

Risk Assessment and Safe System of Work (RAMS)

Ref: IMS 029-10

Title: Water Services Non-Domestic RAMS – Covid 19 specific

Date: 09/06/20

Version: 1.1

Notes:

1. This risk assessment is formatted following the risk assessment guidance provided on the HSE website www.hse.gov.uk/risk/casestudies/index.htm**
2. Next Review of document is when identified as no longer valid or three years from release date.

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Risk assessment/SSW reviewed by:	Jeff Wherlock	Position:	
Signature:	JW	Date:	09/06/20

How to use:

This document (RAMS) contains a detailed **risk assessment** and the **safe systems of work** for task identified in the title and has identified all foreseeable hazards and control measures in order to reduce the risks to an acceptable level.

The document should be understood by the members of staff undertaking the task and followed accordingly. If the task changes and the RAMS is no longer applicable, then the staff member should abandon task and consult with line manager immediately.

The document is split into four sections, namely:

Section 1: Activity description and other relevant information to this risk assessment

Section 2: A list of the significant hazards associated with the task with the following information:

- Who may be harmed and how? Employees, other contractors and general public
- What are the existing control measure? Minimum requirements to reduce risk to an acceptable level
- Are there any further control measures advised? Additional in order to further reduce or eliminate risk
- Who is responsible? Identify who is responsible

Section 3: Risk assessment summary sheet including training and equipment requirements

Section 4: A safe system of work for carrying out the activity including:

- Equipment requirements – task and health and safety related
- PPE – mandatory and additional
- Who to contact
- Do's and don'ts for relevant hazard

IF IN DOUBT ASK YOUR LINE MANAGER

Activity description and other relevant information to this risk assessment:

This is a **Covid 19 specific** RAMS details the hazards and safe systems of work associated with employees and contractors working for Aqualogic conducting water management on non-domestic sites including:

- Water efficiency audits
- Other system checks and investigations
- Leakage investigations
- Installation and maintenance of water efficiency products

This RAMS is additional to **IMS 029-04 Water Services Non-Domestic RAMS** which are currently in place. This RAMS is in place until **further notice** and will only be removed when advised by compliance manager and following government guidelines.

Aqualogic will follow **government guidance** (maybe different across the UK) when assessing the safe systems of work. This will be reviewed on a regular basis and any updates to processes will be sent to all the relevant staff.

Aqualogic will ensure that the client has read and understood these RAMS and that they have systems in place that ensure that we are able to carry out our work safely and in line with the **safe systems of work (SSW)** identified in **section 4** of this document.

Aqualogic employees to carry our ongoing dynamic risk assessments during the work and identify any additional hazards and SSW via **Hazard Observation Form (HOF)**. At any time if the employee is unable to safely carry out the work then they may stop until suitable measures are in place – a completed HOF will be required and consultation with manager.

All **used PPE** (mask, gloves, cleaning wipes) to be disposed of in suitable bag and following government guidelines.



For interpretation purposes, the following definitions are included below with further details in the relevant section of the Safe System of Work:

- **Clinically extremely vulnerable persons:** Expert doctors in the UK have identified specific medical conditions that, based on what is known about the virus so far, place someone at greatest risk of severe illness from COVID-19. An extremely clinically vulnerable person will generally have been notified by the NHS/Government that they are in this category and will have been requested to shield themselves.
- **Clinically vulnerable: Clinically vulnerable** people include anyone aged 70 or over, as well as those under 70 with an underlying health condition as listed in the Safe System of Work.
- **Shielded person:** A clinically extremely vulnerable person, who is strongly advised to stay at home at all times and avoid any face-to-face contact to protect themselves, this is called 'shielding'.
- **Social distancing:** A separation distance of 2 metres or greater.



Section 2: Significant hazards associated with the task

What are the significant hazards?		Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
1	<p>Vulnerable staff</p> <p>Vulnerable staff (as defined by government scientific advice) attending carrying out domestic audits.</p>	<p>Aqualogic vulnerable staff.</p> <p>Harm could include exposure to and spread of the COVID-19 virus.</p>	<p>- All staff that meet the Government definition of <i>'clinically extremely vulnerable'</i> or <i>'clinically vulnerable'</i> are to assess their personal vulnerability to establish whether it is safe for them to attend work. They must also consider if their personal vulnerability may affect others who may be in a domestic audit household. If their assessment raises any doubts regarding the safety of themselves or others, they MUST NOT carry out non-domestic audits.</p>	<p>- None identified at this point but will be kept under continuous review.</p>	<p>Vulnerable staff</p>
2	<p>Sharing your home with vulnerable persons</p> <p>Increased risk to vulnerable persons (as defined by government scientific advice) who share a staff member's home.</p>	<p>Aqualogic staff member transferring virus to a vulnerable person that shares their home.</p> <p>Harm could include exposure to and spread of the COVID-19 virus.</p>	<p>- All staff that share a home with <i>'clinically extremely vulnerable'</i> or <i>'clinically vulnerable'</i> person(s) are to assess the personal vulnerability of those that they share their home with to establish whether it is safe for the staff member to attend work. If their assessment raises any doubts regarding the safety of themselves or the person(s) they share their home with, they MUST NOT carry out non-domestic audits.</p>	<p>- None identified at this point but will be kept under continuous review.</p>	<p>All relevant staff</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?	Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
<p>3</p> <p>Travelling to and from work</p> <p>Vehicle share that breaches social distancing</p>	<p>Aqualogic staff would be subject to breaking social distancing rules should they share a vehicle</p> <p>Harm could include exposure to and spread of Covid 19 virus</p>	<p>- Single vehicle travel unless from same household</p>	<p>- None identified at this point but will be kept under constant review</p>	<p>All relevant staff</p>
<p>4</p> <p>COVID-19 - Someone infected entering the workplace</p> <p>A visitor or employee of client enters the workplace and passes the virus onto Aqualogic engineer or contractors</p>	<p>Staff, contractors, and visitors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - An information poster highlighting the symptoms and the risk of COVID-19 is placed on entry/sign in point. Symptomatic individuals will not be allowed entry - COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. - Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking 	<p>- Only essential staff on clients site maintaining social distancing and hand sanitizing guidelines</p>	<p>Client</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?	Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
<p>5</p> <p>COVID-19 - Contaminated Workplace</p> <p>Contract COVID-19 in workplace</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - UK Government guidance is being followed. - Aqualogic engineer to ensure they carry out regular hand cleaning during work. Carry hand sanitizer with them whilst on site and clean hand when returning to vehicle or eating food. - Aqualogic engineer to wear suitable protective gloves where applicable, however these are not to be used in place of regular hand sanitizing. - When tools are to be used and/or products fitted Aqualogic engineer to ensure that they are suitably disinfected before and after use. - Work areas should be isolated from others during work with suitable signage/barriers. - Local work area should be disinfected prior to commencing work including door handles and work surfaces 	<ul style="list-style-type: none"> - Hand sanitisers have been placed in the workplace and employees are encouraged to carry their own sanitary wipes. - Extra hygiene requirement (handwashing etc.) in place. Multi-use handtowels are not used to dry hands. - Employees are encouraged to implement increased cleaning regime. Equipment such as keyboards, work surfaces etc. to be regularly cleaned. - Where internal doors can be propped open, they shall be to prevent touching door handles. (Fire compartmentation and personal security will be evaluated in this decision). 	<p>Client</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?	Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
<p>6</p> <p>COVID-19 - Someone becomes ill in the workplace</p> <p>Contract COVID-19 in workplace</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - UK Government guidance to be followed - Aqualogic engineer carries out work whilst maintaining social distancing and hand sanitizing. - Aqualogic employee informed by client representative if someone becomes ill in the workplace and follows client instructions. - Aqualogic engineer to complete HOF and inform manager if someone becomes ill in the workplace. - Aqualogic engineer ensures work area is isolated from others and disinfected. 	<ul style="list-style-type: none"> - A designated safe area has been identified away from other staff. Persons showing signs of COVID-19 infection will be removed from the workplace to the designated area, away from other staff and sent home with support required. The person will be advised to follow NHS Guidance online. - If the person is a visitor their organisation will be informed. - The workplace will be decontaminated following governmental guidance. - Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. 	<p>Client</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?	Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
<p>7</p> <p>COVID-19 - proximity, workplace gatherings</p> <p>A person catches COVID-19 due to working closely with an infected person</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - UK Government guidance to be followed. - A social distancing policy has been implemented. <ul style="list-style-type: none"> • No handshaking or attendance at large meetings including inductions • If Aqualogic engineer has to work closely with someone they need to complete HOF, ensure minimum duration of close contact and the addition of a face mask may be worn during the period • Aqualogic engineer escorted around clients premises at a suitable social distance from representative and other client employees and visitors 	<p>Client to ensure that all employees and others are aware of government guidelines regarding social distancing</p>	<p>Client</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?	Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
<p>8</p> <p>COVID-19 - Employees who have contracted COVID-19</p> <p>Contract COVID-19 in workplace</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - If NHS 111/online or a GP determines an employee has contracted COVID-19 they will be treated as off sick as per normal company sickness policy. - Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to follow NHS Online Guidance. - Inform client of potential or actual infection of engineer who recently visited site. 	<p>This information has been passed onto all employees.</p>	<p>Relevant Aqualogic Staff</p>
<p>9</p> <p>COVID-19 - Presenteeism. Symptomatic or exposed employees remaining in workplace</p> <p>Employees who are symptomatic or have been in contact with someone with COVID-19 but continue to work despite being unwell</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - UK Government guidance to be followed - Employees are advised to follow NHS Guidance online. - Symptomatic employees will be instructed to go home. - Colleagues and clients who have had contact with a symptomatic employee will be made aware of the symptoms and advised to contact NHS Guidance online. 	<p>As a last resort, if we decide to suspend an employee this will be on full pay unless the employee's specific contract provides a right to suspend without full pay for this reason. Such as suspension will not be considered a medical suspension</p>	<p>Relevant Aqualogic Staff</p>

Section 2: Significant hazards associated with the task

What are the significant hazards?		Who may be harmed and how?	What are the existing control measures?	Are there any further control measures advised?	Who is responsible?
10	<p>COVID-19 - Information failure</p> <p>Escalation/de-escalation of Pandemic</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<p>The company has a designated COVID-19 Appointed Person whose responsibilities include:</p> <ul style="list-style-type: none"> • Signing up to relevant websites to receive timely updates • Monitoring relevant websites & news outlets 	None identified	
11	<p>COVID-19 – First Aid Provision</p> <p>First aider unable to adhere to social distancing rules whilst administering first aid</p>	<p>Staff and contractors</p> <ul style="list-style-type: none"> - Minor illness - Flu like conditions - Pneumonia - Death 	<ul style="list-style-type: none"> - First aider to discuss and show injured person how to carry out/apply first aid from a social distance - First aider to use face mask if they cannot adhere to social distancing whilst carrying out first aid 	For serious injuries use emergency services to administer treatment	Relevant Aqualogic Staff

Risk Assessment Summary Sheet

Equipment that will be or may be used and the training received to use such equipment:	
Equipment	Training, information, or instruction
Face masks for first aiders and those who need to work in close proximity to others	Safe systems of work for task to be distributed to client
Suitable hand hygiene facilities – hand sanitisers	
Cleaning fluids for hygiene cleaning of surfaces and equipment	
Dedicated Covid-19 PPE waste disposal bag in van	
“Room out of order” signage and/or barriers	

Section 4: Safe Systems of work

IF IN DOUBT ASK YOUR LINE MANAGER

Safe Systems of Work

4.1 Activity/Task/Area

Water Management Non-Domestic Sites RAMS – Covid 19 specific

4.2 This Safe System of work (SSW) applies to the following persons

Aqualogic Staff and contractors

4.3 Equipment/tools required

Hand cleaning facilities
Disposal bags
“Room out of order” signage and/or barriers

4.4 Specific safety equipment required

None

4.5 Mandatory and Additional Personal Protective Equipment

Aqualogic staff will use the following PPE as required by the SSW and RA

Mandatory:

Safety boots
High viz top – full arms

Additional:

Face masks
Protective gloves
(Where 2 metre distancing cannot be maintained)

4.6 Emergency situations

Contact line manager or compliance manager

Section 4: Safe Systems of work

4.7 Person(s) to contact for advice

Compliance Manager

4.8 Associated procedures

IMS 029-04 Water Services Non-Domestic RAMS

Section 4: Safe Systems of work

4.9 Safe systems of work for identified hazards in risk assessment

The following are the do's and don'ts for the hazards identified in section 2 of this document:

1. Vulnerable staff

- a) Staff that meet the Government definition of 'clinically extremely vulnerable' or 'clinically vulnerable' (see definitions below - section d & e) are to assess their personal vulnerability to establish whether it is safe for them to attend work based on the job they are employed to fulfil.
- b) They must also consider if their personal vulnerability may affect others who they may come in contact with during their workday. If their assessments raise any doubts regarding the safety of themselves or others, they **MUST NOT** attend work.
- c) If any staff member is unclear about any points regarding COVID-19 and they wish to discuss vulnerability concerns, they may contact the compliance manager or HR manager to seek guidance to assist in their vulnerability self-assessment.
- d) **Clinically extremely vulnerable** people are at High Risk from COVID-19, and include those who:
 - Have had an organ transplant.
 - Are having chemotherapy or antibody treatment for cancer, including immunotherapy.
 - Are having an intense course of radiotherapy (radical radiotherapy) for lung cancer.
 - Are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors).
 - Have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma).
 - Have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine.
 - Have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD).
 - Have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell).
 - Are taking medicine that makes them much more likely to get infections (such as high doses of steroids)
 - Have a serious heart condition and are pregnant

These people are likely to have received a letter from the NHS telling them to 'shield' and not leave home.

Section 4: Safe Systems of work

- e) **Clinically vulnerable** people are at Moderate Risk from COVID-19 and include those who:
- Are 70 or older.
 - Are pregnant.
 - Have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis).
 - Have heart disease (such as heart failure).
 - Have diabetes.
 - Have chronic kidney disease.
 - Have liver disease (such as hepatitis).
 - Have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy).
 - Have a condition that means they have a high risk of getting infections.
 - Are taking medicine that can affect the immune system (such as low doses of steroids).
 - Are very obese (a BMI of 40 or above).

2. Sharing your home with vulnerable persons

- a) All staff who share a home with 'clinically extremely vulnerable' or 'clinically vulnerable' persons (see definitions in previous section) are to assess the personal vulnerability of those that they share their home with to establish whether it is safe for them to attend work.
- b) If their assessments raise any doubts regarding the safety of themselves or the persons, they share their home with, they **MUST NOT** attend work.
- c) Any staff member may discuss vulnerability concerns with any may contact the compliance manager or HR manager to seek guidance to assist in the vulnerability assessment of those they share a home with.

3. Travelling to and from work

- a) Staff attending site for work purposes to ensure, where possible, that they do not share their vehicles with any person who is not a member of their household.
- b) If sharing of a vehicle with a person who is not a member of their own household cannot be avoided, suitable face covering, hand protection and ventilation within the vehicle must be ensured.

Section 4: Safe Systems of work

4. COVID-19 - Someone infected entering the workplace

- a) Aqualogic engineer to ensure that there are always suitable and sufficient hand hygiene facilities available during the working day – suitable supplies for at least a weeks work will need to be carried at all times in vehicle and it is the responsibility of the Aqualogic engineer to ensure this is monitored and supplies replenished
- b) Aqualogic engineer should thoroughly clean their hands on entering the buildings either using soap and water or suitable hand sanitizer following best practice guidelines.
- c) Aqualogic engineer to continue to regularly clean hands throughout the day especially after using toilets, before eating and after handling equipment/items that have been introduced into the office – including data loggers, letters, parcels etc.
- d) Aqualogic engineer to regularly clean work surfaces and equipment being used with suitable disinfectant at the start and end of each day and at regular times during the day.
- e) No physical contact between Aqualogic engineer and others within the workplace including handshaking and adhering to 2 metre distancing where practicable.
- f) Aqualogic to ensure client has suitable and sufficient measures in place to ensure workplace has reduced virus infection risks in line with government guidance.
- g) Client to isolate and remove anyone from the office who displays symptoms of COVID 19

5. COVID-19 - Contaminated Workplace

- f) If it is known that the workplace has been contaminated by COVID 19 then the client needs to ensure that it is suitably de-contaminated using appropriate disinfectant before Aqualogic engineer can be allowed to conduct/continue work.
- g) If the known contamination occurs whilst the building is being occupied by Aqualogic engineer, then the Aqualogic engineer will remove themselves to a safe area, whilst it is being de-contaminated by the client, where they can observe social distancing and not come into contact with the virus. In most cases this would be outside of the buildings or premises. Aqualogic engineer to only re-occupy the site when it is safe to do so and not before instructed to do so by client. A HOF will be complete before any action taken by Aqualogic engineer.
- h) Aqualogic engineer to continue to regularly clean hands throughout the day especially after using toilets, before eating and after handling equipment/items that have been introduced into the office – including data loggers, letters, parcels etc.

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- i) Aqualogic engineer to regularly clean work surfaces and equipment being used with suitable disinfectant at the start and end of each day and at regular times during the day.
- j) No physical contact between persons within the workplace including handshaking and adhering to 2-metre distancing where practicable.

6. COVID-19 - Someone becomes ill in the workplace

- a) Client informs Aqualogic engineer if someone becomes ill in the workplace. Aqualogic engineer to follow client instructions, complete HOF and inform manager. Aqualogic engineer to only continue work if it is safe to do so and they are able to suitably isolate themselves from infected person(s).
- b) If the known contamination occurs whilst the building is being occupied by Aqualogic engineer, then the Aqualogic engineer will remove themselves to a safe area, whilst it is being de-contaminated by the client, where they can observe social distancing and not come into contact with the virus. In most cases this would be outside of the buildings or premises. Aqualogic engineer to only re-occupy the site when it is safe to do so and not before instructed to do so by client. A HOF will be complete before any action taken by Aqualogic engineer.
- c) Aqualogic engineer to continue to regularly clean hands throughout the day especially after using toilets, before eating and after handling equipment/items that have been introduced into the office – including data loggers, letters, parcels etc.
- d) Aqualogic engineer to regularly clean work surfaces and equipment being used with suitable disinfectant at the start and end of each day and at regular times during the day.
- e) No physical contact between persons within the workplace including handshaking and adhering to 2-metre distancing where practicable.

7. COVID-19 - proximity, workplace gatherings

- a) Aqualogic engineer to continue to regularly clean hands throughout the day especially after using toilets, before eating and after handling equipment/items that have been introduced into the office – including data loggers, letters, parcels etc.
- b) Aqualogic engineer to regularly clean work surfaces and equipment being used with suitable disinfectant at the start and end of each day and at regular times during the day.
- c) No physical contact between persons within the office including handshaking and adhering to 2-metre distancing where practicable. Examples below will be implemented:

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Section 4: Safe Systems of work

- Seating/desk areas arranged to be 2 - metres apart – may need to make some desks 'out of bounds' – applicable to site inductions
 - Kitchen areas not to be used by Aqualogic engineer
 - No passing in the corridors
 - No queuing in the corridors to use toilets or kitchen
 - Face to face discussions to be made at least 2 meters apart.
- d) Managers to arrange that all customer meetings to be undertaken remotely by phone or video where practicable

8. COVID-19 – Aqualogic Engineer who have contracted COVID-19

- a) An Aqualogic engineer who feels that they have COVID 19 symptoms should follow contact 111 or their GP to establish infection.
- b) Aqualogic engineer who are confirmed to have COVID 19 should immediately inform their manager and not come in to work. They will be treated as off sick as normal and will need to follow NHS guidelines for self-isolation and duration. Documentary evidence will need to be submitted to HR at the earliest possible time.
- c) Any clients or employees who have been in contact with the infected Aqualogic engineer will be informed of potential contamination and be advised to follow NHS guidelines.
- d) If it is known that the workplace has been contaminated by COVID 19 then the area needs to be suitably de-contaminated using appropriate disinfectant before employees can be allowed back in.
- e) If the known contamination occurs whilst the building is being occupied by Aqualogic engineer, then the occupants will remove themselves to a safe area, whilst it is being de-contaminated by the client, where they can observe social distancing and not come into contact with the virus.

9. COVID-19 - Presenteeism. Symptomatic or exposed employees remaining in workplace

- a) An Aqualogic engineer who feels that they have COVID 19 symptoms will be advised to follow NHS guidelines and will be asked to go home.
- b) Any clients who have been in contact with the infected Aqualogic engineer will be informed of potential contamination and be advised to follow NHS guidelines.
- c) If it is known that the workplace has been contaminated by COVID 19 then the area needs to be suitably de-contaminated using appropriate disinfectant before employees can be allowed back in.

Section 4: Safe Systems of work

- d) If the known contamination occurs whilst the building is being occupied by Aqualogic engineer, then the occupants will remove themselves to a safe area, whilst it is being de-contaminated by the client, where they can observe social distancing and not come into contact with the virus.

10. COVID-19 - Information failure

- a) Aqualogic to assign someone to monitor and assess all the government advise concerning COVID 19 and implement within Aqualogic as required.
- b) Any updates to processes or procedures will be distributed and discussed with relevant staff

11. COVID-19 – First Aid Provision

- a) Aqualogic engineer to be made aware of who and how first aid will be conducted
- b) First aider to carry out first aid remotely where possible to adhere to social distancing measures.
- c) First aider to wear face masks and gloves if they need to treat the employee and they are not able to adhere to social distancing measures.
- d) Suitably dispose of gloves, used materials and masks after use – do not reuse mask or gloves.
- e) Disinfect first aid box after use.

IF IN DOUBT ASK YOUR LINE MANAGER

You will be asked to sign-off a training record to verify that you have read and understand this risk assessment and associated safe system of work.