

COVID-19: LOSS CONTROL ENGINEERING SITE VISITS AND SURVEYS CUSTOMER GUIDANCE



Customer and employee safety is our highest priority. This guidance outlines the control measures we're implementing for surveys and site visits.

TYPE OF SURVEY

Remote Surveys

Where our Loss Control Engineers can support you and obtain sufficient underwriting information, surveys will be conducted remotely through video or telephone conference calls. To aid these discussions, you will be invited to provide information, example documentation and site photos / videos before or during the discussion.

Where a remote survey is completed, a follow-up site visit may be required when circumstances permit.

Site Surveys

If a site visit is deemed necessary, this will only be carried out in agreement with you. Specific topics such as social distancing, nature of the visit, agenda and timings etc.

will be outlined by email ahead of the visit and our Loss Control Engineer will avoid setting up visits that coincide with start / finish times and / or shift changes.

We'll also request that you inform us of any COVID-19 related precautions you've implemented and will apply during the visit.

KEEPING OUR LOSS CONTROL ENGINEERS SAFE TO PROTECT YOU

We're taking a number of measures to ensure our Loss Control Engineers stay safe and mitigate the risk of spreading COVID-19.

Risk assessment

We've completed a risk assessment with the overriding requirement to implement and

enforce COVID-19 workplace restrictions in line with government regulation and guidance produced by organisations such as the Health and Safety Executive (HSE). We can provide a copy of this risk assessment on request.

Where these control measures, current regulations and guidance can't be met, a site visit will not be completed or may be terminated. The survey will then be completed using the remote survey process and a follow-up site visit when circumstances permit.

The risk assessment is reviewed regularly and whenever there is a significant change in activities or regulations and advice. The factors considered in this risk assessment include:

- remote or onsite survey
- travel to site, parking arrangements and site access
- personal protective equipment (PPE) issue and use
- availability of welfare facilities including hand washing and toilet facilities
- social distancing
- onsite timings and meeting agenda
- travel / movement around customer premises
- first aid
- cleaning / sanitisation of vehicles and equipment
- training and competence.



On arrival at your site, our Loss Control Engineer will complete a dynamic risk assessment before proceeding with the survey. If this identifies issues, not considered as part of the general pre-visit risk assessment process or not in line with current regulation and guidance, the visit will be deferred until rectification measures are put in place.

Regular briefings

Loss Control Engineers attend weekly briefings and calls to ensure they're fully aware of what's expected of them and that they comply with relevant regulations, guidance and risk assessments. The government and company advice is aimed at protecting you, our Loss Control Engineers, their families and the wider population.

Risk assessments and associated control measures are formally re-communicated, verbally and written, every time they're reviewed.

Hand washing

Our Loss Control Engineers have alcohol-based hand sanitiser. However, regular hand washing is still required and so questions around welfare provision will be asked at the time any appointment is made.

If you're unable to reassure our Loss Control Engineer that suitable hand washing facilities are available at your site, whilst complying with social distancing requirements, the visit will not take place.

Social distancing

Visits will only take place where the 2 metre rule (everyone should maintain a separation of **at least 2 metres**) can be observed.

Personal Protective Equipment (PPE) and Face Coverings

Suitable PPE including gloves, eye protection, overalls and face coverings and are provided to all Loss Control Engineers, with specific guidance on usage, maintenance, storage and arrangements for disposal.

Social distancing is considered the key control measure.



Travel

Loss Control Engineers may visit between one and four customer sites each day and the potential for transfer between locations is recognised. The control measures put in place include:

- Loss Control Engineers are not permitted to carry any passengers in their vehicle when using it for work
- specific guidance provided regarding vehicle and equipment cleaning, particularly of regular touch points, using anti-bacterial cleaning materials and using appropriate personal protective equipment
- public transport will be avoided, however where this isn't possible, you will be advised
- when refuelling vehicles and / or completing routine checks (oil, water, tyres etc.) Loss Control Engineers are required to use disposal gloves. When paying, social distancing rules must be adhered to, with the use of contactless payment advised in all circumstances.

Equipment

Anti-viral wipes have been provided to all Loss Control Engineers with the expectation that all equipment used at home office locations and taken out on site visits is regularly cleaned.

Falling ill at work

While at work, if a Loss Control Engineer develops symptoms associated with COVID-19, they're advised to:

- return home immediately
- catch any coughs or sneezes in a tissue or in the crook of their elbow
- follow government advice on self-isolation for them and their household
- not return to work until their period of self-isolation is complete and they feel well.

First aid

Should your first aider need to treat our Loss Control Engineer for any reason, please follow safe procedures and sensible precautions including for example, wearing nitrile gloves, apron, eye protection and an FFP3 mask.