

General Risk Assessment

Company Name: Francotyp-Postalia Ltd

Site Address: Various for Field Service Engineers (Mobile Workers)

Risk Assessment Reference: Covid-19 Field Service Engineers	Date of Assessment: 11/06/2020	Risk Assessor: Nicola Walford, Tony Hopper & Katie Payne
Title: Coronavirus – Field Service Engineers	People Involved in Making This Assessment: Nicola Walford Operations Director, Tony Hopper Customer Support Manager & Technical Support Manager, Katie Payne QSM & EA to the Board of Directors	
Task or Process: Risks from Coronavirus	People at Risk: Employees, Customers, Members of the Public	
Date of next review: Based on Government advice on social distancing		

Hazard (hazard and hazard description):

Failure to follow Government policies will lead to the spread of coronavirus infection amongst our workforce and anyone they come into contact with.

Control Measures (existing):

1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional Government guidance as published at Gov.uk/Coronavirus.
3. We continue to operate because the service we provide falls into the Government's category of essential activities.
4. None of our mobile workforce are in the vulnerable or at risk categories. Where we are aware of this for any of our employees they will be working at home if that is possible. If it not they will be furloughed.
5. Staff with family members in at risk categories or we believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis.

Hazard (hazard and hazard description):

Uninformed workforce Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures (existing):

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning posters displayed at all our fixed workplaces and printed copies given to mobile workers.
4. We have shared with our customers, by email and or phone, the arrangements we have in place and how we would expect them to cooperate with our staff at their premises.

Further Control Measures Required:**Assigned To:****Due Date:**

5. PPE supplied to all Field Service Engineers, masks to be worn at all times when visiting a customer's premises

Field Service Engineers

Ongoing

Hazard (hazard and hazard description):

Contact with customers or clients. Risk of infection being passed from contacts or with contaminated premises and equipment.

Control Measures (existing):

1. Workforce instructed to maintain social distancing from contacts at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with COVID-19 or has been required to self-isolate, and act accordingly.
2. Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating / fever. If this occurs they are empowered to leave the premises.
3. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.
4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.

Further Control Measures Required:

Assigned To:

Due Date:

6. PPE supplied to all Field Service Engineers, masks to be worn at all times when visiting a customer's premises

Field Service Engineers

Ongoing

Hazard (hazard and hazard description):

Travel and vehicles. Risk of the spread of infection from vehicles and during travel.

Control Measures (existing):

1. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.
2. Company vehicles – Field Service Engineers have been issued with sanitisers and are required to routinely sanitise surfaces and controls throughout the working day.
3. Increased ventilation when possible - windows are to be kept open to increase airflow through the vehicle
4. Passengers to sit in the rear of the vehicle where possible
5. No employees to site face-to-face where possible.

Further Control Measures Required:**Assigned To:****Due Date:**

None identified

Hazard (hazard and hazard description):

Personal hygiene. Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces.

Control Measures (existing):

1. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided.
2. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
3. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
4. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.

Further Control Measures Required:**Assigned To:****Due Date:**

5. PPE supplied to all Field Service Engineers, masks to be worn at all times when visiting a customer's premises

Field Service Engineers

Ongoing

Hazard (hazard and hazard description):

Food and drink. Potential for cross-infection at client premises and take away outlets.

Control Measures (existing):

1. Workforce instructed to politely refrain from consuming beverages and food products that are offered by clients, due to the risks associated with cross contamination.
2. Workforce encouraged to prepare food and drink at home and carry it with them through the working day, so that they can take rest breaks from driving and at meal times so avoiding the need to visit take away outlets and potential exposure to infection.

Further Control Measures Required:**Assigned To:****Due Date:**

None identified

Hazard (hazard and hazard description):

Contacts on client premises. Potential for cross-infection at client premises.

Control Measures (existing):

1. Workforce instructed to maintain social distancing and avoid shaking hands, hugs and other personal contacts.
2. Workforce instructed that where any client contact may have been made or surfaces touched or handled, they must sanitise their hands before getting back into their vehicle.
3. Where the premises visited is a food or drink business, workforce instructed that they must observe the manufacturing environments strict on-site hygiene controls.

Further Control Measures Required:

None identified

Assigned To:**Due Date:**

Hazard (hazard and hazard description):

Personal protective equipment (PPE). Contact with potentially cross contaminated PPE may transmit infection.

Control Measures (existing):

1. Where personal protective equipment is offered for use by a customer or client it must be politely declined and only the equipment we have provided is to be used.
2. Personal protective equipment is required to remain PERSONAL to the person to whom it was issued.
3. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.

Further Control Measures Required:

None identified

Assigned To:**Due Date:**

Hazard (hazard and hazard description):

Telephone and IT equipment. Contact with potentially cross contaminated equipment may transmit infection.

Control Measures (existing):

1. Workers instructed not to use customer or client computers, accessories and telephones during any site visit.
2. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned / disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided.
3. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.

Further Control Measures Required:**Assigned To:****Due Date:**

None identified

Hazard (hazard and hazard description):

Smoking. Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.

Control Measures (existing):

1. As a precautionary measure workers advised not to smoke and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons whilst visiting clients sites.
2. Workers are reminded to comply with no smoking regulations at all times.

Further Control Measures Required:	Assigned To:	Due Date:
None identified		

Review Date:	Reviewer:	Comments:
11.06.2020	Nicola Walford, Tony Hopper & Katie Payne	Initial Release