

Title	Evesons Kenilworth Service Engineers Customer Visit-Covid 19 Risk Assessment
Reference Number	
SOP Reference	
Date of Assessment	10.6.20
Review Date	10.6.21
Accepting Managers Name	James Pontin
Accepting Managers Signature	



Hazard	People affected	S	P	Unmitigated Risk Rating	Control Action Required	Current controls in Place	S	P	Mitigated Risk Rating	Further Actions if Required
Social Distancing	Employees Customers	5	4	20	Yes	Customers to be contacted and advised in advance of visit that social distancing rules must be observed, with a minimum separation distance of 2 meters If customers do not observe social distancing rules when engineer is on site, engineer to advise initially and then abort visit if situation reoccurs Engineer to observe social distancing whilst on site Customers to be contacted prior to the engineers visit to advise customers of the engineers requirements and ask if there is anyone at the premises with or displaying symptoms of Covid 19 Engineer to only enter premises when they are confident that they are happy to do so. If they are concerned visit to be aborted and reported back to office.	5	2	10	Regular communication by Depot Manager to be assured everyone is adhering to guidelines
Customers with Covid 19 symptoms or confirmed cases	Employees Customers	5	4	20	Yes	Contact to be made with the customer prior to the visit to establish if an occupant has or is demonstrating symptoms of Covid 19 Engineer to conduct review with customer before entry to premises and record on pre printed survey checklist, no call will be made to customer who is demonstrating Covid 19 symptoms or has a confirmed case of Covid 19 in their dwelling or business premises	5	2	10	Regular communication by Depot Manager to be assured everyone is adhering to guidelines
Touchpoints at customers premises	Employees Customers	5	4	20	Yes	PPE to be worn by engineer at all times whilst on site- disposable gloves, face masks- workwear. Engineer to sanitise hands on entry and exit to premises Engineer not to use customers crockery or cutlery Regular cleaning of tools to be undertaken whilst on site at customer premises. When taking delivery of items always wear gloves when handling Eating and drinking to be undertaken outside the demise of the customers premises	5	2	10	Regular communication by Depot Manager to be assured everyone is adhering to guidelines
Customers facilities	Employees Customers	5	4	20	Yes	Engineer to not use domestic customer facilities	5	2	10	Regular communication by Depot Manager to be assured everyone is adhering to guidelines
Waste	Employees Customers	5	3	15	Yes	All waste generated by engineer to be removed from site Waste generated by the customer to remain on site	5	2	10	Regular communication by Depot Manager to be assured everyone is adhering to guidelines
Mental Health	Employees	5	4	20	Yes	Regular communication of mental health information and open door policy for those who need additional support	4	1	4	