

RISK ASSESSMENT / METHOD STATEMENT – INSTALLATION TEAMS

Company Name: Solihull Windows

Date of Risk Assessment: 05/2020

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Coronavirus COVID19	Staff and customers may transmit or contract the virus from being on their premises.	<ul style="list-style-type: none"> • General good housekeeping • Staff keep working areas clear • Lateral flow tests to be arranged as often as possible. 	<ul style="list-style-type: none"> • Lateral flow tests are to be arranged as regularly as possible for staff. If any test comes back positive we will be guided by NHS Track & Trace as to what we are required to do. • It is to be confirmed on day of planned visit, to ensure none of the customers in occupation is shielding, self-isolating or has symptoms of Covid-19. • If any member of staff presents with the symptoms of COVID-19, they must not come in to work (this will also include their team-mate). The appropriate quarantine rules will then apply – 7 days for the sick individual and 14 days for the team-mate. If testing is available, both members of the team must arrange a test ASAP. • Before leaving for work, each member of staff must take their temperature using the thermometers provided. If the temperature recorded is 37.8o or higher then they are to advise the customer that they are unable to attend site, leave a message for the office and return home to arrange a test and start 14 days self-isolation, which can be lifted should the test results come back negative. • All staff are to travel to site separately if possible. Where this cannot be achieved and staff travel together in a van, numbers per van are limited to 2, staff must sit at extreme positions with adequate ventilation (windows down) and wear face masks provided. • Staff must regularly clean internal surfaces and handles of vehicles and ensure adequate ventilation in the vehicle. • Hand sanitisers and sanitising sprays will be given to both teams. Please use these liberally, cleaning the internal van surfaces regularly and your own hands. 	All Staff	From now on	13.01.2021

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			<ul style="list-style-type: none"> • Prior to arrival on site staff should complete “Self-Assessment Declaration” and leave this for the customer on arrival. • When arriving on site, staff must phone the customer from the van and ask the customer for their declaration that neither they, nor anyone in their household is self-isolating or has experienced recognised symptoms of Coronavirus in the past 7 days. Then ask the customer to open the entrance doors. If they do not answer the phone, staff should knock the door and then retreat to a safe distance and ask for the customer’s declaration before entering the property. Customers should retire to an area of the property the team aren’t working in or leave the property. • Additional PPE has been provided for additional safety. Face masks, safety glasses, disposable gloves, sanitisers, wipes, etc must be used as required and the relevant items disposed of daily per HSE guidelines. • If staff need to speak to the customer during the installation, all parties to ensure social distancing rules apply. • Fixed team rules will apply. Staff to stay with the same individuals throughout the job. Interaction between teams should be minimised at all times, unless totally unavoidable. • Work areas should be clearly defined, and segregation of workers and occupants should be ensured at all times • Access and egress to the property be determined at point of survey for minimum contact points. • Staff must be aware of the guidance regarding “Social Distancing” and put these into practice while they work. If 2 metre distancing is not possible, staff to work side-to-side or back-to-back (avoid face-to-face 			

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			<p>where possible and wear face masks if required).</p> <ul style="list-style-type: none"> • Staff to make sure Plant, Tools and any other essential equipment are not shared between staff, where possible. If this cannot be prevented proper cleaning and disinfecting must take place. • Staff to ensure all materials are available to complete the job, considering shop closures. • Staff to use hand sanitisers regularly along with hand washing (where possible). • Staff to agree with the householder before starting work a designated W/C facility at the property. They are to bring their own toiletries and clean after use with cleaning materials supplied by the Company. • Refreshments are not to be taken from the customer. Staff should bring their own and eat / drink these outside, alone, where possible. Where this is not possible, refreshment periods should be staggered. • Customers have been reminded to reduce the frequency / take precautions toward visitors attending site. • Deliveries should be received following “non-contact” procedures. • Staff to frequently clean and disinfect objects and surfaces that are touched regularly, using cleaning products provided by Company. • On completion of daily activities, sanitising of all hard surfaces must be carried out by staff. • On leaving the property, staff must leave any paperwork for the customer in the area installed. The customer is to do their inspection after staff have vacated the premises. • Staff to come in to the Showroom before 9am when it is unmanned to collect any relevant paperwork or components. 			

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Coronavirus COVID19	The mental wellbeing of staff may be affected by the side effects of the virus such as death of family members, prolonged isolation etc.	<ul style="list-style-type: none"> Staff can talk to manager if they are feeling unwell, have mental health issues or are at ill-at-ease about things at work or home 	<ul style="list-style-type: none"> If staff present with mental health issues relating to the virus, professional help can be provided if required or alternative options discussed and agreed. 	All Staff	From now on	12.05.2020
Road safety	Serious injury or even fatal injury could occur if Company vans are not loaded or secured correctly.	<ul style="list-style-type: none"> Ensure internal and external loads are secure to withstand normal driving conditions or collision conditions 	<ul style="list-style-type: none"> Ensure loading is done in good time to ensure safe handling. If load excessive, arrange for specialist courier. Sanitise internal surfaces & handles of van daily. Ventilate van when driving with 2 occupants & wear face masks if required. 	All fitting staff	From now on	12.05.2020
Falling from height	Serious injury or even fatal injury could occur if a worker falls.	<ul style="list-style-type: none"> Agree access requirements at contract stage. If scaffold required, check it is provided by specialist contractor. Staff instructed not to interfere with or misuse scaffold. Ladders to be kept in good condition, adequately secured and placed on firm surface. 	<ul style="list-style-type: none"> To determine at survey what access is required and liaise with office to organise appropriate height working. Scaffold or height working equipment to be organised via licensed specialist contractor. Ladders to be footed at all times. 	<p>All staff</p> <p>Office staff</p> <p>All fitting staff</p>	From now on	12.05.2020
Falling objects hitting head or body, including feet	Serious head and other injuries to staff, others on site and members of the public.	<ul style="list-style-type: none"> Waste materials to be removed from site and placed in skip or waste receptor. Safety helmets and protective footwear 	<ul style="list-style-type: none"> Ensure staff wearing correct safety equipment and good housekeeping practices are being followed. 	All fitting staff	From now on	12.05.2020

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Manual handling	<p>Staff risk injuries or back pain from regularly handling heavy/bulky/awkward objects. Staff risk cuts to hands from carrying sharp objects. Staff could transfer Coronavirus if social distancing measures cannot be achieved</p>	<p>supplied and worn when required.</p> <ul style="list-style-type: none"> • To move all items to be fitted as close to the warehouse/customer's property by van as possible to shorten handling distances. • Fitters to devise safe route plan for moving windows and fitments to fitting areas within property to minimise injury. • To use trolleys/jacks to move heavier items. • Ensure large items are moved by more than one employee to minimise lift risk. • To ensure lifts are performed correctly in line with manual handling guidelines. • Staff issued with safety gloves to be worn appropriately 	<ul style="list-style-type: none"> • Fitting teams to plan strategy for handling at time of survey to ensure minimum risk. • Make as many frames as possible up on site to reduce weight loading. • Remind staff that they should not try to lift objects that look or appear too heavy to handle. • Ensure correct safety equipment is being used. • Try and use side-to-side working if 2 men lifts are required. If face-to-face is necessary, wear face masks and time-limit lifts. 	Fitting staff	From now on	12.05.2020
Slips and trips	<p>Staff and customers may be injured if they trip over waste, items to be fitted, tools, cables etc. Slips at height could result in a serious fall.</p>	<ul style="list-style-type: none"> • General good housekeeping at all times – waste to be disposed of in skip or waste receptor. • All areas well lit • No trailing leads or cables 	<ul style="list-style-type: none"> • Ensure good housekeeping practices are being followed. • Ensure correct safety footwear worn at all times. 	Fitting staff	From now on	12.05.2020

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		<ul style="list-style-type: none"> Staff to keep working areas clear To wear appropriate safety footwear. 				
Stepping on sharp objects	All staff and customers could suffer foot injuries.	<ul style="list-style-type: none"> Safety boots to be worn at all times. Waste disposed of in skip or waste receptor. Good housekeeping maintained at all times. 	<ul style="list-style-type: none"> Check to ensure staff wearing correct safety footwear at all times. 	Fitting Staff	From now on	12.05.2020
Hazards to eyes	<p>Staff could suffer eye injury through flying fragments when using cutting equipment</p> <p>Staff could transfer Coronavirus by touching their eyes</p>	<ul style="list-style-type: none"> Safety glasses to be worn when cutting, grinding or at any other critical point. 	<ul style="list-style-type: none"> Check to ensure staff wearing correct safety glasses at critical times. Staff to avoid touching eyes to prevent virus transmission. Safety glasses advised at all times. 	Fitting Staff	From now on	12.05.2020
Hazardous Substances	Direct skin contact with sealants may cause irritations	<ul style="list-style-type: none"> Use protective gloves when using sealants or other potential irritants. Wash any skin thoroughly immediately if it has come into contact with irritant. Use emergency eye wash in First Aid Box if substances go into eyes 	<ul style="list-style-type: none"> Staff to wear correct safety glasses and gloves at all times, wherever possible. Ensure First Aid box is kept well stocked 	<p>Fitting Staff</p> <p>Head Fitter Office</p>	From now on	12.05.2020
Working at height	Falls from height are one of the biggest causes of workplace fatalities and major	<ul style="list-style-type: none"> Avoid work at height where it is reasonably practicable to do so 	<ul style="list-style-type: none"> To plan strategy for height working at time of survey to ensure minimum risk. 	Fitting staff	From now on	12.05.2020

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	injuries. Common causes are falls from ladders and through fragile roofs	<ul style="list-style-type: none"> • Where work at height cannot be avoided, prevent falls using either an existing place of work that is already safe or the right type of equipment • Minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated. • Do as much work as possible from the ground. • Ensure staff can get safely to and from where they work at height • Ensure equipment is suitable, stable and strong enough for the job, maintained and checked regularly; • Make sure you don't overload or overreach when working at height. • Take precautions when working on or near fragile surfaces 	<ul style="list-style-type: none"> • Make as many frames as possible at their fitting location on site to reduce external working. • Remind staff that they should not try to lift objects that look or appear too heavy to handle anytime, but especially at height. • Ensure correct equipment is used. • Cover or board fragile surfaces to limit accidents. 			
Stress	All staff could be affected by factors such as lack of job	<ul style="list-style-type: none"> • Staff understand what their duties and responsibilities are. 	<ul style="list-style-type: none"> • Remind staff that they can speak confidentially to manager (on a non-blame basis) if they are feeling unwell or ill at ease because of work. 	Manager	From now on	12.05.2020

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	control, bullying, not knowing their role, etc.	<ul style="list-style-type: none"> Staff can talk to manager if they are feeling unwell or at ease about things at work. No bullying policy. 				
Electrical	<p>Staff could get electrical shocks or burns from using faulty electrical equipment.</p> <p>Staff could transfer Coronavirus by sharing electrical equipment.</p>	<ul style="list-style-type: none"> Staff spot and report any defective plugs, discoloured sockets or damaged cable/equipment. Defective equipment taken out of use safely and promptly replaced. 	<ul style="list-style-type: none"> Check all electrical equipment against HSE document on maintaining portable electric equipment. To request office to purchase new equipment as required. Staff to sanitise all electrical equipment before and after use to prevent virus transmission 	All staff	N/A	
Noise from use of equipment	Staff using noisy equipment may suffer hearing loss.	<ul style="list-style-type: none"> Staff to wear ear defenders or ear plugs is high noise level machinery is used. 	<ul style="list-style-type: none"> Check to ensure staff wearing correct safety equipment at critical times 	Fitting staff	From now on	12.05.2020
Vibration from use of equipment	Exposure to vibration can lead to the development of 'vibration white finger' (VWF).	<ul style="list-style-type: none"> To use vibrating equipment for short durations 	<ul style="list-style-type: none"> Ensure use of vibrating equipment kept to minimum. 	Fitting staff	From now on	12.05.2020
Lone working	Staff could suffer injury or ill health while out of the office, e.g. when visiting clients' while working alone.	<ul style="list-style-type: none"> Office have all customer details in case of emergency. Ensure mobile phones turned on for emergency contact. Ensure no solitary working at height. Make alternative arrangements if this would be a requirement. 	<ul style="list-style-type: none"> Whereabouts of staff "out of office" to be monitored by office-based staff. Ensure workload planned to minimise lone working. 	<p>All staff</p> <p>Fitting staff</p>	From now on	12.05.2020

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Welfare / 1 st Aid	Good facilities help prevent infection or the requirement for further medical attention.	<ul style="list-style-type: none"> Toilets, washing facilities and drinking water provided in office. Facilities requested at customer premises but if not available, alternative arrangements made on a case-by-case basis. 1st Aid box kept in Company vehicles in case of injury. 	<ul style="list-style-type: none"> Ensure workload planned to ensure adequate facilities at each location. Ensure 1st Aid box kept fully stocked. 	Fitting staff Fitting staff/Office	From now on	12.05.2020

In addition to the above, additional advice will be provided to staff regarding these situations regarding hygiene and protection of themselves and others. A copy of this Risk Assessment / Method Statement has been issued to all staff. Solihull Windows will keep up to date with the latest guidance, news and directions from Public Health England, World Health Organisation and the Government.