

RISK ASSESSMENT – RA/COVID19-03

Coronavirus (COVID-19)



‘Follow All Guidance; Minimise the Risk of Transmission’

Risks	Tasks at Risk
Potential COVID19 Carriers (Employees) Potential COVID19 Carriers (Customers) Person to Person Interaction Contaminated Surfaces Social Distancing Breaches	Working in Void Properties Working in Occupied Properties Transport & Deliveries Office Working First Aid procedures Vulnerable Workers/Customers Vehicle / Workstation & Work Area Hygiene
Persons at Risk	Location of Risks
Employees, Public, Visitors, Children	All Sites Head Office Material Suppliers Premises Company Vehicles

Due to the spread of the Coronavirus COVID-19 and the uncertain future of how the virus will affect us all.

Sunter Limited has produced this document as well as additional information to pass on to all employees.

Due to the nature of the business, working from home is not an option for the majority of employees. All employees and contractors are required to follow the information contained within this and other COVID19 related documents.

Employees Duties:

- Keep abreast of daily information from the Government via news reports and/or other media outlets.
- Log-In to the iHASCO Company Training Portal and complete the short information video on Coronavirus.
- Report any symptoms that they may feel to Head Office (symptoms identified below) via telephone/text and not report to work.



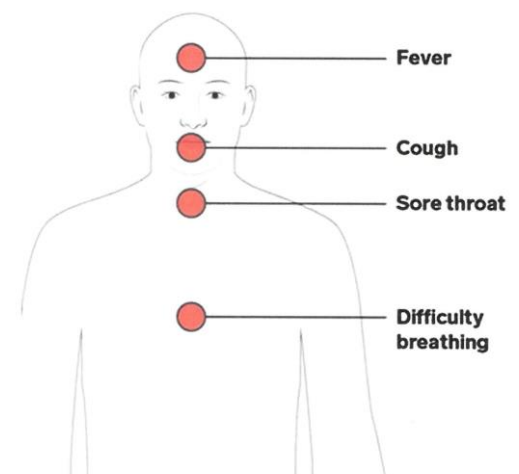
Signs and Symptoms of COVID-19

The following symptoms may develop:

- A high temperature or fever
- A new continuous cough
- A Sore Throat
- Difficulty in Breathing

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer, and chronic lung disease.

If you are concerned about your own health use the online NHS 111 service, your GP / a medical practitioner.



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Health Advice if you have Coronavirus Symptoms

(Check Public Health England for updated daily advice)

If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started.

- You do not need to call NHS111 to go into self-isolation.
- If your symptoms worsen during home isolation or are no better after 7 days contact [NHS 111 online](#).
- If you have no internet access, you should call NHS 111. For Emergencies dial 999

Carrying out works in Properties

When visiting properties, you may encounter residents that will not allow you into their homes due to the threat of infection.

When visiting properties:

- Ask prior to entry if anyone has been diagnosed with COVID-19
- Ask if anyone is or has been self-isolating

If the answer to any of the above is yes, do not enter the property and contact Head Office.

You may be asked by residents if:

- You have had COVID-19
- You have self-isolated

The resident may refuse you entry into the property. This is their right and if this is the case, leave the property and report it to Head Office.

Follow all guidance given in:

- Occupied Properties SSOW (Employer/Contractor Guidance)
- Occupied Properties SSOW (Customer Guidance)
- Void Properties SSOW

'Contact Head Office prior to entry to properties if you have any concerns'

Social Distancing

- Stay at least 2 metres (about 3 steps) away from other people whenever possible.
- Wash your hands regularly for 20 seconds, each time using soap and water.
- Stay away from vulnerable individuals such as the elderly and those with underlying health conditions as much as possible.



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Self-Isolating

If you do develop symptoms of COVID-19 and need to go into self-isolation, the following procedure must be followed:

- Call/text Head Office as soon as possible to inform management of your isolation.
- Keep in daily contact with Head Office to keep the company abreast of your situation.
- Make keys for vehicles available for collection so vehicles can be cleaned.

You should remain at home until 7 days after the onset of your symptoms. After 7 days, if you feel better and no longer have a high temperature, you can return to your normal routine. If you have not had any signs of improvement and have not already sought medical advice, you should contact NHS 111 online at 111.nhs.uk. If you have no internet access, you should call NHS 111.

Cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days.

What can I do to reduce my risk of catching coronavirus?

There are things you can do to help stop germs like coronavirus spreading:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel
- Wash your hands more often than usual, for 20 seconds each time with soap and water or hand sanitiser, especially when you:
 - Get home or into work
 - Blow your nose, sneeze, or cough
 - Eat or handle food
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are unwell

Personal Protective Equipment

It is the responsibility of employees to wear the PPE supplied by the company. This is for the Safety of yourself as well as other that you may come into contact with.

PPE Supplied includes:

- FFP3 or FFP2 Disposable Face Mask
- P3R Half Mask Respirator
- Sterile Gloves
- Disposable Overalls
- Other as defined by Specific RAMS





'Follow All Guidance; Minimise the Risk of Transmission'

Emergency First Aid

If any employee is injured and requires First Aid Treatment. The First Aider will assess the situation and carry out relevant action. The First Aider will, prior to administering First Aid:

- Wash his/her as per government guidelines.
- Wear pair of disposable nitrile gloves and disposable face mask
- Remove the items they will require from the first aid box and close the lid.



They can now enter the 2-metre safe distance to treat the injured person.

After treatment dispose of all items used (including PPE) including unused first aid equipment, into refuse bags and then into the outside bin/skip. **Do not return any items back to the first aid box.**

Immediately wash hands as per government guidelines

If Employees require Resuscitation

- Follow the guidance above regarding personal hygiene and protection
- Use a FFP3 Face Shield or Mouth Cover, and carry out CPR
- Ensure any other person assisting carries out hygiene and protective protocol before assisting
- Continue until a response is achieved and place the casualty in the recovery position or continue until professional medical help arrives.
- Dispose of all items as detailed above.

Hand Cleansing Technics

Keeping your hands clean is an essential and proactive method of minimising the spread of the virus. Use Hand Sanitiser provided or wash your hands in line with Government Guidelines for a minimum of 20 seconds using hot water and soap.



Using Hand Sanitiser



Hand Washing

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Other Relevant Policies

Sunter Limited has in place additional Policies and Procedures to assist employees in the safe control of the Coronavirus. These include

Occupied Properties Safe System of Work (Customer Guidance)

This document gives the safe working system designed to minimise the risk of either catching or spreading the Covid-19 virus. Please take time to read and understand the document. If you have any questions...please ask?

Our employees will be entering your property to carry out works. We require you to follow the following instructions to minimise any risk of transmitting COVID-19. Our employees have a strict process to follow to protect themselves as well as you and your family.

Please inform our employees:
If anyone in your property is showing signs of covid-19 or are self-isolating?
If there are any young children, vulnerable people in the property, please let an employee know and we will work around this in the safest way possible.
If you and your family cannot isolate to a dedicated room that will not be worked in?
If pets cannot be moved to a place that you will not be working in or removed from the property?
If you cannot maintain the Social Distance of 2 meters at all times?
If during the works, you or anyone else in the property is required to move from room to room?
If you cannot allow for our employee to clean the work areas using the Fogger and/or Ozone Machines.
Fogger Machines generate a mist of water and disinfectant to sterilize the area.
Ozone Machines clean the air within the room.

If you object to the opening of windows to dilute the air and to allow an airflow within the property.

Occupied Properties Safe System of Work (Employee / Contractor Guide)

This document gives the safe working system designed to minimise the risk of either catching or spreading the Covid-19 virus. Please take time to read and understand the document. If you have any questions...please ask?

Prior to entering a property, you have a responsibility to ensure that you have asked the following questions about any person in the property at the time or persons living in the property.

- Does anyone living in the property have current signs of Covid-19 and is anyone in self isolation?
 - If this is answered YES. Do not enter the property and contact Head Office
- Are there any young children, vulnerable people in the property?
 - If the answer is Yes, ask question 3 below?
- If so, do they need any special requirements or urgent rest breaks, please let an employee know and we will work around this in the safest way.
 - If this is answered NO. Do not enter the property and contact Head Office.
- Will you and all in the household please isolate to a dedicated room that will not be worked in?
 - If this is answered NO. Do not enter the property and contact Head Office.
- Ask if any pets can be moved to a place that you will not be working in or removed from the property?
 - If this is answered NO. Do not enter the property and contact Head Office.
- Will you and anyone in the property maintain the Social Distance of 2 meters at all times?
 - If this is answered NO. Do not enter the property and contact Head Office.
- If during the works being carried out, you or anyone else in the property is required to move from room to room, will you let an employee know before moving?
 - If this is answered NO. Do not enter the property and contact Head Office.
- Explain to the Customer that you will be mechanical means to clean the work areas (Fogger and/or Ozone Machine) Ask if this is acceptable?
 - If this is answered NO. Do not enter the property and contact Head Office.

Use your own judgement to assess each individual property and ask any relevant questions that you think may affect your safety. If you have any issues about entering, contact Head Office for advice.

Void Property Safe System of Work

This document gives the safe working system designed to minimise the risk of either catching or spreading the Covid-19 virus. Please take time to read and understand the document. If you have any questions...please ask?

This document must be read in conjunction with:
RAMS already in place for all tasks in Void Properties.

Standard Minimisation Procedures
Employees are working in Void Properties alone, this eliminates the risk of transmission of the virus. (See Lone Working below)
Employees are travelling to and from work in Company Vehicles or Private Cars, under no circumstances are employees to share a vehicle.
Ensure that where possible, you maintain the safe social distancing of 2 metres.
Wash / Sanitise your hands regularly, especially prior to eating and/or drinking

Personal Protective Equipment (PPE)
Ensure you have suitable and sufficient PPE as defined within the Risk Assessment
Wear PPE as required.
Challenge any employee who is not following this Mandatory Instruction.

Prior to Entry to Properties
Company Vehicles are equipped with Hand Sanitiser and Cleaning Products. Ensure that you clean your hands and wear gloves when opening the property. (Keypads etc may have been touched by others)

Undertaking & Progressing Works
Clean Hands with Hand Sanitiser before starting work
Maintain a minimum distance of 2 metres from colleagues
If possible, wedge open internal doors into the open position, this minimises the risk of people touching the doors and handles
Do not allow visitors or the public into the Void Property
If a two-man operation is required, request this with the Site Manager. Once arranged, ensure all involved wear the appropriate FFP3 Face Mask. The operation must be carried out in the minimum time and then the additional team member is to leave the work area

Prior to Leaving the Property
When leaving the property for the day:
Remove you have all your tools (Wipe these with disinfectant to clean)
Ensure all rubbish that you have generated. (This reduces the amount of employees that are required to touch the waste)
Clean the key and place in the key-box, wipe the keypad with disinfectant.

Clean Vehicle Policy

This document provides the safe procedure to minimise the risk of the transfer of infection and/or virus from vehicle surfaces.

As the driver of the vehicle you are classed as the responsible person and are required to keep the vehicle in a clean and safe condition at all times.

Please use the following products to clean the vehicle on a daily basis:

- Hand Sanitiser
- Disinfectant
- Wash

Additional Disinfectants:
This product is to be used on all surfaces as a disinfectant after using the G303 Cleaner. Never apply disinfectant to surfaces especially surfaces that are frequently used

- Hand Sanitiser
- Disinfectant
- Washing
- External door handles
- Keys & fobs
- Any other

Anti-Bacterial Hand Gel
A hand sanitiser has been provided and is to be kept in the vehicle for use before driving
Due to the difficulty in procurement of Hand Sanitisers at present, please use this product as described on the label to minimise wastage.

Label of site:
Please read the information on the labels of all products and follow the safety information provided.

Notes:
Bottle of the Auto-Sanitiser products and hand sanitiser can be supplied from Head Office via your Site Manager.

Facilities: Vehicle Clean with Watering (G303) Machine and/or (F3000) Ozone Generator

Your vehicle will be required to have a periodic clean with the G303. This Machine uses a mist of water and disinfectant to sterilize the area. This will be performed when it is to take place. Vehicle must be made available when required. A visual inspection of vehicles will also be carried out at this time.

Additional Information:
Please ensure that you wash your hands regularly or use at all other times. Keeping your hands clean reduces the risk of the transfer of any virus.
Please ensure that these products are left in the vehicle at all times. Do not transfer the products to other vehicles or use them for other works.

Travel & Transport (Implemented Measures)

The current situation regarding the Coronavirus situation has required additional procedures to be implemented in addition to our Occupational Driving Risk Assessment. This document must be read in conjunction with the Occupational Driving Risk Assessment. Do not (RACONEXT)

Travel to/From Work
Unavoidable possible visitors should travel to site alone using their own transport.
If workers have to option but to share transport:
Journeys should be shared with the same individuals and with the minimum number of people of any one time.
Social ventilation is keeping the windows open and being away from each other may help to reduce the risk of transmission.
The vehicle should be cleaned regularly using water and standard cleaning products, with particular emphasis on handsets and other areas where passengers may touch surfaces.
Where public transport is the only option for workers, you should discuss with Management the staggered start/finish times of employees, avoiding local peak travel times.

Schooling at Work
Sunter Limited has implemented a 'new personnel vehicle policy' that ensures that no person will share a company vehicle with the exception of where employees live in the same household.
When vehicles are shared by employees living in the same household, the following list must be followed:
Whenever possible maintain a distance of two metres and avoid touching their faces
Maintain good ventilation i.e. keeping the windows open and face away from each other during the journey
Wash your hands for 20 seconds using soap and water in hand sanitizer if soap and water are not available before entering and after getting out of the vehicle
Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handsets and other surfaces which may be touched during the journey.

Rules Must Consider With regards to Vehicles and Transport
Sunter Limited has also restricted employees to travel from home straight to site, eliminating the congregation of employees at Head Office each morning.
This may increase the number of vehicles on site. Therefore, Site Managers must ensure:
Parking arrangements for additional vehicles
Site Managers must ensure the area of works and feed any information regarding parking issues to the Head Office.
Additional vehicles may cause potential congestion of traffic. Parking must be in safe, designated areas, eliminating any obstructions of emergency services.
The use of other means of transport to avoid public transport (bicycles).

Additional Site Congestion/works regarding travel and travel hygiene must include:
Preventing road cleaning facilities for vehicles used
This should be soap and water wherever possible or hand sanitiser if soap and water are not available. (See Sunter Limited Clean Vehicle Policy)
How someone taken ill would get home.
If anyone is taken ill with suspected COVID19 symptoms, isolate the employee and contact Head Office for advice/instructions.

Office & Stores Safe System of Work

This document gives the safe working system designed to minimise the risk of either catching or spreading the Covid-19 virus. Please take time to read and understand the document. If you have any questions...please ask?

This document must be read in conjunction with:
Office Risk Assessment RA/ND-001 for General Procedures.

Observing Social Distancing
Ensure that where possible that a distance of 2 metres apart is observed.
Observe the screens placed around the office and do not lean over the top of them to talk to a person or view documents / P.C.
Do not pass people or stairs, allow for one person to have priority and step back to allow the safe passage at the top or bottom of the stairs.

Stores Counter
The Stores Department has been redesigned. This is to safeguard the stores staff and to eliminate employees congregating in the stores collection area.
Only one person is allowed in the redesigned stores collection area at a time.
Please queue outside the stores area if needed and observe the 2 meter rule.

General Cleaning Procedures
The company will ensure that all public areas are clean and tidy. This will be the responsibility of the employed Cleaner and Stores Operative.
Toilets will be cleaned (Please clean any mess that you make and report any issues).
General Office areas will be cleaned periodically
Copiers and Printers will be allocated to a dedicated person. This will then be their responsibility to keep clean.
Internal Routes will be maintained
Stores areas will be kept tidy.

Material Deliveries & Collections (Implemented Measures)

The current situation regarding the Coronavirus situation has required additional procedures to be implemented in addition to our Occupational Driving Risk Assessment.
Sunter Limited has its own Stores Department and storage facilities for materials. The following measures have been implemented to minimise the transmission of COVID19 by means of handling, storage and transporting of materials.

Delivery of Materials into Sunter Sites
Materials delivered into Sunter Sites are to be where possible, mechanically unloaded and placed into storage for a period to allow for any potential virus to be neutralised.
All delivered packaging are to be sprayed with disinfectant to eliminate any potential virus.
Sorting of Materials. If materials are to be split from pallets etc:
Wear gloves
Spray the materials with disinfectant (if required)
Lifting of Heavy/Bulky Materials. If Team Lifting of heavy items is required:
It is a mandatory requirement that gloves and masks are worn in the majority of cases, the 2 metre rule will be breached during the lifting operation.

Collecting Materials from Sunter Sites
To minimise the risk of transmission from the contact with materials and packaging. Materials are ordered and delivered to Sunter Sites and:
Left for a period attached to allow for any potential virus to die naturally.
Packaging is sprayed with a disinfectant to help eliminate any virus present.

Wear handling materials:
Wear gloves
Spray the materials with disinfectant (if required)
Lifting of Heavy/Bulky Materials. If Team Lifting of heavy items is required:
It is a mandatory requirement that gloves and masks are worn in the majority of cases, the 2 metre rule will be breached during the lifting operation.

Collecting Materials from External Suppliers etc.
If the risk arises from materials to be collected from external providers. The following advice must be followed:
Follow all guidance regarding social distancing, queuing methods and other safety information as identified by the merchant.
Wear handling materials:
Wear gloves
Spray the materials with disinfectant (if required)
Lifting of Heavy/Bulky Materials. If Team Lifting of heavy items is required:
It is a mandatory requirement that gloves and masks are worn in the majority of cases, the 2 metre rule will be breached during the lifting operation.

Transportation of Materials in Company Vehicles
Materials that are to be transported in company vehicles must only be carried in the load compartment.
Under no circumstances are materials to be carried in the cab area. This minimises the potential threat of any virus entering the cab area.
Clean the cab area of the vehicle daily with disinfectant to minimise the threat of any virus being present.

These Policies have been handed to all employees. Additional copies can be sources via Head Office or can be viewed at www.sunters.com

