






METHOD STATEMENT

Description of the Task/Activity:	Working in a customer's property who has no symptoms of Covid-19 and is not medically shielding – this customer can have planned and emergency work completed	
Project Name:	Blue Flame (Cornwall) Ltd	
Site Address/ Location:	various	
Personnel involved:	Name Role/Trade	Telephone Number
	Qualified engineer 1	
	Qualified engineer 2	
Key Plant and Tools Required:	<ul style="list-style-type: none"> • Hand tools • Test Equipment • PDA 	
Key Materials Required:	<ul style="list-style-type: none"> • Contamination equipment • Surface cleaner • Latex or Nitrile gloves • Mask – face covering 	
Other Essential Equipment:		
Specific Identified Hazards: (or refer to the task specific risk assessment(s))	<ul style="list-style-type: none"> • Property/site damage • Slips & Trips • Unwell customers • Self-isolating customers • Vulnerable Customers 	
Specific Staff Training Requirements:	(i.e.: Confined Spaces/Abrasive Wheels/Working at Height/Plant Operators etc.) <ul style="list-style-type: none"> • CSCS Card • Health & Safety training 	

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<p>Sequence of Operations: (Specifying methods of working, tools, materials and equipment utilised)</p>	<ol style="list-style-type: none"> 1. Arrive on site 2. Call the customer from the van to ensure that the customer is not socially distancing, unwell or self-isolating and that this is the correct Method Statement to use, ask the following questions - <ol style="list-style-type: none"> a. Are you, or is anyone within your household, currently in self-isolation or socially distancing for medical reasons? b. Have you, or anyone within your household, been in contact with anyone who has, or may have the CoronaVirus? c. Are you currently experiencing any of the symptoms of the CoronaVirus?" <i>(note - fever, high temperature, coughing (usually dry and continuous))</i> d. <u>The customer MUST answer 'NO' to all questions. If a customer answers 'YES' to any part question, you must speak to a Line Manager before proceeding.</u> 3. Put Latex gloves on and a mask before knocking on door or ringing door bell – stand 2 meters or 6 paces back from the door 4. Ensure the site meets the requirements of the task 5. Use a temporary door barrier to ensure that the customer does not enter your working area 6. Open a door or window to outside to ensure that the work area is ventilated 7. Wipe the work space and any surfaces touched with an antibacterial wipe or surface spray and disposable rag/tissue 8. Ensure that non trained personnel do not have access to the work area and that the customer is aware of and maintains a minimum distance of 2 metres from the work area/personnel (see point 5) 9. Ensure that the correct PPE is being worn for the task in hand in addition to those described above 10. Ensure that all tools required for the task are present and kept tidy 11. Complete the task as trained to do so 12. If you require help, advice or guidance please see manufactures instruction or contact your manager 13. Once the task is complete, ensure that all tools are collected and stored away. Wipe down tools with antibacterial wipes before putting away 14. Wipe down work surface once task is complete and any surfaces that have been touched – to include but not limited to, door handles, window handles, work tops, appliances controls, appliances etc. Any waste generated is to be placed in customers bin 15. Ensure job is closed and the correct documentation and tests are completed 16. Ensure that the customer does NOT sign the tablet - COVID19 is to be recorded in the customer signature section 17. Upon leaving property, remove gloves place in a bin bag and clean hands and forearms with hand sanitiser/hand wipes. Care should be taken to ensure against cross contamination of work clothing 						
<p>Required Personnel Protective Equip.:</p>	 FACE MASK	 GLOVES	 FOOTWEAR	 GOGGLES	 HI-VIS JACKET		
	Yes – face covering	Yes - latex	Yes Safety Boots	Task specific	Site specific		

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Emergency Procedures:	If an accident occurs, follow the accident and incident reporting procedure within your health and safety handbook.	
Emergency Procedures:	Name of On-Site First Aider:	
	First Aid Box Location:	In Van
	Location of Nearest Hospital:	Emergency trauma centre at West Cornwall Hospital or Royal Cornwall Hospital
Other Information & Comments:	<p>This method statement ONLY applies to properties with NO reported cases or suspected symptoms of Coronavirus. Planned and Emergency work can take place.</p> <p>Do NOT touch your face while performing the working task, this includes but is not limited to – Eyes, Nose & Mouth</p> <p>Work definitions –</p> <ul style="list-style-type: none"> • ‘Planned’ date compliant, scheduled work • ‘Emergency’ fuel leak, water leak, loss of power, alarm activation, no heating and hot water (heating is customer dependent) this is not an exhaustive list, please refer to a Manager/Supervisor for any scenarios not covered in the above. 	
	<p>All work will be undertaken by qualified competent persons with experience of the type of work described above, and in all cases in full accordance with safety procedures specified in the company’s Health and Safety Policy.</p>	