehill Industrial Estate
Bathgate, West Lothian
EH48 2EE
Tel: 01506 638 699

www.everwarmgroup.com