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Industry Collective Voice (CICV)

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Work to be carried out in domestic properties

OPERATING PROCEDURES BEYOND THE COVID-19 CRISIS

CONTENTS

3 // Introduction

4 // Work carried out in people's homes

5 // Fact sheet to share with customer/occupier

6 // Key considerations

7 // Practical steps when working in the field

Before starting work and after work is completed

Carrying out work where someone is self-isolating

8 // Types of work considered essential

9 // Before carrying out essential work

Further information

10 // Members and contact

INTRODUCTION

The Scottish Government has now removed the COVID-19 rules from law and reverted to a 'Covid-sense' approach. However, this does not mean that COVID-19 no longer poses a risk. Instead, all businesses and employees must act in a reasonable manner to reduce exposure and spreading of the virus.

For further information, consult the Scottish Government guidance here:



<https://www.gov.scot/coronavirus-covid-19/>

The following pages have been created to offer guidance to contractors. However, all situations should be risk assessed and will warrant individual control measures suitable for each situation.

Every business must make their own judgement on the work they will do but they should understand the advice which the Scottish and UK Governments have issued over the steps to be taken to minimise the spread of COVID-19.

We have produced two guides, one for those working in domestic properties (homes) and those who may work in non-domestic premises, e.g. nursing homes, medical centres etc. Please note these premises may issue their own advice and this must also be considered.

As the COVID-19 restrictions relax it is not 'business as usual' and the relaxations do not mean the risk from the virus has gone. All businesses should still consider embracing good risk control measures to minimise harm to their employees and the risk of spreading of the virus. The virus is still a considerable risk to the health of our employees and their families, even to those that have been vaccinated.

This advice is subject to change without notice depending on decisions taken by the Scottish or UK Governments and updated information will be issued as required. For more information or guidance, please keep visiting your trade or professional body's website.

Important notice: This document has been prepared by way of guidance and anyone who proposes to use it should consider the details based on their businesses obligations and if necessary, take independent advice either from their own trade or professional body or legal advisors. This will of course include recognition of all relevant health and safety legislation. Again, your trade or professional body will be able to assist with this.

WORK CARRIED OUT IN PEOPLE'S HOMES

- If tradespeople are carrying out works in people's homes it is advised that they follow government guidance at all times to minimise any risk.
- As good practice we recommend:
 - maintaining physical distancing where possible
 - good ventilation of work areas
 - wearing suitable and sufficient face coverings when requested or where identified by a risk assessment
 - effective hygiene practices
 - appropriate risk assessments



<https://www.gov.scot/publications/coronavirus-covid-19-general-guidance-for-safer-workplaces/>

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19>

- Any employee with COVID-19 or suffering symptoms of COVID-19 should stay at home, avoid other people and consult the NHS Direct website:



<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19>

- We have prepared a fact sheet which you should share with your customer/occupier before you start work, explaining what is expected of all parties to keep everyone safe. A copy is shown on the next page and is available here for download:



www.bit.ly/CICV-factsheet

- This fact sheet should be sent in advance, ideally via email. If it isn't possible to use email then a hard copy should be given to the customer/occupier on arrival.



COVID-19 CARE

HOW WE PLAN TO KEEP EVERYONE SAFE WHEN WE VISIT YOUR PROPERTY

As we will be attending your property soon to carry out work, we wanted to let you know how we plan to keep everybody protected from COVID-19. Even though the rules have been relaxed, the virus still poses a risk and any work must be done with caution. Therefore, this is what we will do to keep **YOU** and your family safe, and what we would like you to do to keep **US** safe in return.

What we will do:

- Advise when we intend to attend the job
- Regularly wash our hands and equipment
- Maintain at least 1m distancing
- Not attend if our staff are displaying symptoms of COVID-19
- Wear face coverings if required.

What we expect from you:

- Tell us if anyone at your property has COVID-19 before we attend
- Tell us if you or any other person is displaying symptoms of COVID-19
- Give us space when we come to your property
- Tell us if you want us to wear a face covering
- Ventilate the immediate work areas
- Tell us if you do not want us to attend the property
- Tell us if there is anything else we can do to keep you safe.

What we will do if someone has COVID-19 or is displaying symptoms and the work could be essential, i.e. it impacts your health, safety or welfare:

- Evaluate the work to deem if it **IS** essential
- Postpone the work if not essential
- If it **IS** essential, fully risk assess the situation to ensure risk is reduced at all times
- Ask you to fully cooperate with our requests.

What we expect you to do if someone has COVID-19 or they are displaying symptoms and the work is deemed to be essential to health, safety or welfare:

- Tell us if any person has COVID-19 at your property before we attend
- Tell us the exact work that is required so we can determine if it is essential
- Cooperate fully with any reasonable requests we make to ensure safety
- Be considerate and accommodating to our processes to maintain safety.

We appreciate your ongoing support and agreeing to accommodate our requests, especially as a 'one size fits all' approach is not possible. In some circumstances we may need to adjust our process to keep everybody safe.

KEY CONSIDERATIONS

- When discussing a visit to a customer's home, ask if they or any occupants are self-isolating, are displaying any symptoms of COVID-19 and/or have received a positive diagnosis.
- Where the householders are not self-isolating, not displaying any symptoms and have not been diagnosed with COVID-19, trades may attend for normal work activities while exercising general best practice in line with the latest government guidance for the public:



<https://www.gov.scot/coronavirus-covid-19/>

- Government guidance is continually evolving, but be especially vigilant of undertaking work for those persons currently identified as most at risk, such as the over-70s and/or those with underlying health issues
- As well as protecting yourself and householders, you should also consider the welfare of your operatives and colleagues.

PRACTICAL STEPS WHEN WORKING IN THE FIELD

- On the day of the work, call ahead to your customer to ask if they or any occupants have signs of the virus, have been diagnosed or are self-isolating, and to check that they are comfortable with your visit taking place.
- Explain to your customers what you will be doing and why, and that you would like to maintain physical distancing where possible.
- Do not make physical contact with the customer or any other person present.
- Ask if all the occupants can stay in another room, away from the work area(s) while the work proceeds. With permission, ventilate the work area where appropriate, e.g. by opening a window.
- Wear a suitable and sufficient face covering.
- Wash or sanitise your hands before entering the property.
- If soap and water are unavailable, use an alcohol-based hand sanitiser that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth at all times.
- If you or your operatives feel unsafe or at risk at any point, undertake a personal risk assessment and leave the premises if necessary. You can always re-plan for a future date if appropriate, after ensuring everything is made safe.

BEFORE STARTING WORK AND AFTER WORK IS COMPLETED

- Wipe down any operational equipment, tools, instruments and PPE using soap and water or anti-bacterial wipes. Store and dispose of waste correctly.
- Ensure you then clean/wash your hands with soap and water or suitable hand sanitiser.

CARRYING OUT WORK WHERE SOMEONE IS SELF-ISOLATING

- It may be that work is required for a client/occupier who is self-isolating. Only work that is 'essential' to the health, safety or wellbeing of the client/occupier should be considered.
- A full risk assessment of the situation is required to ensure COVID-19 security is maintained during any work.

TYPES OF WORK CONSIDERED 'ESSENTIAL'

This includes work repairing/replacing essential building services or structures. Some examples are listed below, but this list is not exhaustive.

Essential plumbing and heating systems, such as:

- Heating breakdown/essential maintenance
- Leaks/floods
- Drainage problems

Essential electrical systems and components such as:

- Loss of power
- Failing/faulty safety systems
- Essential safety/security maintenance

Essential structural work such as:

- Essential roof repairs
- Essential window/door replacement
- Essential security repairs
- Failing structures

Access and health equipment, such as:

- Essential access equipment, e.g. lifts/stair lifts etc
- Essential lifting equipment for health, e.g. bed/bath hoists
- Essential washing/hygiene systems.

BEFORE CARRYING OUT ESSENTIAL WORK

- Carry out a full risk assessment of the situation
- Consider if the work is not carried out, will the person impacted be at risk?
- If a person in the property is self-isolating, conduct a full risk assessment
- COVID-19 PPE may consist of the following:
 - Disposable overall
 - FFP3/FFP2 face mask
 - Eye protection/full face shield
 - Disposable gloves
 - RPE, if identified in risk assessment.

Other measures that should be taken:

- Ventilated work areas
- Work area cleaned before attendance
- Physical/social distancing
- No face-to-face interaction with infected person
- All equipment cleaned on leaving the job
- Minimum contact with common touch points.

FURTHER INFORMATION

Please note, this list has been prepared to offer some form of guidance and is not exhaustive. It is vital that every job, and potential risk, is judged on its own merits and that the key considerations around health and welfare are the primary concerns for any work you undertake. Further information is available from your trade or professional body. Advice is also available in this guidance note from ECA and BESA, which advises on the use of PPE for work in environments where there is an elevated risk of the spread of COVID-19:



<https://bit.ly/CICV-PPE>



Members 2022



Further information



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