



COVID 19 Risk Assessment – External Site Visits

Company name

Impelling Solutions Ltd

Assessment carried out by

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Document Overview

Impelling must visit customer sites in order to keep critical IT equipment maintained and operational. While conducting any visit on external property there is a risk an employee could contract or transmit the coronavirus.

This document details those risks, and the measures we are taking as an employer to ensure that staff remain safe when visiting a business or a school.

Risk Assessment

Identified hazard	Who might be harmed?
<ul style="list-style-type: none"> Contracting or spreading coronavirus through proximity to others 	<ul style="list-style-type: none"> Impelling Employees/Technicians Non Impelling personnel on site School children, if visiting a school in term time
How is the risk controlled?	
<ul style="list-style-type: none"> For one off, or ad hoc visits to site, a manager will evaluate the need for work on site to be completed, and ensure that every effort has been made to address the issue remotely. We aim to reduce the number of site visits of this nature taking place by only conducting those that are essential and relate to a problem that cannot be solved remotely. For regularly contracted site visits, we will ensure the same member of staff visits site each time, and staff visiting communal areas are organised into “bubbles” in order to reduce the chance of transmission among our team. Scenarios where equipment can be picked up and worked on away from site will be encouraged, and Impelling will offer a “kerb side pickup” service, whereby a technician can pick up equipment contact free from their site to work on in insolation, and return in the same manner. Each customer will be contacted prior to visits to see if they have their own risk assessment covering work on their site. When they do, we will ensure our own technicians are aware of, and advised to adhere to any extra measures detailed in the customer risk assessment. When required, any on site work will be conducted away from active workers, or classrooms. Technicians will ask to use an empty room, and where possible elect to take equipment away to be worked on. Where possible rooms should be well ventilated either by opening windows, or propping open doors. Technicians are advised to do this where possible. Staff we be instructed to follow government social distancing guidance at all times whilst on site. Staff will be instructed to follow government guidance, on cleaning and hygiene at all times whilst on site. 	

- We discourage the use of public transport to get to site, advise face coverings and distancing is practised while on public transport if there is no other means of transport.
- We advise any employees with symptoms to immediately cancel any planned visits, follow government guidance to isolate, get tested and comply with the NHS track and trace scheme.
- If an impelling employee is on site and they hear that another person in the building is showing symptoms, that employee is advised to stop what they are doing, leave the building and contact their manager so that safer alternative arrangements can be made to complete the work.

Additional action to further control the risks

- Technicians are advised to maintain distancing at all times whilst on site, and reminded not to lean over users' shoulders, avoid touching their keyboard and mouse or sharing any equipment.

Identified hazard	Who might be harmed and how?
<ul style="list-style-type: none"> • Contracting or spreading coronavirus through surface contact. 	<ul style="list-style-type: none"> • Impelling Employees/Technicians • Non Impelling personnel on site • School children, if visiting a school in term time
How is the risk controlled?	
<ul style="list-style-type: none"> • Advise employees to follow government guidance on cleaning and hygiene at all times while working in the office. • Technicians are encouraged to regularly clean their hands, especially before and after touching equipment. • Equipment that is worked on, will be cleaned before and after the technician has come into contact with it. • Technicians are advised to bring their own refreshments to avoid having to use customer mugs, plates, cutlery whilst on site. 	
Additional action to further control the risks	
<ul style="list-style-type: none"> • Employees will be supplied with hand sanitiser. • Technicians are reminded not to share any equipment with anyone. 	

Identified hazard	Who might be harmed and how?
<ul style="list-style-type: none"> • Increased risk of infection or complications for vulnerable workers 	<ul style="list-style-type: none"> • Workers
How is the risk controlled?	

- Identify workers who are deemed clinically vulnerable, or live with people who are clinically vulnerable.

Additional action to further control the risks

- When asking employees to work from home, we will provide the necessary equipment for them to do so
- Provide workers with a process for raising the need for a site visit from another employee, if they themselves cannot go.