

Risk Assessment Title: COVID-19 Toll Collection			
Line Manager name: Mark Meredith		Line Manager signature: <i>M Meredith</i>	Assessment No: COVID 002
Date: 5 Jan 2021	Activity: Toll Collection Location: Toll Plaza – Tamar Bridge	Assessed by: M E Houghton Title: Bridge Operations Manager Signature: <i>M E Houghton</i>	Review date: As per government guidelines change
Notes: Risk assessment covering toll collection operations at the Tamar Bridge Refer to COVID RA for Bridge Offices COVID 001			

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
Collection of tolls Transmission of COVID-19 through personal interaction with others whilst collecting tolls	Staff Customers Contractors	Covid-19 Secure bridge tolling precautions SSOW includes total hygiene procedure, the use of social distancing tools, temporary and permeant polycarbonate screening, booth floor marking, max of one-person occupancy and alignment of booth windows to minimise direct interaction with customer Controlled access to Toll Plaza by authorised personnel only and electronic security key access No more than 1 person in a booth at one time Zoning in Booth areas to identify, reinforce 2 m distancing Limit communication with customer to minimise duration of exposure. Contactless card payments available to minimise handling of cash in lanes 1,2 3, 4, 5 and 6	5	1	H					

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		<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 and Ops staff, the customer will be given contact information via social distancing tool to facilitate payment post transaction via telephone.</p> <p>Polycarbonate screening positioned in all booth collector / customer aperture interface.</p> <p>Modification to all toll booths to allow cash transactions that support social distancing – fast cash letterbox</p> <p>Cash will be managed via the use of social distancing tool, maintaining 2m distance, supported by physical road signs and media press release to encourage customers to have the correct cash. Toll Service provider conducted RA on social distance tool now an approved permanent method for cash collection</p> <p>All used PPE will be disposed of into rubbish bins and emptied on a regular basis.</p> <p>Cleaning hands before fitting and after removal of PPE is essential at all times.</p>								

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		<p>Where 2 m distancing cannot be enforced; limit duration time, ensure use of PPE; correct fit face visor, correct size nitrile gloves and/or face covering as per Covid-19 Secure Toll Collection SSOW</p> <p>Covid-19 Secure SSOW to facilitate relief breaks allowing for 2 m distancing and cleaning of workstation at start of each shift</p> <p>Media campaign to inform and raise customer awareness of new tolling process and minimise cash / change transactions</p> <p>Additional physical roadside signage to request correct cash payment available on approaches to toll plaza</p> <p>Additional and current HM Government informative displays</p> <p>Raising profile and displaying information relating to cleaning schedules and cleaning activities</p> <p>Information sharing with contractors, consultation relating to Covid-19 Secure SSOW.</p> <p>Confirmation from returning outsourced staff of awareness to current HM Gov advice, return to work should occur prior to any operational start up to allow for cascading of control measures / training.</p> <p>Ensure positive pressure operation within</p>								

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		<p>Booth</p> <p><u>Face coverings</u> Public Health England (PHE) recommends trying to keep 2 metre way from people, or 1 metre with a face covering or other precautions.</p> <p>The key thing is to not be too close to other people for more than a short amount of time, as much as you can.</p> <p>When working in this close proximity of others, consider the following:</p> <ol style="list-style-type: none"> 1. Increase hand washing frequency 2. Adopt a back to back and/or side to side working regime and not face to face 3. Keep the activity as brief as possible <p>If staff choose to wear a face covering, Tamar Crossings will support these groups to use them safely. Staff are encouraged to wash their hands before fitting and after removing.</p> <p>Face Coverings 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>Anyone who shows symptoms of Covid-19 are to notify their line manager, remove themselves from the workplace and self-isolate.</p> <p>COVID testing can be arranged through Tamar Crossings as a key worker, or employees can arrange testing themselves through the UK Gov website or the new NHS COVID app</p> <p>Guidance is available from HSE Team and Line Managers</p> <p>Thermometers are available for individual temperature checks if required(toll collecting staff and employees only) Clean before and after use, disposable caps available.</p> <p>Staff receive regular government updates through GM messages and Line Managers.</p>								
<p>Collection of tolls</p> <p>Potential for risk transmission from work activities operation of equipment, Toll Booth infrastructure</p>	<p>Staff Customers Contractors</p>	<p>Any tag passed over is to be sanitised before handing back to the customer.</p> <p>Additional and current HM Government informative displays</p> <p>Regularly wash hands in line with Government guidelines and Tamar Crossing instruction. Where operational demands permit allow additional breaks and opportunities to wash hands</p> <p>Raising profile and displaying information</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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		<p>relating to cleaning schedules and cleaning activities</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>One person at a time in the counting area. All touch points to be cleaned before and after use. Max of one occupancy signs posted.</p> <p>Toll Booths and other associated equipment (radios, keys, etc) are to be wiped down before, during and after use.</p> <p>Provision of Hand sanitiser, antiviral disinfectant spray and wipes in each Toll Booth</p> <p>Display additional reminders to maintain personal hygiene standards.</p> <p>Toll booth collectors are monitored to ensure they adhere to SSOW.</p>								
<p>Managing Traffic Arrangements</p> <p>Broken down vehicle Vehicle fire, Fuel/fluid leak. Obstruction. Burns. Congestion.</p>	<p>Staff Customers Contractors</p>	<p>Onsite recovery vehicle available which follow Covid-19 Secure SSOW</p> <p>Firefighting equipment and spills equipment provided at toll plaza</p> <p>Operational updates posted onto social media sites informing of any negative impact on operational service delivery.</p>	2	1	L					

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		<p>Operational updates posted on Tamar Crossings website</p> <p>Internal and external communication with staff (incl ferry 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 of Lane availability for emergency vehicle use – authorised by Bridge Supervisor</p> <p>Media campaign to inform and raise customer awareness to Covid-19 Secure SSOW, e.g. minimise cash / change transactions. Help us to Help you</p> <p>Additional physical roadside signage to request correct cash payment available on approaches to toll plaza</p>								
<p>Providing Support to staff due to violence at work and anti-social behaviour</p> <p>Mental health issues broken bones, limb injury, cut and bruises</p>	<p>Staff Customers Contractors</p>	<p>Staff can escalate issue to supervisors.</p> <p>Regular 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>	3	2	M					

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		<p>Regular contact between Line Managers and staff to discuss incidents.</p> <p>Incident reporting process in place to record antisocial incidents</p> <p>Additional physical roadside signage to request correct cash payment available on approaches to toll plaza and inform of no card payment facility (Lane 2)</p> <p>Media campaign to inform and raise customer awareness to minimise cash / change transactions</p>								
<p>Providing Support to staff in the workplace</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 of control measures and working practices</p> <p>Any concerns over changes to control measures and working practices to be directed at your Line Manager or HSE Team in the first instance</p>	3	2	M					
<p>Social distancing Tools</p> <p>Upper body, limb and hand injuries from repetitive action, snagging in vehicles presenting toll</p>	Contractors	<p>Adherence to Covid-19 Secure SSOW Supported by guidance and training</p> <p>Social distance tools now permanent</p>	3	2	M					

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Fast cash letterbox Upper body, limb and hand injuries from repetitive action	Contractors	Adherence to Covid-19 Secure SSOW Supported by guidance and training	2	1	L					
Contactless card payment HGV vehicles	Contractors	Adherence to Covid-19 Secure SSOW Supported by guidance and training	2	1	L					
Provision of PPE Not sustainable, due to consumption rates outstripping supply, resulting in Covid-19 Secure breach resulting in potential toll cessation and Organisation fiscal stability	Collecting Staff, service users, Organisation operability and reputation	Identified suppliers, stock piling supported by inventory and secure PPE storage Continue to locate PPE stock and potential new suppliers. Consumption rates to be calculated on commencement of operation Manage PPE stock by inventory system and controlled issue	5	1	5					

Risk Assessment Briefing Record

Briefing delivered by:

Position:

Date:

We (the undersigned) have read and understood the attached Risk Assessments for the activity and will comply with the specified requirements and associated risk assessments. If the work activity changes or deviates from that originally envisaged, we will seek further advice and request amendments to any risk assessments where appropriate.

Name (Print)	Signature	Date

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)
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