

OPENREACH WORK ACTIVITY PROFILE

Area of Risk	Instructions	Area of Risk	Instructions
Customer signatures required	Stop unless it's permission to complete a pole test under the safety programme	Working in Exchanges and cable chambers	Maintain 2m where possible, refer to rule 4 control methods.
New site multi dwelling unit (MDU's) proactive build	1. Engineer to request sole access to the floor they are working on from the site manager. 2. If this cannot be obtained and 2m distancing cannot be guaranteed, engineer should not complete the task.	Customer end, outside (e.g. surveying building outside walls to determine connection points).	
New sites non MDU's: Proactive on-site build CBT/splitter/plot	Where the building site is open or access is available, engineer to build the splitter/CBT - maintaining 2m and risk assess. Proactively build the plot before occupancy - maintaining 2m at all times within the premises (unoccupied)	Opening boxes in public vicinity	
Sharing tools and PPE	AVOID	Rodding with 2 people	
Handling customer equipment		2 people surveys (e.g. roof, traffic management).	
Re-shelling cabinets & DSLAM	Risk assess, refer to rule 4 control methods.	Civils in public and private areas	
Working or accessing internal areas. (Internal Survey, Cable run)	If safe building access has been granted - site open - Risk assess, maintain 2m where you can't risk assess and follow the guidance given.	Collecting stores from depots	
Customer inductions		Intrusive survey	
Access to plant on private properties	Vulnerable customer delivery or repair ONLY. Risk assess on case by case basis.	Interactions with customers or public	
New site specific: Occupied plots.	Engineer asks the three questions before entering the property. 1. Have you or anyone else living here been diagnosed with COVID19 or been asked to self-isolate. 2. Do you or anyone else here have flu like symptoms? 3. Have you or anyone else living here received an NHS letter confirming you're classified as an extremely vulnerable person and should stay inside (known as shielding) for 12 weeks? If yes to any questions the COVID helpdesk process to be followed.	Working in manholes and tunnels	
Repair inside MDU	Risk assess, maintain 2m where possible	All repairs	
Dual occupancy of vehicles	Risk assess, refer to rule 2 control methods.	Overhead and hoists works	
Manual poling	Risk assess	Cell sites	
		Handling & moving equipment that is a 2 person lift.	