



COVID 19 RISK ASSESSMENT
JESSUP BROTHERS LIMITED
Revised 22nd February 2022

COVID 19 STATEMENT

At Jessup the safety of our workforce and the communities we work in is paramount. In response to the COVID-19 pandemic, we have introduced mandatory changes to the way our staff, contractors and suppliers are working on an on-going basis as Government guidance has been revised throughout the pandemic.

Following the Government's announcement 21 February 2022 announcing the removal of all remaining legal obligations under COVID 19 Workplace legislation in England with effect Thursday 24th February 2022 and adoption of the government's plan for living with COVID 19 a detailed review of the Jessup COVID 19 risk assessment & COVID 19 Safe Systems of Work and temporary COVID 19 work procedures were carried out. This includes all our sites and head offices operations.

These policies and procedures have been prepared in line with all latest legislative guidance, HM Government Working Safely During COVID-19.

From 24th February 2022, staff will no longer be legally required to self-isolate if you test positive for COVID-19. New guidance will advise people who test positive to stay at home and avoid contact with other people, as you would with influenza for instance.

Additionally, you will no longer be legally required to self-isolate if you are an unvaccinated close contact and will no longer be advised to test for 7 days if you are a fully vaccinated close contact. New guidance will set out precautions for reducing risk to yourself and others

The guidance reinforces the requirement for everyone to take personal responsibility for the mutual protection of ourselves and our colleagues.

We have introduced COVID-19 Safe Operating Procedures to ensure everyone works safely.

All policies and procedures are maintained under constant review and will be amended in line accordance with government guidance as becomes a necessary.

Description of Task	COVID 19 Risk assessment
Issue date	22.02.2022
Author	Mark Eustace SHEQ Manager
Review date	21.02.2023 or earlier based on risk

Description of task
This document is a generic risk assessment for Jessup Brothers Limited work activities during the coronavirus (COVID-19) pandemic. This is a generic risk assessment and as such may not cover all possible risks. These will be identified, and appropriate risk reduction control measures put in place via workplace specific risk assessments.

Who may be affected	Staff, contractors, site visitors and the general public
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Hazard	Risk	Initial risk	Risk reduction/control measure	Residual risk	Risk reduction/control measure for implementation by
Carrying out work activities during the coronavirus (COVID-19) pandemic.	<p>Contact with persons who may be infected with the COVID-19 virus.</p> <ul style="list-style-type: none"> Contact with surfaces that may be infected with the COVID-19 virus. Employee wellbeing affected because of the change in working practices as a result of the coronavirus (COVID-19) pandemic 	High	<p>Communication to the workforce:</p> <ul style="list-style-type: none"> That everyone has a duty to protect themselves and others by inhibiting the spread of the COVID-19 virus. Persons awaiting the result of a COVID 19 test result ARE ADVISED NOT attend the workplace. Everyone needs to follow the published and communicated advice from the Government. From 24th February 2022 the Government removes the legal requirement to self-isolate following a positive test. Adults and children who test positive will continue to be advised to stay at home and avoid contact with other people for at least 5 full days and then continue to follow the guidance until they have received 2 negative test results on consecutive days. Anyone who develops symptoms of the COVID-19 virus whilst at work is advised to return home immediately and avoid touching anything as they would do with influenzas. They should also cough or sneeze into a tissue and put it in a bin, and if no tissues are available, they should cough and sneeze into the crook of their elbow. 	Low	<ul style="list-style-type: none"> Chief Executive Officer & Managing Director (engagement and support). Senior Management Team. SHEQ Manager. Contracts Managers. Project Managers Site Managers. Workforce.

<p>Carrying out work activities during the coronavirus (COVID-19) pandemic. Cont.</p>		<p>High</p>	<ul style="list-style-type: none"> • Fully vaccinated close contacts and those aged under 18 will no longer legally be required to test daily for 7 days, and the legal requirement for close contacts who are not fully vaccinated too self-isolate has been removed. • Anyone who is in the clinically vulnerable or extremely clinically vulnerable category or lives with a person who falls within these groups should follow Government and medical guidance relating to reducing risk of exposure to COVID 19 and other respiratory conditions. • The business will consider the working arrangements of these groups and support them to follow the Government guidance. • Where appropriate a personal risk assessment to be completed. • From 1st April 2022 the Government will no longer provide free universal symptomatic and asymptomatic testing for the general public in England. The Government will make arrangements for testing kits to be available for purchase from retail outlets. • The Company will so far as reasonably practicable maintain a supply of lateral flow tests available for use by staff. However, it is incumbent on individuals to make their own arrangements to take a COVID 19 test on experiencing COVID 19 symptoms. • The requirement for all visitors to follow the Jessup COVID-19 Site Safe Operating Procedures. 	<p>Low</p>	<ul style="list-style-type: none"> • Chief Executive Officer & Managing Director (engagement and support). • Senior Management Team. • SHEQ Manager • Contracts Managers. • Project Managers • Site Managers. • Workforce
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		<ul style="list-style-type: none"> • What to do in relation to cleaning after a known or suspected case COVID-19 in the workplace. • What to do if in relation to accidents, security and incidents during the coronavirus (COVID-19) pandemic. • Guidance on work- related travel, to include travel to and from the workplace, those that travel together and operatives that travel together in work vehicles. • Non-compliance with the Jessup Brothers Limited COVID-19 procedures, and local workplace rules could result in employees of the Jessup Brothers Limited being subject to disciplinary action and workers being prohibited from working at any Jessup Brothers site. • Government specific advice & guidance. • Workplace specific guidance. • Workplace specific risk assessments. • Strict enforcement of workplace specific risk reduction control measures. • Support from the Jessup Mental Health First Aiders and workplace mental health communications. • Workforce, contractors, clients and members of the public encouraged to report safety concerns to Site Managers/Line Managers or the SHEQ Manager/SHEQ Coordinator. • Any concerns will be investigated by the SHEQ Manager and appropriate action taken. 		
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			<ul style="list-style-type: none">• Engagement with the workforce on COVID-19 related issues through local meetings with the SHEQ Manager and meetings with the Jessup COVID 19 consultation Group		
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Risk Assessments COVID 19 Site Visits

Information and training

This is via:

- Jessup Brothers Limited COVID-19 site safe operating procedures.
- Task specific COVID-19 RAMS, which all employees and contractors must confirm acceptance they will follow.
- Signage and posters across workplaces.
- Jessup SHEQ Manager.
- Senior Management.
- Contracts Managers.
- Project Managers & Site Managers.
- Jessup Staff Health, Safety & Communications Group

Monitoring and supervision

This is via:

- Jessup Induction records.
- Jessup COVID-19 Site Safe Operating Procedures.
- Jessup COVID-19 Risk Assessments.
- Health & Safety Non-Compliance Notices.
- Jessup SHEQ Coordinator Site Safety Audits.
- Jessup SHEQ Manager
- Senior Management.
- Contracts Managers.
- Project Managers & Site Managers.

Workplace Specific Guidance

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Site Operations

Information and instruction via the Jessup Brothers Limited COVID-19 site safety operating procedures. This has been prepared after consulting all relevant advice & guidance and Government Working Safely During COVID-19 in Construction and Other Outdoor Work.

- COVID awareness Toolbox Talks will be completed on a regular basis by Site Management teams at all Jessup sites.
- **From 1st April 2022.** The Government will remove the health and safety requirement for every employer (& contractor) to explicitly consider COVID-19 in their risk assessments.
- Until this date every site is required to have a site-specific risk assessment. Additional site-specific measures to be added after consideration of the guidance set out in our COVID-19 RAMS and the circumstances of that site, i.e., number of site personnel, layout of site etc.
- The Jessup SHEQ department will be carrying out regular COVID-19 compliance surveillance a part of monthly SHEQ audits to ensure site operatives are not wilfully acting in a manner to increase the risk of COVID 19 spread. If anyone on site is not following the COVID-19 Safe Operating Procedures & control measures set out within the COVID 19 RAMS & Site Rules, then they may be issued with a Health & Safety Non-Compliance Notice. Depending upon the severity of the matter the operative may be suspended from the site with immediate effect. Employees of Jessup Brothers Limited may also be subject to disciplinary action.
- Staff & contractors are still encouraged to partake in regular at home lateral flow testing.
- In line with Government guidance social distancing has been removed. However, staff are asked to respect individual people's boundaries and staff should feel empowered to ask colleagues to maintain social distancing if they do not feel comfortable. It must be kept in mind not everyone's response to restrictions is the same.
- It is good practice for site plant and equipment to have hand sanitiser bottles inside cab spaces.

Site Operations COVID 19 Risk Assessment

Travel to Work

Communication to site workers that:

- When travelling to work in one vehicle consider
 - use fixed travel partners
 - do not sit face-to-face
 - open windows
 - cleaning shared vehicles between shifts or on handover.
- If public transport is used, staff are encouraged to wear a face covering in order to minimise the risk of spreading the virus.

Site Access and Egress Points

- Use signage to remind workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow advice
- Encourage all workers to wash their hands for 20 seconds using soap and water when entering and leaving the Site & regularly use hand sanitiser throughout the day.
- Continue to regularly clean common contact surfaces in gates, office, access control and delivery areas, telephone handsets and desks, particularly during peak flow times
- Where practicable reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible
- Where loading and offloading arrangements on site will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle; they should be advised to wash or sanitise their hands before handling any materials and must have access to welfare facilities
- The Site Manager is responsible for monitoring compliance.
- Face coverings are no longer required by law. However, the government recommends that people continue to wear face coverings in crowded, enclosed spaces. Where worn correctly, this may reduce the risk of transmission to themselves and others. Be aware that workers & visitors may choose to wear a face covering in the workplace.

Site Operations COVID 19 Risk Assessment

Signing in

- Operatives are encouraged to provide their own pens to sign in and out daily. It is still critical that everyone attending site signs in/out daily.

Inductions & COVID 19 Toolbox Talks

- COVID 19 toolbox talks remain a key awareness tool across sites. Site Managers are to deliver the COVID 19 toolbox talk on a regular basis with site teams.
- Site Managers are encouraged to carryout site inductions externally when weather permits. Where they must be carried out internally then the number of persons attending must be kept to a reasonable number to reduce the potential for spread.

Deliveries

- Where possible delivery drivers are to be asked to remain their cab during loading and unloading operations.
- Most suppliers have suspended the need to sign for deliveries.

Hand Washing

- All workers to be given suitable facilities to their wash hands.
- Signs communicating the need to wash hands regularly at relevant points across the site.
- Adequate supplies of soap and fresh water is readily available and kept topped up at all times.
- Hand sanitiser (minimum 70% alcohol based) is to be located at site entrance points, in office and welfare facilities.
- Hand washing facilities are regularly cleaned.
- All shared surfaces, door handles, toilets, cubicle doors, sinks, hand dryers must be cleaned with disinfectant on a regular basis.
- Suitable and sufficient rubbish bins for hand towels with regular removal for disposal.

Site Operations COVID 19 Risk Assessment

Site Office

- Signage at office entrance advising use of sanitiser on entry and exit.
- Desks/Tables and all shared surfaces, taps, kettles, microwaves, door handles, chairs and access stair handrails must be cleaned with disinfectant on a regular basis.
- Office spaces are to continue to be well ventilated to allow the free flow of air during operational hours.

Site Meetings & Visitors

- On site clients site meetings are permitted however, some delegates may still choose to attend virtually using Teams where practicable.
- Persons that fall within the vulnerable COVID 19 definition must make their own assessment if they wish to attend site or meetings in person or virtually via Teams.
- All visitors to site are encouraged to wash hands and entry and exit to site and apply hand sanitiser.
- Meeting room spaces are to continue to be well ventilated to allow the free flow of air during the meeting.
- Face coverings are no longer required by law. However, the government recommends that people continue to wear face coverings in crowded, enclosed spaces. Where worn correctly, this may reduce the risk of transmission to themselves and others. Be aware that workers & visitors may choose to wear a face covering in the workplace.

Site Operations COVID 19 Risk Assessment

Toilet Facilities

- Wash or sanitise hands before and after using the facilities
- Advise all workers to wash or sanitise hands before and after using the facilities.
- Cleaning regime for toilets, all shared surfaces, door handles, toilets, cubicle doors, sinks, hand dryers must be cleaned with disinfectant on a regular basis throughout the day.
- Provide regular cleaning products and direct all operatives to clean the facilities after use.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Plant & Equipment

- It is good practice for site plant and equipment to have hand sanitiser bottles inside cab spaces.
- Equipment used by multiple operatives must have shared surfaces such as handles and start buttons, pull cord handles wiped with hand sanitiser between use.

Site Operations COVID 19 Risk Assessment

Canteen and Rest Areas

- Drinking water must be provided with enhanced cleaning measures of the tap mechanism introduced
- All shared surfaces, taps, kettles, microwaves, door handles, chairs and access stair handrails must be cleaned with disinfectant on a regular basis throughout the day.
- Hand cleaning facilities or hand sanitiser must continue to be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area.
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables must be cleaned regularly throughout the day.
- Shared crockery, eating utensils, cups etc. should not be used unless they are disposable or washed and dried between use
- Everyone using the canteen facilities should be advised to wash their hands often with soap and water for at least 20 seconds before and after handling food
- Office staff and workers may use the same rest areas.
- Canteen spaces are to continue to be well ventilated to allow a trickle flow of fresh air throughout site operational hours and secured each evening.
- Site Managers and contractor's foreman and team leaders are responsible for monitoring compliance.

Site Operations COVID 19 Risk Assessment

Shower, Changing Rooms & Drying Rooms

- Are to be cleaned using disinfectant on a regular basis throughout the day.
- Wash or sanitise hands before and after using the facilities
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal

Planning Work to Avoid Close Working

- Whilst social distancing is no longer a legislative requirement staff are asked to respect individual people's boundaries and staff should feel empowered to ask colleagues to maintain social distancing if they do not feel comfortable. It must be kept in mind not everyone's response to restrictions is the same.
- Where close working is required, staff are advised that these should be carried out as side by side working or back-to-back working rather than face to face where practicable.
- Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc throughout the day.
- Increase ventilation in enclosed spaces by opening doors and windows to allow a trickle flow of fresh air through the space. Fire doors; however, must not be propped open.
- Workers are advised to wash their hands before and after using any equipment

Site Operations COVID 19 Risk Assessment

Cleaning

- Cleaning procedures across the site, particularly in communal areas and touch points.
- All shared surfaces, taps, kettles, microwaves, door handles, chairs and access stair handrails must be cleaned with disinfectant on a regular basis throughout the day.
- Cleaning of all areas used for eating, thoroughly cleaned at regular intervals throughout the day, including chairs and door handles.
- Rubbish collection and storage points increased and emptied regularly throughout and at the end of each day.
- Site Operatives carrying out cleaning regime to be given instruction and training on the cleaning regime.
- Procedure identified for cleaning after a known or suspected case of worker falling ill with symptoms of the COVID-19 virus whilst on site.

Shower, Changing Rooms & Drying Rooms

- Enhanced cleaning of all facilities throughout the day and at the end of each day.
- Suitable and sufficient rubbish bins in these areas with regular removal and disposal.

Office Operations

Information and instruction via the Jessup Brothers COVID 19 safe operating procedures guidance. This has been prepared after consulting all relevant guidance, including the HM Government Working Safely During COVID-19 in Offices and Contact Centres.

- **From 1st April 2022.** The Government will remove the health and safety requirement for every employer to explicitly consider COVID-19 in their risk assessments.
- Until this date every work setting is required to have a site-specific risk assessment. Additional site-specific measures to be added after consideration of the guidance set out in our COVID-19 RAMS and the circumstances of that site, i.e., number of site personnel, layout of site etc.
- Office measures to be monitored by Head Office line management and the SHEQ Manager.
- Face coverings are no longer required by law. However, the government recommends that people continue to wear face coverings in crowded, enclosed spaces. Where worn correctly, this may reduce the risk of transmission to themselves and others. Be aware that workers & visitors may choose to wear a face covering in the workplace.
- Staff are still encouraged to partake in twice weekly at home lateral flow testing.
- In line with Government social distancing guidance has been removed. However, staff are asked to respect individual people's boundaries and staff should feel empowered to ask colleagues to maintain social distancing if they do not feel comfortable. It must be kept in mind not everyone's response to restrictions is the same.

Head Office Operations COVID 19 Risk Assessment

Travel to Work

Communication to office workers that:

- When travelling to work in one vehicle staff should consider
 - use fixed travel partners
 - do not sit face-to-face
 - open windows
 - cleaning shared vehicles between shifts or on handover.
- If public transport is used, staff are advised to wear a face covering in order to minimise the risk of spreading the virus.

Working Arrangements

- Car sharing for the purposes of work travel is permitted, however, staff are advised to open car windows to allow trickle ventilation.
- External visitors to Head Office are permitted
- If hot desking that staff are advised to ensure the desk spaces are sanitised using the anti-bacterial wipes provided.
- Visits by Head Office staff to site are permitted.
- Anyone waiting for a COVID 19 test results are **advised NOT** attend any Jessup Brother Construction Site or Head Office even if they are non-symptomatic.
- Continue to ensure windows are opened sufficiently to allow a trickle flow of fresh air ventilation within office spaces.

Head Office Operations COVID 19 Risk Assessment

Layout of the office environment

- Staff are encouraged to respect colleagues' personal space to minimise the potential for virus spread.
- Fixed sneeze screen partitions between workstations will remain in place where desks face one another so that if someone coughs or sneezes it inhibits the spread of germs. The roll up screen can be raised if staff on either side of the roll up screen agree.
- If hot desking staff are advised to ensure that the desk spaces are sanitised using the anti-bacterial wipes provided before and after use.
- Regular use of hand-washing facilities encouraged.
- Continue to ensure windows are opened sufficiently to allow a trickle flow of fresh air ventilation within office spaces.
- Where shower and changing room facilities are provided, it should be communicated that these should be clear of personal items.

Hand Washing & Good Hygiene

Office personnel encouraged:

- To wash their hands thoroughly once they arrive and before setting to work, before and after eating and before they leave. Hands also to be washed regularly for 20 seconds throughout the day.
- To cover any coughs or sneezes with a tissue, then dispose in a bin and immediately wash their hands.
- Avoid unnecessary touching of surfaces when traversing the building. Hand sanitiser (minimum 70% alcohol based) provided as an additional measure in areas where there is regular touching, such as photocopiers/ printers etc. and other locations across the office.
- Staff are encouraged to clean hand washing facilities following use.
- Fabric hand towels replaced with paper towels for hand drying.
- Sanitiser wipes are provided for the cleaning of kettles/ hot taps, clean handles etc by staff after use.
- Cleaning products available in toilets and kitchens and all staff asked to wipe down surfaces before and after using these facilities.
- Contract cleaners will attend the office regularly to sanitise shared surfaces kitchen canteen and toilet facilities using COVID 19 complaint consumables.

Head Office Operations COVID 19 Risk Assessment

Meetings & Site Visitors

- External visitors to Head Office are permitted.
- Reception staff will collate test & trace contact information of all visitors to Head Office.
- When a person that falls within the vulnerable COVID 19 definition is to attend additional consideration to reducing numbers within meeting spaces further to reduce the risk of transmission.
- Continue to ensure windows are opened sufficiently to allow a trickle flow of fresh air ventilation within meeting spaces.

Paperwork

- Where possible paperwork should be sent or distributed in electronic format.
- They should wash hands thoroughly or use hand sanitiser (minimum 70% alcohol based) as soon as possible after paperwork dealt with.

Head Office Operations COVID 19 Risk Assessment

Cleaning

Cleaning procedures in place across the office, particularly in communal areas and touch points including:

- Taps and washing facilities.
- Toilet flush and seats.
- Door handles and push plates.
- Handrails on staircases and corridors.
- Staff using canteen and kitchen areas asked to clean areas down when they have finished using them.
- All areas used for eating, which must be thoroughly cleaned at regular intervals by the office contract cleaners, including chairs and door handles.
- Telephone equipment.
- Keyboards, photocopiers and other office equipment.
- Shower and changing facilities.
- Rubbish collection and storage points increased and emptied regularly.
- Frequent cleaning of work areas and equipment between uses, using usual cleaning products.
- Office areas are to have hand sanitiser (minimum 70% alcohol based) available and are regularly cleaned.
- Office personnel encouraged to clean their own workstations at the end of their working day, even if they plan to be working at the same desk the next day.
- Procedure identified for cleaning after a known or suspected case of employee falling ill with symptoms of coronavirus whilst in the office.

Head Office Operations COVID 19 Risk Assessment

Reception Areas

- Control of entry system to be used to control flow of visitors into the main reception area.
- Any visitors to the office are to be briefed on the Head Office COVID 19 control measures.
- Admin staff manning reception are to test & trace contact information from the visitor and complete the visitor's records on their behalf.
- Head Office staff are to use the facility on Teams to sign in and out of Head Office when leaving to visit site.
- All delivery drivers have a right to use welfare facilities in the premises they visit as part of their work. If a delivery driver, requests to use the welfare facilities this request will not be refused. In this situation the delivery driver is to be requested to wash hands on entry and exit and apply hand sanitiser.
- Communication that care should be taken when handling post and a system in place to minimise the risk. Staff are to wash their hands for 20 seconds or use hand sanitiser (minimum 70% alcohol based) after handling post and deliveries.
- Cleaning materials available for goods and merchandise entering an office that are identified as being high risk i.e., country of origin etc.
- Staff manning reception advised to be extra diligent in handwashing, and regularly sanitising their hands.
- Continue to ensure windows are opened sufficiently to allow a trickle flow of fresh air ventilation within reception & admin spaces.

Office Signage

Appropriate signage erected throughout the office.

- COVID-19 Symptoms signs displayed in the Head office area.
- Hand washing guidance notices displayed to welfare and kitchen areas.

Head Office Operations COVID 19 Risk Assessment

Defect clearance operations in occupied properties

Information and instruction via the Jessup COVID 19 arrangements for defect clearance document.

Following changes in workplace arrangements for working during COVID 19 that were previously announced 21 January 2022 Jessup will continue attendance at routine defects

This has been prepared after consulting all relevant guidance, including the HM Government Working Safely During COVID-19 in Other People's Homes.

Routine customer care work on our sites is risk based on the COVID 19 guidance.

Defect clearance actions will be addressed in order of level of risk and priority.

All personnel carrying out this work in a customer's home must follow the relevant Safe Operating Procedure.

Most activities will be able to be done as a one-person operation. However, if this is not the case, the other people's involvement will be limited to the particular work activity where they are required. If the activity requires more than one person, a risk assessment will be conducted, and measures put in place to reduce the risk to as low as possible.

Working in and on customer homes measures to be monitored and enforced by the Construction Manager and the SHEQ Manager.

Staff & contractors are still encouraged to partake in twice weekly at home lateral flow testing.

Defect clearance operations in occupied properties

Essential Works

- Any operative/ contractor who has the COVID-19 virus symptoms **must not** enter someone's home.
- As a first step, the Customer Care Team and/or operative/ contractor must assess whether the works can be done without entering a customer's home, i.e., via advice over the telephone.
- If this is not possible, the Customer Care Team and/or operative/ contractor must then establish from the customer if the household is self-isolating or shielding.
- Unless the work activity in the property requires it, only one operative/ contractor should attend to the works.
- On entry to the home the operative/ contractor should wash their hands using soap and water for 20 seconds.
- The operative/contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser (minimum 70% alcohol based) should be used, and the operative/ contractor should carry this with them at all times.
- The operative/ contractor should always maintain a safe distance (at least 1M+) from any household occupants.
- The Customer care team will ask the resident to ventilate the area if practicable by opening of windows.
- Operatives and contractors to be advised to wear nitrile protective gloves whilst inside the resident's properties.
- Should avoid touching unnecessary surfaces and go directly to the area where the work required.
- Open any windows in their work area for increased ventilation whilst they carry out the work.
- Tell the customer what surfaces and areas they have come into contact with.
- Clean any surfaces they have touched before leaving the property.
- Gloves worn whilst in the premises are to be disposed of in the resident's waste bin.

Defect clearance operations in occupied properties

Essential Works in properties where households are in self isolation or extremely clinically vulnerable

- Only in exceptional emergency circumstances will attendance for defect clearance in households that are self-isolating or where residents are extremely clinically vulnerable be authorised when the COVID alert level is 3 or 4.
- All those in the home to be in a separate room with a closed door when the operative/ contractor enters the home. Communication with the customer to be via telephone.
The operative/ contractor is:
 - To wear appropriate PPE, such as gloves/ barrier mask.
 - Open any windows in their work area for increased ventilation whilst they carry out the work.
 - Clean any surfaces they have touched before leaving the property and tell the customer what surfaces and areas they have come into contact with.
 - Use hand sanitiser (minimum 70% alcohol based) as soon as they leave the home.
 - Wash hands thoroughly, for at least 20 seconds after leaving the home and ensure any places touched until hand washing are also cleaned.
 - Wash down body and change their clothing as soon as possible after leaving the property.

Defect clearance operations in occupied properties

Essential Works in unoccupied properties

- The customer care team must obtain permission from the resident that they are fully happy for the works to be done. If the customer expresses any doubt, then the works must be postponed.
- The resident must be asked if they have recently been to the property and if they have, to confirm that all members of their household are healthy, presenting no symptoms of COVID-19. If this is not confirmed, then the work must not take place for at least 7 days.
- The customer must be told when the works are to be done, and to not visit the property at that time. Agreed dates and times must be strictly adhered to.
- Any operative/ contractor who has the coronavirus symptoms **must not** enter the property.
- Unless the work activity in the property requires it, only one operative/ contractor should attend to the works.
- On entry to the home the operative/ contractor should wash their hands with soap and water for 20 seconds.
- The operative/ contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser (minimum 70% alcohol based) should be used, and the operative/ contractor should carry this with them at all times.
- The operative/ contractor should avoid touching unnecessary surfaces and go directly to the area where the work required.
- If possible, the operative/ contractor should open any windows in their work area for increased ventilation whilst they carry out the work. The windows to be closed and secured before leaving the property.
- The operative/ contractor must clean any surfaces they have touched before leaving the property.
- The customer should be notified when works have been completed in the normal way.

Defect clearance operations in occupied properties

External property works

The Customer Care Team:

- Must obtain permission from the resident that they are fully happy for the works to be done. If the customer expresses any doubt, then the works must be postponed. Agreed dates and times must be strictly adhered to.
- Establish on the day of the planned works that all members of their household are healthy, presenting no symptoms of the COVID-19 virus. If they are, then the works must be postponed until the household is out of isolation.
- Must tell the customer that if the household contains anyone who is at greater risk from the COVID-19 virus, that person must take extra care to keep away from the operatives/ contractors whilst they are undertaking the work.
- Must establish the specific requirements of the works with the customer over phone/ email and explain these to the operative/ contractor that attends the property.
- Must tell the customer when the works are to be done and told to ensure that they and their children/ pets must not enter the operative/ contractor work area during the works.
- Any operative/ contractor who has the symptoms of the COVID-19 virus **must not** to carry out these works.
- The operative/ contractor must not enter the customer's home at any time.
- If the customer does need to communicate with the operative/ contractor directly they must be told to maintain at least a 2 metre (6ft) distance from the operative/contractor.
- Unless the work activity in the property requires it, only one operative/ contractor should attend to the works.
- Before they carry out the works, the operative/ contractor should wash their hands with soap and water for 20 seconds.
- The operative/ contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and finishing the works.
- Where facilities to wash hands are not available, hand sanitiser (minimum 70% alcohol based) should be used and the operative/ contractor should carry this with them at all times.
- The operative/ contractor should avoid touching unnecessary surfaces and go directly to the area where the work required.
- If at any time the operative/ contractor feels the 1M + safe distance from the customer is compromised, they must immediately make safe the works and leave the property.