

# Risk Assessment Covid-19 (Pest Control)

This example risk assessment is not exhaustive and should be used as a guide for typical risk management considerations.

You must ensure robust arrangements are in place to control the risks if adopting any part of this assessment. It is important this assessment and proposed action is consulted with employees and their representatives. **Please record and highlight your additional risk control measures / adaptations you have made for your individual work location.** Please record that employees have been consulted and made aware of the contents of the risk assessment.

**Step 1:** Identify the hazards. **Step 2:** Decide who might be harmed and how. **Step 3:** Evaluate the **risks** and decide on precautions. **Step 4:** Record your findings and implement them. **Step 5:** Review your **assessment** periodically and where there have been significant changes or any learning from accidents / incidents or work-related ill health. Risks should be reduced to as low as reasonably practicable.

When managing hazards and risks, the Hierarchy of Controls must be applied (working top down):

- **Elimination**  
The hazard, task or activity is physically removed or abandoned (e.g. avoiding contact with anyone with symptoms)
- **Substitution**  
Replace a material or process with a less hazardous one
- **Engineering Controls**  
Isolate staff, contractors, visitors, public from the hazard (demarcation, physical barriers)
- **Administrative Controls**  
Identify and implement procedures to maximise safe working (management of social distancing, hygiene protocols)
- **Personal Protective Equipment (PPE)**  
Only to be considered if measures above would be ineffective to control risks.

### **Important note:**

This risk assessment must be read and worked through in conjunction with current Government guidelines applicable to Working Safely During Coronavirus (COVID-19) and other relevant industry specific guidance. This includes guidance for shielded and clinically vulnerable people / groups. [Working-safely-during-coronavirus-covid-19](#)

# Risk Assessment Covid-19

<b>Activity/Person/Location</b>	Managing COVID-19 risks – Pest Control team, Projects, Compliance and Administration Officers, Commercial Services Officers, Waste and Recycling Officers.
<b>Service Area</b>	Public Realm
<b>Manager</b>	
<b>Assessor(s) including employee representative</b>	
<b>Date of assessment</b>	
<b>Review date</b>	

<b>Key</b>	
 <b>Social Distancing to minimise potential spread of COVID-19</b>	
 <b>Hygiene protocols to minimise potential spread of COVID-19</b>	
 <b>Additional considerations to manage and control risk</b>	

<b>Resultant Risk Rating</b> Please tick	
High	
Medium	✓
Low (normal)	

Risk rating to be applied following implementation of control measures. Select a risk rating to reflect the overall risk once control measures are in place. You are aiming to ensure that the risk is as low as reasonably practicable (ALARP)

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
1. Minimising the risk of coronavirus transmission	<p>Pest Control Technician, General Public, resident, contractors, visitors</p> <p>Possible transmission of the virus from person to person and into the wider community.</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> <li>the virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales</li> <li>the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc</li> </ul>	<p> When a staff member develops symptoms compatible with coronavirus, they should be sent home and advised to self-isolate for 7 days. Their household members should self-isolate for 14 days.</p> <p>Where the staff member tests negative, they can return to work and the household members can end their self-isolation.</p> <p>To protect yourself from coronavirus infection,</p> <ul style="list-style-type: none"> <li>always keep a minimum distance of 2 metres from others where possible</li> <li>wash hands frequently including forearms where exposed (for at least 20 seconds) or use a hand sanitiser with a minimum of 60% alcohol</li> <li>clean surfaces and equipment frequently using your usual detergent or normal household disinfectant</li> <li>avoid touching your face, nose and eyes</li> </ul>				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
	<ul style="list-style-type: none"> <li>• people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes, nose or mouth</li> <li>• Exposure to the virus may result in mild or moderate symptoms (e.g. coughing, fever or change to your sense of smell or taste) or more severe symptoms include pneumonia in both lungs which can lead to death</li> </ul>	<ul style="list-style-type: none"> <li>• Wearing a face covering is optional, except on public transport, where it is mandatory. If you choose to wear one in the workplace, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Instructions on wearing a face covering and making your own can be found here</li> </ul>				
2. Testing and contact tracing	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	<ul style="list-style-type: none"> <li>• Coronavirus testing is now available to everyone aged five and over in the UK with symptoms (a new, continuous cough; high temperature; or a loss of or change in your normal sense of smell or taste).</li> <li>• Everyone who is showing coronavirus symptoms is eligible to book a swab test to find out if they have the virus.</li> <li>• People can register for a test at <a href="http://www.nhs.uk/coronavirus">www.nhs.uk/coronavirus</a>, after checking their symptoms.</li> <li>• Those who do not have any access to the internet, or who have difficulty with the digital portals, will be able to ring a new <b>119</b> service to book their test. People with hearing or speech difficulties can call 18001 119.</li> </ul> <p>This programme will play an important role in helping to minimise the spread of coronavirus in the future. It will also include more traditional methods of contact tracing if a person tests positive.</p> <p><i>Please add any additional specific arrangements applicable to your setting.</i></p>	Once the app is available, all staff, contractors' visitors, contractors with a smart phone should download the app.			

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<p>3. Shielded and clinically vulnerable Groups including those who are pregnant.</p> <p><b>Black, Asian and Minority Ethnic (BAME) and clinically vulnerable groups</b></p>	<p>Pest Control Technician, General Public, resident, contractors, visitors (Risk - as set out in section 1)</p> <p>UK and international data suggest that people from Black, Asian and Minority Ethnic (BAME) backgrounds are disproportionately affected by COVID-19.</p>	 <ul style="list-style-type: none"> <li>Government guidance on shielded and clinically vulnerable people to be followed. (<a href="#">link Government Guidance</a>)</li> <li>Children and young people (0 to 18 years of age) who have been <a href="#">classified as clinically extremely vulnerable due to pre-existing medical conditions</a> have been advised to shield.</li> <li>Clinically extremely vulnerable individuals with serious underlying health conditions which put them at greatest risk of severe illness from coronavirus and have been advised by the NHS by letter should not work outside the home and must rigorously follow shielding measures in order to keep themselves safe. Read <a href="#">COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable</a> for more advice.</li> <li>Clinically vulnerable individuals who are at higher risk of severe illness (for example, those who are pregnant and people with some pre-existing conditions as set out in the <a href="#">Staying at home and away from others (social distancing) guidance</a>) have been advised to take extra care in observing social distancing and should work from home where possible.</li> <li>Management staff to follow manufactures instructions on how to use <a href="#">PPE correctly</a></li> <li>Risk assessment undertaken with BAME staff members using 'appendix 1' of this document.</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				

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4. Pre-Visit Communication strategy (communication to Customers/ School/Resident etc)	Pest Control Technician, General Public, resident, contractors, visitors (Risk - As set out in section 1)	<p>Where it has been identified work cannot be done at home, the following protocol must be implemented.</p>  <p>Protocol in place and includes:</p>  <ul style="list-style-type: none"> <li>• Follow the government guidance for working in peoples homes <a href="#">COVID 19 guidance: Working safely other peoples homes</a></li> <li>• Pre enquiries/ on line meeting discussions held with each customer to determine COVID-19 issues/arrangements in place locally including: Anyone with symptoms, shielding, vulnerable at address, access to site and safe use of shared spaces e.g. Occupants/workers in separate rooms or areas for social distancing, adequate ventilation etc.</li> <li>• Technicians provided copies of updated guidance notes communicated to customer before carrying out a site visit.</li> <li>• Pre meeting / email discussion with team to determine site rules and arrangements for COVID-19 during site visit</li> <li>• Request all personnel present on site to have agreed to the Pest Control- Covid-19 Terms and Condition of home visits.</li> <li>• Site plans/directions issued including local general H&amp;S requirements</li> <li>• Staff /Customers advised to follow guidance below.</li> </ul> <p><a href="#">COVID-19: guidance for households with possible coronavirus infection guidance</a></p> 				

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		<ul style="list-style-type: none"> <li>Ensure staff and customers/occupants have adequate handwashing/sanitiser, gloves to maintain personal hygiene.</li> <li>Sanitisation / hand washing protocols to be observed when handling deliveries of supplies.</li> </ul> <p>Please add any additional specific arrangements applicable to your service / work setting.</p>				
5. Travel to site and between sites	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	 <p><b>Walking, cycling and public transport</b></p> <ul style="list-style-type: none"> <li>Ensure protocols in place for staff getting to work, walking and cycling where possible, avoiding travelling by public transport where possible in line with Government guidance: <a href="#">Covid-19-safer-travel-guidance-for-passengers</a></li> <li>Wearing a face covering is optional, except on public transport, where it is mandatory. If you choose to wear one in the workplace, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Instructions on wearing a face covering and making your own can be found <a href="#">here</a></li> <li>Ensuring safe distancing is always adhered to – 2 meters apart</li> <li>Potential to stagger work times to avoid peak travel times</li> <li>No physical contact e.g. handshaking</li> </ul>  <ul style="list-style-type: none"> <li>Adhering to guidelines on hand washing, sanitising upon arrival / leaving work locations House.</li> </ul> <p><b>Use of private or provided vehicles</b></p> 				

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		<p>Wherever possible workers should travel to their work location alone using their own transport.</p> <p>If staff have no option but to share transport:</p> <ul style="list-style-type: none"> <li>• For those in fleet vehicles or using their own on council business, follow government guidance <a href="#">COVID19 guidance: Working from or in a vehicle</a></li> <li>• Work in fixed teams wherever possible but 1 person for each vehicle for social distancing (same vehicle/keys to reduce risk)</li> <li>• Journeys should be shared with the same individuals and with the minimum number of people at any one time</li> </ul>  <ul style="list-style-type: none"> <li>• Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission</li> <li>• The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces before entering and after getting out of the vehicle</li> <li>• Ensure staff have adequate handwashing/sanitiser to maintain personal hygiene.</li> <li>• Driver is responsible for sanitising the vehicle and keys regularly e.g. Door handles, gear stick, steering wheel, indicators/lights and wiper switches, dashboard.</li> <li>• Ensuring safe distancing is always adhered to – 2 meters apart</li> <li>• Carrying own sanitiser and disposable gloves for any surfaces that may need to be touched e.g. door handles on location</li> <li>• Adhering to guidelines on hand washing.</li> </ul>				

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		<p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
<p>6. (Office base location) Frizlands Depot</p>	<p>Pest Control Technician, General Public, resident, contractors, visitors</p> <p>(Risk - as set out in section 1)</p>	<ul style="list-style-type: none"> <li>• Telephone appointments/emails to office where possible to minimise face to face contact</li> <li>• Access control system in place, intercom buzzer entry</li> <li>• Social distancing guidelines to be applied (including in office / staff rooms / meeting rooms / kitchens/ WC's/ inhabited spaces), considering spacing of desks in the office.</li> <li>• Conduct meetings where possible via Skype / Teams</li> <li>• Demarcation to maintain safe distancing in place including spacing of desks, 2 metre floor markings and placing of barriers</li> <li>• Seating one officer per bank of 4 desks across the 3 banks available to adhere to 2m distancing.</li> <li>• Notices to maintain social distancing displayed</li> <li>• Restrict the number of persons able to attend the offices/ site to maintain social distancing guidelines.</li> </ul>  <ul style="list-style-type: none"> <li>• Enhanced cleaning regime in place in line with <a href="#">COVID-19: cleaning of non-healthcare settings guidance</a></li> <li>• Staff cleaning would be inline with:</li> <li>• <a href="#">Working-safely-during-covid-19/offices-and-contact-centres offices</a></li> <li>• Additional day time cleaning arrangements put in place</li> <li>• Use of sanitiser for staff, contractors/ visitors entering and leaving the site.</li> <li>• Hand washing posters displayed</li> <li>• Increased natural ventilation / avoid rooms with no natural ventilation where possible</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewing processes to stop the receiving of cheques, moving towards electronic payments only.</li> </ul>		<p>August 2020</p>	

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		<ul style="list-style-type: none"> <li>• Increased cleaning frequencies of hard surfaces / emptying of bins</li> <li>• Hand washing poster displayed in all WCs</li> <li>• Protocol in place for use of the toilet facilities</li> <li>• Minimise sharing / touching of items</li> <li>• Adequate tissues are available to clear up spills and to catch sneezes in line with Catch it / Bin it / Kill it advice</li> <li>• Items to be sanitised before sharing (including PCs) / re-use by another person, kitchen appliances</li> <li>• Limiting or restricting use of high touch items and equipment, e.g. the Xerox Printer, laminator, heavy duty punch and shredder. If used, clean items with cleaning products when finished.</li> <li>• Sanitisation / hand washing protocols to be observed when handling deliveries.</li> <li>• Staff should wear disposable gloves when opening the post box and handling /opening letters.</li> <li>• Spray internal post bag with the appropriate supplied disinfectant inside and out. Leave this bag in designated area for ease of post collections.</li> <li>• Reviewing processes to stop the receiving of cheques, moving towards electronic payments only.</li> <li>• Any homemade non-disposable face coverings that staff, contractors or visitors are wearing when they arrive at the premises must be removed by the wearer and placed into a plastic bag that the wearer has brought with them in order to take it home. The wearer must then clean their hands.</li> </ul> <p>To dispose of waste from people with symptoms of coronavirus, such as disposable cleaning cloths, tissues, and PPE:</p> <ul style="list-style-type: none"> <li>• put it in a plastic rubbish bag and tie it when full</li> </ul>				

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		<ul style="list-style-type: none"> <li>• place the plastic bag in a second bin bag and tie it</li> <li>• put it in a suitable and secure place marked for storage for 72 hours</li> <li>• Waste to be stored safely and securely.</li> </ul> <p></p> <ul style="list-style-type: none"> <li>• Contractors and delivery companies should have safe systems of work, risk assessment and Covid-19 secure arrangements in place</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
7. Staff visit to onsite / customer / employee locations - local arrangements	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	<p></p> <ul style="list-style-type: none"> <li>• Terms and Condition with a Clause on Covid-19 provided to customer at the time of booking and a copy issued to staff for reference</li> <li>• Consider COVID-19, general health and safety and premises related risks within your Dynamic Risk Assessment upon arrival at site</li> <li>• Full PPE used, including FFP1 masks for identified general work activity risks, Chemical resistant coveralls, overshoe covers, gloves, goggles, hand sanitiser.</li> <li>• Waste and Recycling Officers - occasionally visits Frizlands Admin Office to collect green garden waste permits, weighbridge tickets, completed collection rounds sheets for green garden waste and then drop off to the home of one of the Project, Compliance and Administration Officer, following social distancing rules.</li> <li>• Commercial Services Officers – most of their work involves visiting businesses within the borough to sign-up contracts commercial waste collections and pest control business, observing social distancing rules etc. On occasions, the officers visit Frizlands Admin Building to print contracts documentation for client's signature and</li> </ul>				

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		<p>then drop off the forms to the office for the business support team to process.</p>  <ul style="list-style-type: none"> <li>• Follow government guidance <a href="#">COVID 19 guidance: Working safely other peoples homes</a></li> <li>• Increase natural ventilation within enclosed work areas where possible</li> <li>• External works/breaks and those with ventilation and heat (sun) will reduce the risk of transmission and allow social distancing guidelines to be applied (all inhabited spaces)</li> <li>• Communicate with customer where possible outside the premises or by phone if within in the premises to reduce face/face contact</li> <li>• Ensuring safe distancing is always adhered to – 2 meters apart</li> </ul>  <ul style="list-style-type: none"> <li>• Enhanced cleaning regime in place in line with <a href="#">COVID-19: cleaning of non-healthcare settings guidance</a></li> <li>• Minimise sharing / touching of items and surfaces</li> <li>• Operatives to only use own kit/tools and keep these sanitised</li> <li>• Set up a transfer station at indoor sites for safe handling (pick up/moving) tools and kit</li> <li>• Hand sanitiser to be available/used regularly</li> <li>• All infection control measures to be followed include covering open wounds prior to glove use</li> <li>• All standard work issue PPE to be worn, you should only need a face mask if you are in a household where you cannot maintain 2 metres social distance from members of the household. If you cannot maintain 2 metre social distance, then the Public Health England/ LBBB COVID-19 PPE Guidance for Property Visits is followed. The Guidance can be found <a href="#">here</a>.</li> </ul>				

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		<ul style="list-style-type: none"> <li>• Remove all your own rubbish regularly (wherever possible leave at site dustbin if not hazardous or dangerous waste)</li> <li>• Toilets – avoid using customers/residents’ toilets wherever possible</li> <li>• Toilets – avoid using customers/residents’ toilets where possible, use designated toilet facilities from the list provided by the service. Should there be an urgent need to use customers facilities, then this should only be done with permission from the customer, following cleaning and hygiene protocols, using own paper towels provided. 20 seconds minimum recommended hand washing before and after use of toilet</li> <li>• Food and drink – provide your own refreshments and have them outside in the open air do not accept food/drinks from the customer</li> <li>• No physical contact e.g. handshaking</li> <li>• Do not share pens or iPad pointers, wherever possible send paperwork digitally</li> <li>• Contact Supervisor once visit/job is complete</li> <li>• hand washing protocol increased to before and after use of toilet facilities (20 seconds minimum recommended)</li> <li>• Adequate tissues are available to clear up spills and to catch sneezes in line with Catch it / Bin it / Kill it advice</li> <li>• Remove all rubbish regularly. All single use PPE and used cleaning towels / wipes will be disposed of by placing in a waste bag, which will then be placed into a sealed bag (so its double bagged) for disposal at an agreed location at the end of the working day</li> <li>• Upon completion of shift, personnel to sanitise any shared equipment i.e. tooling and any electronic devices</li> </ul> <div style="text-align: right; margin-top: 10px;">+</div>				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
		<ul style="list-style-type: none"> <li>Contractors and delivery companies should have safe systems of work, risk assessment and Covid-19 secure arrangements</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
8. Lifts	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	 <p><b>Frizlands Depot</b></p> <ul style="list-style-type: none"> <li>Procedure in place for control of access/egress and use of lifts</li> <li>Demarcation to allow social distancing on egress</li> <li>Single person travel</li> <li>Avoid lifts where possible</li> </ul>  <ul style="list-style-type: none"> <li>Increased Hygiene protocols introduced</li> </ul> <p><b>Lifts on site</b></p> <ul style="list-style-type: none"> <li>The procedure for safe lift use is only one person to use the lift going up, the stairs are to be used when coming back down.</li> <li>Increased Hygiene protocols introduced</li> </ul>				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
<p>9. Fire drills / Emergency situations</p>	<p>Pest Control Technician, General Public, resident, contractors, visitors</p> <p>(Risk - as set out in section 1)</p> <p>Smoke inhalation, exposure to heat</p>	<p> <b>Frizlands Depot</b></p> <ul style="list-style-type: none"> <li>• Adequate numbers of trained staff to safely evacuate all personnel on the premises</li> <li>• Demarcation of safe distancing in place at assembly points in line with social distancing guidelines (2 meters) where reasonably practicable (planned drills only)</li> <li>• Fire drill arrangements to be confirmed with landlord/occupant</li> <li>• Ensure emergency evacuation routes out of the building are not compromised including fire doors and final exit doors</li> </ul> <p></p> <ul style="list-style-type: none"> <li>• Upon discovery of an actual fire, immediate evacuation of the building in a safe and controlled manner will be essential. Evacuation is the priority, in this circumstance social distancing may need to be relaxed to enable quicker evacuation.</li> <li>• Fire risk assessment and Emergency Evacuation Plans revised for office and site to take into account COVID-19 restrictions and areas which may not be in use and changes of use to the building.</li> <li>• Personal Emergency Evacuation Plans (PEEPS) in place and revised where necessary.</li> <li>• Tool box talk given to staff on fire arrangements.</li> </ul> <p><b>Site Visit</b></p> <ul style="list-style-type: none"> <li>• Check vehicle Fire Extinguisher working and available</li> <li>• Consider fire risk within your Dynamic Risk Assessment upon arrival at site, including what equipment and goods you are taking on site,</li> </ul>				

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		<p>ensuring you are not going to block any fire escape routes.</p> <ul style="list-style-type: none"> <li>Familiarise yourself with the local fire arrangements at the site you are visiting, including evacuation routes, do not use lifts and use local fire assembly point, observing social distancing guidelines where possible. Only return to the building when instructed to do so by an authorised person.</li> </ul>				
10. First Aid	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	<p></p> <ul style="list-style-type: none"> <li>Adequate first aid provision in line with the services first aid needs assessment</li> <li>First aid boxes content checked, including for vehicles</li> <li>Toolbox talk to explain emergency procedures</li> </ul> <p></p> <ul style="list-style-type: none"> <li>Where closer contact may be necessary to administer first aid, wear appropriate PPE to protect First Aider and casualty. This would include disposable gloves, disposable apron and fluid resistant surgical facemask. Eye protection is also required if the casualty is coughing, spitting, or vomiting</li> <li>For resuscitation - only deliver CPR by chest compressions and use a defibrillator (if available) <b>DON'T</b> do rescue breaths.</li> <li>PPE / Handwashing protocols to be followed</li> <li>Management and staff must read and follow manufactures instructions on how to use PPE correctly. Guidance on PPE and the correct fitting of face masks can be found <a href="#">here</a>.</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				

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11. Frizlands Depot Reoccupation of areas which have not been in use during lockdown	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	 <ul style="list-style-type: none"> <li>• Check with landlord/site that building safety checks relevant to both landlord and local requirements have been undertaken.</li> <li>• Visual inspection of work location to identify and remedy health and safety hazards, particularly in any areas that may have been non-occupied due to lockdown</li> <li>• Building services maintained in accordance with the LBBB 'Duty Holder Support Pack'.</li> </ul>				
12. Someone becomes unwell	Pest Control Technician, General Public, resident, contractors, visitors	 <p>Protocol developed in line with <a href="#">Government Guidance</a> to include:</p> <ul style="list-style-type: none"> <li>• First-aid procedure and arrangements in place.</li> <li>• If anyone becomes unwell with a new, continuous cough or a high temperature loss of taste / smell across the service, they must be sent home and advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance.</li> <li>• If a person is awaiting collection, they should be moved, if possible, to a room where they can be isolated behind a closed door. Ideally, a window should be opened for ventilation. If it is not possible to isolate them, move them to an area which is at least 2 metres away from other people.</li> <li>• If they need to go to the bathroom while waiting to be collected, they should use a separate bathroom if possible. The bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else.</li> <li>• In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.</li> </ul>				

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		<ul style="list-style-type: none"> <li>• If a member of staff has helped someone who was unwell with a new, continuous cough, a high temperature, loss of taste or smell they do not need to go home unless they develop symptoms themselves (and in which case, a test is available) or the person subsequently tests positive (Close contact generally refers to being within 2 metres for more than 15 minutes).</li> <li>• If you have been in close contact with someone who is being tested for COVID-19, but they do not yet have a test result: <a href="#">Current advice</a> states that at this stage, you do not need to self-isolate. You should take extra care in practising social distancing and good hand and respiratory hygiene. Contacts of people who have tested positive for COVID-19 infection who need to self-isolate will be notified accordingly by the NHS Test and Trace service. If you have not been notified, this means you do not need to self-isolate.</li> <li>• Individuals should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell. Cleaning the affected area with normal household disinfectant after someone with symptoms has left will reduce the risk of passing the infection on to other people. See <a href="#">COVID-19: cleaning of non-healthcare settings guidance</a></li> <li>• Staff cleaning would be inline with: <a href="#">Working-safely-during-covid-19/offices-and-contact-centres offices</a></li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
13. Behaviour of staff	Pest Control Technician, General Public, resident, contractors, visitors	+				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Behaviour of the public	Acts of violence towards Staff include but are not limited to; Verbal aggression, Physical aggression, Threatening and intimidating behaviour.	<ul style="list-style-type: none"> <li>• Staff code of conduct applies in these times of Covid-19 and are expected to maintain social distancing and hygiene protocols at all times</li> <li>• Training in place to reinforce expectations of staff behaviours, including adult to adult interactions</li> <li>• Review of procedures for dealing with the public in light of COVID-19</li> <li>• Regular welfare checks scheduled at set times throughout the day.</li> <li>• Violence and Aggression training/Conflict management training</li> <li>• If staff feel threatened or intimidated, they must immediately leave the scene and return to the nearest safe office/ secure area. The mantra 'If in doubt, get out' should be used when assessing situations</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p> <ul style="list-style-type: none"> <li>•</li> </ul>				
14. COSHH Cleaning / Sanitisation products	Pest Control Technician, General Public, resident, contractors, visitors	 <ul style="list-style-type: none"> <li>• Regularly inspect vehicles and chemical storage for chemicals safety.</li> </ul>  <ul style="list-style-type: none"> <li>• COSHH risk assessment updated to include all pesticides used for pest control treatments.</li> <li>• Manufacturers COSHH Safety Data Sheet provided to users of chemical outlining safe use, storage, emergency arrangements and PPE to be used.</li> <li>• Strict instruction to technicians to keep all chemicals secure.</li> </ul>				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
		<ul style="list-style-type: none"> <li>Work with in house or external cleaning provider to ensure safe systems and protocols for use and storage are in place (COVID-19 related chemicals)</li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
15. Office/on site Dealing with / clearing up with Body Fluids	Pest Control Technician, General Public, resident, contractors, visitors  (Risk - as set out in section 1)	 <ul style="list-style-type: none"> <li>Body Fluids protocol updated to include COVID-19 risks to include: <ul style="list-style-type: none"> <li>Where clearing up of body fluids is required, the staff member must follow all infection control measures including covering wounds prior to glove use</li> <li>Full appropriate PPE must be worn, this will include disposable gloves, disposable apron and fluid resistant surgical facemask and eye protection or face shield</li> <li>PPE and waste disposal protocols to be followed (double bag waste)</li> <li>Handwashing protocols to be followed</li> <li>Protocol in place to respond to emergency cleaning requirements and increased cleaning requests</li> </ul> </li> </ul> <p><i>Please add any additional specific arrangements applicable to your service / work setting.</i></p>				
16. Mental Wellbeing	Staff  Mental wellbeing could be affected by C-19 pandemic	 <ul style="list-style-type: none"> <li>Mental health, wellbeing and support mechanisms for staff reviewed and in place</li> <li>EAP programme in place 24/7</li> <li>Occupational Health team support</li> <li>Trained mental health first aiders available</li> <li>1-2-1 supervision meetings with manager and discussions around COVID-19 concerns.</li> </ul>				

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
		<i>Please add any additional specific arrangements applicable to your service / work setting.</i>				
17. Business Continuity	Pest Control Technician, General Public, resident, contractors, visitors  Closure of premises, non- provision of service	 <ul style="list-style-type: none"> <li>Business Continuity Plan reviewed to include COVID-19 related risks</li> </ul> <i>Please add any additional specific arrangements applicable to your service/ work setting.</i>				
Other?		<i>Please add any additional specific arrangements applicable to your service / work setting.</i>				
Other?		<i>Please add any additional specific arrangements applicable to your service / work setting.</i>				
Other?		<i>Please add any additional specific arrangements applicable to your service / work setting.</i>				

It is important you discuss your assessment and proposed action with employees and their representatives. A risk assessment is only effective if you and your employees act on it. You must follow through with any actions required and review it on a regular basis. You should review your risk assessment if you think it may no longer be valid e.g. following an accident/incident, or if there are significant changes to the hazards in your workplace, such as new equipment or work activities. You should consider, at a minimum, an annual review of your assessment. Risk assessment guidance is available for further information and advice on carrying out a risk assessment.

## **Employees in the increased risk groups for Covid-19**

### **Protecting our staff – returning to work and Health Risk Assessments**

This document explains how to carry out an initial health assessment to enable an early review of risks, mitigation and controls for employees in vulnerable groups who work in front-line roles.

It builds in, where appropriate, a role for Occupational Health to support the employee and manager in agreeing and implementing recommendations. We are aware that many managers of front-line services have already undertaken risk assessments and good arrangements are in place. If individual risk assessments have been done, there is no requirement to repeat this. The process has been introduced to make sure that no one has been missed, and in particular to ensure that in advance of receiving further Public Health guidance on the risk factors for BAME employees that individual health risk assessments have been undertaken and are in place.

### **Protecting front line staff**

In response to the Covid-19 pandemic, employers have been advised to:

- Think creatively about how to enable social distancing at work, such as:
  - changing the layout of workplaces
  - adjusting shift patterns
  - staggering commute times
  - control measures for reducing risks such as virtual contact with residents as opposed to home visits where this is possible.
- Putting in place Personal Protective Equipment (and guidance for use for specific roles) as required by risk assessments.
- Ensuring that key workers are aware of testing arrangements and supported for a safe return to work.

### **Responding to these issues**

In response, the council has:

- Undertaken risk assessments for many roles and staff groups, taking into account the need for Covid-19 secure workplaces.
- Applied Government and Public Health England (PHE) guidance for PPE in our own visual guides for key workers which help staff work safely; ensure staff feel supported in their work and protect local services.
- Advised employees in specific groups which are potentially more vulnerable to practice robust social distancing measures.
- Closely followed all relevant Government and PHE guidance about social distancing, self-isolation and shield and protect arrangements
- Ensured that employees in clinically vulnerable or extremely vulnerable groups have adhered to these arrangements.

**The following section explains about the different vulnerable groups, and the action that should be taken for each of them.**

## Clinically extremely vulnerable

Individuals identified as being clinically extremely vulnerable (those with serious underlying health conditions), which puts them at the greatest risk of severe illness from coronavirus and who are advised by the NHS that they should not work outside the home, must rigorously follow shielding measures in order to keep themselves safe. The employee will have received a letter from the NHS confirming this. GP fit notes are not valid confirmation for this status. Any queries please contact your HR Adviser or Occupational Health.

Read [COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable](#) for more advice.

- If they can work from home, they will continue to do so. In some cases, work can be reorganised to facilitate this.
- In other situations, some key workers (such as loaders, drivers and caretakers) will be unable to work from home; they are expected to stay at home on full pay. A letter setting out these arrangements should be provided, and they will be kept under review pending Government and PHE guidance. Alternative work will also be explored, subject to a skills survey and review.
- Similar arrangements may be in place for our employees who live with someone who is “shielding”. An application process should be followed, and managers must discuss this with their HR Adviser.
- These arrangements are in place until the end of June 2020.

## Clinically vulnerable

Employees who are at higher risk of severe illness from Covid-19 as set out in the [Staying at home and away from others \(social distancing\) guidance](#) are advised to take extra care in observing social distancing and should work from home where possible.

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below:
  - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
  - chronic heart disease, such as heart failure
  - chronic kidney disease
  - chronic liver disease, such as hepatitis
  - chronic neurological conditions, such as Parkinson’s disease, motor neuron disease, multiple sclerosis (MS), or cerebral palsy
  - diabetes
  - a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets
  - being seriously overweight (a body mass index (BMI) of 40 or above)
  - pregnant women

If individuals are clinically vulnerable (but not clinically extremely vulnerable) the manager undertakes a health risk assessment. If duties can’t be adjusted so that the employee can work fully at home, manager to submit health risk assessment to Occupational Health using fast track referral [Covid-19 Specific management referral form](#).

- Occupational Health will call the employee, review the risk assessment and advise on whether the person can work, work with restrictions, or should remain at home.
- Employees who are unable to work and are at home will be provided with a letter to confirm their arrangements.

## **BAME Employees**

Emerging UK and international data suggest that people from Black, Asian and Minority Ethnic (BAME) backgrounds are also being disproportionately affected by Covid-19. Public Health England has been asked by the Department for Health and Social Care (DHSC) to investigate this. In advance of this work, we consider it really important for health risk assessments to be undertaken so that working arrangements can be discussed and reviewed.

Line managers should identify any existing underlying health conditions that may increase the risks for BAME employees undertaking their frontline roles, in any capacity. Some research points to risk factors relating to over 55 or with other health vulnerabilities. Until the review by PHE has been concluded and more evidence is available, we are recommending that the health risk assessment is undertaken with all BAME employees in front line roles.

## **Health Risk Assessment**

In undertaking a health risk assessment, the standard hierarchy of risk management should be followed.

When managing hazards and risks, the Hierarchy of Controls must be applied (working top down), as set out below

### ***Elimination***

The hazard, task or activity is physically removed or abandoned.

### ***Substitution***

Replace a material or process with a less hazardous one

### ***Engineering controls***

Isolate employees from the hazard

### ***Administrative controls***

Identify and implement procedures to maximise safe working.

### ***Personal Protective Equipment (PPE)***

Only to be considered if measures above would be ineffective to control risks

## **Process**

In the current situation, it is not practical for Occupational Health to carry out a risk assessment for all council employees, but it is reasonable for managers to ask their employees about the presence of any underlying health condition, subject to this being dealt with sensitively and confidentially.

For assistance on carrying this out please contact your HR Business Partner or HR Adviser, or contact the **Workplace Options Manager Assist** line 0800 298 2021 to help you prepare for the conversation.

If a health risk assessment or risk assessment has already been undertaken before or during lockdown and working arrangements have already been reviewed it will not be necessary to repeat this.

The line manager should undertake an initial assessment with the employee of:

- The issues and potential risk factors and how mitigation can be enabled in the way in which the work is undertaken. This includes safe systems of work, social distancing, hygiene measures and the use of appropriate personal protective equipment (PPE)
- Any temporary or alternative working arrangements that can be put in place to enable the key elements of the job role to be done.

The form below has been developed to support managers with this assessment.

Occupational Health will then review the assessment and support or provide additional recommendations. Under our covid-19 arrangements fast track appointments will be made if required.

**CONFIDENTIAL**

**Health Risk Assessment:** Exposure to Covid-19, impact on current health condition

General Information					
Employee Name			Job Title		
Line manager			Job title		
Location / Area:			Working hours:		
Date of Assessment:			Review date:		
Individuals underlying health condition category / other factors:	Please tick appropriate box:	<input checked="" type="checkbox"/>	Current post involves:	Please tick appropriate box:	<input checked="" type="checkbox"/>
	Notified as on 12 week Clinically Extremely Vulnerable ( <b>Shielding</b> very high-risk group) <b>Note - front line employee should not be in work in any circumstances but may be able to undertake full or some work at home.</b>	<input type="checkbox"/>		Directly caring for Covid-19 service users (tested as positive) and undertakes Aerosol generating procedures (AGPs)	<input type="checkbox"/>
	<b>Clinically Vulnerable</b> – pregnant, over 70 or underlying health condition as per PHE list	<input type="checkbox"/>		Directly caring for Covid-19 residents (tested as positive) – not undertaking AGPs	<input type="checkbox"/>
	<b>BAME Employee</b>	<input type="checkbox"/>		Directly caring for service users not tested / unknown Covid-19 status but within 2 meters of patient – within any setting	<input type="checkbox"/>
		<input type="checkbox"/>		Proving a service which involves levels of face to face interactions with service users / members of the public	<input type="checkbox"/>
		<input type="checkbox"/>		Proving a service to colleagues (e.g. training)	<input type="checkbox"/>

What are you already doing?		
Aspects	Current Position	Additional action to reduce risk
Can <i>this</i> work be done at home?		
Could <i>alternative</i> work be undertaken at home or elsewhere in the council?		
Can face to face interactions be limited and move to virtual working?		
If they can't, will they be able to work at 2m social distancing		

What are you already doing?		
Aspects	Current Position	Additional action to reduce risk
What arrangements are in place / will be put into place to ensure regular contact / wellbeing?		
Can work times be adjusted to reduce the use of public transport, especially at peak times.		
Can work times within the team be staggered to reduce group sizes?		
Can the layout of the workplace be adjusted to allow for 2-metre social distancing?		
Is Personal Protective Equipment readily available (including hand sanitiser for mobile working) where a need is identified?		
Other considerations:		

Assessment			
<i>Please tick appropriate box:</i>	<input checked="" type="checkbox"/>	Monitoring / further action:	
Actions agreed as detailed above reduce the risks to the employee		Local manager to review and monitor.	
Actions agreed as detailed above do not fully reduce the risks to the colleague / some concerns remain.		Refer employee to Occupational Health for further advice and support	
Additional notes			
<i>Please add any additional notes as appropriate</i>			
<b>Employee signature</b>		<b>Date signed</b>	
<b>Print Name</b>			
<b>Manager's signature</b>		<b>Date signed</b>	
<b>Print Name</b>			
<b>Occupational Health Review</b>			