

COVID-19 secure working in other people's homes and premises



Risk assessment for field work activities in customer premises during the COVID-19 outbreak.

What are the hazards?	Who might be harmed and how?	What controls have we put in place to control the risks?
One of our workers, or a member of their household, is ill and spreads the virus.	Customers and members of the public become infected.	<ul style="list-style-type: none"> All workers to stay at home if they, or anyone in their household, is displaying symptoms. Workers who develop symptoms whilst working to make the situation safe, withdraw from the property, advise their manager and then return home. Self-isolation for individuals and households in line with government guidance.
One of our workers contracting the virus from an infected customer who is 'self-isolating' as directed by the government.	Our field workers become infected.	<ul style="list-style-type: none"> Emergency work only for customers who are self-isolating. Minimising time spent on site by increasing communication prior to visits using telephone, SMS, email etc. Provision of in-vehicle hand-washing kit for regular hand-washing. Provision of alcohol based hand sanitiser. Maintain social distancing of at least 2 metres as far as possible. npower meter worker to wear additional PPE to enter the customer's home or premises to undertake emergency work. Cleaning of surfaces touched in customer properties. All waste double bagged and removed from site.
One of our clinically vulnerable workers contracting the virus.	Our clinically vulnerable workers become infected.	<ul style="list-style-type: none"> Stay at home policy for clinically vulnerable workers. Where possible, workers will be assigned alternative duties that can be carried out at home.
Contracting the virus from an infected person who is 'asymptomatic' (showing no symptoms of infection).	Our field workers, customers or members of the public become infected.	<ul style="list-style-type: none"> Minimising time spent on site by increasing communication prior to visits using telephone, SMS, email etc. Provision of in-vehicle hand-washing kit for regular hand-washing. Provision of alcohol based hand sanitiser. Maintain social distancing of at least 2 metres as far as possible. Use of full-face visor as a physical barrier when interacting with customers face-to-face. Cleaning of surfaces touched in customer properties. All waste double bagged and removed from site.
One of our clinically vulnerable customers, who is 'shielding' as directed by the government, contracting the virus from an infected worker who is 'asymptomatic'.	Clinically vulnerable customers become infected.	<ul style="list-style-type: none"> Emergency work only for customers who are shielding. Minimising time spent on site by increasing communication prior to visits using telephone, SMS, email etc. Provision of in-vehicle hand-washing kit for regular hand-washing. Provision of alcohol based hand sanitiser. Maintain social distancing of at least 2 metres as far as possible. npower meter worker to wear additional PPE to enter the customer's home or premises to undertake emergency work. Cleaning of surfaces touched in customer properties. All waste double bagged and removed from site.