

RHSF: Metering Risk Assessment Review

Review of Supplier Risk Assessments

06/06/2018

Metering Operations Risk Assessment Analysis

The table below represents an analysis of the risks assessed by each of the RHSF companies in relation to metering operations (gas and electric). In recognition of the differing styles of risk assessment, it has been considered that these metering operations include:

- Stock management activities within the provided van, including stock uplifts at warehousing locations
- Travel to and from the property using provided van
- Walking from the transportation to the property
- Accessing and entering the property
- Interacting with the customer and other occupants (including pets)
- Assessing the required works, manual works as necessary to allow access, and undertaking meter exchanges (including polarity testing on the customers sockets)
- Testing and commissioning activities, including purging and relighting of gas appliances
- Undertaking authorised remedial works in the property to make safe, to remove from supply or to reinstate supplies as per competence and procedural requirements

When considering the control measures suggested by the RHSG companies (and unless explicitly stated otherwise), it has been considered that workers are trained and competent and will follow normal working practices within the scope of their competence. Where a control measure is listed it has been identified by one or more party as being required in order to address the hazard, and is considered to be required in addition to the basic competence assurance processes.

The lists below are non-exhaustive, and crosses in the tables below indicate that the member company has considered the specific risk.

Any company wishing to make use of this document should compare their own risk assessments against this full risk listing, giving consideration as to whether their own risk assessments are suitable and sufficient and whether or not the addition of one or more of these identified risks would enhance their current documentation.

Further information may be available on the detail behind control measures. If required, please contact Energy UK who will discuss any request with the relevant member company.

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
Access / Egress		X	X	X			X	Dynamic Risk Assessment Ensure suitable access equipment is available
Animals and Insects	X	X	X	X			X	Provision and use of deterrent sprays Provision of dog training Carry medicines relating to specific allergies or health concerns
Asbestos	X	X	X	X		X	X	Asbestos awareness course for all field staff on a refresher cycle. Customer account noted if asbestos suspected/found and customer informed
Chemical hazards / hazardous substances	X	X	X	X		X	X	Where possible a briefing to be received from party in control of the premises COSHH assessments required for all substances used as part of the works
Competency / Lack of Competency		X	X	X				Induction, Training, Briefing, Audits etc Ensure operator has required competence and authorisation Registrations with NSAP / GasSafe as appropriate
Confined and Restricted Spaces	X	X	X				X	Ensure working party has equipment and competence for confined space work. For Restricted space work - Risk Assessment - Clear space where possible, change position, take breaks
Contractor Management				X				Follow Contractor Management and Safety Assurance Procedures

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
Driving	X	X	X	X			X	Vehicle servicing / daily driver inspections / 6 monthly company inspections Plan journeys in advance Do not take/make calls when driving Driving mandate checks for business drivers, telematics and analysis for commercial drivers
DSE (i.e. use of PDAs)			X				X	Prohibit use on stairs, or when walking
Dust or Other Debris	X		X	X		X		Provision of PPE. Face mask goggles, gloves.
Electricity (including cross polarities, loose terminals, stray currents on casing and pipework and tampered supplies)	X	X	X	X	X	X	X	Use of Voltstick type proximity tester. Testing for induced voltages Tails to consumer unit to be secured prior to removing meter Fitting of temporary continuity bonds on gas metering Consider use of Torque screwdrivers Use of PPE
Environmental aspects, including presence of protected species				X			X	
Falling Objects (either falling onto operatives, being dropped by operatives or falling from company vehicles)	X		X		X	X	X	Vehicle racking to be used correctly, loads to be secured Materials not to be placed on edges/ledges during the works
Fatigue			X					Specifically in relation to call outs and out of hours working Staff to ensure and confirm they are fit for work Company to verify this during the working period
Gas (customers gas installation, including tampered supplies and risk of existing gas leak)	X	X	X	X	X	X	X	Stop works if a significant smell of gas is present in the premises.

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
Gas (operatives supply for soldering)		X	X		X			Visual inspections, POW Risk Assessment Safe storage and transportation
Gas Explosion / Carbon Monoxide Release			X	X				Sense of smell required to be able to pick up significant gas presence Purging, ventilation and appliance checks Provision of adequate Emergency Arrangements
Hand Tools (including battery tools)	X	X	X	X	X	X	X	Pre use checks of all tools. Use of appropriately insulated tools Correct tool for the job – do not modify the tool, don't use damaged tools HAVs assessments
Health and Wellbeing			X				X	Exercise good standards of hygiene Access to occupational health, Via self or manager referral. Employee assistance programme.
Hidden Services			X	X				Use of stud finder
Hot Work	X		X					Gas Soldering Only
Housekeeping (MOPs own equipment, toolbox, trailing cables etc)			X				X	Dry feet, or wear overshoes to prevent slipping. Request customer to tidy up around the work area if necessary
Inaccurate Information (regarding violence/aggression, vulnerable customers, unexpected occupants)			X	X				All available information to be included on job cards and reviewed by the operative Branded worker clothing and identification upon arrival 6 monthly reviews of hazardous estates.
Line of Fire			X				X	Use POWRA to consider a bump cap, long sleeves or other hazards that can be controlled

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Lighting		X		X	X			Provision of additional lighting for use on the job
Lone Working	X	X	X	X	X		X	Advise customer of your emergency contact prior to starting work Regular comms with base Use of Sky Guard System (BG), PeopleSafe (SSE) Regular comms with base. Staff are monitored through the click system and the also have a panic button on the Toughpads. All staff issued with company mobile and emergency numbers are programmed in. Panic alarm available to all staff.
Manual Handling (e.g. loading and unloading of vehicles, MSDs)	X	X	X	X	X	X	X	Staffs undergo manual handling training which is on a refresher cycle. Ensure vehicle loading plan is followed Manual Handling and Efficient Posture Training
Metal particles and Projectiles		X	X			X		Eye protection to be worn Ensure correct driver bit is used for each step
Moving Parts - Contact with moving parts			X		X			Where attending sites with moving parts (equipment) ensure they comply with the local safety rules. Dynamic Risk Assessment Guarding where deemed necessary Ensure no free flowing clothing/hair
Noise	X		X	X	X	X	X	Provision of PPE. Risk Assessment

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
Power Tools	X	X	X	X	X		X	Majority of power tool are battery operated. Other power tools are 110v and all equipment is on a PAT register to ensure compliance. Only tools authorised by the product review group are to be used. Tools and equipment on 6 month inspection regime. Visual inspections of all tools pre use. Ensure PAT tested
PPE - Correct use of PPE				X	X	X	X	Ensure suitable footwear is worn providing grip and traction Flame Retardant Overalls to be work
Presence of Children and Young People, young and expectant mothers, vulnerable customers			X	X			X	Dynamic Risk Assessment Consider customer's needs prior to isolation, be very clear on the likely duration of the work to ensure the impact is understood
Public Risks / Risks to Public			X					Make customer aware of any hazards present Requirement to ensure the site is left in a safe and secure condition
Radiated Energy (IR and UV) – leading to burns/eye damage			X					Suncream provided. UV safety glasses available
Repetition of Tasks (Risk of both MSDs and from loss of concentration)			X					
Sharp Edges	X	X	X			X		Cut resistant gloves – e.g. Ansell 80-813 Powerflex

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Sharps (Needles) and other biological hazards		X	X				X	Covering of any existing cuts and grazes Full protective gloves to be worn Hands to be washed after work activities
Slips, Trips and Falls (including underfoot conditions, uneven floors and distractions)	X	X	X	X	X	X	X	Prohibited use of phones and electronic devices when on steps/stairs Use of approved footwear
Soldering Work		X	X					Solder only with meter removed and ECV closed and capped
Soldering Fumes		X	X					CoSHH Assessment for solder. Lead free, Rosin free solder to be used. Advise customer of presence of soldering fumes
Smoking (Passive & Employee)			X				X	Ask customer to stop smoking and open windows as necessary Comply with Smoking at Work policies Carry out a risk assessment (if deemed at risk abort job), No smoking policy, including company premises & vehicles.
Stress			X	X	X		X	
Structural stability of premises (including lofts and non-load bearing floorings)		X	X				X	Briefing from person in control of premises. Dynamic assessment
Violence and Aggression, including customers under influence of alcohol or drugs	X	X	X	X			X	2 person working to be considered Conflict Management Training Required – avoid confrontation Post visit update of customer records

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Weather / Extreme Weather	X		X	X	X		X	Provision of wet weather gear / sun screen Risk Assessment of working in flooded areas /areas of receding flood water TXT message from the national weather centre are sent out to staff in the appropriate affected areas warning of possible issues.
Working at Height (e.g. ladders)	X	X	X	X	X	X	X	Do not use stepladder next to/over a stairway/ bannister Company ladders to be tagged If using a customers ladder, pre-use checks are required
Working at Height (e.g. adjacent to floor openings / excavations)		X	X		X	X	X	Operative would not work next to an open pit or floor opening, area would need to be cordoned off and made safe. Request edge protection prior to undertaking work
Working in Customers Lofts			X	X			X	Training for working in loft spaces and for inspection of customers loft ladders
Young Workers			X	X				Additional focus on road risk assessment Young workers restricted to office activities – not field work