

## COVID-19 RISK ASSESSMENT

Completed: June 2021	Business Doc Ref No. SP/C-19/02 - Issue 3	Issue Date: June 2021 Review Date: June 2022
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### ScottishPower Field Operatives – Working in Other People’s Homes (Critical/Emergency Work Activity)

<b>Approved By:</b>	<ul style="list-style-type: none"> <li>ScottishPower Energy Retail Limited (SPERL).</li> <li>SP Energy Networks (SPEN).</li> <li>ScottishPower Health &amp; Safety Department.</li> </ul>	<b>Safety Critical Requirements:</b>
<b>References</b>	<ul style="list-style-type: none"> <li>UK Government “Working Safely during COVID-19 in other people’s home”</li> <li>ScottishPower Business Department Task/Role Specific Risk Assessments (ARCs) &amp; Method Statements.</li> </ul>	<ol style="list-style-type: none"> <li>1. Correct training and authorisations are held for the work being undertaken.</li> <li>2. Observance of any medical restrictions to work.</li> <li>3. Understanding of the controls measures identified in the ‘Trade’ Activity Risk Assessment (ARC).</li> </ol>

### Task Overview

**Task:** Undertaking Critical/Essential work activity on electrical / gas metering equipment, and associated pipework and supply equipment. Demonstrating the use of associated In House Display (IHD) and PPMID.

**Location where applied :** Customer’s Premises.

### Key Specific Requisites.

- No ScottishPower Operative is permitted to undertake any work activity if they, or anyone within their household, are showing any of the symptoms of COVID-19.
- ScottishPower shall, in each case, determine the category of the Customer’s condition (Critical Vulnerable / Covid-19 Positive...) and authorise the appropriate level of work activity and control measures, based on this information.
- ScottishPower shall advise their field operatives to download the relevant NHS Track & Trace / Test & Protect app to their mobile device.

### Critical/Essential Work – Household COVID-19 Negative (No Symptoms).

Activity/Task	Hazards	Consequences	Control Measures	Rating H,M,L
Pre-entry.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear the appropriate PPE from the point of exiting the vehicle and at the point of doorstep contact.</li> <li>Operatives will maintain a 2 metre Social Distance from the customer and refrain from physical contact at all times</li> </ul>	L
Tasks associated with installing Metering and Energy Supply Equipment.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear appropriate PPE for the work task and household condition.</li> <li>Operatives will establish and maintain a 2 metre Social Distance and unless impracticable also establish segregation from all occupants.</li> <li>Operatives will wipe down work area surfaces and door handles with cleaning wipes prior to and after work has been completed.</li> <li>Operatives will bag and remove all work related waste from the site.</li> <li>Upon return to the company vehicle, the operative will remove all disposable PPE and double bag with other waste removed from the site.</li> <li>Operatives will clean hands with soap and water or alcohol based sanitising gel and wipes.</li> </ul>	L
Tasks associated with energy advice demonstrating In House Display (IHD) & PPMID to customer.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear appropriate PPE for the work task and household condition.</li> <li>Operatives to ask customer to wear appropriate face covering at all times during demonstration.</li> <li>Operatives will establish and maintain an appropriate Social Distance while demonstrating to the customer.</li> <li>Operatives will wipe down IHD etc. prior to handing to the customer.</li> <li>Upon return to the company vehicle, the operative will remove all disposable PPE and double bag with other waste removed from the site.</li> <li>Operatives will clean hands with soap and water or alcohol based sanitising gel and wipes.</li> </ul>	L

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### Critical/Essential Work – Household COVID-19 Positive, Suspected Positive or Shielding.

Activity/Task	Hazards	Consequences	Control Measures	Rating H,M,L
Pre-entry.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear, Nitrile Disposable Gloves, Eye Protection and Flame Retardant Disposable Coveralls from the point of exiting the vehicle and Full-Face Visor and Over Shoes at the doorstep.</li> <li>Operatives will establish a 2 metre Social Distance from the customer and refrain from physical contact.</li> <li>Operative will delay entry into the house for 10 minutes after requesting occupants' segregation from work area.</li> </ul>	L
Tasks associated with installing Metering and Energy Supply Equipment.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear appropriate PPE:                             <ul style="list-style-type: none"> <li>Nitrile Disposable Gloves (except during electrical work activity where task specific work gloves will be worn).</li> <li>Full Face Visor (at all times).</li> <li>Disposable Flame Retardant Coveralls.</li> <li>Disposable Over Shoes.</li> </ul> </li> <li>Operatives will establish and maintain a 2 metre social distance and where practicable also establish segregation from all occupants.</li> <li>Operatives will wipe down work area surfaces and door handles with cleaning wipes prior to and after work has been completed.</li> <li>Operatives will bag and remove all work related waste from site.</li> <li>Upon return to the company vehicle, the operative will remove all disposable PPE and double bag with other waste removed from site.</li> <li>Operatives will clean hands with soap and water or alcohol based sanitising gel and wipes.</li> </ul>	L
Tasks associated with energy advice demonstrating In House Display (IHD) & PPMID to customer.	COVID-19 Virus Transmission.	<ul style="list-style-type: none"> <li>Infection of employee.</li> <li>Infection of customer / occupants.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will wear appropriate PPE:                             <ul style="list-style-type: none"> <li>Nitrile Disposable Gloves</li> <li>Full Face Visor (at all times).</li> <li>Disposable Flame Retardant Coveralls.</li> <li>Disposable Over Shoes.</li> </ul> </li> <li>Operatives to ask customer to wear appropriate face covering at all times during demonstration.</li> <li>Operatives will establish and maintain an appropriate Social Distance while demonstrating to the customer.</li> <li>Operatives will wipe down IHD etc. prior to handing to the customer.</li> <li>Upon return to the company vehicle, the operative will remove all disposable PPE and double bag with other waste removed from the site.</li> <li>Operatives will clean hands with soap and water or alcohol based sanitising gel and wipes.</li> </ul>	L

### Associated Work.

Activity/Task	Hazard	Consequences	Control Measures	Rating H,M,L
Travelling in Company Vehicle.	COVID-19 Virus Contact.	<ul style="list-style-type: none"> <li>Virus contamination within the vehicle.</li> <li>Infection of employee.</li> </ul>	<ul style="list-style-type: none"> <li>Where possible, only one operative is permitted to travel in a company vehicle at the same time.</li> <li>Operative to follow process of cleaning the cockpit of the vehicle prior to and after use.</li> </ul>	L
Hotel Accommodation	COVID-19 Virus Contact.	<ul style="list-style-type: none"> <li>Transmission of the virus to employee and the general public.</li> </ul>	<ul style="list-style-type: none"> <li>Only stay in ScottishPower approved accommodation and COVID-19 secure premises.</li> <li>Operative to fully comply with Hotel COVID-19 guidelines.</li> <li>Operative to comply with all ScottishPower specific guidance on hotel bookings and stays.</li> </ul>	L
Disposal of Waste.	COVID-19 Virus Contact.	<ul style="list-style-type: none"> <li>Transmission of the virus to employee, customers and the general public.</li> </ul>	<ul style="list-style-type: none"> <li>Operatives will double bag and seal all waste (including disposable PPE).</li> <li>Operatives will mark the outer bag with the date and time of sealing.</li> <li>Waste bags will be held in the vehicle or other safe place for 72 hours prior to final disposal.</li> </ul>	L