
		<b>Jenx Ltd</b>	
<b>RISK ASSESSMENT : COVID-19 – Sales / Servicing</b>			
<b>Address: Wardsend Road</b>	<b>Landline: +44(0)114 2853376</b>	<b>Reg no. 1808921</b>	<b>Email: hr@jenx.com</b>

This document should then be used in conjunction with any associated method statements and related COSHH assessments for any associated chemicals to provide a comprehensive set of safety documentation for the task you are carrying out.

	<b>Name</b>	<b>Job title</b>	<b>Contact details</b>	<b>Date</b>
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<b>Assessor's Name</b>	<b>Assessor's Signature</b>		<b>Persons Affected By This Risk Assessment</b>
Howard Johnson Karen Grace	<i>Howard Johnson</i> <i>Karen Grace</i>		Sales & Servicing personnel; Clients; Members of the public; vulnerable persons

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Hazard / Consequences	Control Procedures	Likelihood (a)	Severity (b)	Risk Ranking (a x b)
<b>Travelling for work purposes</b>	<p>In all cases non-essential travel for work purposes should be minimised. Travel to Head Office / site will not be required until further notice or by authorised exception.</p> <p>International travel will cease until further notice and communications / business will continue to operate with remote communications in place.</p> <p>The International / Export team will continue to review travel advice and government guidelines with a view to providing the best possible support to our customers and distributors.</p> <p>On each occasion where travel to an appointment where a ‘shielding’ person will be present must be considered, an ‘Appointment Risk Assessment’ must be carried out to determine whether or not travel to the appointment may proceed.</p> <p>Wherever possible workers should travel for work purposes alone using their company vehicle or an allocated pool vehicle.</p> <p>Company vehicles should be solo operated only and not carry passengers unless the vehicle is authorised for private use and the passengers are members of the driver’s household. Vehicles cleaning should comply with the relevant method statement and with particular emphasis on handles and other areas where the operator may touch surfaces.</p> <p>Travel to and from lock-up facilities should be kept to a minimum with essential journeys only to be made.</p>	<b>2</b>	<b>5</b>	<b>10</b>

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Hazard / Consequences	Control Procedures	Likelihood (a)	Severity (b)	Risk Ranking (a x b)
<b>Personal Hygiene</b>	<p>The World Health Organisation has identified that COVID-19 is not an airborne virus. Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are above a certain size they are referred to as respiratory droplets, and when they are below a certain size, they are referred to as droplet nuclei. According to current evidence, COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes including touch points.</p> <p>Employees to be reminded on a regular basis (via staff briefings and team communications) to wash their hands for 20 seconds with water and soap (immediately after coughing or sneezing) and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Staff members working from home are advised to regularly launder linen used for drying hands after washing.</p> <p>Hand hygiene procedures should be in place and communicated to all employees via staff briefings.</p> <p>The company will encourage regular breaks to wash hands and hand washing in between appointments where facilities are available.</p> <p>The company will provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable. When travelling for work purposes, staff members are advised to carry hand sanitiser with them and to use regularly during and in between appointments.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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Hazard / Consequences	Control Procedures	Likelihood (a)	Severity (b)	Risk Ranking (a x b)
<b>Personal Hygiene (continued)</b>	<p>See hand washing guidance:  <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Drying of hands with disposable paper towels:  <a href="https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/">https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/</a></p> <p>Staff encouraged to protect the skin by applying emollient cream regularly (not provided – staff encouraged to use their own):  <a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></p> <p>Eating, drinking or food preparation should not take place during appointments.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice through regular staff briefings.</p> <p>Posters, leaflets and other materials are available for display and distribution.  <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>To ask that appointment locations leave all internal doors open to minimise contact with door handles. To allocate where possible the same worker to the same household each time a visit is essential.</p> <p>Staff should adhere to the donning / doffing of PPE process for correct personal hygiene procedures when using PPE at appointments.</p>	2	5	10
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Hazard / Consequences	Control Procedures	Likelihood (a)	Severity (b)	Risk Ranking (a x b)
<b>Surface Contamination</b>	<p>Enhanced cleaning procedures should be in place. Frequent cleaning and disinfecting objects (i.e. products; demonstration kit) and surfaces that are touched regularly i.e. telephone equipment, key boards, tablets, vehicles using appropriate cleaning products and methods. Refer to cleaning method statements.</p> <p>Staff members will be provided with gloves and antibacterial wipes for surface cleaning purposes. Personal hygiene good practice should be followed at all times.</p> <p>Refer to work instructions for the cleaning of demo equipment.</p> <p>The use of digital and remote transfers of material where possible is encouraged rather than paper format, such as using e-forms, emails etc.</p> <p>Staff should ask that appointment locations leave all internal doors open to minimise contact with door handles. To allocate where possible the same worker to the same household each time a visit is essential.</p> <p>Staff should adhere to the donning / doffing of PPE process for correct personal hygiene procedures when using PPE at appointments.</p>	2	5	10

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Hazard / Consequences	Control Procedures	Likelihood (a)	Severity (b)	Risk Ranking (a x b)
<b>Welfare</b>	<p>Internal communication will be carried out regularly to advise, update, reassure and support employees in a fast changing situation. This will be carried out via Staff Briefings which are distributed to all and available to download on our JEM system.</p> <p>All workers will have a recorded conversation (e.g. a Back to Work Safely review) with a line manager regarding their welfare. This will be documented, stored securely and acted upon where any concerns are raised, by managers in conjunction with the HR team.</p> <p>Workers who have been away from site for an extended period (i.e. furlough, isolation, home-working) will have a 'Back to Work Safely' recorded conversation with a line manager regarding their welfare and guidance for any changes in process. This will be documented, stored securely and acted upon (where any concerns are raised) by managers in conjunction with the HR team.</p> <p>Line managers and HR will offer support to staff who are / have been affected physically or mentally by Coronavirus or has / have had a family member affected. Open door policy and contact details advised in staff briefings.</p>	<b>2</b>	<b>5</b>	<b>10</b>

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<b>Access to 'lock-up' facility</b>	<p>Travel to and from lock-up facilities should be kept to a minimum with essential journeys only to be made.</p> <p>Staff members are reminded to practise social distancing at all times when travelling to and accessing lock-up facilities.</p> <p>Enhanced cleaning procedures should be in place. Frequent cleaning and disinfecting objects (i.e. products) and surfaces that are touched regularly i.e. door handles, push plates etc. using appropriate cleaning products and methods. Refer to cleaning method statements.</p> <p>Staff members will be provided with gloves and antibacterial wipes for surface cleaning purposes. Personal hygiene good practice should be followed at all times.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Communication &amp; Information</b>	<p><u>Communication</u></p> <p>The pandemic threatens communications with customers/staff/suppliers – such communications are vital in the continuity of business activities and procedures during and after lockdown.</p> <p>During and after lockdown the following safety arrangements should be applied to mitigate risks to communication systems:</p> <ul style="list-style-type: none"> <li>• Senior management have reviewed all outward facing communications (e.g. on websites, social media etc.) to ensure messages are consistent, clear and reflect the customer / staff / community focused and socially aware values of the organisation</li> <li>• Management team have revised communications strategies and plans</li> <li>• Management team have devised specific plans for how and how often to communicate with staff/clients/customers and have communicated with suppliers / contractors.</li> </ul> <p><u>Information</u></p> <p>The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and also by misinformation, rumour and “fake news” or “myths”. If these are allowed to gain traction within the organisation they can obscure and confuse vital health and safety measures</p> <p>During and after lockdown the following safety arrangements should be applied to mitigate risks caused by misinformation and “fake” news:</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Communication &amp; Information (continued)</b>	<ul style="list-style-type: none"> <li>• To ensure the safety and wellbeing of staff business strategies must be based on accurate information and staff must be given consistent, simple and clear messages</li> <li>• Coronavirus risk management team to monitor official advice carefully and update all policies and procedures</li> <li>• Ensure management / leadership teams are briefed and kept up to date</li> <li>• Managers to beware fake news and discourage the circulation of misinformation</li> <li>• Keep staff informed – key messages including the need for unwell staff or homeworking staff to stay at home, for frequent handwashing and for social distancing</li> </ul>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Symptoms, Isolation &amp; Testing</b>	<p>Anyone who has a high temperature, a new persistent cough or a loss of taste and/or smell should NOT come to site and follow the guidance on self-isolation. Some staff may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection</p> <p>Those who are classified by PHE as being at greater risk from COVID-19 include people in the vulnerable (moderate risk) and extremely vulnerable (high risk) categories.</p> <p>Vulnerable (moderate risk) people include those who:          Are 70 or older; are pregnant; have a lung condition such as asthma; COPD; emphysema or bronchitis (not severe); have heart disease, diabetes, chronic kidney disease or liver disease (such as hepatitis); are taking medicine that can affect the immune system (such as low doses of steroids); are very obese.</p> <p>The following PHE advice applies:          Those in the “high risk” (extremely vulnerable) category are subject to special “shielding” arrangements – they are advised to self-isolate and not leave home for any reason for at least 12 weeks          Those in the “moderate risk” (vulnerable) category are advised to stay at home as much as possible – they can go to work if they cannot work from home          People in both categories are advised by the government to be particularly stringent in complying with social distancing requirements          Pregnant women are included in the “moderate risk” category as a precaution but are not considered by PHE to be more likely to get seriously ill from COVID-19          There is some evidence that people from ethnic minority backgrounds are hit harder by COVID-19</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Symptoms, Isolation &amp; Testing (continued)</b>	<p>Anyone who is a clinically extremely vulnerable person will have received a letter telling them they are in this group, or will have been told by their GP. Workers in this group should NOT come to site and should follow the guidance on self-isolation. Anyone who is living with someone in self-isolation or a highly vulnerable person should NOT come to site and follow the guidance on self-isolation.</p> <p>Guidance on who is in this group can be found here:  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p> <p>The following safety and staff health arrangements should apply to staff who are classified as vulnerable (moderate risk) or extremely vulnerable (high-risk):  Managers, human resources and health &amp; safety departments should identify and be aware of staff who fall into vulnerable and extremely vulnerable categories so they can ensure that they are given adequate protection and support to enable them to comply with government health recommendations</p> <p>Extremely vulnerable “high-risk” staff will be offered furlough arrangements - where it is possible or appropriate for them to safely work from home without risk this should be facilitated</p> <p>Staff in the vulnerable “moderate risk” category should be considered on a case by case basis – wherever possible they will be supported to work from home</p> <p>Staff in the vulnerable “moderate risk” category who cannot work from home and wish to return to work should be offered additional protection so that they can achieve effective social distancing</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Symptoms, Isolation &amp; Testing (continued)</b>	<p>Managers should stay in touch with vulnerable or extremely vulnerable staff who are staying at home by phone to ensure they are well and to prevent them from feeling isolated</p> <p>As they cannot leave their home at all, the organisation should help to provide additional support for any extremely vulnerable high-risk staff who may need it; this might include providing shopping or medicines where they are unable to gain support from elsewhere</p> <p>All reviews of staff roles and safety should be non-discriminatory and take into consideration equality considerations and protected characteristics as defined under the Equality Act 2010, e.g. disabled staff</p> <p>Reasonable adjustments must be made to avoid disabled workers being put at any disadvantage</p> <p>Managers should refer to existing policies regarding new and expectant mothers, e.g. entitlement to suspension on full pay if suitable safe roles cannot be found.</p> <p>If a worker develops symptoms of COVID-19 while at work, they should return home immediately and avoid touching anything. Any coughing or sneezing should be done into a tissue and put it in a bin. They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p> <p>Line managers will maintain regular contact with staff members during this time.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Symptoms, Isolation &amp; Testing (continued)</b>	<p>If a worker has undertaken paired working with or has come into close contact with a colleague who has been taken unwell with symptoms of COVID-19 they should return home immediately and must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed</p> <p>If showing symptoms, staff members and members of their household can apply for a test using this link. NHS isolation advice must be followed.  <a href="https://www.gov.uk/apply-coronavirus-test-essential-workers">https://www.gov.uk/apply-coronavirus-test-essential-workers</a></p> <p>If in isolation, to avoid emotional and physical stress, people should attempt to introduce their own suitable controls to mitigate impact. Controls include creating personal schedules, getting up at reasonable times, ensuring suitable nutrition and hydration levels. Also, please refer to the section on Mental Health.</p> <p>If advised that a member of staff member has developed Covid-19 and were recently in contact with any other person for work purposes, a Director or designated member of the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Business Continuity</b>	<p>The pandemic threatens business continuity and ability to deliver essential services to our customers</p> <p>Managers should refer to business continuity policies and procedures. The business moved quickly to arrange for all roles that can be carried out from home to do so and established regular communication with all staff.</p> <p>The following safety arrangements have been applied to establish business recovery and continuity:</p> <ul style="list-style-type: none"> <li>• Establish overall coronavirus risk management team (consisting of managers representing all areas of the business)</li> <li>• Daily meeting (remotely) of the coronavirus risk management team &amp; regular updates from these meetings provided and communicated to all staff</li> <li>• Ask all departments to review and refresh business continuity plans as necessary</li> <li>• Devise appropriate business recovery plans and keep under constant review</li> </ul>	<b>2</b>	<b>5</b>	<b>10</b>
<b>Cyber Security</b>	<p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware” With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever.</p>	<b>2</b>	<b>1</b>	<b>2</b>

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<b>Cyber Security (continued)</b>	<p>The following safety arrangements should be applied to mitigate cyber risks:</p> <ul style="list-style-type: none"> <li>• Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place</li> <li>• Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages</li> <li>• Ensure that staff working from home and using remote working systems are covered by cyber-risk protections</li> <li>• Ensure any homeworking arrangements maintain standards of data protection and IT security</li> <li>• Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus</li> <li>• Assess cyber risks to new supply chain connections developed during the crisis</li> </ul>	2	1	2
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<b>Mental Health</b>	<p>Employee Assistance Programme available to members of the company Westfield scheme (includes Doctor Line 24/7 for telephone and video GP appointments &amp; counselling service). Staff members have been signposted to this service by Staff Briefings.</p> <p>Line managers and HR will offer support to workers who are / have been affected physically or mentally by Coronavirus or has / have a family member affected. Open door policy and contact details advised in staff briefings.</p> <p>Management will promote mental health &amp; wellbeing awareness to workers during the Coronavirus outbreak and will offer whatever support they can to help Further useful information and access to support is signposted to workers via Staff Briefing and can be found at:  <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a>  <a href="https://www.gov.uk/find-coronavirus-support">https://www.gov.uk/find-coronavirus-support</a></p> <p>Internal communication will be carried out regularly to advise, update, reassure and support employees in a fast changing situation. This will be carried out via Staff Briefings which are distributed to all and available to download on our JEM system.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Lone Working / Home Working</b>	<p>Wherever possible arrangements have been made for staff members to work from home.</p> <p>The company operates a Lone Working Policy (adapted to include Home Working policy in response to the COVID-19 pandemic) and all affected staff have been made aware of this policy. The policy is available to download on our JEM system in the published documents section and is available to all staff.</p> <p>All staff working from home have completed a Home Working risk assessment with results securely stored and any arising actions completed.</p> <p>All staff working from home have been advised to notify their line manager, HR or Health, Safety &amp; Compliance Manager if they have any changes in home circumstances which may affect their level of risk.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Close Working</b>	<p>Wherever possible arrangements have been made for staff members to work from home. For roles or tasks where this is not possible all of the following apply:</p> <p>Work will be planned and organised to avoid close contact and minimise the risk of spread of infection by following social distancing guidelines at all times.</p> <p>The World Health Organisation has identified that COVID-19 is not an airborne virus. Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are above a certain size they are referred to as respiratory droplets, and when they are below a certain size, they are referred to as droplet nuclei. According to current evidence, COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes including touch points.</p> <p>Staff members should be two metres apart from any other person where possible, as per government advice for COVID-19.</p> <p>The company will regularly remind the workforce of the government guidance on social distancing via Staff Briefing documents and distributed advisory materials.</p> <p>Where possible tasks will be rearranged to enable them to be done remotely or by one person where remote working is not possible.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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**RISK ASSESSMENT : COVID-19 – Sales / Servicing**




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<p><b>Close Working (Continued)</b></p>	<p>All staff should avoid skin to skin and face to face contact. Where possible, mechanical or other aids are to be used to reduce person to person interface. Ventilation in enclosed spaces should be increased where practical.</p> <p>If work is not able to be done whilst maintaining a two metre distance, the company will consider whether the activity should continue and, if so will have assessed the risk using a hierarchy of controls and against sector-specific guidance</p> <p>For business activity identified where social distancing measures (2 metres) cannot be applied, for example, fitting products to children during appointments, we have assessed the necessary control procedures to reduce risk to be as follows:</p> <ul style="list-style-type: none"> <li>• Where a shielding person will be present, the activity should <b>only</b> be taking place after strict review of the 'Appointment Risk Assessment' and with written authorisation given from Management.</li> <li>• Appropriate PPE <b>MUST</b> be worn at all times and should be donned and doffed according to the written procedure.</li> <li>• The number of people involved in these tasks will be minimised</li> <li>• The number of people present at the location (in the room) will be minimised</li> <li>• The frequency and time people are within 2 metres of each other will be minimised</li> <li>• To ask that appointment locations leave all internal doors open to minimise contact with door handles.</li> <li>• To allocate where possible the same worker to the same household each time a visit is essential.</li> <li>• Workers will wash their hands before and after touching / using any equipment / products.</li> <li>• People should work side by side or facing away from each other, rather than face to face, where possible</li> </ul>	<p>2</p>	<p>5</p>	<p>10</p>	
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<b>Close Working (continued)</b>	<ul style="list-style-type: none"> <li>• Where face to face working is essential to carry out the task and workers are within 2 metres proximity of each other, this will be kept to 15 minutes or less where possible.</li> <li>• Advice provided not to touch face or PPE throughout appointment</li> <li>• Advice provided not to use household towels to dry hands at an appointment</li> <li>• Advice provided to use disposable towels to dry hands if having to use soap and water in a household</li> <li>• Advice provided to clean all equipment and tools before and after use</li> <li>• Advice provided to use (60% minimum) alcohol gel when carrying out appointment</li> <li>• Advice provided to try to avoid touching as many surfaces as possible</li> <li>• Advice provided to replace immediately if PPE tears or becomes damaged</li> <li>• Advice provided to only take what is needed into the appointment, leave workbags and accessories locked in company vehicle</li> <li>• Consistent pairing system in place for if people have to work in close proximity, where possible and practical</li> </ul> <p>All meetings (team meetings; appointments; 1:1; reviews etc.) to be conducted remotely via video technology (i.e. MS Teams; GoTo Meetings; Zoom etc.) or if not possible, to consider an outside venue.</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>Personal Protective Equipment (PPE)</b>	<p>Appropriate PPE should be worn at all times when close contact is required. PPE has been issued to all staff members where their role requires close contact. All PPE issued will be in line with current government recommendations which will be continually monitored for changing advice.</p> <p>Uniform supplied should be regularly laundered and staff members should contact Line Management if replacement or additional uniform is required.</p> <p>Workers are reminded that the use of gloves is not a substitute for good hand washing. Referred to in staff briefing dated 13.05.20</p>	<b>2</b>	<b>5</b>	<b>10</b>
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<b>PPE Required</b>									
									
Hand Protection / Gloves	Apron / Protective Clothing	Boots / Protective Footwear	Safety Glasses	Face Shield / Mask	Respirator	Hearing Protection	Hi-Vis	Hard Hat	Harness
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Persons at Risk				
Staff	Visitors	Other Contractors	Public	Others (including vulnerable persons)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Likelihood		Severity		Risk Ranking = L x S
<b>1</b>	Highly Unlikely	<b>1</b>	Minimal		No Action Required (1)
<b>2</b>	Unlikely	<b>2</b>	Minor Injury		Low Priority (2 to 6)
<b>3</b>	Likely	<b>3</b>	Over 3 day Injury		Medium Priority (7 to 10)
<b>4</b>	Probable	<b>4</b>	Major Injury		High Priority (11 to 14)
<b>5</b>	Certain	<b>5</b>	Incapacity or Death		Urgent action (>= 15)

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