

## Holmeswood Coaches Ltd - COVID-19 Risk Assessment 2020

COVID - 19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Hazard	Cause	Who might be harmed	Existing Control Measures	Initial			Risk	Additional Controls	Residual			Risk
				L	S	R	Level		L	S	R	Level
<b>General Depot Environment</b>												
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance COVID-19 transmissiion prevention measures (surface contact)	Employees	<u>N/A</u>	5	4	20	H	<p><b>Hand Washing</b></p> <ul style="list-style-type: none"> <li>* Hand washing facilities with soap and water in place</li> <li>* Stringent hand washing taking place - in line with government guidance</li> <li>* Drying of hands with disposable paper towels</li> <li>* Staff encouraged to protect the skin by applying sanitising gel or barrier creams</li> <li>* Hand sanitiser available to use in offices, workshops and mess rooms</li> </ul> <p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with soap and water and the importance of proper hand drying with disposable towels.</p> <p>Also reminded to catch coughs and sneezes in tissues - Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p>	2	4	8	L
		Public	Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered									

Hazard	Cause	Who might be harmed	Existing Control Measures	Initial			Risk Level	Additional Controls	Residual			Risk Level
				L	S	R			L	S	R	
Spread of COVID-19 Coronavirus	Failure to maintain compliance COVID-19 transmissiion prevention measures (surface contact)	Employees	<u>N/A</u>	5	4	20	H	<u>Cleaning</u> Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area's using appropriate cleaning products and methods	2	4	8	L
		Public	Preventing surface contact and the transmission of COVID-19 through surfaces not previously considered									
	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing)		<u>N/A</u> Social distancing not previously considered	5	4	20	H	<u>Social Distancing</u> Reducing the number of persons in any work area to comply with the 2 metre (6.5 foot) gap recommended by the Public Health Agency.  Taking Steps to review work schedules including start and finish times. Reducing the number of staff on site at any one time. Also relocating workers to other tasks.  Redesigning processes to ensure social distancing in place.  Conference calls and on line meetings to be used instead of face to face whenever possible.  Social distancing to be adhered to in canteen area and smoking area.  Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.	2	4	8	L
<b>Hazard</b>	<b>Cause</b>	<b>Who might</b>	<b>Existing Control Measures</b>	<b>Initial</b>			<b>Risk</b>	<b>Additional Controls</b>	<b>Residual</b>			<b>Risk</b>

		be harmed		L	S	R	Level		L	S	R	Level
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance COVID-19 transmission prevention measures (PPE)	Employees	<b>Wearing of Gloves</b> Where risk assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and dispose of them safely.	2	4	8	L	Staff to be reminded that wearing of gloves is not a substitute for good handwashing.  Public health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours.	1	4	5	L
		Public										
<b>Symptoms of COVID-19</b>	Failure to maintain compliance COVID-19 transmission prevention measures	Employees	<b>Symptoms of COVID-19</b> If anyone becomes unwell with a new continuous cough, high temperature or loss of taste or smell in the workplace they will be sent home and advised to follow the government stay at home guidance. Managers will maintain regular contact with staff members during this time.	4	4	16	M	Internal communication and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast and changing situation Any area that the individual has been into contact with will be deep cleaned and sanitised.  Any employee who has come into contact with the person to be tested for COVID-19 - Key worker test	3	4	12	M
		Public										
			If advised that a member of staff or public has developed COVID-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.	5	4	20	H	Line managers will maintain regular contact with staff members during this time  Any area that the individual has been into contact with will be deep cleaned and sanitised.  Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.  Any employee who has come into contact with the person to be tested for COVID-19 - Key worker test	3	4	12	M
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L S R</b>	<b>Risk Level</b>	<b>Additional Controls</b>		<b>Residual L S R</b>	<b>Risk Level</b>			

<b>Spread of COVID-19 Coronavirus</b>	Dealing with extra pressure surrounding the COVID-19 pandemic	Employees	<b>Mental Health</b> Management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.	2	4	8	L	Regular communication of mental health information and open door policy for those who need additional support,	1	4	4	VL
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**Customers Boarding & Alighting**

<b>Customers not aware of the guidelines around safe travel and therefore put themselves and others at risk</b>	Customer interaction pre boarding- customer gets confused messages from different sources	Employees Public	None at the time - Risk transpires when boarding the vehicle	3	4	12	M	Social distancing measures re-enforced at bus stops and interchanges. Information to customers encouraging contactless payment or exact fare payment Guidance on Government, Industry, Local Council and Company website using the same messaging about preparing to travel.	2	4	8	L
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<b>Queuing in a confined space Contact with handrails Face to face contact with customers alighting on single door vehicles</b>	Customer boarding Limited space available because of vehicle design constraints Queuing caused by waiting for other customers to transact, alight and board.  Alighting vehicle	Employees Public	Within two metres for a short period of time. Touching high use contact points	4	4	16	M	Screens between the cab environment and the customer preventing face to face access to be used if possible. Information to customers encouraging contactless payment if available and promoting exact fare policy.  Encourage customers to give space for people to alight before attempting boarding.  Guidance for customers should try and ensure they remain seated to allow an orderly alighting process which seeks to minimise contact. Where assistance is required, assess the risk and mitigate the risk	2	4	8	L
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<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L S R</b>	<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual L S R</b>	<b>Risk Level</b>
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<b>Risk of contact or respiratory droplets from other people</b>	Identifying and finding a seat whilst maintaining 2 metres distance where possible  Interaction with other passengers	Employees  Public	Within two metres for a short period of time. Touching high use contact points Seatbelts most touched and for the longest period of time	4	4	16	M	Seats behind the driver and seats facing each other are taken out of use. Information provided to customers on where to sit to maintain social distance allows customers to make informed choices of where to sit and be socially distant. Advise to customers to bring and use hand sanitiser and wear face coverings to mitigate the risk. Enhanced cleaning regime at high use customer touch points reduces the risk of virus build up. It is not possible to monitor and immediately manage customer behaviour should they choose not to socially distance themselves, we can only encourage them to act responsibly.	2	4	8	L
<b>Contact risk with surfaces</b>	Holding poles and handrails whilst moving to a seat	Employees  Public	Handrails and poles are designed to assist with customers moving safely around the vehicle.	4	4	16	M	Enhanced cleaning regime at high use customer touch points reduces the risk of virus build up. Advise to customers to bring and use hand sanitiser and wear face coverings to mitigate the risk. Policy to keep windows or roof vents open on vehicles to increase ventilation.	2	4	8	L
<b>Contact with objects left onboard</b>	Picking up an object left onboard	Employees  Public	Lost property is normally given to the driver by a passenger or picked up by the driver at a stop.	2	4	8	L	Drivers should check the vehicle for lost property in accordance with guidelines. Drivers should handle anything found in a safe way. Lost property should be placed into a separate bag, and returned to the depot. If a passenger finds lost property, they should not hand it to the driver, and should be requested to leave it where it is, or in a luggage rack/space for the driver to deal with as above.	1	4	4	VL
<b>Risk of contact or respiratory droplets from other people</b>	Engagement with Vulnerable customers needing driver assistance or mobility needs	Employees  Public	General Government guidance is that vulnerable passengers and those needing assistance should stay indoors.	5	4	20	H	If the driver needs to get out of his seat to deploy a boarding ramp or lift they should ensure the passenger remains at least 2 metres away. The driver should clean surfaces and hands with sanitiser.	4	4	16	M
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>

**Drivers and Vehicles**

<b>Contact risk with surfaces</b>	Touching the wheel and cab equipment, handbrake, window, mirror, ticket machine	Employees	General cleaning schedule in place	5	4	20	H	Drivers should be advised to take additional care. The virus can remain on hard surfaces, so these should be cleaned with disinfectant wipe or spray before the driver touches them. The wipes should be disposed of in a separate bag. Drivers should be reminded of the particular importance of not leaving rubbish in the cab area.	2	4	8	L
<b>Risk of contact or respiratory droplets from other people</b> <b>Contact risk with surfaces</b>	Driver changeover	Employees	None at the time - Risk transpires when swapping seats and close proximity.	5	4	20	H	Where a changeover takes place at a stop with waiting passengers, the driver finishing should process the passengers first or they should be requested to wait 2 metres away from the door until the drivers have changed over. The first driver should leave the bus before the second driver boards. Drivers should observe social distancing and maintain 2 metres separation during the change. Drivers should sanitise their hands after boarding and wash their hands or use sanitiser after alighting the bus.	2	4	8	L
	Interchange Stops	Employees Public	None at the time - Risk transpires when within 2 metres for a short period of time.	5	4	20	H	All staff should follow social distancing guidelines at all times. If paperwork needs to be passed, drivers and supervisors should remain 2 metres apart, and clean their hands as soon as possible afterwards. Staff should be encouraged to use phone communication where possible. 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.	2	4	8	L
	Breaks	Employees	None at the time - Risk transpires when within 2 metres for a short period of time.	5	4	20	H	Drivers should follow good social distancing guidelines at all times. Drivers should wash their hands as soon as they begin their break, and before they touch any refreshments, and again at the end of their break.	2	4	8	L
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>
<b>Risk of contact</b>	Checking vehicle		General cleaning schedule in					Drivers should be advised to avoid or minimise hand or				

or respiratory droplets from other people Contact risk with surfaces	in between trips to clean and check for lost property	Employees Public	place	5	4	20	H	face contact within the vehicle during vehicle checks. The driver should clean hands with sanitiser after returning to the cab. Frequency or routines for checks should be reviewed to minimise contact with passengers - for example, advice to check vehicle when empty or nearly empty on circular services rather than at a fixed location.	2	4	8	L
	Staff bus, driver travelling in cars and vans together	Employees	None at the time - Risk transpires when within 2 metres for a long period of time.	5	4	20	H	Drivers should be advised to sit as far away as possible from colleagues and maintain at least 2 metres separation whenever the vehicle is large enough to allow this. Use of small vehicles by more than one person should be avoided.	2	4	8	L
	Assault Risk	Employees Public	Drivers aware of techniques to reduce conflict.	3	4	12	M	Drivers to be reminded of techniques to reduce conflicts and warned of additional stresses in the community that may give rise to greater levels of frustration or aggression. Driver could also be empowered to make decisions that could help diffuse conflict situations. Drivers should be reminded of stay in the cab policy.	2	4	8	L
	Breakdown or recovery	Employees Public	None at the time - Risk transpires when within 2 metres for a long period of time.	5	4	20	H	The driver should always follow social distancing guidelines when waiting for recovery, and remain 2 mtrs apart from any recovery staff. Driver should travel back seperately.	2	4	8	L
	Customer accident	Employees Public	Customer may need first aid and therefore will come into contact with other customers or staff	5	4	20	H	The driver should always follow social distancing guidelines Drivers should limit time within 2 metres of the affected customer. The driver should clean surfaces and hands with sanitiser.	2	4	8	L
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual L</b>	<b>S</b>	<b>R</b>	<b>Risk Level</b>
<b>Spread of COVID-19</b>	Failure to maintain	Employees	None at the time - Social distancing not previously	5	4	20	H	Social distancing is to be observed during the re-fuelling process; Drivers are instructed to yield to others if social	2	4	8	L

<b>Coronavirus</b>	compliance with social distancing .- vehicle refuelling	Public	considered						distancing cannot be observed at the refuelling pumps (i.e. wait until the other person has finished fuelling before commencing). Social distancing is to be observed during the payment process and, if required, when using welfare facilities. Signage within Petrol/Service Stations specific to social distancing is always to be observed. Operatives are to familiarise with site specific rules and follow them in addition to the control measures arising from this risk assessment.				
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance with Surface transmission .- vehicle refuelling	Employees  Public	Drivers are advised to use gloves when re-fuelling their vehicles.	4	4	16	H		Fuel pump handles are cleaned with sanitising wipes prior to use Suitable gloves are used during the re-fuelling process and disposed of afterwards. Cashless and contactless transactions are to be utilised wherever practical. If cash is used, then suitable procedures for storing and passing are to be implemented. Driver are to request to be allowed to swipe their own fuel cards to reduce the risk of surface transmission. If this is not possible, the fuel card should be sanitised, and their hands washed or sanitised as soon as possible. Drivers are advised to carry hand sanitiser with them when visiting off-site facilities in case there are no adequate hand washing facilities. Drivers are to wash their hands after paying for fuel and using off-site facilities. If welfare facilities do not allow, hand sanitiser should be used as a substitute. In case it is not possible to eliminate the need to touch surfaces when using off-site facilities (e.g. opening doors) it is important to exercise good personal hygiene and wash/sanitise hands immediately following use of facilities, preferably prior to re-entering vehicle.	2	4	8	L
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial</b>			<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual</b>			<b>Risk Level</b>	
				<b>L</b>	<b>S</b>	<b>R</b>			<b>L</b>	<b>S</b>	<b>R</b>		
<b>Workshop</b>													
<b>Spread of COVID-19</b>	Failure to maintain	Employees	Nitrile Gloves supplied and used Garage overalls supplied and	3	4	12	12	* Hand washing facilities with soap and water in place * Stringent hand washing taking place - in line with	2	4	8	L	



<b>Coronavirus</b>	compliance COVID-19 transmission prevention measures - Hazardous Substances (engine oil, brake fluid etc)		used. Contract for regular cleaning of overalls Workers informed to clean hands thoroughly and use skin creams provided after contact with hazardous substances					government guidance * Drying of hands with disposable paper towels * Staff encouraged to protect the skin by applying sanitising gel or barrier creams * Hand sanitiser available to use Employees to be reminded on a regular basis to wash their hands for 20 seconds with soap and water and the importance of proper hand drying with disposable towels. Also reminded to catch coughs and sneezes in tissues - Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Supervisors and managers to keep a check that gloves are being used and remind staff of safe removal and disposal.				
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance COVID-19 transmission prevention measures - Electrical equipment e.g. hand lamps	Employees	None at the time - Risk transpires when different staff use the same equipment.	4	4	16	H	Staff made aware of cross contamination using the same gloves for different tasks. Staff to be reminded that wearing of gloves is not a substitute for good handwashing. Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use	2	4	8	L
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial L S R</b>			<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual L S R</b>			<b>Risk Level</b>
<b>Risk of contact or respiratory droplets from other people</b>	Touching the wheel and cab equipment, handbrake,	Employees	General cleaning schedule in place	5	4	20	H	Staff should be advised to take additional care. The virus can remain on hard surfaces, so these should be cleaned with disinfectant wipe or spray before staff touch them. The wipes should be disposed	2	4	8	L

<b>Contact risk with surfaces</b>	window, mirror, ticket machine								of in a separate bag. Staff to use seat covers and steering wheel covers to avoid touching these surfaces.				
<b>Risk of contact or respiratory droplets from other people</b>	Failure to maintain compliance COVID-19 transmission prevention measures - Parts delivery, drivers in workshop	Employees Public	None at the time - Social distancing not previously considered  Parts are normally dropped in the workshop	4	4	16	H	No other staff to be allowed to enter the workshops No delivery drivers or sales representatives to enter the workshops.	2	4	8	L	
<b>Contact risk with surfaces</b>													
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance COVID-19 transmission prevention measures (social distancing)	Employees	<u>N/A</u> Social distancing not previously considered	4	4	16	H	Reducing the number of persons in any work area to comply with the 2 metre (6.5 foot) gap recommended by the Public Health Agency. Redesigning processes to ensure social distancing in place. If social distancing is not possible, limit the time together and keep the same teams working together to minimise exposure. Social distancing to be adhered to in canteen area and smoking area. Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.	2	4	8	L	
<b>Hazard</b>	<b>Cause</b>	<b>Who might be harmed</b>	<b>Existing Control Measures</b>	<b>Initial</b>			<b>Risk Level</b>	<b>Additional Controls</b>	<b>Residual</b>			<b>Risk Level</b>	
				<b>L</b>	<b>S</b>	<b>R</b>			<b>L</b>	<b>S</b>	<b>R</b>		
<b>Visitors</b>													
<b>Spread of COVID-19 Coronavirus</b>	Failure to maintain compliance	Employees	<u>N/A</u> Social distancing not previously considered	4	4	16		Visitors to be asked to make an appointment if conference calling or on line meetings are not possible. Visitors to be asked to park in a designated area and	2	4	8	L	

<p><b>Risk of contact or respiratory droplets from other people</b>  <b>Contact risk with surfaces</b></p>	<p>COVID-19 transmission prevention measures (social distancing)</p>	<p>Public</p>					<p>call the office on arrival, before leaving their vehicle. Visitors to be asked to wash their hands on arrival and departure from site. Ensure that visitors are aware of the rules that we have in place for each site regarding social distancing.</p> <p>Delivery drivers reminded of the safe drop off point in the depot and reminded of the social distancing rules. Welfare facilities to be made available should they be required.</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area's using appropriate cleaning products and methods</p>			

Risk Matrix	
Risk	
Likelihood	Severity
1. Extremely Likely	1. No Injury or trivial injury - No lost time
2. Unlikely	2. Minor Injury - Lost time up to 3 days

3. Likely	3. Serious Injury - Lost time greater than 3 days
4. Very Likely	4. Major Injury - Lost time greater than 7 days (RIDDOR Reportable)
5. Highly Likely	5. Death - Disabling injury or fatality

Severity	Likelihood				
	1. Extremely Likely	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 >4 days < 6 days	3	6	9	12	15
4. Major Injury - Lost time greater > 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 (VH)