

Certas Energy Risk Assessment

COVID-19 PRECAUTIONS

WE'RE ALL IN THIS TOGETHER

In the current crisis, it's more important than ever that we all work to keep ourselves, our families and each other safe.

How has Certas Energy assessed the risk from COVID19?

Even prior to the UK declaration of the pandemic Certas Energy had already reviewed and established robust business continuity plans for all functions as well as supplier assurance. Our Gold Command Leadership Team was activated, *in consultation with our workforce we risk assessed all activities and facilities in line with Covid -19 guidance* and a dedicated team was set up for the sourcing of Personal Protective equipment and hand sanitiser. Our Health and Wellbeing Champions were engaged to support all of our colleagues.

The results of our overall risk assessment are as follows;

We identified the hazards

COVID-19 is a new infectious disease that can affect human lungs and airways. It may cause severe human disease and is a serious hazard to exposed individuals. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, pregnant mothers and those with underlying medical conditions like cardiovascular disease, diabetes, chronic respiratory disease, and cancer as well as some ethnicities are more likely to develop serious illness which may result long term health complications and even death.

The impact of the pandemic also presents additional hazards to Certas Energy employees, our businesses and customers (for example managing safe colleague staffing levels, working time hours, managing statutory examination and critical maintenance, working from home and wellbeing)

We considered who might be at risk and how?

All of our employees and their families, our contractors and visitors to Certas Energy premises as well as our customers interacting with our frontline colleagues could be at risk. The virus is spread via droplets that are expelled by the person through sneezing and coughing. The virus can also be transferred to hands and from contaminated surfaces. The virus is known to survive on surfaces for a period after transfer. Some colleagues and customers with specific health conditions and from certain ethnicities can be more vulnerable and may have at a greater risk of severe illness from the virus. Our frontline colleagues working within our retail premises, heat

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service engineers responding to emergency repairs and our delivery drivers were identified as having a potentially higher risk due to their more frequent interactions with the general population.

We evaluated the risk to all our colleagues.

The risk that COVID19 presents to the public without adequate control measures is high and can have serious consequences for individuals that have been identified as being at higher risk due to underlying health conditions and ethnicity. The Certas Energy Leadership team has consulted with our workforce and representative from the Union to identify and manage the risks by implementing a series of preventative and protective measures that reduce the risk to the lowest that is reasonably practicable at our facilities and during our activities. These include adequate measures;

- All Certas Energy colleagues were required to work from home unless they could not do so due to the nature of their role. Certas Energy invested in the equipment to allow for greater homeworking for our customer sales teams across the UK, to ensure that our teams were kept safe whilst meeting the needs of our customers.
- In consultation with our colleagues, Certas Energy has undertaken Covid -19 risk assessment for all activities, sites and facilities which is kept under continual review
- Introduced measures to protect people who are at higher risk or shielding or were required to self-isolate.
- Continued to consult and managing vulnerable colleagues during this period
- Ensured equality in the workplace to treat everyone equally
- Continued to ensure the management of the health, safety, wellbeing and environment and process safety risk of our colleagues and the business is our primary focus during the pandemic.
- The Certas Energy Leadership team along with our Health and Wellbeing Champions promoted our mental health and employee wellbeing programmes.

We implemented measures to prevent transmission

- Certas Energy has introduced additional cleaning procedures in our facilities, vehicles and activities to prevent the transmission of COVID19 via touching a contaminated surface
- Promotion of regular and thorough handwashing has been implemented across the Certas Energy network.
- All colleagues have access to handwashing or hand sanitising equipment to ensure everyone keeps good hand hygiene through their working day.
- Physical barriers have been installed at our retail premises and cash handling reduced.
- Where included as a control measure in our risk assessments or for additional protection for colleagues and our customers, Certas Energy has provided Personal Protective Equipment (PPE) and barrier masks, face coverings or full-face shields.
- Restricted access has been implemented at our Terminal control rooms.
- Controls have been implemented at our facilities, warehousing and manufacturing premises to ensure incoming deliveries and drivers can also maintain social distancing and good hand hygiene practices.
- All non- essential travel, visits and meetings have been stopped unless approved by the Leadership Team.

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Social Distancing

- Certas Energy has implemented and can maintain a companywide standard for social distancing of at least 2 metres.
- All Certas Energy facilities including our Retail premises have been assessed and have implemented social distancing system for limiting numbers of colleagues and customers.
- Certas Energy has reconfigured workplaces and colleagues' workstations as well as implement changes to working practice to ensure social distancing is possible, for example staggered start times, in/out systems and protective screens.
- Where practicable we have introduced one-way systems within of office facilities to assist with social distancing.
- All face to face meetings must to be avoided where practical and alternative technologies including video conferencing is being utilised
- Meeting rooms have been assessed and restriction implemented on numbers to ensure social distancing.

Communication of risk and control measures

- Certas Energy continues to monitor the UK Government, Home Nations and World Health Organisation guidance and advice to ensure all colleagues have and understand the current risk and our controls to keep themselves, their families and others healthy.
- Throughout the pandemic the Certas Energy Leadership team has utilised our Safety-First principals to ensured that clear messages are cascaded to all colleagues and our Union safety representatives using various media including written communications, video clips, text messaging, OTC messages and conference calls.
- Colleagues from all functions of the business have participated and have been instrumental in developing and implementing our safe systems of work during the pandemic.
- Our customers have received regular communication throughout the pandemic on our changes in procedures and PPE to ensure that they understand our new safe systems.
- A dedicated section to COVID19 has been implemented on our internal intranet system and Safety-First Hub to ensure that colleagues have access to our current guidance, posters and communications.
- Colleagues returning to the workplace as part of our phased return will be consulted with and are required to undergo an induction process to ensure that they understand the changes and controls that have been implemented to prevent transmission of the virus within their workplace
- To ensure ongoing adherence Certas Energy is implementing a behavioural safety approach "Respect, Correct and Protect"

The ongoing risks presented from COVID19 to our colleagues, the business and our communities remains high. The Certas Energy Leadership Team through ongoing involvement of our colleagues across all functions of the business are continuing to manage the risks by implementing a series of preventative and protective measures to reduce these risks to the lowest that is reasonably practicable.



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We have recorded our significant findings

All Certas Energy facilities across our network have undertaken local COVID19 risks assessments in *consultation* with colleagues and have implemented their findings and are COVID SAFE. These assessments have been shared with employees and are stored within our Wellworker system. Our assessments will be reviewed in line with changes to risks threats and opportunities, compliance obligations and industry best practices. All changes will be communicated to the relevant colleagues.

