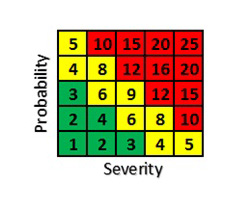
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| --- | --- | --- | --- |
| Risk Assessment Name: | Installing, Removing & Servicing Sensaflush Watersaver Units | Assessment Type: General | **Elite logo** |
| Assessment Date: | 1/5/25 | Review Period: | Annually |
| Approved by: | Gareth Lewis | Review Date: | 1/5/26 |
| Approved date: | 1/5/25 | Reference: | ELI003 |

| **Hazard** | **Who might be harmed and how?** | **Existing controls?** | **What further controls/actions are required?** | **Timescales for further actions to be completed**  **(within …)** | **Risk Rating**  **(LxS)** |
| --- | --- | --- | --- | --- | --- |
| Working at Height | All Elite Service Engineers  Customers Staff  The public  Workers carrying out the works at customers sites.  Risk of falling off ladders, injuries such as bruises, sprains, strains, fractures, serious head injuries, internal injuries.  Ergonomics, reaching across the ladder, stretching to change air fresh canister.  The ladder may slip from its position whilst worker is on it.  Wet /uneven floors.  Other workers, visitors could be at risk from falling objects. | Full Training on safe systems of work, Working at heights.  Risk assessment of the area before work commences.  Ladders inspected each day before use.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Work near dangerous parts of moving machinery will not take place unless the machinery has been isolated and locked off.  All ladders to be safety logged and in date to use.  All ladders to be safety inspected by service manager every 6 months.  Full training on using ladders to be given.  Ensure safe environment around them before work commences, warning signs, and safety banners stopping work area. | All personnel authorised to visit sites un-supervised have undergone appropriate Safety training. | Ongoing | 1x3=3  Low |
| Electricity | All Elite Service Engineers  Customers Staff  The public  The harm most likely to be caused are injurie sustained from electric shock, burns, and fibrillation. Worst case scenario is death (electrocution). | Full Training on safe systems of work, working with electricity.  Risk assessment of the area before work commences.  PPE- Safety shoes, Gloves. Hard hat, Safety glasses, Volt tester, MCB Lock-off.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Before working at a site where the customer has arrangements in place all Engineers are required to attend the customer’s site safety induction training.  All workers to be given training on how to spot defects and made aware of how to deal with defective equipment.  All workers to be made aware of emergency arrangements for electricity related incidents. | When installing/un-installing service equipment involves working near fire alarm, detection systems, or fire suppression systems, this work will not commence until the customer has taken steps to prevent those systems being accidentally activated.  Before Installation or Removal, the engineer ***must*** ask the customer if the buildings electrical plan is available and/or be shown the location of the mains electrical isolation point. | Ongoing  Ongoing | 1x5 = 5  Medium |
| Slips and Trips | All Elite Service Engineers  Customers Staff  The public  Likely injuries include cuts, bruises, sprains/strains, fractures, head injuries, internal injuries. | Safe systems of work for installing, servicing and removal of equipment.  Must close off all toilet areas to replenish/service items.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Engineers to be trained and familiar with the working conditions at the type of premises that they visit. | Engineers are instructed that if conditions at the site or the access to the service equipment on which they are to work are not acceptable they should not start work until remedial action has been taken. | Ongoing | 1x3= 3  Low |
| Asbestos | All Elite Service Engineers  Customers Staff  The public  Inhalation of Asbestos fumes can lead to Asbestosis. | Assess Customers Premises prior to commencing work  Engineers are provided with and required to use when necessary appropriate personal protective equipment. Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Engineers are instructed not to disturb any material that they suspect or have been informed may contain asbestos. | Engineers are required to report to the Customers representative and complete the customers checking in procedure before going to the work area, and sign out on completion of the work activity.  Engineers are instructed that if conditions at the site or the access to the service equipment on which they are to work are not acceptable they should not start work until remedial action has been taken. | Ongoing  Ongoing | 1x3= 3  Low |
| COVID 19 | All Elite Service Engineers  Customers Staff  The public  Contraction Covid 19 Coronovirus. | Engineers are instructed to use all appropriate and relevant PPE equipment as advised on a regular basis when working on site and to keep washing their hands on a regular basis.  Engineers will adhere to the ‘two metre’ rule to distance themselves at all times whilst working out in the field.  Must close off all toilet areas to replenish/service items.  Engineers will not request customers to provide an electronic signature or to complete a customer survey on their mobile devices during this time and whilst the virus remains a threat.  Temperature check every time they come back to depot to unload and load.  **COVID 19 PPE:**   * KN95 safety masks * Disposable safety gloves * Extra uniform that must be changed and washed daily * High Visibility vest with 2m social distance Logo’d on reverse. * Vehicle mounted hand Sanitizer stations. |  |  | 1x3=3  Low |
| Lone Working | All Service Engineers  Likely injuries are slips, trips, falls, strains, sprains, bruising, fractures, and sudden illnesses. Aggressive behaviour from other people at sites or on the road. | Safe systems of work.  Induction Training.  Trained in emergency procedures.  Worker to be provide with a company mobile phone in case of emergencies. To be used also to check in and let managers know they have left work safely.  Health questionnaire issued to find out if the worker has any medical issues we should be made aware of.  First aid equipment on all vehicles  Conflict resolution training |  |  | 1x3= 3  Low |
| Manual Handling  Loading and Unloading of vehicles | All Service engineers.  Heavy lifting of items. – Reaching and Bending. Likely injuries include back problems, strains, sprains, neck injuries. | Safe System of work.  Vehicles to be reversed up to Warehouse Door, shorter distance to travel.  Trolleys to be provided for vehicles which cannot park near the building due to no space to park.  Mats rolled up to easily transport off the back of the vehicle.  Manual handling training  Workers to assist each other getting heavy items out of the vehicles – 1 worker inside the vehicle passing items to another worker at ground level. |  |  | 1x3= 3  Low |
| Environment, e.g. Lighting, Ventilation, Level ground | All Elite Service Engineers  Customers Staff  The public  Can impact on the engineers performance and ability to carry out the job  Breathing issues  Stress  Fatigue | Before installation the engineer musk ask the customer if a building plan is available showing the location of the mains water isolation point.  Full Training on safe systems of work.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment. |  |  | 1x3 = 3  Low |
| Skin burns from the use of Braising kits & Freezer kits (If applicable) | All Elite Service Engineers  Customers Staff  The public  Minor or Major skin burns | Full Training on safe systems of work.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Inspect all applicable tools for faults on a regular basis. |  |  | 1x3 = 3  Low |
| Machinery (Battery powered drill) | All Elite Service Engineers  Customers Staff  The public  Electric Shock  Entanglement  Drawing In  Piercing  Dust | Full training on safe systems of work and using a battery drill.  Equipment is inspected and checked in good working order at regular intervals.  All engineers must use a stud/cable detector before drilling takes place.  Engineers are provided with and required to use when necessary appropriate personal protective equipment.  Personal Protective equipment includes safety footwear, high visibility clothing, head protection, eye, ear hand protection and respiratory protective equipment.  Inspect all applicable tools for faults on a regular basis. |  |  | 1x5=5  Medium |

**1= Highly Unlikely 3= Likely 5= Highly Likely**

### 1= Minor Injury/Harm 3= Major Injury/Harm 5= Fatality What do the risk ratings mean?

Risk is categorised as LOW: Look to reduce risk if practicable

Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately

Risk has been categorised as HIGH: Immediate action required to reduce the risk

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| Signed:  G Lewis | Date: 16/6/25 | Review Date: 1/5/26 |