



RISK ASSESSMENT SHEET

Risk Assessment No

FSG 93

TYPE : Task Specific **DATE:** APRIL 2020

DEPARTMENT/COMPANY FSG Property Services Ltd **COMPLETED BY:** M McG

ITEM/OPERATION: Managing COVID-19 Pandemic **REVIEW BY:** On Going **REVIEWED:** 25 Aug 2020

| Activity Ref | HAZARDS Identify hazards (associated with activity) | RISK RATING | | | CONTROL MEASURES (identify measures to eliminate, reduce or control hazard or those that are requested) | RISK RATING | | |
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| | | High | Med | Low | | High | Med | Low |
| 1. | Lack of knowledge by staff | | ✓ | | High coverage in media makes this unlikely, but confusion will be prevalent. Issue company instructions via TBT's, bulletins and briefings. | | | ✓ |
| 2. | Risk of infection of Coronavirus from tenant | ✓ | | | Before booking appointment the following information must be available; 1. Are any of the occupants of the home suffering from flu like symptoms? 2. Have they or any occupants of their home recently returned from overseas travel to one of the of the UK Governments specified areas? - www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public 3. Have they or any other occupants of their home recently been in contact with anyone who: a) Is suffering from flu like symptoms, in self-isolation or has been diagnosed with coronavirus b) Has recently returned from overseas travel to one of the UK Governments specified areas? If any tenants indicate that there may be a risk of coronavirus within their household, they will be informed that only emergency repairs will be attended to and in some circumstances, the situation may dictate that a 'make safe' approach is taken. Liaise with the client for their instructions on this matter. | | | ✓ |

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| 3. | Possible contact with infected persons whilst working in client properties | ✓ | | | <p>Be polite when dealing with residents and advise them about the precautions that you will be taking but keep a suitable distance between you (refer to 2 above).</p> <p>Operatives to avoid close contact with customers, wear masks where necessary and maintain stringent hygiene procedures (hand washing etc).</p> <p>Wipe down, sanitise all surfaces where you are required to work, especially in the kitchen and WC/bathroom areas.</p> <p>Wash or sanitise hands upon completion of task when leaving the property.</p> <p>The type of work being carried out normally requires the occupiers to keep out of the work area therefore social distancing will be maintained.</p> | | | ✓ |
| 4. | Risk of infection from operatives who may have the virus | ✓ | | | <p>Personnel who suspect that they may have contracted the virus are to self-isolate as per government advice.</p> <p>They are to notify their Line Manager by phone; do not come into the office or warehouse or come into contact with other personnel.</p> | | | ✓ |
| 5. | Risk of infection whilst at suppliers | ✓ | | | <p>Follow guidance from supply staff (i.e.) limit customers to 1 at a time. Keep a safe distance from others, Wear a face covering and maintain stringent hygiene procedures (hand washing etc).</p> | | | ✓ |
| 6. | Risk of infection whilst working in VOID properties | ✓ | | | <p>Social distancing of two metres must be maintained wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.</p> <p>Where it is not practicable, more than one person may work in a property but social distancing must be maintained where possible.</p> <p>Once inside ensure no unauthorised access from others. Place warning signage on the front door stating Do Not Enter.</p> <p>Wash or sanitize hands prior to commencing work and check all required PPE is inside the property.</p> <p>Reduce the numbers of people each person has contact with by using fixed teams or partnering (so each person works with only a few others)</p> | | | ✓ |

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| | | | | <p>Always wash your hands before meals, before smoking and before leaving work for home.</p> <p>One person in a void is lone working so establish contact with site supervisor by mobile phone and follow Risk Assessment FSG 57 for lone working</p> | | | |
| 7. | Risk of infection from meetings where personnel may have the virus | ✓ | | <p>We understand that some client meetings require face to face interaction, however where possible, please advise clients of the precautions that FSG Property Services Ltd is taking in relation to coronavirus, which include limiting client meetings to video or telephone calls, if this satisfies business needs.</p> <p>Where face to face meetings are required keep your distance, avoid direct contact (handshakes etc) and maintain high standard of hygiene upon completion of the meeting.</p> <p>Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.</p> <p>Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.</p> <p>Holding meetings outdoors or in well-ventilated rooms whenever possible.</p> <p>For areas where regular meetings take place, using floor signage to help people maintain social distancing.</p> | | ✓ | |
| 8. | Office/admin staff contracting the virus – lack of co-ordination for works etc (affects 3 persons) | ✓ | | <p>Possibility of working from home in minimal capacity so long as someone is available in the office for document production etc.</p> <p>Self-isolation at first signs of infection.</p> <p>Sanitization of office and equipment on regular basis.</p> | | ✓ | |
| 9. | Potential for infection transmission within the offices | ✓ | | <p>Only come to the office if it's absolutely necessary.</p> <p>Use the hand sanitizer in reception when you enter or leave the building and sanitize or wash your hands regularly throughout the day.</p> <p>You must maintain social distancing in the workplace wherever possible.</p> | | ✓ | |

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| | | | | <p>When standing outside the offices (front and rear) social distances must be maintained at all times.</p> <p>Social distancing applies to all parts of the business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.</p> <p>Staggering break times to reduce the number of people using welfare facilities.</p> <p>Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of telephones.</p> <p>For people who work in one place, workstations should allow them to maintain social distancing wherever possible.</p> <p>Avoiding use of hot desks and spaces and cleaning workstations between different occupants including shared equipment.</p> <p>The number of people in the kitchen must be limited to ensure social distancing can be achieved at all times.</p> <p>A nominated person is encouraged to make drinks for colleagues.</p> <p>Follow the signs and posters on hand washing/sanitizing and social distancing</p> | | | |
| 10. | Potential for infection transmission at training events etc | ✓ | | <p>Postpone any non-essential training until it is safer to continue.</p> <p>Do not gather personnel into groups which could permit transfer of the virus.</p> | | | |
| 11. | General Hygiene – failure to follow common sense rules could result in infection | ✓ | | <p>Ensure that all personnel are aware of and carry out the simple routines of hand washing before eating, touching the face and mouth (wiping eyes, nose blowing etc), using the WC and coming into contact with surfaces that have the potential to retain the virus from being touched by infected</p> | | | |

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| | | | | <p>persons.</p> <p>Once on site the workforce are required to stay on site and not use local shops.</p> <p>Hand cleaning facilities or hand sanitizer should be available at the entrance of any room where people eat and should be used by workers when entering or leaving the area</p> <p>Whilst there is a requirement for construction sites to provide a means of heating food and making hot drinks, these are exceptional circumstances and where it is not possible to introduce a means of keeping equipment clean between use, kettles, microwaves etc. must be removed from use.</p> | | | |
| 12. | Updating staff – ensure that all personnel are included | ✓ | | Keep a log of all TBT's, instructions issued, to whom and when. This will ensure that all personnel receive the same information. | | | |
| 13. | Contact with clients – what are their actions? | ✓ | | <p>Keep in contact with clients to maintain an up to date picture of the contract and how the virus is affecting them. There may be no-go areas etc which the company needs to be aware of.</p> <p>Clients may insist upon extra precautions and these will need to cascade down to all staff.</p> | | | |
| 14. | Self-Isolation | ✓ | | <p>Anyone who meets the following criteria should not come to site:</p> <ul style="list-style-type: none"> • Has a high temperature or a new persistent cough should follow the guidance on self-isolation • Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant) • Is living with someone in self-isolation or a vulnerable Person. | | | |

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| 15. | Falling ill at work with COVID-19 Track and Trace | | | | <p>If a person tests positive for coronavirus, Manager to speak to the patient by telephone to identify anyone who has had close contact with them during the time they are considered to be infectious and go all out to find these people as soon as possible.</p> <p>Once we have made contact with them we can then give them the advice they need.</p> | | | |
| 16. | Accidents, security and other incidents | ✓ | | | <p>In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p> | | | |
| 17. | Managing Visitors, Customers and Contractors | ✓ | | | <p>Encouraging visits via remote connection/working where this is an option.</p> <p>Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.</p> <p>Limiting the number of visitors at any one time. Limiting visitor times to a specific time window and restricting access to required visitors only.</p> <p>Maintaining a record of all visitors, if this is practical.</p> <p>Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.</p> | | | |
| 18. | Social Distancing in Vehicles | ✓ | | | <p>To maintain social distancing wherever possible between individuals when in vehicles:</p> <p>Using a fixed pairing system if people have to work in close proximity, for example in a vehicle.</p> <p>Where a vehicle has more than one occupant then sitting side-by-side not face-to-face and increasing ventilation where possible.</p> <p>Making sure vehicles are well-ventilated to increase the flow</p> | | ✓ | |

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| | | | | of air, for example, by opening a window. Ensure regular cleaning of vehicles, in particular between different users. | | | |
| 19. | Shortages of FFP3 Face Masks due to demand | ✓ | | Project Manager to carry out an assessment of the task and if the hazard cannot be adequately controlled by other means (hoover extraction, water suppression etc.) then the task must be postponed. | | | ✓ |
| 20. | Instructions and guidance constantly changing | ✓ | | As changes become known this risk assessment will be reviewed, amended and reissued to ensure it is relevant and will be accompanied by any specific instructions. | | | ✓ |
| | | | | <p>Note</p> <p>Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.</p> <p>When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in the workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.</p> <p>The exception is clinical settings, like a hospital.</p> <p>The guidance from the Government is they do not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.</p> | | | |
| APPROVED FOR USE ON: | | | AUTHORISED BY:  | | DATE: 02/06/2020 | | |