


Risk Assessment Title: Revised Collecting of Tolls & Traffic Management – COVID-19 Ferry			
Line Manager name: S A Jones (Operations Manager)		Line Manager signature: 	Assessment No: COVID 008
Date: 1 Oct 2020	Activity: Toll collecting Ferry Location: Ferry and associated working areas	Assessed by: Mike Bright & Wayne Weaving Title: Supervisor & Crew Trainer Signature: M A Bright – W Weaving	Review date: As and when government guidelines change or at the discretion of management Date of last review: 13 Nov 20
Notes: Risk assessment covering embarkation/disembarkation, loading and unloading of vehicles and onboard toll collection operations. This includes Torpoint Ferry COVID mitigation. Refer to COVID RA 006 Ferry Offices, COVID RA 010 Ferry Control Towers and SSOW 008a Ferry Collection and Traffic Management			

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Managing Toll Collecting on a Ferry 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 (Single file approach). All tolls will be collected wearing the following PPE; nitrile gloves, face covering and/or visor. All used PPE will be disposed of in general rubbish bins, which will be emptied on a regular basis.	5	1	H					

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		<p><u>On each occasion PPE is required, hands must be cleaned and/or sanitised prior to fitting and directly after removal.</u></p> <p>Collectors are to approach vehicles positioning themselves slightly to one side of the vehicle practicing social distancing and avoiding direct face to face contact where at all practical.</p> <p>Limit communication with customer to minimise duration of exposure.</p> <p>Collectors will use a handheld coin receptacle to minimise physical contact with customers.</p> <p>Tags should be scanned through closed windows. Where this is not achievable customers should present the Tag (barcode facing out to the closed driver's window) and scanned using the barcode reader. The same method should be used for scanning smart cards..</p> <p>Information for debit note transactions are input on the PDA and the only physical interaction with the customer should be handing over the printed receipt practising best social distancing. Exempt vehicles will be recorded, and receipts retained by the collector.</p> <p>Further details in SSOW 008a</p>								

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		<p>Additional physical roadside signage has been established on approach to the ferry requesting correct money where cash transactions are required.</p> <p>Motorcycles (Class 1) will have tolls collected from Devonport side while in transit. Motorcyclists are requested to place their toll on the saddle/seat where possible and step back from the vehicle during collection.</p> <p>Face coverings</p> <p>Face coverings include PPE masks, visors or functional garments or equipment designed to cover both the mouth and nose.</p> <p>Face coverings are mandatory for foot passengers in enclosed lounge facilities and the upper deck (unless exempt under government guidelines).</p> <p>Drivers, vehicle passengers, motorcyclists and cyclists are exempt from wearing face coverings on the vehicle deck but are expected to social distance if outside an enclosed vehicle on the vehicle deck. They are required to follow foot passenger's guidance if entering the passenger lounge facilities or upper deck,</p>								

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		<p>Passenger signage is displayed on slipways and at all entrances to the passenger lounges reminding them of face covering requirements.</p> <p>Staff are briefed and responsible for policing passenger social distancing and face covering requirements on respective ferries.</p> <p>If employees choose to wear a face covering outside of mandated face covering areas Tamar Crossings will encourage those personnel to use them correctly.</p> <p>All face coverings worn by staff and customers should be checked regularly to ensure correct fitting.</p> <p>Some face coverings will become damp and after touching and may be ineffective over a short period. In these circumstances face coverings should be replaced.</p> <p>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 close proximity of others, consider the following:</p>								

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		<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>Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and throw the tissue away straight away</p> <p>Anyone who shows symptoms of Covid-19 must notify their line manager, remove themselves from the workplace and self-isolate.</p> <p>COVID testing can be arranged through Tamar Crossings. Guidance is available from HSE Team and Line Managers</p> <p>As key workers, employees can arrange testing themselves through the UK Gov website or the new NHS COVID app. To facilitate track & trace, all staff are encouraged to download the NHS COVID App</p> <p>Thermometers are available for individual employee temperature checks via the Torpoint Tower and Operations Manager. Sanitise before and after use. Disposable probe caps must be discarded in the general rubbish directly after each use. A stock of spare caps are held by the Operations Manager if required. Thermometers must be sanitised before and after use. Gloves</p>								

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		<p>must be donned by those personnel using thermometers and prior to operations</p> <p>Regular media campaign updates are posted to inform and raise customer awareness of COVID mitigation processes and requirements including minimising cash transactions and the need for collectors to return change.</p> <p>Ferries employing an automated PA announcement with Covid-19 advice and guidance for all passengers.</p> <p>Staff are provided with training and instruction on new tolling procedure and use of equipment.</p>								
<p>Managing Toll Collecting on a Ferry</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 sanitised before, during and after use. See SSOW 008a.</p> <p>Collectors are to retain their designated set of tolling equipment throughout the shift and sanitise regularly throughout the shift.</p> <p>During cashing up procedures all equipment used including the cash counting machine, counting</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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		<p>office desk, touch points and PC must be sanitised by the respective user. Refer to Covid RA 006.</p> <p>Floats will be collected as normal following the maximum occupancy rules for Torpoint Tower with one person at a time incorporating social distancing. Refer to COVID RA 010. (Gloves are available in the entrance of Torpoint tower if staff wish to use when collecting floats).</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 crew members.</p>								
<p>Struck by moving traffic</p> <p>Fatality, broken bones, crush injury, limb injury, cuts and bruises</p>	<p>Staff Customers</p>	<p>Intermittent PA announcements will be broadcast as necessary by ferry controllers to support existing signage: reminding passengers not to enter or move around on the vehicle deck until all vehicles are stationary and the ferry is underway.</p> <p>Speed limit signage is strategic placed to inform maximum speed limits when transiting from lanes to slipway and whilst manoeuvring on the vehicle deck of the ferry (20 mph and 5mph respectively).</p> <p>Vehicle queuing lanes have clearly identified road markings with corresponding overhead traffic lights to safely control the movement of traffic from lanes to ferry slipways for embarkation.</p>	<p>5</p>	<p>1</p>	<p>H</p>					

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		<p>Ferry staff are trained to assist in the directing and marshalling of traffic and at a safe distance.</p> <p>Shift supervisors, collectors (nominated as the loader/unloader) & ferry controllers are to maintain coordinated communication via UHF/VHF radio to monitor and control traffic flow ensuring safe and efficient embarkation and disembarkation of pedestrians and vehicles in all operational areas.</p> <p>Clean and serviceable hi-visibility issued uniform must be worn by all staff operating in traffic-controlled areas. Staff coordinating and marshalling the movement of vehicles are to either wear a long sleeve shirt, fleece, jacket or waterproof. If weather conditions or tasked activity dictates otherwise short sleeved high visibility uniform maybe worn but high visibility gloves must also be worn where the task involves marshalling and directing traffic.. All staff marshalling and directing traffic must maintain communication via UHF radio with the Ferry Controller or where operating on slipways and lanes with the respective tower supervisor</p> <p>Only essential staff are to be positioned on the vehicle deck or queuing lanes when carrying out loading and unloading operations.</p>								

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		<p>Staff are trained to stay vigilante when moving amongst traffic & should only be working within the safe coned off areas.</p> <p>Annual assessments are carried out by line managers and crew trainers to ensure competency.</p> <p>Established pedestrian crossing areas on highway to manage public access for foot passengers and members of the public during traffic movement.</p> <p>Emergency services to inform towers of arriving blue light vehicles.</p>								
<p>Managing Traffic Arrangements</p> <p>Transmission of COVID-19 through providing assistance to drivers and passengers</p> <p>Broken down vehicle vehicle fire, fuel/fluid leak.</p>	<p>Staff Customers</p>	<p>Staff to wear nitrile gloves when touching passenger vehicles</p> <p>Jump starting packs are available and staff trained to operate.</p> <p>Driver and occupants to stay in vehicle while starting attempt is made.</p> <p>A list of breakdown company contacts is available from control towers.</p> <p>Firefighting equipment and spillage kits are available on the ferries.</p>	<p>3</p>	<p>2</p>	<p>L</p>					

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obstructions/accidents, congestion.		<p>All staff trained in the use of firefighting and spill equipment.</p> <p>Service and schedule updates are posted on social media sites, Tamar Crossings website and local road network variable message signs informing of any negative impact on operational delivery.</p> <p>Internal and external communication with staff (incl bridge site) service users, HE and other stakeholders / emergency services</p> <p>Prioritisation given to emergency vehicles on blue lights.</p> <p>Scheduled public transport services are provided second line priority.</p>								
<p>Providing Support to staff due to violence at work and anti-social behaviour</p> <p>Wellbeing/mental health issues, broken bones, limb injuries, cuts, abrasions and bruises</p>	Staff	<p>All staff receive customer service training to minimise the likelihood of confrontation and possible harassment within the workplace.</p> <p>Staff escalate challenging scenarios to ferry controllers or tower supervisors.</p> <p>Regularly monitoring the wellbeing of staff working from home, their welfare, mental and physical health and personal security</p>	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 services for all staff</p> <p>Regular contact between Line Managers and staff to discuss incidents.</p> <p>Incident reporting processes in place to record antisocial incidents/behaviour.</p> <p>Continued monitoring and Investigations being conducted by Operations 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>Providing Support to staff issues 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 staff updates about organisational strategies and operational matters as staff operating environments evolve.</p> <p>Regular communication with line managers</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 through line</p>	3	2	M					

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		managers, the Operations Manager or the HSE Team in the first instance								
Managing planning for Environmental Conditions Weather Cold Possible hypothermia. Cold from wet clothing. Weather Hot possible heat stroke, sunburn, dehydration	Staff	Crew showers, changing rooms, lockers uniform washing and drying facilities on site. Onboard welfare facilities. Staff Kitchen/Restroom Cold – Full wet and cold weather PPE issued. Line managers to monitor individuals and work activity accordingly. Hot – Regular breaks with chilled water and sun block available. Trousers/ shorts, long sleeve/short sleeve shirts, and eye protection issued to protect from UV and heat related injury/discomfort.	2	3	L					
Managing Interaction with animals 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.	3	1	M					

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		Staff instructed to not put hands into vehicles to collect tolls								
Managing Manual Handling 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 PDA and barcode reader fitted with handle for ease of use.	2	1	L					
Managing Slips, trips and falls. 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					
Managing Air Pollution 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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Managing Noise Pollution 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					
Provision of PPE Sustainability	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					

COVID 008 Reviewed **13 Nov 20** Assessment Briefing Record

Briefing delivered by: Ops Manager via email to all Ferry Operations Staff. Crew line managers are to ensure all crew have read the attached and signed below. Consolidated Crew briefing sheets are to be returned to the Rota Manager at the earliest opportunity.

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)

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