

SAFE OPERATING PROCEDURE – On-site training and assessment

1) Background

The Coronavirus (COVID-19) pandemic is a significant risk and as such Government advice will always be followed. Worldwide Waste Wise (WWW) has a general duty (under the Health and Safety at Work etc. Act 1974) to protect the health, safety and wellbeing of its employees, visitors and others that might be affected by its operations. In compliance therefore, WWW will ensure that visiting assessors/trainers will take all reasonably practical steps to minimise the spread of the virus and protect themselves and our clients from COVID-19 when visiting client's premises.

The UK Government has issued a series of guidance documents for a number of workplaces as of 11th May 2020. As there is no guidance specifically for the delivery of training, guidance has been taken from 'Working safely during COVID-19 in offices and contact centres'

<https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-240520.pdf>

2) Health and Safety

Delivering on site training and assessment could pose a wide range of Covid-19 Health and Safety issues, and so to enable safe and efficient practices any training / assessment activity will only take place if social distancing measures and good hygiene practices can be implemented.

3) Client Declaration – Covid-19 Checklist

WWW will issue a Covid-19 Checklist to all clients who are to receive onsite training or assessment. Clients are requested to submit copies of their Covid-19 security plan / risk assessment in addition to the WWW Covid-19 Checklist. The checklist is a series of questions to inform WWW that the client's facility is Covid-19 secure and that measures have been taken to protect the health and wellbeing of employees and visitors. Based on the completed checklist and security plan or risk assessment, WWW will determine whether a site visit can proceed, or whether additional measures need to be taken.

Please note that client checklists must be received by the centre 48 hours prior to the planned visit.

4) Self-isolation

Anyone who meets one of the following criteria should not engage in a training / assessment session:

- Has a high temperature, a new persistent cough or experienced loss of smell or taste?
- Is a vulnerable person (by virtue of their age (>70yrs), underlying health condition particularly diabetes, clinical condition or are pregnant)? IF IN DOUBT, DO NOT ATTEND.
- Is living with someone in self-isolation or a vulnerable person?

Advice should be sought by visiting: <https://www.gov.uk/coronavirus>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

5) Procedure if you or your candidate falls ill with Covid-19 symptoms

If anyone develops a high temperature, a persistent cough or sudden loss of smell and taste whilst delivering or receiving training / assessment, they should:

- Inform the other party
- Return home immediately
- Avoid touching anything further
- Cough or sneeze into a tissue and put it in a bin. If no tissues they should cough and sneeze into the crook of their elbow. Wash hands immediately with soap and hot water after coughing, sneezing and nose blowing. Follow 'Catch it, Bin it, Kill it' procedure.
- Follow [government guidance on](#) self-isolation guidance and DO NOT RETURN TO WORK until their period of self-isolation has been completed.
- Ensure any surface or touch point that has come into contact with the unwell person is thoroughly cleaned and disinfected.

6) Travelling to the training venue

The WWW trainer/assessor will travel to site alone using their own transport. They will have their own PPE and hand sanitiser/disinfectant wipes supply with them.

7) Social distancing

The WWW trainer/assessor will exercise social distancing roles wherever possible. Where social distancing cannot be maintained, such as access to specific work faces, the trainer will use the Point of Work Risk Assessment (see point 10 below) to ascertain whether the assessment / training can continue utilising alternative controls to reduce transmission (such as touch point cleaning or PPE) or whether the assessment has to stop.

The risk from transmission of Covid-19 is greatly reduced in an outside environment. However, the trainer/assessor will continue to demonstrate social distancing when working outside.

8) Touch points and hygiene

The WWW trainer/assessor will be equipped with cleaning wipes to clean down touch points after use. Such as, door handles, desks, toilets, taps, handrails etc. Where gloves are required as part of the standard PPE, touch points will not need to be cleaned after use.

The trainer/assessor will demonstrate good hygiene techniques including:

- Washing their hands for 20 seconds using soap and water or use hand sanitiser when entering and leaving the facility
- Washing their hands for 20 seconds using soap and water or use hand sanitiser regularly throughout the visit
- Using tissue or the crook of their sleeves to catch sneezes (Catch it, Bin it, Kill it)
- Cleaning touch points after use

The risk from transmission of Covid-19 is greatly reduced in an outside environment. However, the trainer/assessor will continue to demonstrate good hygiene measures when working outside.

9) Face masks and face coverings

Government advice on the use of face coverings has changed recently, and they are now required in more settings (some retail outlets, as well as on public transport). Currently the guidance does not require their use in office situations, but this may change over time. The Centre therefore, considers that the use of face coverings is unnecessary where the other aspects of the risk assessment and controls are in place, but the trainer/assessor may still wish to wear one, with this a personal preference.

Where face coverings are used, Government guidance states:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.

10) Welfare provisions – hand washing and toilet facilities

The WWW trainer/assessor will follow client's guidance on the use of washrooms and toilet facilities. The trainer/assessor will clean touch points after use (see point 8 above).

11) On-site Point of Work Risk Assessment

The WWW trainer/assessor will complete a Point of Work Risk Assessment upon arrival to confirm the arrangements agreed prior to visit (see point 3 above) are in place.

The point of work risk assessment can be found at the bottom of this safe system of work.

12) Review

Government advice shall be followed at all times and this will be monitored daily. Any amendments made to the Risk Assessment and Safe Systems of Work will be in line with this advice.

13) Risk Assessment

This Risk Assessment assesses who can be affected by this virus and what control measures are in place to ensure risk is minimised.

| RISK ASSESSMENT | | | | | | | | | | | |
|--|----------------------|--|---|---------------------|-----|---|--|---|---------------------|---|--------------------------|
| Covid-19 Risk Assessment for on-site assessments – effective from 11 th June 2020 | | | | | | | | | | | |
| Date of Assessment: | | 11 th June 2020 | | Review Date: | | Ongoing review where government guidance changes | | | Completed by | | Judith Ward / Mark Sykes |
| ACTIVITY | Persons at Risk | Significant Hazards & The Risks From Them | RISK With no control measures in place <i>Initial Risk Rating</i> | | | SPECIFIED CONTROL MEASURES | Risk Rating With specified control measures in place <i>Controlled Risk Rating</i> | | | | |
| | | | L | S | LxS | | L | S | LxS | | |
| Arriving at the client's premises | WWW trainer/assessor | Exposure to COVID-19 virus from attending sites for assessment and training <i>Risk: ill health, death.</i> | 5 | 5 | 25 | The WWW trainer/assessor will: <ul style="list-style-type: none"> Follow the client's site-specific rules and induction requirements Park in designated parking bay Report to reception Washing their hands for 20 seconds using soap and water or use hand sanitiser Complete a WWW Point of Work Risk Assessment Ensure the candidate and client's management team can comply with the Covid-19 security measures prescribed. Social distancing to be maintained at all times Touch points will be cleaned after use All WWW trainers/assessors will carry cleaning wipes and tissues. | 1 | 5 | 5 | | |
| Using meeting rooms | | | 5 | 5 | 25 | | <ul style="list-style-type: none"> Ensure that the room can support social distancing of 2m Touch points will be cleaned after use | 1 | 5 | 5 | |
| Use of refreshment facilities | | | <ul style="list-style-type: none"> The WWW trainer/assessor will bring their own drinks and refreshments and will not expect to receive drinks or food from the client or candidate. This is to reduce the risk of transmission. The WWW trainer/assessor will take breaks and rest offsite, outside or in their own vehicle. | 1 | 5 | | 5 | | | | |

| Likelihood | Severity of Injury | Rating Bands and Action Required | |
|-------------|---------------------|----------------------------------|--|
| 1. Remote | 1. Trivial Injury | 1 – 5 Minimal / Low Risk | Maintain or Fine Turn Controls |
| 2. Unlikely | 2. Minor Injury | | |
| 3. Possible | 3. Lost Time Injury | 6 - 12 Medium Risk | Improve Controls |
| 4. Likely | 4. Major Injury | | |
| 5. Certain | 5. Fatality | 15 – 25 High Risk | Improve Controls NOW Consider Stopping Work |

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|---|--|---|---|---|--|---|---|---|
| Use of washrooms and toilets | | | | | <ul style="list-style-type: none"> Refer to Point 9 above Use hand sanitiser before and after using the facilities | | | |
| Use of smoking areas | | | | | <ul style="list-style-type: none"> The WWW trainer/assessor will follow the client's specific rules for smokers. Smokers will wash their hands or use hand sanitiser before and after use Smokers will be encouraged not to share cigarettes and lighters Touch points will be cleaned after use | | | |
| Use of additional (Covid-19 PPE) | | | | | <ul style="list-style-type: none"> The WWW trainer/assessor will follow the client's specific rules for the use of additional (Covid-19 related) PPE. All WWW trainer/assessor will carry face masks, wipes and disposal gloves | | | |
| An emergency | | | | | <ul style="list-style-type: none"> Follow the client's Emergency Preparedness Plan Social distancing will be maintained at the muster point | | | |
| Coming into contact with a contaminated surface | | | | | <ul style="list-style-type: none"> Frequent cleaning of touch points and surfaces by assessor and candidate as and when necessary | | | |
| Waste disposal | | | | | <ul style="list-style-type: none"> Waste generated by the WWW trainer/assessor will be taken off site by them | | | |
| Training in a pandemic situation | Uncertainty and lack of knowledge Risk: stress and other psychological impacts on health and wellbeing | 3 | 3 | 9 | <ul style="list-style-type: none"> Regular communication before and during training / assessment can bring a sense of relief Touch points will be cleaned after use Social distancing will be maintained (see Point 7above) | 1 | 3 | 3 |
| Frequent hand washing and use of alcohol-based sanitisers | Increased contact with soap and chemicals Risk: skin irritation, contact dermatitis | 3 | 3 | 9 | <ul style="list-style-type: none"> WWW trainers/assessors have been informed on symptoms of skin irritation and contact dermatitis from over using sanitizers and soap. WWW trainers/assessors should protect their skin by applying emollient hand creams regularly | 1 | 3 | 3 |
| Feeling unwell during an assessment with | Delayed treatment due to Covid-19 precautions | | | | <p>Actions taken should be proportionate to your symptoms which could include:</p> <ul style="list-style-type: none"> Taking a break and have a drink until you feel better | | | |

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| non-Covid-19 symptoms | | Risk: worsening symptoms, coming into close contact with first aider | 2 | 3 | 6 | <ul style="list-style-type: none"> • Finishing the assessment immediately and go home if you don't feel better and are able to do so • Informing your candidate and ask for first aid support if you need it. First aider to wear appropriate PPE during treatment e.g. mask, gloves, apron • If you need clinical advice – ask your candidate to call NHS 111 • If you need emergency help, ask your candidate to call 999 • Leave your contact details and follow the NHS track and trace advice in case your symptoms are Covid-19 related | 2 | 3 | 6 |
|-----------------------|--|--|---|---|---|--|---|---|---|

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Communication of Risk Assessment

- I, the WWW trainer/assessor have read and understood this risk assessment and safe operating procedures
- I agree to work to this risk assessment while on client's premises, taking reasonable care of myself and any others who may be affected by my behaviour
- I will let the client know of any problems or unsafe situations

| | | | | | |
|------|--|-----------|--|------|--|
| Name | | Signature | | Date | |
|------|--|-----------|--|------|--|

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WAMITAB Assessments on Site – Covid-19 Checklist

Assessor:

Candidate:

Site:

| General precautions | Y/N | Comments |
|---|-----|----------|
| Have you read and understood relevant Government and HSE advice on workplace COVID-19 precautions? | | |
| Do you have in place a COVID-19 risk assessment, and has this been communicated to your employees? | | |
| Have you included COVID-19 issues in relevant task/activity risk assessments, and have these revised assessments been communicated? | | |
| Have you reinforced and checked your hygiene, cleaning and similar processes to reduce the risk of COVID-19 transmission? | | |
| Do increased hygiene measures extend to facilities such as toilets? | | |
| Are you monitoring actively to ensure that your COVID-19 precautions are being followed, and do you take action if they are not? | | |
| Have you put in place precautions regards social distancing relating to third parties – such as contractors, hauliers or visitors | | |
| Have you instructed employees to observe social distancing with third parties, such as visitors? | | |
| Have you put in place social distancing precautions relating to visitor's vehicles, such as on car parking spaces? | | |
| Have you put in place frequent cleaning of commonly used touch surfaces such as access step handrails? | | |

WWW Trainer/Assessor – Point of Work Risk Assessment

To be completed upon arrival to confirm the Covid-19 secure arrangements agreed prior to visit are in place

Assessor:

Candidate:

Site:

| Point of Work Risk Assessment | Y/N | Comments | | | |
|--|-----|-----------|--|------|--|
| Is the client expecting your visit today? | | | | | |
| Have COVID-19 security measures been implemented to make your visit safe? | | | | | |
| <ul style="list-style-type: none"> • Induction / site rules to cover covid-19 response and actions? | | | | | |
| <ul style="list-style-type: none"> • Social distancing? | | | | | |
| <ul style="list-style-type: none"> • General hygiene and cleanliness? | | | | | |
| <ul style="list-style-type: none"> • Signage? | | | | | |
| <ul style="list-style-type: none"> • Use of washrooms / toilets? | | | | | |
| Is everyone adhering to the prescribed Covid-19 security measures? | | | | | |
| Do you feel safe to conduct the training / assessment? | | | | | |
| Additional comments | | | | | |
| Name | | Signature | | Date | |