

Risk Assessment Findings

The Senior Leadership Team at The Water Delivery Company & The Water Cooler Company have been working closely with our Culligan UK group colleagues to follow government advice and best practice to ensure a safe environment for our employees, contractors and customers.

We have carried out a Covid-19 risk assessment and it is important to share the results with you. As with any risk assessment, it will be continuously reviewed, and we actively encourage feedback from our employees and customers.

Visiting Customer Premises

- Prior to booking a water delivery our customer service team confirm any special Covid-19 requirements to ensure our distribution drivers are fully aware of site risks and requirements.
- Drivers instructed to ensure all care homes and hospital sites have one point of delivery and safe to work upon arrival.
- Drivers instructed not to enter home customers or shared flat entrances that have special restrictions.
- Our drivers will sanitise their hands and maintain social distancing guidelines when delivering water or servicing a water cooler.
- Any driver who is displaying symptoms, or live with anyone displaying symptoms are not permitted to work and must follow the most up to date guidance on self-isolation.

Working from home

- We have taken all reasonable steps to help people work from home.
- Where working from home is not possible, employees are encouraged not to use public transport to travel to and from work, and employees from different households should not car share.

Social Distancing (maintaining a 2m distance)

We've made some adaptations to the workplace to ensure wherever possible we can comply to the 2m social distancing rule. This includes:

- Refraining from handshakes or close contact with customers or colleagues.
- Implementing clear Covid-19 social distancing instructions and signage for all employees within our UK sites.
- Creating 'Social Distancing Zones' capping the number of people in an area at one time. Indicated by clear signage and floor markings.

- Considering desk and workstation proximity by physically arranging work areas to keep people 2m apart.
- Staggered shift and lunch/break times to reduce the amount of people using the same areas at the same time.

Where people cannot be 2m apart, we have done everything practical to manage transmission risk. This includes:

- Reducing the number of people in the work area
- Avoiding face-to-face working, for example working side-by-side or back-to-back
- Using screens to create a physical barrier between people where appropriate
- We note the government guideline that the role of PPE in providing additional protection is extremely limited. However, we have provided any customer facing roles and those who unavoidably work within 2m with PPE as an addition protection. Those who wish to wear PPE while working, or at a customer's request, are more than welcome to.

Cleaning, handwashing and hygiene procedures

- All our employees have been instructed and encouraged to adopt regular handwashing and cleaning procedures for their workstations, tools, equipment and vehicles.
- Hand sanitiser and anti-bacterial wipes have been provided to all staff, both in the office and field, and sanitiser stations have been set up around the factory building and communal areas.
- Field staff must apply hand sanitiser when arriving at customer properties. On completion of a job all tools and surfaces touched must be cleaned with anti-bacterial wipes and hands washed. PPE and rubbish will be removed from the customer's home and disposed of securely by our engineers.
- Wherever possible, shared equipment has been restricted to fixed team mates, and additional cleaning and hygiene encouraged.
- Our field staff must refrain from accepting refreshments from customers.
- Ensuring a high level of site cleaning is maintained.

If you would like to view a copy of our full risk assessment please email:

sales@thewaterdeliverycompany.com