

Covid-19 Risk Assessment



COVID-19 RISK ASSESSMENT

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Date of assessment: 28/05/20 – 06/08/20 – 26/02/21

Date of next review: policy to be reviewed on a weekly basis.

Introduction

IMPLEMENTATION NOTES

This highlighted text is user notes, not part of the risk assessment and can be deleted.

This is an example pre-populated template COVID-19 Risk Assessment aimed at **bus and coach operations**. It is intended to be taken and adapted by **bus and coach operators**. The scope of this risk assessment relates **bus and coach operations**, but it is likely that **bus and coach operator** companies will need to cover the wider aspects of their business such as offices, workshops, etc. These are more general-purpose risk assessments and are not fully covered here.

A COVID-19 risk assessment should be implemented as a key element in a full set of risk assessments applicable to the company operations including the following related risk assessments not covered here: Risk Assessment for Employee anxiety, mental health and wellbeing relating to COVID-19; Measures relating to Control Of Substances Hazardous to Health; Risk Assessment for Welfare Facilities; Risk Assessment for Reception, Offices, Workshops, Outdoor Areas; Suspect package procedures; other...

This pre-populated template identifies risks and suggests good practices for addressing them as generally understood for **bus and coach operators**. It is important to understand that **users must take this as guidance and advice which they can revise and update to ensure it is applicable for their own use** in the context of their operations. This means the contents must be adapted by adding / deleting / updating as applicable for the user's individual business.

Use of Risk Matrices is not compulsory but is "recognised good practice" provided the analyst is suitably trained and experienced. Risk matrices do need interpretation by suitably trained and experienced analysts, especially in context of COVID where the severity of injury varies widely from person to person. In a high-risk industry like road transport, it may well be assumed by the HSE that such competence is likely to be in place in all but the smallest businesses. A Risk Matrix is proposed here, but alternative matrix can be used for example if you are already using a different one it would be sensible to use the same one for all your risk assessments.

Therefore when you are updating this risk assessment for your own purposes you have the choice to: retain the existing matrix, or implement your own, or not use a risk matrix (the INITIAL RISK L S R and RESIDUAL RISK L S R columns will be left blank).

The overriding intent is to understand all the risks, investigate what additional control measures would serve to reduce the risk, and to implement the measures that are reasonably practicable. Once reasonable measures are identified they should be implemented and suitable monitoring and checking regimes implemented to confirm their application and effectiveness.

The Flagfinders CTB Ltd COVID-19 Risk Assessment has been prepared to assess the risk of employees, passengers, public, contractors and third parties contracting COVID-19. It has been prepared in response to Government guidance for infection control to ensure adequate arrangements are in place to prevent the transmission of COVID-19 in the workplace so far as is reasonably practicable.

The COVID-19 Risk Assessment covers:

- Sites, vehicles and equipment managed and operated by Flagfinders CTB Ltd
- Tasks performed by employees or contractors in the conduct of the company operations
- Impact that the company operations may have on others

The COVID-19 Risk Assessment has been prepared to ensure Flagfinders CTB Ltd discharges its legal responsibilities as an employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees and others. Furthermore, the COVID-19 Risk Assessment demonstrates Flagfinders CTB Ltd has made a suitable and sufficient assessment of the risks presented to its employees by the Coronavirus / COVID-19 whilst they are at work and customers whilst they use the company's services.

The COVID-19 Risk Assessment has been completed following a review of the extant Flagfinders CTB Ltd Health and Safety Risk Assessments, review of the sites/facilities managed by Flagfinders CTB Ltd and the tasks performed by its employees and contractors.

Contents:

- AWARENESS AND COMMUNICATION OF COVID-19 RISKS
- PREVENTING EXPOSURE OF COVID-19 TO VULNERABLE AND EXTREMELY VULNERABLE PERSONS
- ASSESSMENT OF COVID-19 HAZARD IMPACT ON EMPLOYEE MENTAL HEALTH / PERSONAL WELLBEING
- ASSESSMENT OF COVID-19 HAZARD IN GENERAL AND BUS AND COACH DRIVING ACTIVITIES
 - General Operations (non-driving) activities
 - General bus and coach driving activities
 - Driver interactions with passengers
 - Driver changeovers
 - Driver interactions with colleagues or public at interchanges or stops
 - Vehicle checks before work, after work, between trips
 - Travel other than as a bus or coach driver - staff travelling in vehicles together or as passengers
 - Vehicle collection and return
 - Vehicle re-fueling (including payment)
 - Accident, incident, or emergency off-site (including road traffic accident and vehicle breakdown)

The hazards presented within the COVID-19 Risk Assessment principally refer to ways in which an increase in the potential for the COVID-19 infection to be transmitted, however, employee anxiety, mental health and wellbeing has also been considered.

The control measures must be communicated, implemented, and monitored to ensure they are being followed and are effective. Existing information such as Driver Manuals and Driver Handbooks may need to be updated or supplemented.

The COVID-19 Risk Assessment considers the latest government guidance available. Where applicable this is referenced in the table.

The term "Operatives" applies to managers, staff and contractors engaged in the operations of the company.

Key: Risk Tables

The columns in the Risk Assessment table below are defined as:

- **HAZARD:** Title of the hazard. In this context the hazard is “Increase in the potential for COVID-19 infection”.
- **CAUSE:** The specific mechanism or failure, or omission, that leads to the potential for the HAZARD to occur.
- **PEOPLE AT RISK:** Individuals that can be harmed by the HAZARD. In general, risk assessments address harm to people or the environment; COVID-19 is harmful to people only.
- **EXISTING CONTROL MEASURES:** The measures that are in-place currently that may alleviate (or increase) the likelihood or severity of the harm from the HAZARD. In this context these are sparse and relate to arrangements that were in place previously and so-happen to help address COVID-19 risks.
- **INITIAL RISK LEVEL:** Combination of Likelihood x Severity = Risk Level taken from the Risk Matrix (see below) for the HAZARD RISK before the ADDITIONAL CONTROL MEASURES are applied.
- **RESIDUAL RISK LEVEL:** Combination of Likelihood x Severity = Risk Level for the HAZARD RISK after the ADDITIONAL CONTROL MEASURES are applied.

Risk Matrix

The Risk Matrix below can be used to rank the hazards according to INITIAL and RESIDUAL risk. Alternative Risk Matrix can also be used.

Severity	Likelihood				
	1. Extremely Unlikely	2. Unlikely	3. Likely	4. Very Likely	5. Highly Likely
1. Trivial injury - No lost time	1	2	3	4	5
2. Minor Injury – Lost time up to 3 days	2	4	6	8	10
3. Serious Injury – Lost time \geq 4 days to \leq 6 days	3	6	9	12	15
4. Major Injury – Lost time greater \geq 7 days	4	8	12	16	20
5. Death - Disabling injury or fatality	5	10	15	20	25

Very Low (VL)
Low (L)
Medium (M)
High (H)
Very High

References

[1.] Coronavirus (COVID-19): guidance <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

- [2.] Guidance for working safely in or from a vehicle <https://assets.publishing.service.gov.uk/media/5eb96cd6d3bf7f5d3a907e58/working-safely-during-covid-19-vehicles-110520.pdf>
- [3.] Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19 <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- [4.] Staying alert and safe (social distancing) <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#staying-at-home>
- [5.] COVID-19: guidance for households with possible coronavirus infection <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- [6.] UK Government Department of Health and Social Care advice on use of face coverings <https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces>
- [7.] UK Government Coronavirus (COVID-19): safer travel guidance for passengers <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#private-cars-and-other-vehicles>

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
AWARENESS AND COMMUNICATION OF COVID-19 RISKS												
Increase in the potential for COVID-19 infection.	Failure to complete a COVID-19 specific risk assessment.	Operatives Including drivers	<ol style="list-style-type: none"> 1. Flagfinders CTB Ltd has completed risk assessments for our sites, vehicles, and tasks 2. Risk assessments are completed using current government guidance. 3. Employees are engaged throughout the risk assessment process. 4. Employees are made aware of how to raise concerns regarding the identified control measures. 	3	4	12	Medium	<ol style="list-style-type: none"> 1. The person(s) leading and overseeing the implementation of measures to manage COVID-19 risks in the company will be identified. They will ensure that suitable training, consultation, communication, and equipment are provided to implement the findings of this risk assessment. 2. COVID-19 risk assessment is regularly reviewed to ensure it remains current and reflects the latest available government guidance and recognised good practice. The government guidance and industry good practice is to be reviewed regularly and this risk assessment updated as required. 3. The company will review and update existing risk assessments and procedures considering the COVID-19 risks and communicate the changes to staff. 4. In all cases UK government guidance will be implemented as a minimum. In case of a lack of specific government guidance then industry guidance and principles from related guidance will be followed. 5. All new working arrangements, Equipment and PPE to be used to manage COVID-19 risks should be risk assessed to ensure it will be as effective as reasonably practicable, and any additional hazards or impact on existing hazards are properly managed. 	3	3	9	Low

							Medium	<p>6. Employees will be regularly reminded of the company risk controls and expected behaviours whilst on site.</p> <p>7. Employees will be briefed individually on all COVID-19 related guidance to minimise the potential for transmission.</p> <p>8. Communication to the general workforce will be via clear and unambiguous posters and signage as well as operating procedures via Driver Manuals and Driver Handbooks.</p> <p>9. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p> <p>10. The company will identify and consult with all employees who can complete their work from home (either for all the time or some of the time). We will consider:</p> <ul style="list-style-type: none"> ● Employees in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. ● Employees in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment. <p>11. Employees may attend work where:</p> <ul style="list-style-type: none"> ● They cannot reasonably work from home. ● They are not displaying or experiencing symptoms of coronavirus. ● Neither themselves nor any of their household are self-isolating. Within 14 days of the day when the first member of their household showed symptoms. <p>12. Establish process to keep in touch with employees who are:</p> <ul style="list-style-type: none"> ● Working from home. ● Remain on furlough. 				Low
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							Medium	<p>13. Arrangements for safe home working are to be put in place including Display Screen Equipment Assessments as required.</p> <p>14. You must not attend work if:</p> <ul style="list-style-type: none"> ● You can reasonably work from home. ● You are displaying symptoms of coronavirus: <ul style="list-style-type: none"> High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours ● Loss or change to your sense of smell or taste – This means you've noticed you cannot smell or taste anything or things smell or taste different to normal. ● Either yourself or any of your household are self-isolating. Within 14 days of the day when the first member of their household showed symptoms. <p>15. Suitable operative health checks should be implemented which may include communication and reporting of COVID related symptoms, testing, temperature screening. This will be consistent with General Data Protection Regulation.</p> <p>16. Procedures will be implemented in case of an operative or other person that has been in close contact is diagnosed with COVID-19. This should include being able to track where individuals have been, who they have been in contact with, and who has been in each vehicle or indoor space in the recent past.</p> <p>17. Procedures will be implemented for cleaning, disinfecting, and controlling access to areas where COVID-19 infection has taken place.</p>			Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	

PREVENTING EXPOSURE OF COVID-19 TO VULNERABLE AND EXTREMELY VULNERABLE PERSONS

Increase in the potential for COVID-19 infection.	Failure to identify individuals who are in high risk categories from a COVID-19 perspective.	Operatives Including drivers	1. N/A – Identifying individuals who are vulnerable to COVID-19 has not been previously considered.	4	5	20	High	<p>1. A suitable regime will be implemented for identifying employees that are Clinically Extremely Vulnerable (i.e. they need shielding)[3.], Clinically Vulnerable, or feel vulnerable for other reasons.</p> <p>2. Operatives should inform management if they know themselves to be classed as clinically vulnerable or clinically extremely vulnerable.</p> <p>3. The Company will not require any employee to attend work if they are classed as Clinically extremely vulnerable.</p> <p>4. For all persons identified as Clinically Vulnerable the official government guidance will be followed [4.] (guidance will be regularly checked for any updates):</p> <ul style="list-style-type: none"> • Reasonable attempts to enable work from home in their current role or an alternative role. • Where work at home is not practicable then reasonable attempts will be made to re-allocate tasks and safer company roles; rearrange the work area/type to ensure social distancing. <p>5. Drivers who are required to be self-isolating or shielding because of a specific underlying health condition will not be required to work. Reporting regimes will be implemented to allow individuals to notify managers they are in self-isolation.</p>	3	3	9	Low
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							High	<p>6. Reasonable efforts to identify employees who live with persons classed as clinically extremely or clinically vulnerable. Social distancing measures will be reviewed for these individuals and, where practical, they will be requested to work from home.</p> <p>7. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p> <p>8. Managers are to ensure that all persons identified as Clinically Vulnerable have a specific personal assessment completed prior to return to work.</p>				Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	

ASSESSMENT OF COVID-19 HAZARD IMPACT ON EMPLOYEE MENTAL HEALTH / PERSONAL WELLBEING

Employee anxiety and concerns regarding COVID-19 and the re-introduction to the working environment (i.e. stress, duress, impact on mental health and personal wellbeing)	<p>Failure to consult individuals during the risk assessment process</p> <p>Failure to present findings in an appropriate manner to individuals, resulting in confusion.</p>	Operatives Including drivers	<ol style="list-style-type: none"> All employees are consulted as part of the Flagfinders Risk Assessment process. Views and opinions are taken into consideration and valued. All employees are briefed on the results of the risk assessments and are provided with a copy for reference. Guidance will be provided to employees on the control measures specific to themselves. This will cover general arrangements but will also focus on arrangements specific to their location and/or the tasks they perform. 	4	3	12	Medium	<ol style="list-style-type: none"> Signage will be displayed throughout the workplace relating to COVID-19 and how to reduce the opportunities of infection and transmission, notably: COVID-19 symptoms, social distancing requirements and information related to the increased level of personal hygiene that is required. In the interests of equality, individuals who require additional support or to speak in confidence will be consulted individually so that any additional reasonable adjustments can be addressed. Employees identified as Clinically Vulnerable will have a specific personal assessment completed prior to return to work. This will be communicated in advance with the thoughts and opinions of the individual invited and discussed. If employees have concerns about their health, safety or wellbeing, or the contents of the COVID-19 Risk Assessment and any associated working arrangement they should raise them with their manager. Concerns will be discussed and, if required, modifications can be made to the risk assessment, the workplace or employee guidance material as appropriate. Employees are to be reminded that the processes and procedures in place to reduce the transmission of COVID-19 are 	3	3	9	Low
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			4. Employees will be informed of the processes and procedures to follow prior to their return to work.				Medium	<p>designed to keep them, their colleagues, and their families safe.</p> <p>6. Working arrangements will be regularly reviewed to understand the impact on employees and how they can be improved.</p> <p>7. Management will communicate regularly with operatives. This is to ensure they understand their working arrangements and to give opportunity to discuss any issues they are having to ensure their welfare; and that mental and physical health is being maintained.</p>				Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
ASSESSMENT OF COVID-19 HAZARD IN BUS AND COACH DRIVING ACTIVITIES												
Failure to maintain social distancing and compliance with preventing surface transmission General Operations (non-bus / coach driving) activities												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with social distancing - General.	Operatives Drivers Passengers Contractors Public	1. N/A – Social distancing not previously considered.	5	4	20	High	<p>1. The Company has a duty to maintain social distancing in the workplace wherever possible to prevent the spread of COVID-19.</p> <p>2. Where social distancing guidelines cannot be followed in full or in relation to an activity, mitigating actions are to be implemented to limit the spread of COVID-19. Following a documented review of the activity to determine if it is essential, the following mitigating actions should be considered to reduce the risk of infection, including:</p> <ul style="list-style-type: none"> • A Risk Assessment is completed that is specific to the activity. The assessment should be appended to this risk assessment. • Further increasing the frequency of hand washing and surface cleaning. • Improving ventilation, so far as is practicable, in the area in which the activity is to take place (consider doing outdoors). • Keeping the activity time as short as possible. • Placing individuals into teams (cohorting) and ensuring teams that do not mix with others. • Amending the task to eliminate or reduce face to face contact. • Use of additional PPE such as face masks, respirators, gloves and disposable coveralls (task dependant). • Using screens or barriers to separate people. 	3	3	9	Low

							High	<ol style="list-style-type: none"> 3. In all areas, potentially infected waste will be stored and disposed of appropriately and if applicable PPE and additional storage containers will be provided. 4. Where it is not clear on how to remain 2 metres apart, floor markings and/or other indicators are used to mark out the appropriate distance. 5. The company will review access, egress and thoroughfares and identify any opportunities to create access and egress points at the premises that allow for one-way pedestrian traffic to reduce two-way flows. 6. In areas where queues may potentially build e.g. notice boards clearly marked social distancing floor markings will be provided. 7. Review signing in processes to avoid congestion and cross contamination risks. 8. Conduct a review of existing roles to reduce requirements to travel from location to location on site where practical. 9. Regular COVID-19 specific announcements are made to remind individuals to follow social distancing advice and wash their hands regularly. Communication methods have been established to update employees and clients on these measures. 10. Install floor markings to provide a visual indication of 2 metres 11. Supervisors to monitor social distancing adherence on site and address any shortfalls. 12. The COVID-19 information posters are displayed on company notice boards. 			Low
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							High	<p>maintain 2m separation where this is feasible.</p> <p>25. If situations occur where social distancing is not possible then contact is to be avoided, avoid looking directly at other persons, especially their face, minimise the time spent within 2m.</p> <p>26. Operatives are given guidance on how to deal with clients or suppliers not observing the procedures.</p>				Low
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with surface transmission prevention - General.	Operatives Drivers Passengers Contractors Public	<ol style="list-style-type: none"> Regular hand washing breaks are taken throughout the day. The company will utilise standard cleaning products as part of its enhanced cleaning programme Note 1: COSHH will be considered separately to this risk assessment. Employees are required to maintain their workstations in a clean and hygienic manner. Employees (Drivers) are required to maintain their 				High	<ol style="list-style-type: none"> Operatives are to be given guidance on the additional risk of contact, touch transfer and respiratory droplets from other personnel including previous driver in cab. Operatives to be aware that the virus can remain on hard surfaces, so suitable cleaning procedures and materials are to be used. Operatives are to be aware of all surfaces they may contact, to clean them before touching them and regularly throughout the shift. This includes steering wheel, controls, handbrake, seat, seat adjuster, keys, window, mirror, radio, etc. Surfaces are to be cleaned with disinfectant. The wipes and other materials should be disposed of in a separate waste bag. Operatives should store rubbish in separate bags & dispose of it appropriately – not in recycling. Operatives and cleaners are to be briefed on the touch transmission mechanisms and on the cleaning routine. Operatives are to be given guidance on safe procedures within the cab including 				Low

			<p>vehicles in a clean and hygienic condition.</p> <p>5. Employees practice good hygiene.</p> <p>6. Wash or sanitise hands before and after using the company W/C facilities.</p> <p>7. The appropriate PPE is identified for all tasks that require it.</p> <p>Note 2: Additional PPE is required to reduce the potential for the transmission of COVID-19 via surfaces.</p>				<p>High</p> <p>cleaning routines, storage and removal of rubbish, rules on eating and drinking.</p> <p>7. Operatives are to be provided with adequate supplies of sanitiser, hand washing materials, wipes, gloves, waste bags, PPE (if applicable), etc. for their shift and are to check to confirm prior to going out.</p> <p>8. Where applicable Operatives are to be provided with 'clean' and 'waste' boxes/bags to prevent cross-contamination of clean and potentially contaminated items.</p> <p>9. Operatives should be briefed to wash their hands as soon as they begin their break, and before they touch any refreshments, and again at the end of their break</p> <p>10. Operatives to be briefed on regular hand washing routines.</p> <p>11. Where practicable, arrangements will be made to ensure access to washing facilities continuously or at designated points on routes during a shift. If this is not practicable then hand sanitising materials should be provided.</p> <p>12. Enhanced vehicle cleaning regimes are to be implemented using cleaning materials and procedures suitable for infected droplets.</p> <p>13. Employees are instructed to exercise excellent personal hygiene regularly throughout the day. This is to include frequent washing of hands or using hand steriliser.</p> <p>14. A review of paper-based processes should be undertaken to replace either a eliminate them or replace with digital alternatives as far as possible.</p>				<p>Low</p>
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							High	<p>15. Provide hand sanitising facilities at points throughout the business, most notably at entry/exit points to buildings, toilets, offices and meeting rooms.</p> <p>16. Employees will not share equipment, including: desks, computers, tablets, stationary and PPE. Where this is not feasible equipment is to be cleaned/sanitised before use & regularly throughout shift.</p> <p>17. Provide notices promoting good hygiene. This is to include the mantra 'Catch it, Bin it, Kill it' information.</p> <p>18. Introduce an enhanced cleaning regime to frequently clean and disinfect surfaces that have been identified as surfaces that are touched regularly (door handles, handrails etc.).</p> <p>19. Provide employees with their own packs of sanitising wipes and hand cleanser.</p> <p>20. Operatives to be briefed to avoid contact with frequently touched surfaces and to sanitise after any contact.</p> <p>21. Outer cases of parcels, packages and goods entering the workplace to be wiped, where practical, with sanitiser or wiped with an anti-bacterial spray.</p> <p>22. Where employees are taking in deliveries, they must ensure regular handwashing/sanitising immediately afterwards; paperwork should not be shared/handled.</p> <p>23. Confirm that sufficient bins are provided within the workplace to dispose of potentially contaminated items (and ensure their location does not breach social distancing requirements).</p> <p>24. Provide refuse bags to Drivers to allow them to store potentially contaminated</p>			Low
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							High	<p>materials to reduce the potential for cross contamination.</p> <p>25. If equipment and instruments within the office are to be used by multiple parties, the following must be completed:</p> <ul style="list-style-type: none"> • Thorough wipe down using sanitisers/disinfectants of equipment before and after use. • Wash hands after use thoroughly. • Dispose of used cloths and tissue in designated areas. <p>26. All PPE provided must be used as advised. Training and guidance is provided on the safe use of PPE. PPE:</p> <ul style="list-style-type: none"> • Must not be shared. • Must fit properly. • Should be sanitised after use if it is re-useable. • Must be disposed of safely and as advised into designated waste streams. • Must be well stocked and readily available. <p>27. If specialist gloves are to be used and not immediately disposed of then the full process of gloving-up, using, removing, cleaning, storing, accessing, repeat is to be assessed to eliminate touch transmission risks. Suitable procedures, inner gloves, storage, etc. is to be considered. Operatives are advised to avoid physical greetings (hand shaking etc.).</p> <p>28. Operatives are advised to avoid physical greetings (hand shaking etc).</p> <p>29. Operatives are advised to avoid touching eyes, nose and mouth.</p> <p>30. The procedures to follow during a workplace fire (or annunciation of the fire alarm) have been revised to take into consideration minimising surface contact. Where this may be breached (due to opening doors etc.) employees are</p>				Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Driver interactions with passengers												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with social distancing – Driver interactions with passengers.	Drivers Passengers	1. N/A – Social distancing not previously considered.	5	4	20	High	<ol style="list-style-type: none"> 1. Reasonable steps will be made to provide barrier between driver and passengers to minimise the potential for respiratory droplets passing either way 2. Enclosed cabs are preferred but if these are not practicable then suitable adjustments such as fitting screens will be considered. Any gaps should be filled or covered with film where practicable. 3. Government guidance on the use of driver face coverings will be followed as a minimum [6.]. The company will review the procedures regularly and decide if it is appropriate to exceed government guidance by advising or requiring drivers to use suitable face coverings primarily to prevent transmission from the wearer to others. 4. Arrangements are to be implemented so that where practicable passengers are to board and alight whilst keeping social distancing from drivers. This may require alternative doors to be used. If this is not practicable then consider if the driver should stand away from the vehicle for passenger boarding/alighting. 5. Drivers are to be aware that opening the cab external window may help dispersal of respiratory droplets that find their way into the cab. 6. Signage will be provided for doors in use. 7. Floor markings will be used to identify safe separation distances for passengers 	3	4	12	Low

							High	<p>8. standing, boarding or alighting near the driver.</p> <p>9. Seats within the social distancing distances (minimum 2m) of the driver will be removed, made inaccessible, or marked DO NOT USE and taped off (or similar) to ensure they are not used. If removed, then arrangements should be in place to prevent standing within 2m of the driver.</p> <p>10. Procedures are to be defined and briefed out in case of passengers reporting lost property left on the vehicle. If property is to be handled then suitable arrangements (e.g. gloves, cleaner, bags/containers) are to be provided. Consider if items can be left in place for the remainder of the journey. Safety procedures for suspect packages are to be reviewed and driver advice updated.</p> <p>11. Guidance should be provided to drivers for dealing with situations where passengers refuse to follow social distancing guidance. It is recognised that this may be difficult and specific training and advice should be provided. Communication devices should be considered in case of needing to escalate the concerns in accordance with defined procedures.</p> <p>12. Drivers should be empowered to make decisions and aware of procedures for keeping themselves safe (e.g. stay in cab policy). Consider providing drivers with communication means in case of needing external support.</p>				Low
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Increase in the potential for COVID-19 infection.	Failure to maintain compliance with surface transmission prevention – Driver interactions with passengers.	Drivers Passenger	1. N/A – Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered.				High	<ol style="list-style-type: none"> 1. Reasonable steps will be made to provide barrier between driver and passengers to minimise the potential for contact touch transfer between driver and passenger. 2. Eliminating the need to handle cash is preferred. Contactless payments are to be implemented where practicable. Otherwise fare pricing should be reviewed to minimise change and cash transactions. 3. Drivers are to be briefed on the risks with handling cash. 4. Procedures for handling and storing cash are to be reviewed and updated to manage the risks e.g.: drivers are to be advised on the risks, should avoid contact with customers, should not take cash or coins out of the customers hand. Coin trays, handheld devices, clear bags, gloves, etc. should be considered for accepting cash. 5. Drivers should always clean hands with sanitiser after handling cash. Avoid touching face, eyes, mouth, etc. whilst driving. 6. Drivers are to be advised on the procedures for minimising the risk of infection in case of contact with infected persons or surfaces. Avoid touching face, eyes, mouth, nose, ears. Be aware of contact surfaces and sanitise regularly. Wash hands regularly, before entering and after leaving the vehicle and before eating. 7. Cleaning and sanitisation procedures are to be defined and briefed out. 8. Cleaning and sanitisation products are to be provided secured in place for access by the driver and away from passenger access. 			Low
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							High	9. Notices to be provided promoting good hygiene. This is to include the mantra 'Catch it, Bin it, Kill it' information.				Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Driver changeovers												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing and surface contact) - Driver changeovers	Drivers	1. N/A – Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered	3	4	12	Medium	See also General bus and coach driving activities above. 1. Changeover procedures should be designed to reduce risk to drivers and passengers. e.g.: The driver finishing should process the boarding passengers first or they should be requested to wait 2m away from the door until the drivers have changed over. The first driver should leave the vehicle before the second driver boards. Drivers should observe social distancing and maintain 2m separation during the change. Drivers should sanitise their hands after boarding and wash their hands or use sanitiser after alighting the vehicle. 2. Drivers to be provided with guidance on safe procedures for exiting the cab including bagging and removing rubbish, taking cash and other items, wash hands at earliest opportunity. 3. Drivers to be provided with guidance on safe procedures for entry to the cab including wash hands prior to entry, how to enter, check full inventory of cleaning and PPE, surface cleaning / sanitisation routine on entry. 4. Drivers are always to observe social distancing procedures. 5. Consider moving changeover points to locations and times that will be less busy to make social distancing easier.	3	3	9	Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Driver interactions with colleagues or public at interchanges or stops												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing and surface contact) - Driver interactions with colleagues or public at interchanges or stops.	Operatives Including drivers Passengers Public	1. N/A – Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered	4	5	20	High	See also Driver Changeovers above. 1. All staff are to observe social distancing procedures at all times. 2. Procedures and rosters are to be reviewed to minimise the amount of interaction, minimise the passing of paperwork and materials, and to ensure if this is required it can be done in a suitable location and environment. 3. For passing across materials, paperwork, equipment, etc. operatives should remain 2 metres apart, and clean their hands as soon as possible afterwards. 4. Staff should have their own pens, etc. and use suitable folders etc. to prevent unnecessary touch contact with paperwork that has been touched by others. 5. Staff should be encouraged to use phone/radio communications where possible. 6. When dealing with members of the public, a safe distance should be observed, and if the member of the public gets too close drivers should politely ask them to step back or step away themselves. Drivers are to be briefed on communication methods to avoid potential tensions and how to deal with conflicts in this situation.	3	3	9	Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission												
Vehicle checks before work, after work, between trips												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing and surface contact) - Off-site Travel (general).	Operatives Including drivers	1. N/A – Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered	3	3	9	Low	1. Drivers to be briefed on touch transmission risks and to avoid or minimise contact with surfaces within the vehicle especially face and hands, avoid touching face. 2. Sanitise hands after entering the cab. 3. Operatives should be briefed on procedures for checking the vehicle for lost property and handling lost property items in a safe manner. Suitable arrangements (e.g. gloves, cleaner, bags/containers) are to be provided for handling and storing lost property.	2	3	6	Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Travel other than as a bus or coach driver - staff travelling in vehicles together or as passengers												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing and surface contact) - Travel other than as bus or coach driver - Staff travelling in vehicles together or as passengers.	Operatives Including drivers	1. The need to travel for non-customer journeys is minimised as a matter of course. 2. Driver rotas etc are designed to reduce unnecessary journeys.	3	4	12	Medium	1. Driver rotas etc. are to be reviewed to reduce the need to travel on non-passenger journeys and to reduce the number of operatives travelling together and the duration of the journeys with multiple persons. 2. Drivers should be advised to sit as separated as possible and to maintain at least 2m separation whenever the vehicle is large enough to allow this. 3. Use of smaller vehicles or vehicles that do not enable 2m separation are to be avoided. If this is not possible then UK Government Coronavirus (COVID-19): safer travel guidance for passengers should be followed. Consider advising vehicle occupants to wear face coverings. 4. If travelling on a service vehicle as a passenger social distancing procedures are to be followed at all times. If this is not possible due to the number of occupants on the vehicle then the operative is to wait for another vehicle. 5. Government guidance on the use of driver face coverings will be followed as a minimum [6.]. The company will review the procedures regularly and decide if it is appropriate to exceed government guidance by advising or requiring drivers to use suitable face coverings primarily to prevent transmission from the wearer to others. 6. Encourage walking for shorter trips.	3	3	9	Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Vehicle collection and return												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with social distancing – Vehicle collection and return.	Operatives Including drivers	1. N/A – Social distancing not previously considered.	3	4	12	Medium	1. Vehicle collections are to be conducted whilst observing social distancing. 2. Arrangements are to be implemented to eliminate or minimise the need for items to be passed/received such as paperwork, signatures, etc. If items do need to be passed then this should be done in a way that implements social distancing.	3	3	9	Low
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with surface transmission prevention – Vehicle collection and return.	Operatives Including drivers	1. N/A – Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered.				Medium	1. Measures should be implemented to eliminate or minimise any unnecessary physical contact and ensure collections are 'contact free' as far as possible. 2. Arrangements are to be implemented to eliminate or minimise the need for items to be passed/received such as paperwork, signatures, etc. 3. If items are passed e.g. keys then they should be sanitised with a suitable cleaner.				Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Vehicle re-fuelling (including payment)												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with social distancing – Vehicle Re-fuelling.	Operatives Including drivers	1. N/A – Social distancing not previously considered.	4	4	16	Medium	1. Social distancing is to be observed during the re-fuelling process; Drives are instructed to yield to others if social distancing cannot be observed at the refuelling pumps (i.e. wait until the third party has re-filled their vehicle before commencing). 2. Social distancing is to be observed during the payment process and, if required, when using welfare facilities. 3. Signage within Petrol/Service Stations specific to social distancing is to be observed at all times. 4. Operatives are to familiarise with site specific rules and follow them in addition to the control measures arising from this risk assessment.	3	3	9	Low
Increase in the potential for COVID-19 infection.	Failure to maintain compliance with surface transmission prevention – Vehicle Re-fuelling.	Operatives Including drivers	1. Drivers are advised to use suitable gloves when re-fuelling their vehicles. Note: Rubberised gloves provide a protective barrier from hazardous substances including COVID-19 but there remains a touch transmission risk from the gloves.				Medium	1. Fuel pump handles are cleaned with sanitising wipes prior to use. 2. Suitable gloves are used during re-fuelling and disposed of immediately afterwards. 3. Cashless and contactless transactions are to be utilised wherever practicable. 4. Operatives are to request that they be allowed to swipe their own fuel cards to reduce the risk of surface transmission. 5. If cards are used then they are to be sanitised after use and procedures for storing and handling are to be implemented.				Low

HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	
Failure to maintain social distancing and compliance with preventing surface transmission Incidents and Emergencies												
Increase in the potential for COVID-19 infection.	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing and surface contact) - Incidents and emergencies - Road traffic accident and vehicle breakdown.	Operatives Including drivers Passengers Public	1. Ambulance to be used in an emergency. 2. Company first aid facilities in place.	4	5	20	High	1. The driver should always follow social distancing guidelines when waiting for recovery and maintain social distancing from any recovery staff. 2. Drivers should travel back separately wherever practicable (see: Driver interactions with colleagues) 3. Emergency and contingency plans and first aid arrangements are to be reviewed and updated to address COVID-19 risks this includes: <ul style="list-style-type: none"> Road traffic incidents involving the vehicle or causing extensive delay. Breakdown incidents where a replacement vehicle is needed. Breakdown or emergency incidents where the vehicle must be evacuated. Incidents or emergencies where a passenger requires medical assistance. Incidents or emergencies where the driver requires medical assistance. Procedures for recovering the vehicle and driver. 4. Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources. 5. Drivers are not to provide assistance to those assisting them during a breakdown unless it is absolutely necessary and social distancing is to be maintained where possible. If it is necessary to breach the safe distance the following is to be observed: <ul style="list-style-type: none"> Improve ventilation, so far as is practicable, in the area in which the activity is to take place (consider doing outdoors). 	3	3	9	Low

							High	<ul style="list-style-type: none"> • Keeping the activity time as short as possible. • Amending the task to eliminate or reduce face to face contact (e.g. side by side or back to back). • Use of additional PPE such as face masks, gloves (task dependant). • Ensuring waste is disposed of appropriately (e.g. potentially contaminated PPE). • Wash hands after the activity has been completed or use hand sanitiser if this is not possible. <p>6. Note 1: Government guidance is that during an emergency individuals do not have to remain 2 metres apart if it would be unsafe to do so, e.g. when assisting someone in the event of a vehicle fire, following an accident or when providing essential treatment to a third party.</p> <p>7. In all cases the time in which social distancing arrangements are breached are to be kept to a minimum.</p> <p>8. If an operative develops symptoms of COVID-19 or is observed to be displaying symptoms they should remove themselves from the work area and:</p> <ul style="list-style-type: none"> • Return home immediately. • Avoid touching anything. • If required, cough or sneeze into a tissue and put it in a bin, or if they do not have tissues cough and sneeze into the crook of their elbow. • Report what tasks they have completed and where they have been (to allow the workplace and equipment to be cleaned). • Report the individuals they have been in close contact with (to facilitate contact tracing). <p>9. Drivers who provide assistance to third parties following an accident or in an emergency should exercise good person hygiene measures during and following the incident, including:</p>			Low
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							High	<ul style="list-style-type: none"> • Avoiding contact with frequently touched surfaces as far as possible when attending the accident/incident. • Avoid touching eyes, nose and mouth. • Wear PPE, e.g. disposable gloves, only if there is sufficient time to find it and use it. Do not try to find and use PPE if a third party needs immediate assistance and a delay puts them at further risk of injury. <p>10. Employees are to wash their hands after providing assistance to third parties. If local facilities do not allow, hand sanitiser should be used as a substitute.</p>				Low
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HAZARD	CAUSE	PEOPLE AT RISK	EXISTING CONTROL MEASURES	INITIAL RISK			INITIAL RISK LEVEL	ADDITIONAL CONTROL MEASURES	RESIDUAL RISK			RESIDUAL RISK LEVEL
				L	S	R			L	S	R	