

RHSF: Revenue Protection Risk Assessment Review

Review of Supplier Risk Assessments

06/06/2018

Revenue Protection Risk Assessment Analysis

The table below represents an analysis of the risks assessed by each of the RHSG companies in relation to Revenue Protection activities. In recognition of the differing styles of risk assessment, it has been considered that Revenue protection includes:

- Travel to and from the property by some means of transportation
- Walking from the transportation to the property
- Accessing and entering the property either through normal means or through the use of a warrant and locksmith
- Undertaking all relevant investigatory works within the property
- Undertaking remedial works in the property to make safe, to remove from supply or to reinstate supplies

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
Animals and Insects	X	X	X	X			X	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
Cash Collection			X	X			X	Use of lone working device Panic button on operative's toughpad, jobs are Monitored through the click system. Procedures in place where Cash is collected, it has to be deposited at bank or paypoint straight away.
Chemical hazards / hazardous substances	X	X	X	X		X		Where possible a briefing to be received from party in control of the premises
Competency / Lack of Competency			X	X				Induction, Training, Briefing, Audits etc 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
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

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
DSE (i.e. use of PDAs)			X				X	Prohibit use on stairs, or when walking
Dust or Other Debris	X		X			X		Provision of PPE. Face mask goggles, gloves.
Electricity (including tampered supplies and traps)	X	X	X	X	X	X	X	Use of Voltstick type proximity tester. Fitting of temporary continuity bonds on gas metering
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
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)	X	X	X	X	X	X	X	Stop works if a significant smell of gas is present in the premises.
Gas (operatives supply for soldering)		X	X		X			Visual inspections, POW Risk Assessment Safe storage and transportation
Hand Tools	X	X	X		X	X	X	Pre use checks of all tools. HAVs assessment
Health and Wellbeing			X				X	Exercise good standards of hygiene Access to occupational health, Via self or manager referral. Employee assistance programme.
Hot Work	X		X					Gas Soldering Only

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
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.
Lighting		X		X				Provision of additional lighting for use on the job
Line of Fire			X				X	Use POWRA to consider a bump cap, long sleeves or other hazards that can be controlled
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					Eye protection to be worn Goggles / over spectacles are supplied to staff. Correct tools and equipment provided to carry out the job safely.

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
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	Provision of PPE. Risk Assessment
Power Tools	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	Use of Stab vests (BG & EdF)
Presence of Children and Young People, young and expectant mothers			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					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			X					
Sharp Edges	X	X	X			X		Cut resistant gloves – e.g. Ansell 80-813 Powerflex

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
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 and distractions)	X	X	X		X	X	X	Prohibited use of phones and electronic devices when on steps/stairs
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.
Soldering Fumes		X	X					CoSHH Assessment for solder. Lead free, Rosin free solder to be used. Advise customer of presence of soldering fumes
Stress			X	X	X		X	
Structural stability of premises		X	X				X	Briefing from person in control of premises. Staff will follow local instructions along with their own risk assessment
Violence and Aggression	X	X	X	X			X	2 person working to be considered Conflict Management Training Required Post visit update of customer records

Hazard	C1	C2	C3	C4	C5	C6	C7	Controls
Weather / Extreme Weather	X		X		X		X	Provision of wet weather gear / sun screen 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	Operatives would follow site rules and if there was a hazard would report and abort the Job.
Working at Height (e.g. adjacent to floor openings / excavations)		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	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