RISK ASSESSMENT / METHOD STATEMENT (RAMS)
(Covid-19)

RAMS Title:	**Coronavirus (COVID – 19) Risk Assessment Operators – Drivers visiting other locations**	**Revision No:**	**MBHS- HARP Safety Manual**
Location of Works:	**Delivering and Collecting Donated Goods / Shops Decodes**	**Start Date**	**06/07/2020**
Scope & Description of Works:	**To apply task-specific risk assessments in support of controlling and preventing the spread of COVID-19. This must be read in conjunction with "Coronavirus (COVID-19) Company Guidance – Enhanced Measures, and the Government's recommendations on social distancing**		

Likelihood Rating Key		Severity Rating Key	
5	**Frequent** (1 or more per week)	5	Multiple or Single Fatality or Collapse of Structure
4	**Probable** (1 per month)	4	Major Injury or Major Damage to Property
3	**Occasional** (1 per year)	3	Reportable Lost Time Injury or Significant Damage to Property
2	**Remote** (1 in 10 years	2	Other Lost Time Injury or Damage to Property
1	**Improbable** (1 in 100 years)	1	Minor Injury

Likelihood Rating

Severity Rating	5	4	3	2	1
5	25	20	15	10	5
4	20	16	12	8	4
3	15	12	9	6	3
2	10	8	6	4	2
1	5	4	3	2	1

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Residual Risk Rating Matrix Key	
15-25 High (H)	Unacceptable level of risk. Risk level Must be reduced, Operations **WIL NOT** proceed until the level of risk is reduced to an acceptable level. Requirement for the works needs to be reviewed and alternative methodologies investigated where risk cannot be reduced to an acceptable l evel.
5-14 Medium (M)	Risks acceptable where principles of prevention have been applied and control measures implemented to reduce risk so far as is reasonably practicable. Activity, operation or work screening the hazard & risk must be managed & supervised to ensure continued effectiveness and compliance with the control measures.
1-4 Low (L)	Acceptable level of risk. Risk associated with the hazard is considered to be of an acceptable level. Continual reviews to confirm hazards & risks remain adequately controlled.

Hazard Description	Person(s) At Risk	Potential Consequences	Initial Risk Rating			Control Measure(s)	Person(s) Responsible for Implementation & Monitoring	Residual Risk Rating		
			L	S	IRR			L	S	RRR
Spreading the coronavirus (COVID-19) When Driving HARP Vehicles Peugeot Partner van Luton Van	All personnel Drivers Van Assistants Volunteers Donors	Serious illness or death	**5**	**5**	**15**	HARP vehicle users have been made aware, any person showing symptoms of COVID 19 (cough or temperature) will be requested to leave premises and not drive any vehicles. HARP vehicle users have been made aware that any Person who is classified as a vulnerable person will not be permitted to drive any HARP vehicle. Persons who are in self-isolation or living with a vulnerable person will not be permitted to drive or accompany any HARP regular drivers. HARP vehicle users have been made aware, to follow Government guidance regarding self- isolation.	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

						https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches#shops-5-4 If a volunteer or staff member lives in a household or is in a support bubble where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance as should anyone advised to self-isolate as part of the Government's test and trace program.				
Coming into contact or spreading the coronavirus (COVID-19) When Driving HARP Vehicles	All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators **Guidance** *HARP Managers will follow the guidelines set out in the – Working safely during COVID19 in or from a delivery*	Serious illness or death	**5**	**5**	**25**	HARP vehicle users have been advised to wash their hands thoroughly for 20 seconds at every opportunity that presents itself. Drying of hands with paper towels where possible https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ HARP vehicle users have been made aware to avoid multi-contact points where noted at any premises – Charity Shops – Donors Locations – Inside the vehicles	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

Peugeot Partner van Luton Van	*vehicle - Guidance for employers and Vehicle users - 11 May 2020*					HARP vehicle users have been advised and to be aware to avoid large and small gatherings of people. HARP vehicle users have been made aware, once they enter any premises regardless of putting hand sanitiser on their hands or not, they must proceed to the bathroom to wash hands thoroughly for 20 seconds with soap and hot water. HARP vehicle users are aware that they should sit, at least 2 metres apart when eating food during a lunch break to ensure social distancing of at least 2 metres. It is advised that no food is to be consumed inside the van current guidelines advice to eat outside of the van, preferably in the open air to further reduce risk. HARP vehicle users are aware to have pre-prepared food and refillable drinking bottles with them, to avoid having to visit fast food takeaways and mixing with the general public. HARP staff and volunteers to stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc. HARP staff and volunteers are aware that the removal of tea towels and reusable towels or				

						other drying cloths that are used by multiple people is essential to minimise the spread of COVID-19.				
Coming into contact or spreading the coronavirus (COVID-19) When Driving HARP Vehicles Peugeot Partner van Luton Van **Guidance** *HARP Vehicle users have been made aware, when there are more than one person in the cab, to further reduce potential spread of any airborne particles during travel, to keep windows down and open to ensure a constant fresh air flow throughout the journey*	All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators Two Man Teams **Guidance** *People who work together in one vehicle should be in a fixed pairing as far as possible. As far as possible, where people are split into teams, fixing these teams so that where contact is unavoidable, this happens between the same people*	Serious illness or death	5	5	25	**Pre- Planning** The HARP van team are made aware to plan the schedules for collecting passengers for each journey and advise passengers to wash their hands or use sanitiser before they are picked up to reduce interaction and overlap between people. The HARP van team are aware to plan for goods and passengers to have pre-arranged pick-up points and times of collections agreed on a daily basis to reduce and/or avoid transmission of (COVID-19) HARP Mangers to set up, and keep together Two-Man Teams where lifting and collecting donations and to provide guidance and explanation on social distancing and hygiene to the team on a regular basis. HARP vehicle driver will carry an in-vehicle safety guide to use as a daily reminder to explain to passengers the safety features of the travel arrangements in place – example why the windows of the vehicle must be kept open when there are more than two people in the vehicle - wipes are provided to clean the door handles and multi contact points – persons in close proximity have to wear	Manager, Supervisors Drivers and Van assistants *HARP Vehicle users have been made aware, when there are more than one person in the cab, to further reduce potential spread of any airborne particles during travel, to keep windows down and open to ensure a constant fresh air flow throughout the journey*	**2**	**5**	**10**

						masks – Paper handkerchiefs to catch coughs and sneezes and safe disposal - when filing the vehicle at fuel pumps and cleaning vehicle keys and cleaning steering wheels regularly. Follow Catch It, Bin It, Kill It and to avoid touching face, eyes, nose or mouth with unclean hands. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/				
Coming into contact or spreading the coronavirus (COVID-19) When Driving HARP Vehicles Peugeot Partner van Ford Transit Connect Ford Transit Luton Van Pre – Planning	All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators **Guidance** *Identifying areas where people have to directly pass things to each other (such as job information, spare parts, samples, and find ways to remove direct*	Serious illness or death	**5**	**5**	**25**	**Pre- Planning** All/any equipment used by HARP vehicle users is subject to cleaning by the drivers, using substances and methods approved by the manager. HARP vehicle drivers have been made aware that when other premises – community centres – hostels – charity shops - there will be enhanced cleaning in place particularly in communal areas including - Taps and washing facilities -Toilet flush and Seats - Door handles and Hand rails, sanitised wipes are required before touching them HARP and volunteers issued with disposable cleaning wipes and antibacterial spray so that the most touched areas in-vehicle can be frequently cleaned throughout the day and	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

	contact between them					especially those that are shared such as steering wheel, radio, van phone, gear stick etc. HARP van team have been made aware that they must also help by keeping surfaces clean and virus free by tidying up any of their rubbish and washing their hands frequently and to adhere to the strict hand washing protocol that has been established in the premises HARP employees and volunteers have been made aware that when carrying heavy goods or equipment that requires a two man lift, they will follow the safe method of work in the employee Manual Handling Safe Method of Work and retaining sufficient quantities of hand sanitiser /wipes within vehicles to enable workers to clean hands				
Coming into contact or spreading the coronavirus (COVID-19) When Driving HARP Vehicles Peugeot Partner van Ford Transit Connect Ford Transit	All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators Two Man Teams	Serious illness or death	**5**	**5**	**25**	HARP vehicle drivers have been made aware to carry out a daily check of the vehicle prior to its use covering • Oil • Water • Power steering • Washer Fluid • Brake Fluid • Clutch Fluid • Tyres	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

Luton Van Drivers delivering Goods More than one person in the cab Taking and carrying heavy Equipment into customer premises Identifying Non – essential work Coming into contact with Multi Contact Points in the vehicles Coming into contact with Customers when making deliveries	**Guidance** *Check list to cover fluid levels including oil, engine coolant, brake fluid and screen-wash, brakes when first setting off. Brake lights. Check tyres have sufficient tread and are properly inflated.* All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators					• Wind Screen • Mirrors • Wipers • Horn • Body for new damage • Lights • Seat Belts • Interior is clean Displaying rules and advice on posters for safe travel for Covid 19 HARP vehicle drivers have been made aware of the procedure for exchanging documents. - Use of pens - Paper work - Use of electronic equipment - Switches - Steering Wheel – Door Handles – Dash Board - are aware to keep clean and to use antiseptic wipes on all contact points prior to setting off Van team to phone ahead 20 minutes prior to arrival this is a minimum time frame to enable householder to get the furniture outside if a collection and to prepare site if a delivery. During the call van team to ask if anyone in the household is self-isolating or displaying symptoms of Covid-19 coronavirus. If they are and it's a delivery this can still go ahead as it will be a contactless delivery	Manager, Supervisors Drivers and Van assistants			

						however if it is a collection we will not attend and this will need to be rebooked for 14 days' time. Upon arrival at a collection site if there is doubt over the health of the household by the van team then they are to use their judgement if they suspect household is symptomatic of Covid -19 then they are to leave immediately and the shop should rebook again for 14 days' time. Van team will be provided with mattress and sofa bags for collections of such items they are then to be quarantined for 72 hours before general sale can commence, the protective bags are to be kept on the items when for sale on the shop floor. Van team are not to enter customer's houses under any circumstances. Collections and deliveries will be up to the threshold of the property only. (Contactless so no signature is required on paperwork). Van team can enter customers/donors garages to deliver or collect items as long as it is open and no one else is inside when they enter. Van team to apply sense check risk assessment of the collection/delivery site upon arrival i.e. flats etc. and if can't be				

						completed safely (usual Health and safety rules still apply) to contact householder to explain options i.e. leave in communal area/outside or return to shop and re arrange for another date. In all instances shop to be informed at earliest opportunity.				
Coming into contact or spreading the coronavirus (COVID-19) When Driving HARP Vehicles Peugeot Partner van Ford Transit Connect Ford Transit Luton Van Use of PPE where appropriate - Providing PPE to protect the Vehicle users against health or safety risks at work, this will include where necessary items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and any PPE to protect against COVID-19 risks, that government guidelines advise, such as face	All personnel Drivers Van Assistants Passengers Service Users Volunteers Donators Two Man Teams **Guidance** *HARP Managers will follow the guidelines set out in the – Working safely during COVID19 in or from a delivery vehicle - Guidance for employers and Vehicle users - 11 May 2020*	**Infection of Covid 19** Serious illness or death	**5**	**5**	**25**	Providing PPE to protect the Vehicle users against health or safety risks at work, this will include where necessary items such as gloves, eye protection, high-visibility clothing, safety footwear and PPE (to protect against COVID-19 risks, that government guidelines advise, including face coverings, gloves and aprons where necessary. A fast shield must be worn at all times whilst on the van in public. Rubbish bags will be provided and will need to be left in loading area of van securely (not in cab) so that disposable gloves and masks can be safely disposed of after use. Bin bag is to be disposed of at end of day safely and securely it is not to be left in van overnight. Using simple, clear messaging to explain guidelines using images and clear language, with consideration of group's for which English may not be their first language.	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

masks and respiratory protective equipment.										
Risk of infection from donated stock	Van team - Have team have been made aware that PPE must be worn (gloves, masks) when collecting and handling donations, and hand cleansing with gel and where possible soap and water must follow contact with donations.	Serious illness or death	**5**	**5**	**25**	HARP employees and volunteers have been made aware that all donations must be stored in quarantine for a minimum of 72 hours (an additional 24 hours above the minimum government recommendation) in the designated area before they can be sorted through. New donations must be rotated on a daily basis (ie stage 3, stage 2, stage 1) once the donations reach stage 1 they can then be prepped for sorted ready for shop distribution. All staff must wear the correct PPE this includes gloves, masks, disposable aprons and face shields which are provided when sorted.	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**
Toilet and washing facilities for van team	Van team	Serious illness or death	**5**	**5**	**25**	HARP vehicle drivers have been made aware of the procedure in place for van team to ensure adequate toilet and washing facilities are available during their work. Shop staff and volunteers are to ensure adequate welfare facilities are in place at their stores. Van team to follow the stores' guidance in respect of their individual Covid-19 policies. If unsure van team to check with store staff upon arrival.	Manager, Supervisors Drivers and Van assistants	**2**	**5**	**10**

						https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm				
Risk of transmission during meetings and shop visits	Van team	Serious illness or death	**5**	**5**	**25**	HARP employees and volunteers have been made aware to ensure to adhere to social distancing when meeting in person. Only absolutely necessary participants should attend meetings in person and should maintain social distancing throughout. Setting shop staff up on Zoom conferencing (or similar) to reduce the number of meeting and shop visits by management.	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants – Volunteers – Van team	**2**	**5**	**10**
Negative impact on team mental health	Van team	Serious illness or death	**3**	**5**	**15**	HARP will promote mental health & wellbeing awareness to all staff during the coronavirus outbreak and will offer support via: Existing free and confidential counselling service that any staff can access. This has been well advertised and will continue to be so. Charity Shops Manager to take an active role in checking on staff welfare at least once per week for all employees Reference – https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/	Charity Shop Manager – Senior Assistant Managers – Assistant Managers – Shop Assistants – Volunteers – Van team	**2**	**5**	**10**

HARP Southend's Homeless Charity	**RISK ASSESSMENT / METHOD STATEMENT (RAMS)** **(Covid-19)**

EMERGENCY ARRANGEMENTS What are the specific arrangements required in the event of an emergency?
· In the event of an emergency, the customer's premises emergency procedures are to be followed. · In the event of injuries and near misses, the Customers premises manager should be informed initially and first aid provided by a qualified first aid provider · In case of fire, the alarm is to be raised immediately and proceed to the customers premises muster points
Risk Assessment / Method Statement Acknowledgement **The following HARP Vehicle users have read this risk assessment / method statement.** **Their signatures are confirmation that they have read and understood all which is within its contents.**

Simple steps to follow

1. If you feel unwell you must not come to work and self-isolate as per government guidelines
2. Those who are deemed to be extremely vulnerable to COVID 19 according to government guidance will have received a letter, this will also involve the direct household that you live in… you must also stay at home as per government guidelines
3. Wash your hands regularly and always wear protective gloves "mandatory"
4. Follow the sanitation station guidelines
5. Wherever possible you should travel to work alone using your own transport unless you are with a family member that lives in the same household
6. Always use practical common sense
7. Housekeeping must be kept at 100% - keep bins empty – keep your, tools – workstations – hand scanners – keyboards – keep pads – door handles – banisters, disinfected regularly…
8. Keep yourself safe as well as everybody else around you…
9. Vehicle users are instructed to use a tissue to cover their nose and mouth when coughing or sneezing, and then dispose of it as soon as possible.

Name	Signature	Date