

<b>Risk Assessment Title: Revised Collecting of Tolls &amp; Traffic Management – COVID-19 Ferry</b>			
<b>Line Manager name: Si Jones (Ferry Operations Manager)</b>		<b>Line Manager signature: S Jones</b>	<b>Assessment No: COVID 008</b>
<b>Date: July 2020</b>	<b>Activity: Toll collecting Ferry</b> <b>Location: Ferry</b>	<b>Assessed by: Mike Bright &amp; Wayne Weaving</b> <b>Title: Supervisor</b> <b>Signature: M A Bright – W Weaving</b>	<b>Review date: As Government guidelines change</b>
<b>Notes: Risk assessment covering onboard toll collection operations at the Torpoint Ferry incorporating Covid mitigation</b>			

What has the potential to cause harm (hazards) and what harm might result?	Who might be at risk?	What measures are already in place?	Severity	Likelihood	Risk rating	What further action (s) needs to be taken to reduce risk	Severity	Likelihood	Residual Risk	By whom and by what date
<b>Managing Toll Collecting on a Ferry</b>  Transmission of COVID-19 through Personal interaction with others whilst collecting tolls	Staff Customers	All cyclists and motorbikes are to be loaded into lane F with a minimum of 1 meter distance between the rear passenger of the front vehicle and the front passenger of the next positioned in the lanes .  All tolls will be collected wearing the following PPE; nitrile gloves, face covering and/or visor.  All used PPE will be disposed of into rubbish bins and will be emptied on a regular basis.  Cleaning hands before fitting and after removal of PPE is essential at all times.  Collectors are to approach vehicles positioning themselves slightly to one side of the vehicle	5	1	H					

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		<p>practicing social distancing and avoid facing the driver or passengers.</p> <p>Limit communication with customer to minimise duration of exposure.</p> <p>Collectors will use a handheld coin tray to minimise contact.</p> <p>All smart cards will be visually checked through the closed vehicle windows and registered by scanning a generic collectors smartcard carried by each collector.</p> <p>Any violation transaction will be recorded by the collector, the debit note will be completed with vehicle registration number and make only. This is retained by the Collector and the customer is to receive the violation information form and receipt practising best social distancing. Exempt vehicles will be recorded, and receipts retained by the collector.</p> <p>Additional physical roadside signage to request correct cash payment on approach.</p> <p>Motorcycles (Class 1) will have tolls collected from Devonport side while in transit. Motorcyclist should be instructed to place their toll on the saddle/seat, where possible.</p> <p><b>Face coverings</b></p>								

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		<p>The wearing of face coverings are mandatory for foot passengers using public transport from the 15<sup>th</sup> June 2020.</p> <p>Car drivers, cyclist and motorists will be exempt from wearing face coverings unless they wish to use the passenger lounge or upper deck, where face coverings are mandatory</p> <p>Some people may not be able to wear a face covering, for example young children, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering.</p> <p>Extra signage is displayed on slipways and at all entrances to the passenger lounges to notify the public of the requirement to wear face coverings.</p> <p>If staff choose to wear a face covering outside of these restricted areas, then Tamar Crossings will support those personnel to use them correctly. Staff are encouraged to wash their hands before fitting and after removing any PPE</p> <p>Face Coverings/Masks should be checked regularly to ensure correct fitting.</p> <p>Face Coverings may become damp after touching and will be ineffective over a short period if constantly touched and should be replaced.</p>								

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		<p>If working in this close proximity of others, the following must be observed:</p> <ol style="list-style-type: none"> <li>1. <b>Increase hand washing frequency</b></li> <li>2. <b>Adopt a back to back and/or side to side working regime and not face to face</b></li> </ol> <p>Anyone who shows symptoms of Covid-19 must notify their line manager, remove themselves from the workplace and self-isolate. COVID testing can be arranged through Tamar Crossings. As key workers staff can apply directly for a test. Guidance is available from HSE Team and Line Managers</p> <p>Thermometers are available for individual temperature checks in the Torpoint Tower. Clean before and after use, disposable caps available</p> <p>Staff receive regular government updates through GM messages and Line Managers.</p> <p>Media campaign to inform and raise customer awareness of new tolling process and minimise cash / change transactions</p> <p>Pre-recorded PA announcement with Covid-19 advice and information for drivers and foot passengers whilst onboard</p>								

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		Staff are provided with training and instruction on new tolling procedure and use of equipment.								
<p><b>Managing Toll Collecting on a Ferry</b></p> <p>Transmission of COVID-19 from work activities operation of equipment</p>	<p>Staff Customers</p>	<p>Any tag passed over is to be sanitised before handing back to the customer.</p> <p>Regularly wash hands in line with Government guidelines and Tamar Crossing instruction.</p> <p>Tolling and other associated equipment (radios, keys, etc) are to be wiped down before, during and after use.</p> <p>Collectors retaining their designated set of tolling equipment throughout the shift and keep it sanitised.</p> <p>Cashing up procedures will remain as normal with the addition of sanitising all equipment used including the cash counting machine after use.</p> <p>Floats will be collected as normal with one person at a time incorporating social distancing.</p> <p>Staff have personal key cards eliminating touch lock doors and shared keys.</p> <p>Hand sanitisers and surface wipes available to all collectors.</p>	5	1	H					

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<p><b>Struck by moving traffic</b></p> <p>Fatality, broken bones, crush injury, limb injury, cuts and bruises</p>	<p>Staff Customers</p>	<p>PA announcements from Controller &amp; signage to inform passengers not to walk/enter the traffic deck area until the ferry is underway.</p> <p>Signage to inform maximum vehicle speed of 5mph on the ferry..</p> <p>Marked lanes that are controlled by overhead signals to differentiate and control traffic in the lanes.</p> <p>Trained ferry staff to direct traffic at a safe distance.</p> <p>Supervisor, collector &amp; ferry controller to monitor/control traffic flow and liaise via UHF &amp; VHF radio.</p> <p>Second spare collector working from the drop-off layby to assist collectors when required with problem tolling.</p> <p>Hi-Viz must be worn (long sleeves when directing traffic or Hi-Viz gloves when wearing sort sleeves).</p> <p>Staff are trained to stay vigilante when moving amongst traffic &amp; should only be working within the safe coned off areas.</p> <p>Deck crew only to be on the traffic deck when loading and unloading.</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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		<p>Annual assessment to ensure competency of staff carried out by Collector/crew trainer.</p> <p>Pedestrian crossing areas on highway.</p> <p>Emergency services to inform towers of arriving blue light vehicles.</p>								
<p><b>Managing Traffic Arrangements</b></p> <p>Broken down vehicle Vehicle fire, Fuel/fluid leak. Obstruction. Burns. Congestion.</p> <p>Transmission of COVID-19 through providing assistance to drivers and passengers</p>	<p>Staff Customers</p>	<p>Staff to wear nitrile gloves when touching passenger vehicles</p> <p>Jump starting packs available and staff trained to operate.</p> <p>Driver and occupants to stay in vehicle while starting attempt is made.</p> <p>List of breakdown companies for customers.</p> <p>Firefighting and spills equipment are available on the ferries..</p> <p>All staff trained in the use of firefighting and spill equipment.</p> <p>Operational updates posted onto social media sites informing of any negative impact on operational service delivery.</p> <p>Operational updates posted on Tamar Crossings website</p>	<p>3</p>	<p>2</p>	<p>L</p>					

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		<p>Internal and external communication with staff (incl bridge site) service users, HE and other stakeholders / emergency services</p> <p>Implementation of VMS and EMS messages informing service users of delivery status</p> <p>Prioritisation given to emergency vehicles on blue lights.</p>								
<p><b>Providing Support to staff due to violence at work and anti-social behaviour</b></p> <p>Mental health issues broken bones, limb injury, cut and bruises</p>	<p>Staff</p>	<p>All staff receive customer service training to minimise the likelihood of confrontation and possible harassment within the workplace.</p> <p>Staff can escalate issue to Supervisors and Controllers.</p> <p>Regularly monitoring the wellbeing of staff working from home, their welfare, mental and physical health and personal security</p> <p>Workplace Options and access to personal counselling supported by Tamar Crossings</p> <p>HR providing regular reminders of available support for all staff</p> <p>Regular contact between Line Managers and staff to discuss incidents.</p>	<p>3</p>	<p>2</p>	<p>M</p>					



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		<p>Incident reporting processes in place to record antisocial incidents/behaviour.</p> <p>Continued Investigations being conducted by Ops Manager for Violence at Work incidents to consider future approach.</p> <p>Media campaign to inform and raise customer awareness to minimise cash / change transactions</p>								
<p><b>Providing Support to staff issues in the workplace</b></p> <p>Changes to working practices and potential anxiety created from perceived unsafe working environment</p>	Staff	<p>General Manager providing regular updates</p> <p>Regular communication with Line Manager</p> <p>Communication and transparency of changes to control measures and working practices</p> <p>Any concerns over changes to control measures and working practices to be directed to Line Managers or the HSE Team in the first instance</p>	3	2	M					
<p><b>Managing planning for Environmental Conditions</b></p> <p>Weather Cold Possible hypothermia. Cold from wet clothing.</p> <p>Weather Hot</p>	Staff	<p>Cold – Full wet weather PPE issued.</p> <p>Hot – breaks every 10 minutes with chilled water and sun block available. Trousers/long sleeve shirts/hats and eye protection supplied to protect from UV.</p> <p>Locker room provided to store additional.</p> <p>Onboard welfare facilities.</p>	2	3	L	Review limitations of Covid-19 PPE due to environmental conditions.	2	3	L	Ferry Operations  June

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possible heat stroke, sunburn, dehydration		PPE clothing and shower facilities.								
<b>Managing Interaction with animals</b>  Animal bites Infection, puncture wound,	Staff	Staff instructed not to approach animals.  Animals must be kept on leads or kept in crates when using Ferries.  Do not put hands into vehicles to collect tolls	3	1	M					
<b>Managing Manual Handling</b>  handling/repetitive strain injury using collecting equipment	Staff	Staff trained in the use of equipment.  Manual handling training provided.  Staff monitored by Supervisor and Controller  Collector scanner fitted with handle for ease of use.	2	1	L					
<b>Managing Slips, trips and falls.</b>  Breaks, fractures, sprains, bruising, cuts	Staff	Safety footwear to be worn by all staff.  Anti-slip surfaces on deck, timber walk areas and ramps	3	1	M					
<b>Managing Air Pollution</b>  Exhaust fumes from vehicles resulting in short- and long-term respiratory illness	Staff	Working on the traffic deck does not exceed EH40 limits. Report on Air Quality monitoring report 2013 can be found on HSE Share Point.  Contact HSE Team for further information	1	2	L					

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<b>Managing Noise Pollution</b>  Noise resulting in short or long-term hearing conditions	Staff	Working on the traffic deck does not exceed 85db.  Report Noise Survey 08/02/2016 can be found on HSE Share Point  Contact HSE Team for further information	1	2	L					
<b>Provision of PPE</b>  Not sustainable, due to consumption rates outstripping supply, resulting in Covid-19 Secure breach resulting in potential toll cessation and Organisation fiscal stability	Staff  Organisation operability and reputation	Identified suppliers. Stock piling supported by inventory management and secure PPE storage,  Continue to locate PPE stock and potential new suppliers.  Consumption rates monitored.  Manage PPE stock by inventory system and controlled issue	5	1	H					

## Risk Rating Table

			<b>Severity</b>				
			<b>1 – Insignificant –</b> Dealt with by in-house first aid, etc	<b>2 – Minor</b> Medical help needed. Treatment by medical professional/hospital	<b>3 – Moderate</b> Significant non- permanent injury. Overnight hospitalisation	<b>4 – Major</b> Extensive permanent injury (eg loss of finger/s) Extended hospitalisation	<b>5 – Catastrophic</b> Death. Permanent disabling injury (eg blindness, loss of hand/s.
<b>Likelihood</b>	<b>5 -</b>	The consequence is almost certain to occur in most circumstances	Medium (M)	High (H)	High (H)	Very High (VH)	Very High (VH)
	<b>4 -</b>	The consequence is likely to occur frequently	Medium (M)	Medium (M)	High (H)	High (H)	Very High (VH)
	<b>3 -</b>	Possible and likely for the consequence to occur at some time	Low (L)	Medium (M)	High (H)	High (H)	High (H)
	<b>2 -</b>	The consequence is unlikely/abnormal to occur but could happen	Low (L)	Low (L)	Medium (M)	Medium (M)	High (H)
	<b>1 -</b>	The consequence may occur but only in exceptional/emergency circumstances	Low (L)	Low (L)	Medium (M)	Medium (M)	High (H)

**SEVERITY (S) x LIKELIHOOD (L) = RISK RATING (RR)**