

Forkway Risk Assessment – RA 021 Non-Engineering Staff (Salespersons, Account managers, Service managers, Truck care Persons and operational managers). During the COVID-19 crisis.

Task/ Activity	General day-to-day activity of Forkway Non-Engineering Field based staff (Salespersons, Account managers, Service managers, Truck care persons and operational managers) during the COVID-19 crisis.			Persons Exposed		
Location	Forkway locations and customer sites throughout the UK and Republic of Ireland			Forkway Employees	Customer Employees	Members of Public
Name of Assessor(s)	Vic Hargreaves (SHEQ Advisor)	Date of Assessment	12/04/2024 (V2)	1	May be in area	May be in area
		Date of Next Review	12/04/2025			
Stop and Think						
Before undertaking any task/ activity it is essential that you have read and understood all the control measures in this document and are satisfied that the control measures herein are suitable and sufficient. If you find the control measures are not suitable and sufficient, contact your line manager before proceeding.						
This Risk assessment outlines the additional hazards and control measures that should be followed by Non-Engineering field-based staff when carrying out their day-to-day duties during the COVID-19 crisis to protect them against the virus. This should be read in conjunction with the relevant Safe System of Work for the activity being carried out.						
Hazard	Initial			Control Measures	Residual	
	Likelihood	Severity	Rating		Likelihood	Severity

MULTIPLY THE LIKLIHOOD AND SEVERITY TO GET THE RISK RATING

Likelihood - (5=Very Likely, 4= Likely, 3= Possible, 2= Unlikely, 1= Highly Unlikely)
 Severity - (5=Very Severe, 4= Severe, 3= Moderate, 2= Slight, 1=Negligible)
 measures

0- 5 = Low Risk - No Action Required.

6-15 = Medium Risk - Ensure adequate controls are in use.

16-25 = High Risk - Stop operation and implement adequate control

Hazard	Initial			Control Measures	Residual		
	L	S	R		L	S	R
1. Coronavirus (COVID-19) (CV19) Arriving and leaving a site where there is a risk of coming in contact with persons or items that may have the CV19 Virus	3	4	12	1. Video calling should be used wherever possible to avoid any contact with persons or surfaces that could have come in to contact with COVID-19 virus. 2. When arriving at site Non-Engineering field-based staff will ask to be provided with details of any site specific COVID-19 controls or restrictions 3. Forkway Non-Engineering field-based staff to adhere to Social Distancing (stay 2 metres apart from other people) 4. Face coverings are not required for general use and should only be used if 2-meter social distancing cannot be maintained or if advised as part of the site-specific rules. 5. Do not shake hands as a method of greeting site representative 6. Where sign in is required only use your own pen, do not use any pen provided and avoid contact with any shared surfaces. 7. If social distancing of 2 metres cannot be adhered to, seek advice from your line manager or SHEQ Advisor before proceeding. 8. Any documents requiring a customer signature should be emailed to customer, the customer should then sign and scan/email the documents back to the Non-Engineering field-based staff with the originals then posted direct into Forkway 9. Ensure hands are washed thoroughly with soap and water where this is not possible use hand sanitiser.	2	4	8
2. Coronavirus (COVID-19) (CV19) Risk of coming into contact with contaminated surfaces whilst on site.	3	4	12	1. All Non-Engineering field-based staff are provided with Nitrile Gloves that should be worn if contact with equipment or surfaces cannot be avoided, safety glasses and safety footwear as a minimum should also be worn whilst on site. 2. Non-Engineering field-based staff have the provision of anti-bacterial wipes. 3. Wipes to be placed in plastic waste bag immediately after use. 4. All Non-Engineering field-based staff will remove Nitrile Gloves in a way to prevent cross contamination and wash hands after use. 5. All Non-Engineering field-based staff must wash hands regularly and especially before eating/ drinking, smoking or touching face. 6. All Non-Engineering field-based staff must report immediately to line manager or SHEQ Advisor any occasion where a customer is denying them access to welfare facilities.	2	4	8
3. Coronavirus (COVID-19) (CV19)	2	4	8	1. NHS advice on CV19 has been shared with workforce including, what the risks are, the symptoms, how it is spread and how to avoid catching or spreading it. NHS CV19 Advice on symptoms	1	4	4

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Hazard	Initial			Control Measures	Residual		
	L	S	R		L	S	R
Lack of awareness of risks and control measures - Communication and knowledge of CV19				2. The World Health Organisation provides information and a free 5-minute video WHO Free course access 3. Government and NHS guidance on hand washing has been shared to workforce in line with 20 second rule, these are located in toilets at Forkway locations and have been communicated out to All Non-Engineering field-based staff. NHS Guidance on washing Hands 4. Additional advice and consideration will be given to those deemed as higher risk. 5. Forkway provides regular updates and regular emails are sent out to all Forkway staff which includes advice and links to key sites and email addresses. 6. Safety Hub Video provides full guidance on CV19 Safety Hub CV-19 VIDEO			
4. Coronavirus (COVID-19) (CV19) Non-Engineering field-based staff becomes ill or shows symptoms of CV19 whilst visiting sites.	2	4	8	1. All Non-Engineering field-based staff will have followed Social Distancing whilst on site to reduce interaction with others. 2. All Non-Engineering field-based staff will contact their Line Manager and agree a safe method of them getting home without putting themselves or others at risk. 3. The Line Manager will be responsible for notifying the site contact on the sites the Non-Engineering field-based staff has visited immediately prior to becoming ill or showing symptoms of CV19. 4. The Line Manager will be responsible for notifying HR. 5. Non-Engineering field-based staff to isolate themselves to prevent contact with other persons. 6. Non-Engineering field-based staff to be sent home informing them to follow current NHS advice ensuring the safety of the person and others is considered. 7. Communication line to be set up with Forkway management and the individual for the purpose of both welfare checks and the sharing of any testing results. 8. Non-Engineering field-based staff becoming ill or displaying symptoms should double bag and secure any used items of PPE until a negative result is given or more than 72 hours have passed. 9. Vehicle to be cleaned following the Government issued Guidelines.	1	4	4
5. Coronavirus (COVID-19) (CV19) Travelling for Business purposes.	3	4	12	1. Travelling for business will only be carried out where the task cannot be carried out remotely. 2. Forkway CV19 Response committee monitor regular updates by means of: <ul style="list-style-type: none"> a. Signing up to UK CV19 updates Government Updates Website b. The Monitoring of relevant Websites and News outlets 3. Regular communications reporting on all updates and how they affect Forkway employees by email and Intranet to all.	2	4	8

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