

Working Safely During Covid-19: Health and Safety Risk Assessment

At Pennon, the health, safety and wellbeing of our workforce is our number one priority and we are determined that all employees go home safe and well at the end of their working day.

During these unprecedented times we have taken extra precautions to protect our workforce, visitors, contractors and those people from other companies, who share our premises, and ensure that we are all able to work safely during COVID-19.

Our main control measure during this pandemic is that, those people, who can effectively carry out their work from home, should continue to do so.

However, many of our employees are essential workers and have continued to work through lockdown, whilst others, who are not able to carry out their work from home may wish to return to the workplace as lockdown starts to ease.

Therefore, our priority is to ensure that all of our workforce is protected and able to safely work

during COVID-19.

Across the Pennon Group risk assessments have and are, being carried out, in line with the latest guidance from HM Government, to identify how employees and those we work with and for, will be protected.

The purpose of this risk assessment is to summarise some of those control measures and communicate our efforts to keep us all safe and well.

Hazards	Person(s) at Risk	Controls
<p>1. Thinking About Risk</p> <p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>Employees and their Families</p> <p>Visitors</p> <p>Customers</p> <p>Contractors</p> <p>Tenants</p>	<p>Where a person can effectively carry out their work from home, we are committed to ensuring that they continue to do so.</p> <p>A working safely during COVID-19 risk assessment has been completed for each site, where employees are based or work from.</p> <p>A return to the workplace office preparations plan, which identifies the key COVID-19 control measures, has been completed for each of our main office sites.</p>

Hazards	Person(s) at Risk	Controls
		<p>Managers have been provided with an extensive guidance pack including, template risk assessment forms, toolbox talks for employees, COVID-19 posters and signage, which support them in the completion of their risk assessments and preparations plan.</p> <p>Guidance and support documents are included in a library of reference and support materials on COVID-19 control, which is available to access by all employees on the HomeSafe-Me website.</p> <p>The HM Government poster, Staying COVID-19 Secure in 2020, has been signed by the person responsible for each site and is posted in each workplace to confirm that COVID-19 controls are in place.</p> <p>The following control measures and other information, which will help employees and their families to protect their health are communicated to employees via email bulletins and are posted on our HomeSafe-Me website:</p> <ul style="list-style-type: none"> • Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub • Maintain at least 2 metre distance between you and others • Avoid touching your face • Cover your mouth and nose when coughing or sneezing • Stay home if you feel unwell <p>Regular coronavirus updates are emailed to all employees.</p> <p>We work with others, who share our sites, to agree the COVID-19 controls which will be enforced in the common areas of buildings we occupy.</p>

Hazards	Person(s) at Risk	Controls
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>2. Who should go to work</p> <p>Employees and their Families Contractors</p>	<p>Where a person can effectively carry out their work from home, they should continue to do so.</p> <p>Home working guidelines have been issued to all employees, including support on display screen equipment use.</p> <p>Information technology support is provided for all employees working remotely.</p> <p>An employee survey has been issued to all persons working remotely. This will allow us to understand emerging needs and support homeworking arrangements.</p> <p>The number of workers allowed into the office building is reduced to allow social distancing to be operated.</p> <p>An Occupational Health team is in place to provide guidance and support on health-related matters to employees.</p> <p>Our Occupational Health and Human Resources professionals provide guidance and support to managers and employees to help them understand and take into account the particular circumstances of those with different protected characteristics.</p> <p>At risk, vulnerable, employees have been identified, registered with the occupational health team and are supported to work from home. A system for shielding high risk employees is in place.</p> <p>Our testing arrangements for key workers have now been extended across all age groups, in line with government guidance.</p> <p>All, non-urgent, face to face training has been postponed.</p>

Hazards	Person(s) at Risk	Controls
		<p>Where training courses / medicals are an essential element of ensuring employee safety, for example confined space entry training and fitness for work medicals, they will be extended and will be replaced by a temporary paper-based screening process.</p> <p>Our occupational health team monitor and support those employees in self-isolation.</p> <p>A communication has been issued to employees identifying the need to monitor their temperature and to stay away from the workplace if they have a higher than normal temperature. N.B. no equipment is needed, if you feel hot to touch on your chest or back, you should dial 111 for medical advice.</p> <p>Employees who feel unwell must not come to work and must leave work immediately if they become unwell.</p> <p>Our Human Resources and Facilities team identify, and support measures or adjustments required by the equalities legislation.</p> <p>Reasonable adjustments are made to ensure that COVID-19 control measures do not have an unjustifiably negative impact on some groups compared to others, for example, those with disabilities, new or expectant mothers and those with caring responsibilities or religious commitments.</p> <p>We provide an employee assistance package, which can be accessed by all employees to source mental health and wellbeing guidance and support. This ranges from downloadable materials, to telephone support and face to face counselling.</p> <p>Our HomeSafe, e-learning module 5 – Mental Wellbeing – provides guidance on the importance of maintaining positive mental health and wellbeing.</p>

Hazards	Person(s) at Risk	Controls
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>3. Social distancing at work</p> <p>Employees and their Families Contractors</p>	<p>Employees must maintain social distancing in the workplace, car park and welfare facilities.</p> <p>In an accident or emergency situation employees do not need to stay 2 metres apart if it would be unsafe to do so.</p> <p>People who offer assistance in an emergency situation, such as first aid or rescue, should carry out effective handwashing for at least 20 seconds, once safe to do so.</p> <p>Non-essential movement around the building must not take place. Email or telephone communication should be used, rather than visiting other employees at their desks.</p> <p>Face to face meetings of more than 2 persons in enclosed areas are prohibited.</p> <p>Microsoft Teams, Webex and Cisco meeting solutions are provided to avoid in person meetings.</p> <p>Occupied desk spaces are staggered to ensure social distancing can be achieved.</p> <p>Where possible reception areas to have tape boxes on floor showing where to stand to achieve social distancing.</p> <p>Where possible reception desks will be fitted with screening.</p> <p>The occupancy level of all lifts has been reduced to one person. This is clearly signed on all lifts.</p> <p>Where possible those desks left vacant, to achieve social distancing, are marked with signage to indicate that they are not to be used.</p> <p>Where possible, we stagger start times to avoid overcrowding and pinch points where social distancing may be challenging.</p>

Hazards	Person(s) at Risk	Controls
		<p>Where possible we stagger break times to avoid overcrowding and pinch points where social distancing may be challenging.</p> <p>Seating areas in our employee restaurants have been closed and food is served as takeaway only.</p> <p>Where practicable fire doors are held open by electronic systems, which will release if the fire alarm sounds.</p> <p>Toilet ventilation remains on all the time.</p> <p>Portable fans or air blowers must not be used.</p> <p>Hot desking is prohibited.</p> <p>Stationery, pens, white board markers etc. must not be shared.</p> <p>Lockers must not be shared.</p> <p>Where a desk is shared, it will be between the fewest persons possible and will be cleaned and sanitised in between each occupancy.</p> <p>Social distancing must be maintained in all toilet areas.</p>

Hazards	Person(s) at Risk	Controls
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>4. Managing customers, visitors and contractors</p> <p>Employees and their Families Visitors Contractors</p>	<p>Where possible, visitors to the offices and sites are prohibited until the threat of coronavirus recedes.</p> <p>Where it is not practicable to prohibit visitors, the site rules on social distancing and hand hygiene must be explained to visitors prior to allowing entry to the site.</p> <p>All visitors must sign in at reception.</p> <p>All visitors must receive a site induction, including the house rules and details of the measures in place to work safely during COVID-19.</p> <p>Where practicable, meetings are held via conference call or on video conferencing platforms.</p>
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>5. Cleaning the workplace</p> <p>Employees and their Families Contractors</p>	<p>An enhanced cleaning regime has been implemented, which includes offices, vehicles, changing rooms and showers. N.B. Enhanced cleaning includes frequent cleaning of high hand contact surfaces, such as door and fridge handles and photocopier screens.</p> <p>Where a desk or vehicle is shared between two or more users, for example, on different shifts or working days, it will be cleaned and sanitised between each user.</p> <p>Individual cleaning kits, consisting of alcohol gel, sanitary wipes are provided, to allow employees to clean and disinfect their workstation / vehicle touch points.</p> <p>Employees must dispose of waste in the rubbish bins provided, regularly throughout the day.</p> <p>A Home Safe toolbox talk on how to clean and sanitise your vehicle during COVID-19 has been issued.</p> <p>Employees must remove all personal items from their desk, locker, changing rooms, shower area or vehicle at the end of their shift.</p>

Hazards	Person(s) at Risk	Controls
		<p>Posters are displayed to prompt frequent handwashing.</p> <p>Signage is in place at each entrance to instruct persons to wash their hands on entering the building and to regularly wash them throughout day.</p> <p>Desks must be kept clear to facilitate enhanced cleaning.</p> <p>The ratio of ventilation of workplaces with outdoor air to as high as possible has been implemented.</p> <p>Toilet ventilation runs 24/7 All maintenance, replacement and maintenance work is performed with suitable and sufficient PPE, including respiratory protection.</p>
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>6. Personal protective equipment (PPE)</p> <p>Employees</p>	<p>PPE is available where social distancing is compromised or government policy dictates that it is required.</p> <p>Facilities for the storage and disposal of PPE are provided.</p> <p>Employees may choose to wear a face covering if it makes them feel safer.</p>
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>7. Workforce management</p> <p>Employees and their Families Visitors Contractors</p>	<p>Procedure in place to facilitate ongoing consultation with the workforce and unions.</p> <p>All non-essential travel is prohibited.</p> <p>Travel to the workplace should be by motor vehicle, bicycle or on foot.</p>

Hazards	Person(s) at Risk	Controls
		<p>Car sharing, to travel to work, between persons not living at the same address is prohibited until government guidelines are relaxed.</p> <p>Only essential travel to sites is permitted and then, where practicable, with only 1 person per vehicle.</p> <p>Employees are not required to stay away from home overnight for work purposes until lockdown is eased.</p> <p>Toolbox talks to refresh knowledge of the HomeSafe safety absolutes delivered, where relevant, to employees.</p>
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>8. Inbound and outbound goods</p> <p>Employees and their Families</p>	<p>Non business (personal) deliveries to the site are prohibited.</p> <p>Where practicable, post room employees will clean deliveries arriving at the site.</p>
<p>Biological</p> <p>Coronavirus and the disease it causes, COVID-19</p>	<p>9. Fire evacuation</p> <p>Employees Contractors Visitors Tenants</p>	<p>Guidance issued on fire evacuation during COVID-19. N.B. this includes guidance on social distancing at fire muster points.</p> <p>Fire evacuation drills are suspended during the coronavirus crisis.</p> <p>Fire Testing of systems and extinguisher checks are carried out as normal. In an accident or emergency situation employees do not need to stay 2 metres apart if it would be unsafe to do so.</p> <p>People who offer assistance in an emergency situation, such as first aid or rescue, should carry out effective handwashing for at least 20 seconds, once safe to do so.</p>