IMSERV CONSTRUCTION PHASE PLAN METHOD STATEMENT & RISK ASSESSMENT / CONSTRUCTION PHASE PLAN

09/11/2021

General Information / Description of Work

All works undertaken by IMServ will be completed in line with UK legislation.

All electricity metering work will be completed by competent IMServ Technicians authorised in accordance with MOCOPA requirements, generally lone working, with technical support, if required, from their allocated Regional Manager, and Senior Metering Engineer.

With the exception of testing, no LIVE work will be undertaken. Work is only carried out once the metering equipment has been isolated and the equipment is proved dead/not live. All equipment worked upon will be treated as live until it has been proved dead/not live. Live testing will only be carried out using insulated test equipment and insulated gloves specifically designed for this purpose.

COVID-19

All works undertaken in certain settings for customers in the care/public health sector will be in line with current UK legislation and vaccination measures.

Should an employee feel that there is any reason to be concerned for their safety, they are empowered to abort the job and enter detailed notes in the job software.

Should there be any kind of incident, normal reporting protocol must be followed.

Should techncians feel they need support of any kind, they have the option of calling on their regional coaches, regional managers, the technical support team, the Head of Field Services, or the H&S team at any time.

Pre-Visit

Prior to the visit to site, the office support staff will contact each customer to ask confirming questions, includin specific questions relating to COVID-19 including:

Is the site functioning as a care home/public health facility?

Has anybody on site presented with any symptoms of a new persistent cough or high temperature, in line with government guidance?

Is anyone at site self-isolating?

Is there clear access and egress at the meter position without encountering site personnel?

Can social distancing in line with current government guidelines be maintained at the meter location?

Have you introduced additional site safety measures at site I need to be aware of?

The technician will also call ahead of the job to ensure there have been no additional issues have arisen between the office support call and the visit.

During site visit

Once at site, the technician will ask the following questions as part of their dynamic risk assessment:

Is the site functioning as a care home/public health facility? If so appropriate vaccination evidenc will be provided.

Has anybody on site presented with any symptoms of a new persistent cough or high temperature, in line with government guidance?

Is anyone at site self-isolating?

Is there clear access and egress at the meter position without encountering site personnel?

Can social distancing in line with current government guidelines be maintained at the meter location?

Has anyone been in the metering location in the last 72 hours?

Have you introduced additional site safety measures at site I need to be aware of?

Can all staff be made aware of my presence on site/avoid the location I am working?

Are there any washing facilities I can use prior and after my install?

Post install

Once the job has been completed (as listed in the method), the technician will complete the following:

Wipe down any/all touch points with disinfectant wipes;

Wipe down tools and PPE;

Bag and bin any PPE used, not LV gloves or ski mask/face shield;

If possible wash hands. If no wash facilities available wipe down hands with wipes/gel and dispose of wipes in a bin.

Location

The work will be carried out at the utility metering location of the site address.

Where this work is part of a schedule, the list of locations will be found at Appendix 1.

This will include the locations of A&E hospitals by site if required.

Personal Protective Equipment

Personal protective equipment (PPE) is supplied to all employees and will be used where required. Only competent persons with suitable training and correctly calibrated test equipment will be involved with this work.

- FFP2 Face masks
- Alcohol hand gel sanitiser
- Disinfectant hand & surface wipes

- Safety boots 200 joule EN ISO 20345 SRC
- Insulated rubber gloves EN60903 with leather gauntlet BS EN 388:2003 (when required)
- Hard hat EN397
- Ear protection (if required by site specific risk assessment)
- Eye protection EN166 1 F
- FR High visibility vest / jacket (Orange / yellow)
- FR High visibility trousers (orange / yellow if required by site)
- FR/AS ProGARM 6458 Coverall (EN ISO1162:2008 & IEC 61482-2:2009)
- Full Face Visor
- KR1 and SP1 Protection Vest (for warrant work only)

Tools and Equipment

- 1000V VDE insulated hand tools (screwdrivers, pliers and side cutters)
- Insulated Spanners
- GS38 compliant Phase rotation tester (Martindale PC15250)
- GS38 compliant Test lamp (Drummond MTL9c)
- Phase finder (socket and see EPF 20)
- Laptop (typically Dell Latitude)
- Mobile phone device (typical smart phone)
- Skyguard Lone Worker Device
- GSM Analyser
- Gas monitoring device
- Torch (for gas logger work)
- Cable detector (for gas logger work)

All test equipment is individually identified and is subject to planned maintenance and calibration (if applicable). All equipment installed at site will be fit for the purpose with regard to voltage, power and environmental conditions.

Training

IMServ technicians/engineers are not authorised to carry out work until they have successfully completed the appropriate training and on-site sign off. Any staff being mentored prior to onsite sign off will only work under the full supervision of a qualified technician/manager/ senior engineer who will conduct final testing an energisation of metering installs.

This training includes the following (but is not limited to):-

- Measurement techniques, instrumentation and measurement quantities associated with kWh, kVArh, kVAh, Power Factor and Voltages
- Polarity testing, earthing systems, phase rotation including testing method and methods of proving dead.
- Understanding wiring diagrams, standards and practices.

This process includes a 2 part sign off consisting of a class room assessment followed by an on-site assessment (carried out by another person). Once the training is successfully completed, all IMServ technicians/engineers are electrically competent in accordance with MOCOPA standards.

In addition to this all IMServ technicians are assessed at least once a quarter to ensure that safety and quality standards are maintained. This process includes an inspection of tools to ensure that they are kept in good condition and replaced when necessary. A check is also made to ensure that test equipment is calibrated on an annual basis.

All IMServ technicians/engineers are also required to attend the following training courses:-

- First Aid
- Manual Handling
- UKATA Category A Asbestos Awareness
- Signing, Lighting & Guarding
- Confined Space Awareness
- Working at Heights
- PASMA Tower User
- Conflict Management
- Working knowledge of hazardous area classification and ATEX equipment approval (for gas logger work)
- Appreciation of gas meter operation and the provision of a pulsed output (for gas logger work)
- Gas safety awareness (for gas logger work)

All work carried out by IMServ will be compliant with the following:-

- Health & Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- IMServ WC Metering Manual
- Meter Operators Code Of Practice Agreement (MOCOPA)
- IMServ Health and Safety Manual
- Electricity at Work Regulations 1989
- HSE Booklet HS(G)85 – Electricity at Work – Safe Working Practices
- HSE Guidance Note: GS38 – Test Equipment for use by technicians
- IET Wiring Regulations BS7671 2018, 18th Edition wiring regulations
- ESQCR the electricity safety, quality and continuity regulations 2002 (Amendment 2009)

- The Control of Asbestos Regulations 2012
- HSE Booklet HSG53 – Respiratory protective equipment at work – A Practical Guide
- HSE Asbestos Essentials Sheet A0
- HSE Asbestos Essentials Sheet EM1
- HSE Asbestos Essentials Sheet EM6
- HSE Asbestos Essentials Sheet EM7
- HSE Asbestos Essentials Sheet EM9
- HSE Guidance Note: GS38 – Test Equipment for use by technicians
- IGEM\GM7 (Institute of Gas Engineers and Managers specification for electrical connections to gas meters)
- Transco (and other Gas Transporters) Meter Pulse Utilisation Agreement
- All operatives to hold a relevant and valid ECS card

Welfare

At commercial premises and building sites, ideally welfare facilities are provided by the client on request, following government guidelines. At domestic premises the technician is expected to use local facilities before arriving at site.

Where the work is carried out in the field, heavy duty hand wipes, alcohol hand sanitiser, FFP2 face masks as a minimum and other Personal Protective Equipment is provided at no cost to the individual and must be utilised as per the method below.

Site Access and Parking

Parking and access arrangements are investigated and made prior to the planned date of the job direct with the customer by the Work Management team at head office. This information is provided to the Technician.

Any/all restrictions or special arrangements are expected to be communicated prior to the work commencing.

Site Security

Any/all special arrangements are expected to be communicated prior to the work commencing.

Any/all site inductions will be attended by IMServ Technicians as required.

Emergency Procedures

Emergency procedures will generally be communicated to contractors at induction.

Where no induction is required, the local emergency procedures will be followed.

If required emergency services will be notified and the IMServ technician will report incidents immediately to site contact and line management.

The lone worker device can be utilitsed to contact emergency services, in addition to the 'Mandown' technology which will alert a designated escalation list.

All IMServ technicians hold a current emergency first aid at work training certificate and a full first aid kit.

Site Inspection Arrangements

IMServ has a programme of post completion audits which it is required to carry out as part of the MOCOPA certification. IMServ reserves the right to arrange for post completion audits to be carried out direct with the client.

Site Rules

The client will be required to explain any/all site rules prior to project start, or before work at each site commences.

IMServ site rules include complying with the client site rules, behaving in a way in which IMServ expects, no smoking on site or in company vehicles, mandatory wearing of certain items of PPE, all aspects of the method statement to be followed along with all company policies and procedures including the specified method within this document.

It is known in some instances fire alarms and intruder alarms can be activated once the power has been turned off. IMServ would explain this direct to the client at site.

Lone Working

All field staff will be issued with the lone worker device of choice, Skyguard, a mobile phone and an electronic work tablet. Additionally every IMServ vehicle has a tracking device.

Skyguard lone worker device provides GPS, GPRS & man down technologies and 2-way voice communications, it also provides access to a 24 hour, purpose-built Incident Management Centre, certified to the highest standards, to deal with any emergency, whenever one occurs.

The device is expected to be charged, activated and worn at all times whilst working on IMServ business. This enables the individual to be located in the event on an incident.

Confined Space

The HSE definition of a confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen). This is not to be confused with restricted spaces.

IMServ technicians have a valid and current Confined Space Awareness training certificate to enable them to identify the difference.

IMServ do **not work in confined spaces**, however work in restricted spaces can be completed following a risk assessment.

Working at Height

IMServ technicians must have a current working at heights certificate before commencing work.

Only 4 step and 8 nonconductive step, stepladders will be used.

Any non IMServ issued stepladders or equipment used would be a breach of IMServ safety procedures.

Prior to use all ladders and stepladders must be subjected to an inspection.

Should a job require the height of an 8 step ladder, work in pairs is mandatory.

Any job requiring further height cannot be authorised as further working at height training and equipment such as platforms will be required.

Asbestos

IMServ does not work with or remove asbestos of any kind.

The Technician must follow the IMServ H&S/P/1.20 Asbestos process in the IMServ safety manual.

Should the Technician identify asbestos at the meter location the job will be aborted and reported as such.

Should the Technician identify suspected asbestos containing materials in a damaged or poor condition, they must immediately

1. Suspending the work activity
2. Close and lock all doors and windows in the immediate vicinity
3. Advise people not to enter the area
4. Label each entrance to the area bearing the legend “NO ENTRY” in red on a white background and of prominent size and location. Add the name and contact details of the person in charge of the work.
5. Contact their line manager and/or safety@imserv.com immediately.
6. Any/all incidents, accidents, environmental incidents, diseases, near misses and dangerous occurrences should be reported to the client and IMServ in accordance with procedure (H&S/P/1.5).

Environment

All waste generated from the meter installation and replacement work will be removed by the IMServ technician and will be processed as per IMServ procedures.

IMServ waste carriers licence number is CBDU199174.

Any/all environmental incidents/accidents must be reported to the client and IMServ in accordance with procedure (H&S/P/1.5).

Incident Management

Any/all accidents, incidents, near misses and safety opportunities on customer sites must follow IMServ’s Reporting of Accidents/Incidents procedure (H&S/P/1.5) and must also be reported locally to the site contact. This includes: 1) access refused for a reason connected to COVID-19; 2) notification by a customer at the time of a visit that the premises (or someone at the premises) has tested positive for COVID-19 during the previous 14 days.

Method Statement

The following process is used for:-

WHOLE CURRENT ELECTRICITY METER CHANGES
Version 8.4
08/11/2021

Prior to the visit you must contact the customer to ensure the following:

1 Is the site functioning as a care home/public health facility?
2 That no one on site has any symptoms including a new persistent cough or high temperature, loss of taste/smell in line with government guidance;
3 That no one at site self-isolating;
4 That social distancing in line with current government guidelines can be maintained at all times at the meter location;
5 If there are any additional site safety measures at site.

Travel:

6 Do not have more than one person in a vehicle when travelling, to avoid the spread of COVID-19. The exception is travel in a taxi or private hire vehicle where one person plus the driver may share the vehicle as long as both are wearing masks, windows are opened where possible. Vehicles which have a privacy screen between the driver and passenger are preferable.

On arrival:

7 Before leaving your vehicle, apply hand sanitiser, put on your safety glasses and face mask NOTE: FFP2 MASKS MUST NOT BE WORN FOR LONGER THAN 1 WORKING DAY;
8 Switch on and attach Skyguard lone worker device.
9 Report to reception/customer and show Company ID Card ensuring social distancing guidelines are adhered to at all times. Show evidence of vaccination if required. Ask for the person who the appointment was made with to change the electricity meter(s).
10 If unable to gain access, either because of refusal or site is unoccupied no access card is left for the customer.
11 **Check again if:**

- Anyone at site has displayed symptoms including a new persistent cough or high temperature, loss of taste/smell within the last 14 days in line with government guidance;
- that no one at site has tested positive for COVID-19 or started self-isolating within the last 14 days;
- that there clear access and egress at the meter position without encountering site personnel;
- that you can maintain social distancing in line with current government guidelines at the meter location;
- that there are no other additional safety measures you should be aware of;
- that all other parties at site are aware of your presence on site and that they should avoid the area until you have left site;
- If there are any hand washing facilities at site that you can safely utilise before and after the install.

12 **Should you feel at any time that there is any reason to be concerned for your safety, you must abort the job and enter detailed notes in your job notes.**
13 If all is satisfactory at this point, attend any site induction courses required.
14 Inform the appointed person of any potential specialist first aid requirements, and who to inform should any situation occur.
15 Obtain any documentation that is required to carry out the work (eg Permit for Work, etc).
16 Show the customer IMServ competency, first aid and manual handling training certificates and distribution safety rules authorisation certificate (if applicable) if requested.

17 Request and review the asbestos register and follow the IMServ Asbestos Decision Flowchart.
18 Wash your hands with soap and water (if possible) for a minimum of 20 seconds. If not possible, sanitise your hands.
19 On arrival at the meter position conduct a visual risk assessment of the working environment to include but not limited to the following:

- Is there safe access and egress to the meter position
- Is there sufficient space to perform the meter change
- Is the site free of objects that could cause slips, trips or falls
- is there sufficient lighting to perform the task
- is signing, lighting and guarding required
- does the job involve working at height
- is gas detection monitoring required

20 If any issues with the above assessment are identified follow the risk assessment process in job software and report and urgent issues to your line manager.
21 If no issues found confirm meter number at site is correct any issues contact the office to check any issues.
22 Once correct meter is identified, ensure meter location is adequately lit, barriered off and signage is in place restricting access in accordance with the Safety at Street Works and Road Works Code of Practice. All equipment provided by IMServ.
23 Using easy phase finder check all exposed metal work for live conditions
24 Wipe down all equipment you will be coming into contact with.
25 Advise the customer a visual inspection of their electrical installation at the meter position is to be completed to include but not limited to the following:

- damaged electrical equipment exposing live parts to the touch
- lack of evidence of adequate earthing
- lack of evidence of main bonding conductors
- proximity to gas services
- equipment showing signs of overheating
- cables in poor or damaged condition
- cabling appears to be undersized for the supply capacity
- access to the consumer unit/fuse box/switchgear is too restricted
- electrical installation shows sign of the ingress of moisture
- electrical installation shows sign of ingress of flora
- electrical installation shows evidence of damage from rodents or other animals
- electrical installation is showing signs of excessive corrosion

26 Once visual inspection is complete if any issue from the above identified advise the customer of the issue explaining to them in simple terms the issue and document on the customer safety notice the issues identified. If any issues are identified that you deem an immediate risk to life contact your line manager for further advice.
27 Once the customers installation has been checked complete a visual inspection of the distribution installation to include but not limited to the following:

Category A

A01 DB equipment operating hot (signs of overheating)
A03 Defective/weakened fuse carrier contacts
A04 Physical damage to DB equipment requiring immediate action
A05 Sign of DB equipment burning, smoking or arcing
A07 Exposed live conductor
A10 DB earthing issue at existing installation which presents an immediate risk to Customer/MO
A12 Damaged asbestos component in DB equipment
A14 Polarity identified as incorrect at DB equipment

A15 Immediate risk to the public or customer due to current service position location
A17 Live unearthed DB metal-encased equipment
A19 Surface voltage found on plastic cut-out

Category B
B01 Fuse Carrier welded in to cut out base
B02 Cut out loose
B03 Damaged/missing phase barriers in DB equipment
B04 Damaged/broken cut out terminals including missing terminal screws
B05 Non With-drawable fuses by design
B07 DB equipment issue preventing installation/replacement of meter tails
B08 Unhinged metal cut out covers over un-insulated conductors
B10 Unearthed DB metal-encased equipment
B11 Cut-out with fused neutral
B12 DB owned CT metering equipment issue

Category C
C02 Signs of Bitumen Compound leaking
C03 Lower rating fuse or cut-out (less than 60A)
C06 Metal Clad Cut Out
C07 DB equipment unable to be securely sealed
C11 Asbestos component identified in DB equipment
C14 Fed from distribution board – local/remote from meters
C15 DB cable terminating into DB equipment is VIR/MICC
C16 DB equipment mounted on asbestos board
C17 Black plastic cut-out
C18 Rewirable cut-out fuse
C19 Single insulated DB conductor (phase or non-PME neutral)
C20 Missing combined neutral-earth cover on DB equipment

28 Any category A issue identified must be reported immediately to a line manager or senior engineer then via the DNO emergency number and the technician should remain onsite for their attendance unless the site can be made safe before their attendance.
29 In the event that someone in the property has tested positive for COVID-19 during the last 14 days, or has started self-isolating within the last 14 days, or believes they may have COVID-19 symptoms, make the Category A situation as safe as reasonably practicable within existing guidelines and safety rules, and advise the customer to remain out of proximity to the Category A situation.
Return to your vehicle and await the attendance of the DNO/iDNO. Note the social distancing guidelines apply to the DNO/iDNO and the MOP personnel.
30 Complete a dangerous occurrence form and return with relevant photos via Job software. The customer should be advised of any issues that may affect them via a customer safety notice.
31 Any category B issue identified, work should stop and meter not installed and all details recorded in the aborted job in Job software with appropriate photos and a dangerous occurrence form. The customer should be advised of any issues that may affect them via a customer safety notice.
32 Category C issues should be recorded in job software with photo evidence so issues can be escalated to the appropriate DNO for rectification.
33 If no DNO issues identified onsite, inspect for signs of illegal extraction of electricity. If any signs take photos if possible, leave installation and report details back via job software for revenue protection to investigate.
34 Once all inspections of the installation have been satisfactorily completed, visually trace the wiring of the installation to ensure you are familiar with the wiring setup referring to drawings in sections 13 & 14 of the WC Metering Manual for reference if needed any issue should be referred to a senior metering engineer for advice.

35 Using GSM signal analyser check for signal strength at meter position and ensure it is above the threshold for suitable operation.
36 If the electricity meter is connected to communication equipment, contact the Data Collector and ask them to retrieve the remaining half hourly data in the existing meter.

37 Discuss with the customer that the power need to be isolated, explain what equipment they need to ensure is shut down and isolated and provide them with the sensitive equipment card to read. Advise them of the time the power is expected to be off.
38 Once the customer has confirmed all sensitive equipment has been isolated and it is OK proceed, switch off the customer's main switch(s).
29 Ensure all main switches have been switched off by checking that the meter stops advancing (disc is static for mechanical meters and LED is not pulsing for electronic meters).
40 Once confirmed that metering is not advancing record final readings from meter.
41 For single phase installations whilst wearing additional appropriate PPE remove covers from first accessible point after the meter to test for polarity in accordance with section 3 of the WC Metering Manual.
42 If due to assessment of customers equipment detailed above, it is not suitable to remove covers only proceed if the customers cables can be secured and proceed with socket tester as in section 3 of the WC Metering Manual
43 For three phase installations, whilst wearing additional appropriate PPE, remove covers from first accessible point after the meter to test for polarity in accordance with section 3 of the WC Metering Manual and test phase rotation in accordance with section 4 of this manual ensuring that after the meter change the rotation is the same as it is during this test.
44 Remove the seals from the meter and the cut out and remove the meter cover removing any existing comms equipment
45 Wearing insulated gloves check phase rotation is standard using the phase rotation tester and check polarity is correct using test lamp and phase finder at the meter terminals (as shown in the WC Metering Manual).
46 Wearing insulated gloves and a face visor, isolate supply by withdrawing the service head fuses one at time.
47 Check each fuse rating is 100amp or less If fuses are greater than 100amp follow the IMServ 160 Amp Meter process chart before proceeding.
48 Ensure that the fuses are identified or stored in order that the same fuse goes back in the same location as it was removed from after the meter change
49 Wearing insulated gloves check phase rotation is standard using the phase rotation tester, check polarity is correct using test lamp and phase finder at the service head (as shown in the WC Metering Manual) and record the results.
50 Wearing insulated gloves prove the terminals on the meters are dead using the test lamp (as per section 3 of WC Metering Manual). The procedure for doing this shown here:-
- o Check the test lamp is working correctly using live side of service head (the lamp will light).
- o Prove the meter terminals are dead (the lamp will not light).
- o Check the test lamp is still working correctly using live side of service head (the lamp will light).

51 Whilst wearing correct additional PPE, insert cut out bungs into the live side of the cut out.
52 If possible tag up each cable using phase numbered cable ties before disconnecting any cables from meter, if not tag each cable as it is disconnected from the meter.

53 Remove disconnected meter and any redundant time switches, teleswitches, maximum demand meters or reactive meters
54 Fit any additional equipment required including, heating contactors, isolators or terminal blocks to the over board (please note that bunched cables must not be installed into any equipment but must be correctly terminated into blocks).
55 Check cable is suitably rated for the cut out fuse and check ends of cables are stripped correctly and the copper isn't damaged if necessary re strip ends
56 Terminate cables into new meter in sequence identified by cable tags ensure there is no exposed copper or inner insulation at any end of the cable and re terminate if needed.
57 Check terminal screw tightness at outgoing point of cut out, meter, first accessible point after meter and at any newly installed piece of equipment.
58 Whilst wearing appropriate PPE remove the cut out bungs and test polarity and phase rotation (if appropriate) at the incoming cut out terminals.
59 Whilst wearing appropriate PPE insert cut out fuses back into cut out in the same place they were removed from following the below procedure (if appropriate):

- Insert L1 fuse then using test lamp confirm 230v is present at the L1 terminals at the meter
- Test L2 & L3 terminals at the meter have no voltage. If any voltage is detected stop work immediately, investigate for any issues and contact a line manager or senior engineer for advice.
- If no voltage is detected proceed to inserting the L2 Fuse then using the test lamp confirm 230v is present at the L2 terminals at the meter
- Test L3 terminals at the meter have no voltage
- insert L3 fuse then using test lamp confirm 230v is present at the L3 terminals at the meter

60 Whilst wearing appropriate PPE test polarity and phase rotation (if appropriate) at the meter and the first accessible part after the meter
61 If no access to the single phase main switch terminals as identified previously complete polarity test with non-intrusive tester (Tek 100) and socket tester.
62 Fit meter terminal cover and any covers on switches, isolators, contactors and terminal blocks.
63 Record the “start” readings from the new meter.
64 Connect comms to meter and contact office for test dial and program.
65 Advise customer, whilst maintaining social distancing in line with current government guidelines at all times, that the power is about to be restored, restore power and confirm with customer that there are no issues.
66 Seal all screws or sealing points on the cut out, meter, contactor, terminal blocks and isolators.
67 Attach removed meter readings card to meter.
68 Attach IMServ label to meter
69 Attach fire warning label to meter board if appropriate.
70 Wipe down all surfaces you have been in contact with.
71 Ensure that all rubbish and redundant metering equipment is removed from site.
72 Return any documentation that was required to carry out the work (eg Permit for Work, etc).
73 If possible wash your hands with soap and water for at least 20 seconds.
74 Inform reception that the work is complete and leave site.
75 Once you are back in your vehicle, sanitise your hands, remove your face mask and safety glasses.
N.B – FFP2 masks must be worn for a maximum of 1 working day(unless damaged). The company will issue FFP2 masks unless expressly stated otherwise. Masks must be disposed of in the general waste at the end of these periods, even if they appear to be undamaged.

Risk Assessment

Activity	Significant Hazards	Who might be harmed	Severity	Likelihood	Existing Control Measures	Residual Risk
COVID-19	Illness Contamination	IMServ operative Members of the public Care/Public health sector	High	Medium	Use of PPE at all times – FFP2 face masks, alcohol hand gel, disinfectant hand & surface wipes. On site risk assessment. On-going assessment. Where there is any concern for personal health & safety, abort job. Wash hands at every opportunity regularly throughout the day. Maintain the social distance rule in line with current government guidelines at all times. Do not touch face or eyes if hands are not clean. If symptoms of coronavirus are displayed (for example, but not limited to - high temperature, new continuous cough, loss or change of sense of taste or smell), you must self-isolate and seek testing in line with government guidelines. If you live in a household with someone who has the symptoms above, or has tested positive for Covid-19, you must follow current Government guidelines with regards to isolation. All persons must follow the government guidance Only appropriate resource will be allocated to indoor care/public health sector work in accordance with UK legislation	Med.
Lack of competency	Untrained operatives General injuries Misreading situations Controls not applied	IMServ operative Members of the public	High	Low	Induction process Provision of training both in the office and in the field. Buddying process Audit process prior to signoff Line manager meetings On-going annual audit schedule both in the field and desktop Performance reviews Updates and bulletins shared at team meetings	Low.
Lone Working	Slips, trips and falls Incorrect use of equipment Fire/explosion Aggression/intimidation	IMServ operative	Medium	Low	Training and on-going assessment. On site risk assessment. Use of PPE at all times. Use of lone worker device at all times. Mobile phone.	Low.
Inadequate lighting	Slips, trips and falls Incorrect use of equipment Incorrect installation	IMServ operative	Medium	Low	On site risk assessment. Use of lighting equipment. Use of signing lighting and guarding in accordance with the Safety at Street Works and Road Works Code of Practice.	Low.
Use of hand tools	Untrained operatives Incorrect use of equipment Fire/explosion Injury to eyes, hands, feet and body	IMServ operative	Medium	Low	No untrained operatives working for IMServ. Training and on-going assessment. On-going assessment. On site risk assessment. Use of gas sniffers. Only equipment suitable for working conditions to be used e.g VDE 1000V rated. Use of eye protection.	Low.
Access / Egress	Slips, trips and falls	IMServ operative	Medium	Medium	Training and on-going assessment. On site risk assessment Use of PPE at all times. Only equipment suitable for working conditions to be used.	Low
Working on uneven ground	Slips, trips and falls	IMServ operative	Medium	Medium	Training and ongoing assessment. On site risk assessment. Only equipment suitable for working conditions to be used.	Low.
Adverse weather conditions	Slips, trips and falls Injury to eyes, hands, feet and body	IMServ operative	Medium	Low	Training and ongoing assessment. On site risk assessment. Only equipment suitable for working conditions to be used. Where possible work shelter to be used.	Low.
Working in public areas	Slips, trips and falls Items falling from height. Aggression/intimidation	IMServ operative Members of the public	Medium	Low	Training and ongoing assessment. On site risk assessment. Only equipment suitable for working conditions to be used. Use of signing lighting and guarding in accordance with the Safety at Street Works and Road Works Code of Practice.	Low.
Human traffic, driving and vehicular movement.	Hit by a moving vehicle/object	IMServ operative Members of the public	High	Medium	Operatives to be alert at all times. On site risk assessment. Use of signing lighting and guarding in accordance with the Safety at Street Works and Road Works Code of Practice. Licence checks Driver training Telematics reviews	Low.
Unhygienic environment, bio-hazards, droppings, needles	Infections Disease	IMServ operative	High	Low	Operatives to be alert at all times. On site risk assessment. Training and on-going assessment. Use of correct PPE at all times including disposable gloves, facemasks, use of sanitizing gel and hand wipes.	Low.
Working in restricted spaces	Slips, trips and falls Inadequate lighting	IMServ operative	High	Low	No work in confined spaces. Training and ongoing assessment. On site risk assessment. Only equipment suitable for working conditions to be used. Approved gas-monitoring device must be used at all times. Where restricted space exists, work in pairs is mandatory.	Low.
Working at height	Falls	IMServ operative	High	Medium	On site risk assessment. Training and ongoing assessment. Visual inspection of stepladders. Maximum 2m height for lone working, working in pairs for 8-step ladder.	Med.
Live Testing	Electrocution Arc Flash	IMServ operative	High	Low	Work completed by qualified and competent personnel only. Training and ongoing assessment. On site risk assessment. Use of correct PPE - Use of insulated gloves and face visor.	Low.
Inserting/Removing Metering Fuses	Electrocution & burns. Arc Flash	IMServ operative	High	Low	Work completed by qualified and competent personnel only. Training and on-going assessment. On site risk assessment. Use of correct PPE - Use of insulated gloves and face visor.	Low.
Connection/modification of electrical supply/installation	Electrocution Arc Flash Overvoltage Incorrect phase rotation	IMServ operative	High	Low	Training and on-going assessment. Following of company approved testing and installation procedures Installation of approved equipment	Low
Working in areas where there could be substances hazardous to health	Chemicals/Gases/Bio Hazards Risk of explosion	IMServ operative	High	Medium	Operatives to be alert at all times. Site induction – COSHH information to be requested from customer. On site risk assessment. Use of correct PPE at all times including disposable gloves, use of sanitizing gel and hand wipes. Approved gas monitoring device to be used at all times.	Low.
Asbestos	Inhalation of disturbed / damaged asbestos containing materials	IMServ operative Members of the public	High	Medium	Training and ongoing assessment. On site risk assessment. Use of correct PPE at all times. Follow IMServ H&S/P/1.20 Asbestos Procedure (includes abort process)	Low.

Note:
This risk assessment covers the inherent risks in utility metering work. Any site specific risks will be assessed at site prior to starting to work (see details in relevant method statement).
Signed : Tech IOSH

Kate Whitehouse - Environment, Health, Safety & Sustainability Manager – IMServ