

Working safely during coronavirus (Covid 19)

‘Covid Secure’ risk assessment and statement

1st July 2020

Working safely during coronavirus (COVID-19)

On 11th May 2020 HM Government issued guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic.

The guidance comprised of eight documents covering a range of different types of work and / or workplaces. More than one document may be applicable depending on the nature of the business. The guidance documents can be found at this website:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>.

The eight documents covered the following areas:

- Construction and other outdoor work - Guidance for people who work in or run outdoor working environments.
- Factories, plants and warehouses - Guidance for people who work in or run factories, plants and warehouses.
- Labs and research facilities - Guidance for people who work in or run indoor labs and research facilities and similar environments.
- Offices and contact centres - Guidance for people who work in or run offices, contact centres and similar indoor environments.
- Other people's homes - Guidance for people working in, visiting or delivering to other people's homes.
- Restaurants offering takeaway or delivery - Guidance for people who work in or run restaurants offering takeaway or delivery services.
- Shops and branches - Guidance for people who work in or run shops, branches, stores or similar environments.
- Vehicles - Guidance for people who work in or from vehicles, including couriers, mobile workers, lorry drivers, on-site transit and work vehicles, field forces and similar.

We have used all eight Government documents listed above as the basis of our risk assessments to ensure that we have considered the breadth of the operations undertaken by Severn Trent Plc. Using all guidance documents, we have derived 3 risk assessments based on the workplace scenarios our employees encounter, namely working in an office environment, working outdoors in the community (field) and working on sites.

This document covers Severn Trent Plc and its associate companies and having undertaken risk assessment confirm that we materially comply with Government guidance as set out in the relevant guidance documents.

Risk Assessment

1. Who should be at work

We have reviewed all employees and grouped them into two classifications, key workers and non-key workers.

Where roles have been identified as critical, key worker status has been confirmed and appropriate documentation issued to ensure access to services such as school provision has been maintained during lockdown. For those employees required to come into work, working patterns have been reviewed to ensure the minimum staff necessary are in office, sites or in the field at any one time.

Non-key worker employees continue to work from home wherever possible. The attendance of non-key workers on site or in the field is by prior arrangements only following a local risk assessment. Where non-key workers are required to attend offices, this is via agreement with the local Facilities teams. This allows start and finish times to be managed and relevant information to be provided to employees before they return.

To support all employees during this period an extensive communication programme 'Caring for our Colleagues' was launched 18th March with a focus on mental and physical wellbeing and workplace set up and security. This programme is for all staff working either at home, in offices, on site or out and about in the field.

Managers are regularly in contact with teams, via weekly telephone calls, to check that they are coping with the demands of work and family life during the Covid-19 Pandemic.

For colleagues working at home and without access to necessary equipment appropriate hardware has been procured and distributed. All colleagues working from home have been required to complete a DSE risk assessment and where additional ancillary equipment (such as keyboards, mice, back support etc) is required this has been provided.

1.1 Protecting people who are at higher risk

All colleagues with specific vulnerabilities, as listed by the Government, or anyone who cares for someone with these, has been asked to register via our HR team. All colleagues who have registered have been personally called to make sure we understand how we can support them and to put in place individual plans.

In addition to the company wide 'Caring for Colleague' programme we continue to offer a wide range of mental wellbeing services including access to the Employee Assistance Programme (EAP) helpline and other Occupational Health services.

In line with Government guidance, any plans regarding reintroduction of people with increased vulnerability to the workplace will be via agreed individually tailored plans.

1.2 People who need to self-isolate

All employees requiring to self-isolate are at home with the majority able to carry out work from their home.

We regularly review current guidance for those who have symptoms. We have carried out a Company-wide survey to understand those who are vulnerable and need to self-isolate and also have absence reporting procedures to log those who are unwell, or have family that are unwell, and need to self-isolate.

We have committed to keeping those employees impacted by COVID-19 on full pay.

1.3 Equality in the workplace

We have carried out a Company-wide survey to understand further those who are at greater risk for example older workers, those with disabilities or expectant mothers

Our communications to the whole workforce on COVID-19 have included guidance around those who might be at greater risk. For example, it is thought that BAME employees could be at greater risk of illness if they were to catch COVID-19 so we have offered further support to that group. Similarly, we have targeted our support and communications to those which are more vulnerable such as those over 70 and those who are disabled or vulnerable.

We have considered those groups who are at greater risk of being impacted by COVID-19 when designing and implementing adjustments and other measures.

Everyone in these categories have had a conversation with HR to understand their circumstances and to put in place specific adjustments for their needs.

All our policies and guidance are reviewed for bias to prevent any discrimination against anyone with a protected characteristic.

2. Other work specific elements

Where employees have been identified as 'key workers' and required to work we have used all eight guidance documents to form the basis of our risk assessments to ensure that we have considered the breadth of the operations undertaken by Severn Trent Plc.

We have developed three risk assessments based on the workplace scenarios our employees encounter, namely working in an office environment, working outdoors in the community (field) and working on sites.

The table below provides a summary of the assessments undertaken against the specified elements.

Element	Office	Field	Site
Social Distancing	<p>Where offices are occupied, full social distancing measures are in place.</p> <p>Offices are laid out to achieve the preferred 2m social distancing requirements. Where the 2m social distancing is not possible, such as meeting rooms, lifts and stairway access we have provided employees with face coverings and adopted the 1m plus approach.</p> <p>Hot desking facilities have been removed. Enhanced cleaning regimes have been introduced and additional hand sanitiser has been provided throughout office buildings.</p>	<p>For teams working in the field we have adopted the Government guidance on social distancing including limiting operational depots to 'key staff only' and have provided signage to our teams requesting members of the public do not approach them. Where this is not possible for other H&S reasons (i.e. 2 person jobs) we have adopted Government guidelines on team pairings / cleaning of vehicles and equipment.</p>	<p>On-site operations have been modified to comply with Government guidance. Where this is not possible for other H&S reasons (i.e. 2-person job) we undertake local risk assessments. Control rooms have been locked down and only essential meetings are held on site (either outside or in smaller groups). Visitors are restricted to essential visitors only and separate welfare facilities have been provided (where possible) for contractors and chemical delivery drivers</p>
Managing customers, visitors and contractors	<p>Visitors are restricted to essential visitors only and meetings with customers / visitors / contractors are also restricted. All visitors are required to sign in to site and are limited in the areas of the buildings they can access. Signage is in place to notify of the social distancing requirements in our offices. Enhanced cleaning regimes are in place.</p>	<p>Visitors are restricted to essential visitors only, for example where statutory inspections or critical deliveries are required, and meetings with customers / visitors / contractors are also restricted. All visitors are required to sign in to site and are limited in the areas of the building they can access. Signage is in place to notify of the social distancing requirements in our offices. Enhanced cleaning regimes are in place.</p>	<p>Visitors are restricted to essential visitors only, for example, where statutory inspections are required, critical work, chemical deliveries. Meetings with other visitors / customers / contractors are also restricted. All visitors are required to sign in to site and are limited in the areas of the building they can access. Signage is in place to notify of the social distancing requirements in our offices. Enhanced cleaning regimes are in place. Separate welfare facilities have been provided (where possible) for contractors and chemical delivery drivers.</p>

Cleaning the workplace	Cleaning of the offices is undertaken regularly including deep cleaning where required. Regular 'pop-up' messages are displayed on desktop screens and posters are available around the offices to remind people to clean workspaces / desks. Cleaning products have been made available to use in offices. Cleaning and waste collection frequencies have been increased.	Cleaning of the operational depots is undertaken regularly. Field workers have been advised to use welfare facilities either in depots or at home and to follow Government guidelines on hand-washing and hygiene practices. Posters are available around the depots to remind people to clean workspaces / desks. Cleaning products have been made available to use. Cleaning and waste collection frequencies have been increased. Staggered cleaning of common areas between shift start and finish times has been implemented.	Cleaning of the operational sites is undertaken regularly. Cleaning products have been made available to use. Cleaning and waste collection frequencies have been increased. Specific work areas are cleaned before and after undertaking any activities and control rooms are cleaned before and after each shift. Employees clean tools and equipment before and after work tasks.
Provision and use of PPE	<p>For our BAU activities, we continue to follow our existing Personal Protective Equipment Standard and requirements. All required PPE has been supplied and is being used by employees.</p> <p>For office-based employees, PPE is not required for employees to safely perform their duties. However, face coverings have been made available to all employees, including employees who use public transport to get to work. Face coverings are recommended for confined spaces such as lifts where social distancing is not possible.</p> <p>For Field based employees, face coverings are mandatory in customer's homes and recommended where social distancing is not possible.</p>		

<p>Workforce management</p>	<p>All employees other than key workers are working from home.</p> <p>Employees work in a specific office location and do not access other buildings or worksites.</p> <p>Where offices are occupied, full social distancing measures are in place and employees are working in fixed teams and at fixed desk locations.</p> <p>Social distancing and hygiene practice communications in relation to returning to and working within our offices is done through our facilities management teams and company-wide internal communications.</p> <p>Specific permission is required from a line manager and local Facilities team for an employee to visit another building or worksite.</p> <p>All team members received guidance, from their team leaders, on managing Covid-19 risks through good personal and workplace hygiene and social distancing.</p>	<p>Field-based employees are working in staggered shifts and are either lone working or working in two-person fixed teams. Where possible, our employees are travelling in separate vehicles. Where this is not possible and where they have to work within 2m of each other, they are working to the Government guidance around social distancing.</p> <p>Appointments in customers' houses are restricted to those where there is risk to the health and safety of the occupants and are subject to dynamic risk assessment before the visit takes place so that local factors can be taken into consideration.</p> <p>Guidance has been issued to teams about cleaning vehicles and equipment and using local depots or going home to access welfare facilities.</p> <p>Specific permission is required from a line manager and local Facilities team for an employee to visit another building or worksite.</p> <p>All team members received guidance, from their team leaders, on managing Covid-19 risks through good personal and workplace hygiene and social distancing.</p>	<p>Single person working has been implemented for most routine activities. Two-person working procedures are in place and start / finish times and locations are staggered to reduce contact with other employees. Only essential workers are permitted on sites and control rooms are locked down for shift worker access only.</p> <p>Appointments in customers' houses are restricted to those where there is risk to the health and safety of the occupants.</p> <p>Guidance has been issued to teams about cleaning vehicles and equipment before and after use and welfare facilities are available at the majority of our large and medium sites.</p> <p>Where employees are required to visit smaller sites with limited facilities hygiene products are carried in all vehicles.</p> <p>Specific permission is required from a line manager and local Site Manager for an employee to visit another building or worksite.</p> <p>All team members received guidance, from their team leaders, on managing Covid-19 risks through good personal and workplace hygiene and social distancing.</p>
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<p>Movement of goods</p>	<p>All inbound and outbound deliveries at our facilities-managed sites are managed by our facilities teams. Welfare facilities are available for delivery drivers and information and guidance is displayed regarding social distancing and hygiene requirements.</p>	<p>Any deliveries into our operational depots are managed by our dedicated Stores teams. Cleaning facilities are in place and social distancing measures have been rolled out. Any deliveries of equipment or tools to our operational teams out on site are covered by the Government guidance on social distancing. Welfare facilities are available for delivery drivers and information and guidance is available about social distancing and hygiene requirements.</p>	<p>All of our sites are protected by entrance gates or barriers and we operate a closed-gate policy to prevent unauthorised access. Access is granted either via controlled issue of keys / fobs or via prior appointment / intercom communication with our site teams. All chemical deliveries are bulk items, so journeys are minimised and there are designated drop-off points for these deliveries. Separate welfare facilities have been made available for delivery drivers, where possible.</p>
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Our Covid Secure Statement

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer  Date 30 June 2020

Who to contact: Sarah Stimpson, Head of Health, Safety, Security and Wellbeing 07776172011
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)