



## **COV003: Maintenance Covid-19 Risk Assessment and Operating Procedures**

### **PURPOSE:**

The purpose of this document is to explain to Mountjoy managers, staff, agency staff and subcontractors how the company plans to provide maintenance services safely during the COVID-19 pandemic.

The instructions in this document are to be followed in addition to the usual RAMS and should be read in conjunction with the Covid-19 Absence Policy and COV004: Mountjoy Office Covid-19 Risk Assessment and Operating Procedures for those staff working or visiting Mountjoy offices.

This document contains the following sections:

- **Part 1: Pre-Planning – Before work starts**
- **Part 2: General Covid-19 safety rules for all maintenance staff**
- **Part 3: Unavoidable work within 2m**
  
- **Appendix 1: Control Measures for working in occupied properties where there are suspected/known Covid-19 cases**

Part 1: Pre-Planning	Before work starts	Responsible
<p><b>Work in occupied premises</b></p>	<p>A telephone discussion must take place before the work is planned to include:</p> <ul style="list-style-type: none"> <li>• <b>Confirm that no one in the property has a known or suspected case of Covid-19. If they do – refer to Appendix 1</b></li> <li>• Asking that a 2m distance is kept from those working</li> <li>• Asking that households leave all internal doors open to minimise contact with door handles.</li> <li>• Requesting that access to the work area is made clear, including removing furniture and any personal items that might be touched.</li> <li>• Requesting that a high standard of cleanliness is adopted in the work areas</li> <li>• Requesting that any children or pets are kept out of the way.</li> </ul> <p>Identifying busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas.</p>	<p>Help Desk and Trades</p>
<p><b>Work in unoccupied premises/voids (including Signage and Warnings)</b></p>	<p>Where possible only one trade to work in a property at any time. If not possible trades to be organised to work in separate rooms/areas.</p> <p><b>Part 3 describes control measures for when social distancing is not possible</b></p> <p>The following signs must be posted in unoccupied property (void) projects in order to raise awareness:</p> <ul style="list-style-type: none"> <li>• <b>Please wash or sanitise your hands on entry to site</b> – at site entrance</li> <li>• <b>Please wash your hands before and after using the toilet facilities</b> – outside the toilet</li> <li>• <b>Please wash your hands before and after using the kitchen facilities</b> – outside the kitchen</li> <li>• <b>Please wash hands frequently and thoroughly</b> (including Instructions on hand washing technique) – above all hand basins and at regular intervals around the site</li> <li>• <b>Please observe 2metres social distancing</b> – at regular intervals around the site</li> </ul> <p><b>This room is not in use DO NOT ENTER</b> – on the closed door of every room not in use. This is in order to reduce the number of surfaces that require cleaning.</p>	<p>Supervisors and Trades</p>

<p><b>Working around a clinically vulnerable or extremely clinically vulnerable person</b></p>	<p>Only work that is <b>truly essential</b> will be carried out.</p> <p>Communication is key – a telephone discussion must take place before the work is agreed to cover all of the above (working in occupied premises)</p> <ul style="list-style-type: none"> <li>• If at all possible, a carer for the vulnerable person should be available on the phone or present to help out if needed</li> <li>• Timing of work to be kept to an absolute minimum</li> <li>• Number of workers attending to be kept to a minimum</li> <li>• Householder to remain in a different room with the door closed during the work</li> </ul> <p>If this is not possible (e.g. if the person is bedridden and the essential repair is in the room) the worker(s) must don face coverings and stay as far away as possible to do the work.</p>	<p>Help Desk and Trades</p>
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<b>Part 2: General Rules for all maintenance staff</b>	<b>Responsible</b>	
<p><b>Social Distancing and Hand Hygiene</b></p>	<p>Social distancing - <b>keeping 2m apart</b> from other people and effective <b>hand hygiene</b> are the simplest and most effective ways to avoid spreading or contracting the virus.</p> <p><b>Part 3 describes control measures for when social distancing is not possible.</b></p> <p>Staff should frequently wash hands before/after all breaks, and before/after entering a property as an absolute minimum. If hand washing facilities are not available alcohol hand sanitiser and/or alcohol hand wipes must be used.</p> <p>When washing hands, this must be done using the government guidelines. Wash thoroughly with soap and warm water for at least 20 seconds.</p>	<p>All Staff</p>
<p><b>If someone falls ill with symptoms of Covid-19</b></p>	<p>If any staff member or worker develops a high temperature or a persistent cough while at work, they should:</p> <ul style="list-style-type: none"> <li>• Return home immediately and ensure their manager or supervisor is informed</li> <li>• On the way out, avoid touching anything, cough or sneeze into a tissue and dispose of it safely.</li> </ul> <p>If a worker suspects Covid-19 they must follow the government guidance on self-isolation and testing for construction workers and not return to work until their period of self-isolation has been completed or a negative test is confirmed.</p>	<p>All Staff</p>
<p><b>Suspected symptoms</b></p>	<p>All Managers, Supervisors and Workers must report anyone suspected of working whilst experiencing Covid-19 like symptoms to their line Manager and Health &amp; Safety Dept.</p>	<p>All Staff</p>

	<p>Colleagues with suspicious symptoms will be asked to:</p> <ul style="list-style-type: none"> <li>• Leave work immediately</li> <li>• Self isolate</li> <li>• Get tested using the Government's testing process for construction workers.</li> </ul>	
<p><b>Persons who are clinically vulnerable</b></p>	<p>If you have a medical condition that classifies you as a <b>clinically vulnerable</b> or <b>extremely clinically vulnerable</b> person, you should have received a letter from the NHS to confirm this.</p> <p>Please inform your line manager as soon as possible. You must work from home if possible and should not leave the house.</p> <p>If you have people in your household that are classified as <b>clinically vulnerable</b> or <b>extremely clinically vulnerable</b>, please inform your line manager and observe the guidelines set by the NHS when you are at home.</p>	<p>All Staff</p>
<p><b>Travel to work and driving at work</b></p>	<p>Wherever possible, travel to site individually, using your own transport.</p> <p>If sharing a vehicle is unavoidable, please:</p> <ul style="list-style-type: none"> <li>• Wash hands thoroughly before entering the vehicle</li> <li>• Wear face coverings while in the vehicle</li> <li>• Keep it as well ventilated as possible during the journey</li> <li>• Wipe down shared surfaces before use (including door handles, dashboard etc.)</li> </ul> <p>Avoid public transport but if unavoidable please:</p> <ul style="list-style-type: none"> <li>• Wear face coverings</li> <li>• Keep 2m distance from other passengers wherever possible</li> <li>• Avoid touching surfaces where possible</li> <li>• Take hand sanitiser/ wipes and use these frequently</li> </ul>	<p>All Staff</p>
<p><b>Eating and drinking</b></p>	<ul style="list-style-type: none"> <li>• Bring your own food and drink to work, do not share with anyone.</li> <li>• Bring your own cups, plates, cutlery with you</li> </ul> <p>Be prepared to wait your turn, only one person at a sink or worktop at a time. A distance of 2-metres must be maintained between users, wherever possible.</p> <p>Hand sanitiser will be available at the entrance to all welfare facilities. Please use it.</p> <p>Clean any welfare/kitchen areas you use and wipe down all touch-points and surfaces after you have used them. Think about:</p>	<p>All Staff</p>

	<ul style="list-style-type: none"> <li>• Worktops</li> <li>• Fridges</li> <li>• Microwave ovens</li> <li>• Taps</li> <li>• Door handles</li> <li>• Drawers and cupboards</li> </ul> <p>All rubbish is to be put straight in the bin. Use a pedal bin or remove bin lids.</p>	
<b>Meetings on site/office:</b>	<p>Meetings will be held online wherever possible by using Microsoft Teams or Zoom to hold virtual meetings.</p> <p>If a face to face meeting is <b>unavoidable</b>:</p> <ul style="list-style-type: none"> <li>• Minimise numbers – only those who <b>have</b> to attend should do so.</li> <li>• If weather permits – meet outside if possible</li> </ul> <p>If meeting indoors is unavoidable, attendees should be at least 2-metres apart at all times, rooms should be well ventilated, open windows and doors to allow fresh air circulation.</p>	Helpdesk / Supervisors
<b>Monitoring</b>	<p>Compliance with the control measures will be monitored by the Health and Safety Team, Supervisors and Managers. Staff should comply immediately with any instructions.</p> <p>Please also report any observations, problems or ideas on improvements to your safety team.</p>	All Staff
<b>Track and Trace Apps</b>	<p>The Government are testing <b>the Track and Trace App</b> which is intended to be used nationally to help eliminate the spread of Covid-19.</p> <p>We are constantly monitoring the situation. <b>The App will be mandatory for all our staff when it becomes widely available.</b></p>	All Staff

**Part 3: Unavoidable work within 2m**

<b>Work Planning to Avoid Close Working and contact</b>	<p>Due to the nature of our work, there will be times where it is not possible to maintain 2m social distance. For some tasks it will not be safe – e.g. heavy items may need 2 or more to persons to lift them.</p> <p>Supervisors / Managers / Resource Controllers can reduce the risks significantly in the following ways:</p> <ul style="list-style-type: none"> <li>• <b>Consider each task carefully – is it necessary to do the work?</b> <ul style="list-style-type: none"> <li>○ Can the work be deferred to a later date once track and trace apps/testing is improved.</li> </ul> </li> </ul>	Help Desk, Supervisors and Trades
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- **Consider if the work can be changed so only one person is required.**
  - Use mechanical aids, such as trolleys, plasterboard lifters, sack trucks etc.
- **Minimise the numbers of people in the area**
  - Minimise the number of workers involved in these tasks
  - Ensure teams are as small as possible
  - Ensure teams work away from other workers where possible
  - Create a one way system where possible
- **Face coverings MUST be worn to minimise potential spread**
  - All those working within 2m of each other should wear face coverings to minimise potential spread if they are carrying the virus but not aware of it (asymptomatic).
- **Minimise the time spent in the area together**
  - Ensure the task is no longer than 15 minutes or less where possible
- **Minimise the number of different people involved in close working**
  - Keep groups of workers that have to work within 2-metres of each other together in teams e.g. do not swap workers between teams
  - Arrange for workers to work side-by-side, or facing away from each other, rather than face-to-face;
- **Ensure the area is well ventilated**
  - Open doors and windows where possible to keep air flowing
  - Use stairs in preference to lifts or hoists
- **Maintain good hygiene**
  - Wash hands thoroughly before and after close working.
  - If anyone coughs or sneezes it MUST be into a tissue or the crook of an arm. They and everyone in the vicinity should wash all exposed skin immediately afterwards.

**APPENDIX 1:**

**Working in occupied properties where there is a known or suspected case of Covid-19**

*These procedures are important to protect your health but they will only be necessary in the unlikely event that work needs to be done that is absolutely unavoidable. We will make all reasonable efforts to find alternatives before we ask our workers to visit for emergency repairs.*

**Planning the work**

Your Contracts Manager, Repairs Manager or SHE Department will contact all occupied premises to check that there are no persons present who have a known or suspected case of Covid-19. If there are such persons present:

- ONLY Emergency Repairs which are essential for safety will be considered
- All other work will be postponed
- Those asked to work in the property will be informed of the situation

The work must be carried out as quickly as possible so any pre-work that can be done prior to arrival in the home should be. This may include pre-mixing of chemicals or partial assembly of components. Think carefully through the work to identify what can be done.

Consider the job thoroughly and have ready all tools, equipment and materials prior to entry into the property. This will prevent excessive moving in and out of the property or in and out of vans. Make sure items are neat and ready to hand.

**Communication with occupier**

The person in the property who has a known or suspected case of Covid 19 must ensure the following: (If they are very unwell another person can be nominated to act on their behalf)

- Remain in telephone contact with the visiting worker /coordinator.
- Leave the front door open ready for the worker
- Leave all doors open to allow access to the repair area
- Remove any items from the work area such as furniture or personal belongings that might be touched
- Open windows to ventilate the area
- Go and sit in a different room with the door shut and remain there until the work is finished/ the worker has left the premises

**Required Equipment and PPE**

**Ensure you have the following items ready to hand:**

- Clear bags or general-purpose bin bags
- Masking/Duct Tape
- Hand hygiene supplies: soap or alcohol hand sanitiser
- Cleaning wipes
- Type 5/6 disposable overalls
- FFP3 face fit tested respirator or air fed hood (if bearded)
- Nitrile gloves.
- Goggles or face visor (prescription and general-purpose glasses do not provide adequate protection).

<p><b>Preparation for Working</b></p>	<p>Preparation:</p> <ul style="list-style-type: none"> <li>• <b>Hand Hygiene:</b> Use soap and water to wash hands or use an alcohol hand rub.</li> <li>• Make sure you have all the items above ready, plus all tools, equipment and materials.</li> <li>• Make sure your mobile phone has a good charge</li> <li>• Remove rings (other than a plain smooth band), wrist watches and wrist jewellery.</li> <li>• Ensure you are suitably hydrated and not in need of the toilet.</li> <li>• Check PPE in the correct size is available</li> <li>• <b>Hand Hygiene:</b> use soap and water AGAIN to wash hands or use an alcohol hand rub.</li> </ul>
<p><b>Donning PPE</b></p>	<p>Putting on (donning) PPE must be done in the following order <b>outside the property</b>:</p> <ul style="list-style-type: none"> <li>• Put on the disposal overalls.</li> <li>• FFP3 disposable mask: position the upper straps on the crown of your head, above the ears and the lower strap at the nape of the neck.</li> </ul> <p><b>If a good fit cannot be achieved, do not proceed, seek assistance/advice</b></p> <ul style="list-style-type: none"> <li>• Eye protection to be placed over eyes/face and adjusted to fit.</li> <li>• Gloves, select according to hand size, ensure cuff of overalls is covered by the cuff of the glove.</li> <li>• <b>Carry out final check of PPE/RPE</b> to ensure it is fitted correctly.</li> <li>• Proceed with the work</li> </ul>
<p><b>During the Work</b></p>	<p><b>If personnel need to remove gloves in an area under isolation, as an example, for extra feel or grip, the following is to be carried out:</b></p> <ul style="list-style-type: none"> <li>• Sanitise the area or equipment to be worked on.</li> <li>• Remove gloves and sanitise hands.</li> <li>• Carry out the activity as required.</li> <li>• Once completed wash and/or sanitise hands and put on a new pair of gloves.</li> </ul>
<p><b>After the work is completed</b></p>	<p>Wipe down tools, equipment using cleaning wipes and place in a plastic bag. Materials can be wiped down or bagged pending removal/disposal.</p> <p>Remove PPE in the following order:</p> <p><b>GLOVES</b></p> <ul style="list-style-type: none"> <li>• Grasp the outside of the glove with the opposite gloved hand; peel off.</li> <li>• Hold the removed glove in gloved hand.</li> <li>• Slide the fingers of the un-gloved hand under the remaining glove at the wrist.</li> <li>• Peel the remaining glove off over the first glove and discard.</li> <li>• Clean hands with alcohol hand rub.</li> </ul> <p><b>OVERALLS</b></p>

	<ul style="list-style-type: none"> <li>• Remove disposable Overalls (the front of the overalls and sleeves maybe contaminated)</li> <li>• Undo the zip and pull away from the neck and shoulders, touching the inside of the gown only using a peeling motion to remove.</li> <li>• Turn the overalls inside out, fold or roll slowly into a bundle and discard into a waste bag.</li> </ul> <p><b>EYE PROTECTION</b></p> <ul style="list-style-type: none"> <li>• Remove, use both hands to handle the retraining straps by pulling away from behind and discard.</li> <li>• Clean hands with alcohol hand rub.</li> </ul> <p><b>FFP3 DISPOSABLE MASK</b></p> <ul style="list-style-type: none"> <li>• Remove FFP3 Mask in a safe place outside the working area.</li> <li>• <b>Do not touch the front of the mask.</b></li> <li>• Lean forward slightly.</li> <li>• Reach to the back of the head with both hands to find the bottom retaining strap and bring it up to the top strap</li> <li>• Lift straps over the top of the head.</li> <li>• Let the respirator fall away from your face and place in waste bag.</li> </ul> <p>Wash hands with soap and warm water, if not available use an alcohol hand rub, wash as soon as possible.</p>
<p><b>Disposing of Waste</b></p>	<p>All disposable PPE/RPE used is to be treated as general waste and the following must occur:</p> <ul style="list-style-type: none"> <li>• Waste items are to be placed into a waste bag.</li> <li>• Waste bag to be folded over at the neck into what is commonly known as a goose neck and taped shut.</li> <li>• This bag is to be placed in a second waste bag, folded over at the top and taped.</li> <li>• This waste bag to be retained in a safe contained area for 72hrs as agreed with your Manager/Supervisor. Once 72hrs have passed waste to be disposed in general waste.</li> </ul>