



Excellence in Community Transport - Established 1991

Woking Community Transport

Risk assessment - risk for an office-based staff and visitors, drivers, and passenger assistants

Company name: Woking Community Transport

Assessment carried out by: G Padfield-Wilkins

Date of next review: 10th December 2020

Date assessment was carried out: 10th June 2020

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Visitors to your premises • Cleaners • Contractors • Drivers/Passenger Assistants • Vulnerable groups – Elderly, Pregnant 	Hand Washing <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. • Stringent hand washing taking place. • See hand washing guidance posters • Drying of hands with 	Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, and Kill	All Staff, Managers to monitor and remind staff, visitors etc.	10/06/20	10/06/20



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	<p>workers, those with existing underlying health conditions</p> <ul style="list-style-type: none"> • Anyone else who physically comes in contact with you in relation to our services 	<p>disposable paper towels, or automatic hand dryers</p> <ul style="list-style-type: none"> • Staff encouraged to protect the skin by applying emollient cream regularly • Gel sanitisers at entrance to building and in any area where washing facilities not readily available, vehicles etc. <p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area/kitchen using appropriate cleaning products and methods.</p>	<p>it, and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme./skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.publichealth.hscni.net/news/covid-19-coronavirus</p> <p>Posters, leaflets and other materials are displayed</p>	<p>Managers</p> <p>All Staff, Managers to monitor and remind staff, visitors etc.</p> <p>General Manager</p>	<p>10/06/20</p> <p>10/06/20</p> <p>12/06/20</p>	<p>10/06/20</p> <p>10/06/20</p>



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		<p>Social Distancing Social Distancing-Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency, 2 metre floor markers applied.</p>	<p>throughout the office space and on vehicles.</p> <p>Rigorous checks will be carried out by Managers to ensure that the necessary procedures are being followed. Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p>	<p>All Staff, Managers to monitor and remind staff, visitors etc.</p>	<p>10/06/20</p>	<p>10/06/20</p>
			<p>Management checks to ensure this is adhered to.</p>	<p>General Manager</p>	<p>10/06/20</p>	<p>10/06/20</p>
			<p>Assessments on vehicle type focusing on suitable distancing and the number of people travelling on each vehicle will be carried out.</p>	<p>Transport Manager</p>	<p>10/06/20</p>	<p>10/06/20</p>
		<p>Taking steps to review work schedules including start &</p>	<p>Office Team Working to be</p>	<p>General</p>	<p>Awaiting</p>	



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		<p>finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff.</p> <p>Wearing of Gloves Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of</p>	<p>introduced (alternate weeks working from home/office) in order to reduce the number of staff working from the office each week.</p> <p>Maximum numbers permitted within each room – see posters at entrances to all areas.</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand</p>	<p>Manager</p> <p>All Staff, Managers to monitor and remind staff, visitors etc.</p> <p>Managers</p>	<p>UK.Gov advice.</p> <p>10/06/20</p> <p>10/06/20</p>	<p>10/06/20</p> <p>10/06/20</p>



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		<p>these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>Vehicle cleaning It is important to maintain clean vehicles to prevent the spread of Covid-19.</p> <p>PPE Public Health guidance on</p>	<p>washing.</p> <p>Vehicles surfaces which passengers have come into contact with, should be wiped down/sprayed at appropriate times throughout the day i.e. after morning/afternoon run etc. A deep clean of the vehicle should be conducted at WCT Service Station once a week.</p> <p>Internal communication channels and cascading of</p>	<p>All Staff, Managers to monitor and remind staff.</p> <p>All Staff, Managers to</p>	<p>10/06/20</p> <p>10/06/20</p>	<p>10/06/20</p>



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		<p>the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours</p> <p>Where PPE is a requirement for risks associated with the work undertaken all necessary PPE will be provided.</p>	<p>messages through Managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Masks, gloves, aprons, gel and wipes are all available. Vehicle cleaning material is also available from the office.</p>	<p>monitor and remind staff.</p> <p>Transport Manager</p>	<p>10/06/20</p>	<p>10/06/20</p>
		<p>Symptoms of Covid-19 If anyone becomes unwell</p>	<p>Managers will offer support to staff who are affected by Coronavirus or has a family</p>	<p>All Managers</p>	<p>10/06/20</p>	



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		<p>with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of WCT will contact the Public Health Authority to discuss the case, identify people who have been in</p>	member affected.	General Manager	10/06/20	<p>10/06/20</p> <p>10/06/20</p>



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		<p>contact with them and will take advice on any actions or precautions that should be taken.</p> <p>Drivers Procedures in place for Drivers to ensure adequate welfare facilities available during their work, toilet locations throughout Surrey and within the office space are made available.</p> <p>Mental Health Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p>	<p>Communicate with Local Authorities, and customers (Surrey Choices, NHS) to ensure welfare facilities will be available to our drivers. Allowing drivers and passenger assistant's adequate breaks to avail of proper welfare facilities.</p> <p>Regular communication of mental health information and open door policy for those who need additional support.</p>	<p>Transport Manager</p> <p>All Managers</p>	<p>10/06/20</p> <p>10/06/20</p>	<p>10/06/20</p> <p>10/06/20</p>



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Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages	<ul style="list-style-type: none"> • General good housekeeping. • All areas well lit, including stairs. No trailing leads or cables. • Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately. • Offices cleaned every evening 	<p>Better housekeeping in Staff kitchen needed, e.g. on spills.</p> <p>Better housekeeping required around desk areas</p> <p>Excess seating to be put in outside store.</p>	<p>All staff, Monitor</p> <p>Managers</p> <p>Managers</p> <p>All Staff</p>	<p>15/06/20</p> <p>15/06/20</p> <p>10/06/20</p>	10/06/20
Display screen equipment	Staff risk posture problems and pain, discomfort or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments.	<ul style="list-style-type: none"> • DSE training and assessments of workstation carried out by all new starters. Actions carried out a.s.a.p. • Reassessment to be carried out at any change to work feature, e.g. equipment, furniture or the work environment such as 	<p>Managers to monitor to ensure staff continue to get breaks away from the computer.</p> <p>Check that identified actions from self-assessments are followed up ASAP.</p> <p>Tell staff that they are to</p>	<p>All staff, Monitor</p> <p>Managers</p> <p>Managers</p>	<p>10/06/20</p> <p>15/06/20</p>	10/06/20



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	<p>Headaches or sore eyes can also occur, e.g. if the lighting is poor.</p>	<p>lighting.</p> <ul style="list-style-type: none"> • Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen. • Shared workstations are assessed for all users. • Work planned to include regular breaks or change of activity. • Lighting and temperature suitably controlled. • Adjustable blinds at window to control natural light on screen • Noise levels controlled. • Eye tests provided when needed, WCT to pay for basic spectacles specific for regular users of visual displays. • Laptop users trained to 	<p>inform their manager of any pain they have that may be linked to computer use.</p> <p>Remind laptop users to carry out regular DSE assessment to avoid problems and identify any issues.</p>	<p>Managers</p>	<p>15/06/20</p> <p>15/06/20</p>	



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		carry out own DSE assessment for use away from office. When used at office, laptop should be used with docking station, screen, keyboard and mouse.				
Working at height Filing on top shelves, putting up decorations etc.	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> • Staff are to only use appropriate stepladder, and most not stand on a chair to file on high shelves, put up decorations etc. • Internal windows cleaned by contractor using a stepladder. 	Monitor staff, and remind of correct protocol.	All staff	10/06/20	10/06/20
Stress	All staff could be affected by factors such as lack of job control, bullying, not knowing their	<ul style="list-style-type: none"> • Staff understand what their duties and responsibilities are. • Staff can talk to a manager or Director, if they are feeling unwell or 	Remind staff they can speak confidentially to their manager or WCT Director if they are feeling unwell or ill at ease because of work.	All Managers	15/06/20	



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	role etc.	<p>ill at ease about things at work.</p> <ul style="list-style-type: none"> • 'No bullying' policy. 				
Electrical	<p>Staff could get electrical shocks or burns from using faulty electrical equipment.</p> <p>Electrical faults can also lead to fires</p>	<ul style="list-style-type: none"> • Staff trained to spot and report (to office administrator) any defective plugs, discoloured sockets or damaged cable/equipment. • Defective equipment taken out of use safely and promptly replaced. • Staff told not to bring in their own appliances, toasters, fans etc. 	<ul style="list-style-type: none"> • Ask landlord when the next electrical installation safety check is due. • Confirm the system with landlord for making safe any damage to building installation electrics, e.g. broken light switches or sockets. 	General Manager	15/06/20	
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> • Working with landlord, fire risk assessment done, see www.fire.gov.uk/workplace+safety/ • Ensure necessary action 	Ensure the actions identified as necessary by the fire risk assessment are done.	Fire safety advisor General Manager	15/06/20	



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		taken.				
Lone working	Staff could suffer injury or ill health while out of the office, e.g. visiting the garage, or vehicle parking locations while working alone in the from the office.	<ul style="list-style-type: none"> • Staff to inform a manager of any planned visits and give a contact number. • Staff not returning to the office after a visit inform a manager to report this. • Security - staff check all areas, including toilets, before locking up at night. 	Whereabouts of staff 'out of the office' to be monitored by office based staff.	All Managers	10/06/20	10/06/20