

Risk Assessment Title: Access to all Public Areas and Transit Across the Water

Line Manager name: Si Jones Ferry Ops Manager		Line Manager signature: S Jones	Assessment No: COVID 011
Date: July 2020	Activity: General access to the ferry and transit across the river	Assessed by: P Barsley & C Franks Title: Ferry supervisors	Review date: Weekly
	Location: All Ferries	Signature: P Barsley & C Franks	
Notes: Includes Covid-19 mitigation measures on the ferry			

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
Routine use of the ferry Transmission of COVID-19 through personal interaction with other ferry passengers	Staff Public Contractors	Notices and signs placed in prominent locations reminding staff and the public to wash hands and adhere to social distancing rules. Pre-recorded PA announcement with Covid-19 advice and information for drivers and foot passengers whilst onboard Seating is cordoned off where appropriate to maintain social distancing in passenger areas Two metre markings in passenger lounges to provide guidance on appropriate social distance.	5	1	H	As footfall increases the following additional measures need to be considered. Maximum occupancy limit for foot passengers using the passenger lounges to help ensure social distancing is maintained. Passenger levels monitored by staff to ensure occupancy levels are not exceeded. Review social distancing arrangements in crew cabin to incorporate screening options on the main table.	5	1	H	Ferry Operations As required As required July

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		<p>Enhanced cleaning / sanitisation regime in place which includes handrails, touch points and toilets</p> <p>Passenger access doors at either end closed to discourage entry to and from the car deck. Signage on centre doors and only partially opened to discourage access to passenger lounge.</p> <p>Cyclists and motorbikes use lane F with social distancing deck markings in place set at 2m intervals</p> <p>Social media / website provides information and advice to public about using the service.</p> <p>Controller to use PA system to address individuals to reduce face to face interaction.</p> <p>Where staff need to speak with customers, they are to maintain at least 1m (plus) distance.</p> <p>Face coverings The wearing of face coverings is mandatory for all foot passengers using public transport from the 15th June 2020.</p>								

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		<p>Drivers, vehicle passengers, cyclists and motorcyclists will be exempt from wearing face coverings unless they wish to use the passenger lounge or upper deck areas (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 entrances to the passenger lounge on the Ferries to warn the public of the requirement to wear face coverings when using public transport.</p> <p>Tamar Crossings employees must wear face coverings in passenger lounges, on upper decks, when collecting tolls and where there is a requirement to work in close proximity to others (less than 1 m).</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>								

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		<p>The Control Cab is not open to the public and limited to one person unless social distancing can be maintained or there is an operationally critical requirement (in which case face coverings must be worn).</p> <p>The Crew Cabin is not open to the public and limited to two people, where social distancing should be maintained.</p> <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 employees can apply for a test themselves. Guidance is available from the HSE Team and Line Managers</p> <p>Thermometers are available in the Topoint Tower for individual temperature checks if required. Clean before and after use, disposable caps available</p> <p>Staff receive regular government updates through GM messages and Line Managers</p>								
<p>Routine use of the ferry</p> <p>Transmission of</p>	<p>Staff Public Contractors</p>	<p>All staff to clean shared equipment and working areas (crew cab, control cab and MCR) before the start and at end of shifts.</p>	5	1	H	<p>Hand Sanitiser wall mounted dispensers to be made available in the passenger</p>	5	1	H	<p>Ferry Operations July</p>

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COVID-19 from work activities operation of equipment		<p>Regularly wash hands in line with Government guidelines and TC instruction.</p> <p>Staff have personal key cards eliminating touch lock doors and shared keys</p> <p>Hand sanitisers and surface wipes are available to all staff.</p>				entry and exit lobbies				
<p>Struck by moving vehicles</p> <p>Death or serious injury</p>	<p>Staff Public Contractors</p>	<p>PA announcements & signage to inform passengers not to walk/enter the traffic deck area until the ferry is underway.</p> <p>Deck Crew & Controller are vigilant and stop anyone not observing these rules.</p> <p>Staff trained and inducted.</p> <p>Annual assessment to ensure competency of staff carried out by collector trainer</p> <p>Hi-Viz must be worn (long sleeves when directing traffic or Hi-Viz gloves when wearing short sleeves) – BS EN ISO20471:2013)</p> <p>Safety footwear to be worn (BS ENISO20346:2014) by crew</p> <p>Staff are trained to stay vigilante when moving amongst traffic on the deck, and to</p>	5	2	H					

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		<p>always stand at a point of safety.</p> <p>SSOW placed within Ferry Collectors Operations Manual.</p> <p>Deck crew only to be on the traffic deck when loading and unloading the ferry.</p>								
<p>Fire</p> <p>Smoke inhalation, burns, fatality</p>	<p>Staff Public Contractors</p>	<p>Tried and tested emergency procedures in place. Ferry staff trained in Fire Fighting at Sea techniques.</p> <p>Ferry equipped with firefighting equipment which is periodically tested</p> <p>Fire detection system regularly tested and maintained.</p> <p>Staff Emergency First Aid Trained.</p> <p>No smoking allowed onboard the ferry.</p> <p>Drivers required to turn off engines whilst onboard.</p> <p>Contractors receive a safety brief from Shift Supervisor or Yard Leading Hand.</p>	5	1	H					

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<p>Weather; Ice, Heavy Rain, Wind.</p> <p>Slips causing breaks, sprains and musculoskeletal injuries</p>	<p>Staff Public Contractors</p>	<p>Warning signs on wet decks continuous observations by staff to mop-up excessive water.</p> <p>Ice melt on decks during freezing conditions.</p> <p>Passenger upper-decks placed “Out of Bounds” during severe weather conditions ice, gales etc.</p>	3	2	M					
<p>Slips, Trips & falls.</p> <p>Breaks, sprains and musculoskeletal injuries.</p> <p>Accessing all areas including public areas, Crew cab / Control Cab</p>	<p>Staff Public Contractors</p>	<p>Warning signs if cleaning or wet decks.</p> <p>Good housekeeping, any defects are fixed urgently, or area cordoned off.</p> <p>Safety footwear to be worn (BS EN ISO20346:2014)</p> <p>Staff instructed to ‘clean as they go’.</p> <p>All spillages and litter cleaned immediately.</p> <p>Staff Emergency First Aid Trained</p> <p>Anti-slip material on stairs.</p> <p>Handrails both sides of stairs</p> <p>Anti-slip coating on deck. Handrail and raised lip around deck edge. Protrusions</p>	3	3	H					

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		<p>painted in contrasting colour</p> <p>All accidents and near misses reported and investigated.</p>								
<p>Use of chemicals</p> <p>Risk of irritation to eyes, nose, and respiratory problems. Reactions leading to skin disorders, irritations, allergic reactions etc.</p>	<p>Staff Public Contractors</p>	<p>COSHH assessment completed for chemicals.</p> <p>Cleaner induction training (constantly reviewed)</p> <p>PPE as outlined in COSHH assessment.</p> <p>Non-hazardous / low risk chemicals to be used where possible.</p> <p>Chemicals are stored in a locked compartment.</p> <p>Eye wash and first aid provisions on board</p> <p>Hand barrier cream dispensing stations to protect against repetitive hand washing.</p> <p>Access to disposable gloves.</p>	<p>2</p>	<p>3</p>	<p>M</p>					
<p>Sharps</p> <p>Hypodermic needles, razor blades, glass or similar items that</p>	<p>Staff Public Contractors</p>	<p>Staff instructed to remain with object and radio for assistance in removal of harmful objects.</p> <p>Staff trained in using sharps kits as per</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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could penetrate the skin.		Safe Systems of Work. Staff first aid trained. Hazardous Disposal bins on site. Barriers / cones to assist in cordoning off areas if needed. See sperate sharps RA								
Managing Interaction with animals Stress or injured caused by dogs not under control by owners	Staff Public Contractors	Accompanied dogs are welcome on-board but must be kept on leads and under owners' control. Any dog thought to be a risk, the owner and dog will be asked to leave the ferry.	3	1	M					
Vulnerable persons. Self-Harm, unsure of whereabouts. Covid-19 cross contamination if physically assisting vulnerable people.	Staff Public Contractors	Staff attended Suicide awareness & dementia training. CCTV monitored closely, Upper Deck placed "Out of Bounds" if warned by emergency services that a vulnerable individual is expected to cross. Crew to patrol and monitor high risk areas. Liaison with emergency services. If possible, try to assist vulnerable people at	5	1	H					

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		a safe distance avoiding physical contact (1m plus social distancing)								
<p>Collision</p> <p>Sinking, ferry disabled, loss of power – muscular skeletal injuries, death, drowning.</p>	All Onboard	<p>Trained and competent Controller vigilant of vessel.</p> <p>QHM provide daily shipping movements.</p> <p>Controllers aware of requirements to give way to vessels over 20 meters.</p> <p>Ferry Crew trained in TBTF Emergency Response Procedures by outside Maritime Agencies and inhouse training.</p> <p>Emergency procedures periodically practiced and reviewed.</p> <p>FLAG notified of all near misses</p>	5	1	H					
<p>Medical Emergency – General first aid emergency</p> <p>Potential of cross contamination from interaction with person carrying COVID-19.</p>	Staff Public Contractors	<p>Crew emergency first aid trained and First aid kits, AED's, Eye wash bottles available onboard.</p> <p>Depending on severity of patient, ferry will proceed to nearest slipway and Ambulance will be called.</p> <p>PA announcement requesting a Dr, Nurse or First aider to make themselves known to</p>	5	2	H					

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		crew. Revised first aid procedures in place to minimise risk of Covid-19 – refer to Covid003C								
Person-Over-Board	Staff Public Contractors	Barrier / railings throughout ferry. Crew trained in POB procedures; Controller trained in activating a GPS Marker. MAYDAY-VHF Channel 16 comms with Coastguard. Signage informing persons not to climb/sit on barriers. Searchlights, Lifebuoys, throwlines available. Crew/general public advised NOT to enter water to attempt rescue.	5	1	H					
Providing support to staff due to violence at work and anti-social behaviour Mental health issues broken bones, limb injury, cut and bruises	Staff Public Contractors	All staff receive customer service training to minimise the likelihood of confrontation, and possible harassment within the workplace. Staff can escalate issue to supervisors and controllers. Regular monitoring of staff wellbeing of staff working from home, their welfare, mental and physical health and personal security	3	2	M					

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		<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>Incident reporting process in place to record antisocial incidents</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>Guidance for staff when foot passengers not wearing face coverings</p>								
<p>Prow movements</p> <p>Person struck by moving prow or fall injury during unauthorised boarding or</p>	<p>Staff Public Contractors</p>	<p>All foot traffic, including staff, to wait at the top of the slipway until the incoming ferry is stationary with the prow down</p> <p>Controllers stop the ferry in deep water until pedestrians potentially at-risk retreat to a safe distance, staff to verbally communicate</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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disembarking		<p>with people on beach, ferry PA system can be used.</p> <p>Supervisor can leave tower to advise if needed.</p> <p>Passengers not to board or disembark until advised by crew.</p> <p>Pedestrian gate locked before prow is raised to prevent passenger access on to prow.</p> <p>Crew not to release gate pin until prow is fully lowered.</p>								
<p>Security</p> <p>Unauthorised access to restricted areas of the ferry (Control cab, engine room, etc) – Potential to cause damage to property or activation of dangerous equipment causing death or serious injury</p>	<p>Staff Public Contractors</p>	<p>Access lock fitted to engine room, crew cabin and cleaner’s cupboard</p> <p>Warning signs in place to inform passengers of Staff access only.</p> <p>Contractor induction advising of restricted areas.</p>	5	2	H	<p>Consider fitting locks to prevent access to control cab.</p>	5	1	H	<p>Ferry Operations</p>

Risk Rating Table

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