

Assessment No: COVID SECURE CCPLC	Originally Assessed: 23/03/2020	Latest Update: 14/01/2021
Assessor(s): D Parish; A James, L French	Processes/tasks referred to: COVID-19 (Coronavirus)	

Key to risk rating

Likelihood	Consequence					Risk Outcome
	1: Insignificant	2: Minor	3: Moderate	4: Major	5: Catastrophic	
1: Remote	1	2	3	4	5	Low
2: Possible	2	4	6	8	10	Moderate
3: Even chance	3	6	9	12	15	Significant
4: Likely	4	8	12	16	20	High
5: Almost Certain	5	10	15	20	25	

Persons at Risk / Area of Risk	What harm can arise?	Frequency of Exposure	Prior occurrences?	Severity	Likelihood	RISK
1. Customers, visitors & contractors	<p>Transmission of and/or infection with the virus SARS-CoV-2, causing Coronavirus disease (COVID-19).</p> <p>While the majority of cases are known to be mild or even asymptomatic, many result in serious illness and fatality – particularly among those who are deemed clinically vulnerable.</p> <p>At best, any suspected cases among staff or their households will result in self-isolation and mandatory absence from work.</p> <p>Due to the prevalence of the virus, there is a credible risk to all persons noted.</p>	Unknown – risk must be assumed as constant	<p>Prior cases, most known to be contracted outside workplace. No longer possible to rule out workplace transmission – however, no cases can be definitely traced to the workplace.</p>	5	4	20
2. Clinically Vulnerable Staff				5	5*	25
3. Staff working on site				5	4	20
4. Reception Areas				5	4	20
5. Handling payments				5	4	20
6. Drivers, driving and remote technicians				5	4	20
7. Vehicles				5	4	20
8. Deliveries & Orders				5	4	20
9. First Aid Provision				5	4	20

*Those who are clinically vulnerable are no more likely to contract the disease, but are more likely to suffer serious harm as a result.

What are we currently doing to eliminate or control the risks?	What else could we be doing?	What is the risk now?		
		Severity	Likelihood	Risk
<p>1. Customers, visitors & contractors</p> <ul style="list-style-type: none"> All visitors and contractors are strictly by appointment only Customers are discouraged from attending site All visitors and contractors must complete a self-declaration confirming that they are symptom free no more than 24 hours before attending site All visitors and contractors must have their temperature checked on entry to site – those over 37.8 must not be admitted Clear guidance has been provided to all staff on the requirements for visitors / contractors Advisory signage in place at customer / visitor entry points Hand sanitiser available throughout all buildings Door handles, counters and other frequently touched surfaces are disinfected daily, this is documented Visitor lanyards not in use – staff to sign visitors in Designated toilets allocated for visitors, separate from staff facilities Vehicle demos / test drives subject to additional controls (as per Control Measures documentation) Visits to customer sites should only take place where essential 		5	2	10
<p>2. Vulnerable and Extremely Vulnerable staff members</p> <ul style="list-style-type: none"> Vulnerable persons should notify their manager – if they cannot work from home, a risk assessment should be conducted on their workspace and any reasonable actions taken to protect the individual from potential exposure Extremely vulnerable people will be informed that they are such by the NHS, the company will take appropriate action to enable the individual to work from home where possible. If not possible, latest government guidance on shielding is being followed, including furlough where necessary. Staff advised of these measures in the safe working procedures 		5	1	5
<p>3. Staff working onsite</p> <ul style="list-style-type: none"> Comprehensive safe working procedures have been produced and issued to all staff All staff must keep at least 2m apart from other persons at all times Staff at all depots required to wear face coverings when moving around the building Where a task requires >1 person working within 2m of each other, masks must be worn All staff have received training on coronavirus Signage in place throughout all buildings reminding staff to wash their hands / keep 2m apart Staff working from home where possible, and /or working rotas to minimise numbers in the offices (with the same working partners to reduce number of people in contact with) Start and finish times have been staggered Workstations rearranged to allow social distancing & 2m exclusion zones taped on floors Process for suspected or confirmed cases issued to all staff 'Pinch points' have been identified and designated as 'no thoroughfare' or essential staff only where possible – staff advised to utilise lower-traffic building entrances Enhanced cleaning through all areas Sanitation stations around all buildings (hand sanitiser, disinfectant & PPE bins) 	<p>Lack of adherence to the safe working procedures will likely be the cause of any failure to prevent transmission in the workplace.</p> <p>Source, purchase and install automatic hand sanitiser dispensers at sanitation stations. Maintain an adequate supply of PPE.</p>	5	2	10

<ul style="list-style-type: none"> All areas of the business have been supplied with masks and gloves to be worn as detailed in the safe working procedures Control measures introduced and communicated for use of communal spaces, including bathrooms and kitchens (signage in place) No unnecessary travel between depots – video conferencing facilities to be used where possible Hot desking minimised wherever possible – where shared PCs are necessary, disinfectant is available and all shared equipment should be disinfected before use Phones are not to be shared Enclosed spaces assessed for safe number of persons, which is signed on doors Briefings have been delivered to managerial staff on controls and enforcement requirements 				
<p>4. Reception Areas</p> <ul style="list-style-type: none"> Screens have been installed on reception desks (and back counters where necessary) Where a screen is impractical, physical barriers are in place 2m from the counters Limits have been placed on the number of people allowed in reception areas (signed on doors) All visitors and contractors must have their temperature checked on entry to site – those over 37.8 must not be admitted – hands-free thermometers provided 2m queueing stickers are in place on the floors in relevant areas Waiting room seating has been reduced to accommodate 2m distancing Keys are placed into a box on counters and sanitised Hand sanitisers and disinfectants are available in all reception areas Counters to be disinfected daily as a minimum Post to be handled by as few persons as possible – gloves to be worn or hands to be washed / sanitised immediately afterwards Franking machine / post stamp to be disinfected before and after use – operator to wash hands 	<p>Sevenoaks requires new reception screens following refurbishment. On order – awaiting arrival.</p>	5	2	10
<p>5. Handling Payments</p> <ul style="list-style-type: none"> Cash payments are discouraged – customers asked to pay by card if possible Customers encouraged to pay by phone / webshop where possible Hands to be washed/sanitised immediately after handling cash / cash tins Card machines to be disinfected after use and operator to wash / sanitise hands Credit account customers not to attend site to pay bills in person 		5	2	10
<p>6. Drivers, driving and Remote Technicians</p> <ul style="list-style-type: none"> Translated flashcards provided in callout vans advising truck drivers to keep their distance When entering a customer's vehicle, hands to be sanitised, seat covers to be used on the seat, and steering wheels to be wiped. All parts drivers and service technicians with a dedicated vehicle are responsible for regularly disinfecting their vehicle (Disinfectant sprays are available in all service and parts departments) No vehicles to go out double-manned unless both individuals are wearing the minimum PPE, or are from the same household Rail technicians provided with PPE to meet network rail requirements 		5	2	10

<p>7. Vehicles</p> <ul style="list-style-type: none"> • DAFaid vans, courtesy vans and forklift trucks are being disinfected every 48 hrs with a product that kills actively kills virus for 72 hours after application – a log is kept • Wherever possible, vehicle collection / delivery will be performed by a recovery contractor • When entering a customer’s vehicle, hands to be sanitised, seat covers to be used on the seat, and steering wheels to be wiped. 		5	2	10
<p>8. Deliveries & Stationary / First Aid Orders</p> <ul style="list-style-type: none"> • Staff to wash or sanitise their hands after unpacking deliveries • Parts drivers to wear face coverings when enter customer premises • Drivers carry sanitiser and gloves to use after delivery / touching shared surfaces e.g. fuel pumps • Stationary / first aid orders are accepted by phone or email only – orders are packed by accounts with clean hands or gloves and placed in a ‘transfer point’ at the top of the stairs for collection • Accounts staff only in the stationary cupboard 	Move toward photographic proof of delivery	5	2	10
<p>9. First Aid Provision</p> <ul style="list-style-type: none"> • Clinically vulnerable staff asked to advise company if uncomfortable performing FA duties • Masks and gloves available in first aid kits for use by first aiders • Updated guidance from St John’s on CPR protocol issued to all first aiders 		5	2	10