Risk Assessment: Impact on employees associated with delivering operational services for Surface Transport during the Coronavirus pandemic

Directorate:	Surface Transport	Review Date:	31st January 2022
Responsible Person:	Gareth Powell – Managing Director for Surface Transport	Assessed By:	James Richards – Head of SHE for Surface Transport
Residual Risk	Medium	Reference:	TBC STRA0555

No	Hazard	Activity / plant / Material	Persons that could be harmed	Existing Controls	Severity	Likelihood	Rating	Proposed Actions	Completion Date
This risk assessment assesses the generic health risk from Covid-19 to our operational/customer facing and maintenance staff, while carrying out their duties. The assessment covers workplaces for TfL employees, and where a task cannot be performed from home. This risk assessment and mitigation actions put plans in place to manage risks for TfL staff, as well as contractors, where applicable. This risk assessment doesn't dictate how our concessionaires/franchises will respond, although can be used to ensure comparable arrangements are in place. **The risk assessment considers and implements the Public Health England guidance. The overarching principles of robust personal hygiene, adequate ventilation, encouraging of face coverings, and isolating when unwell should be followed.** **This risk assessment must be read in conjunction with existing risk assessments, including those for responding to ill persons during the COVID-19 pandemic.**									
1	**Exposure to COVID- leading to illness** This includes the risk associated with more transmissible strains of the virus.	Carrying out general work activities	TfL staff	• Following Public Health England advice and updating guidance as appropriate • Adhering to Department for Transport guidance to transport operators • Physical separation where possible to remain under review • Not attending work if experiencing symptoms • Coronavirus testing made available to staff • Rosters reviewed to manage number of staff on duty • Increased cleaning in place including regular 'touch points' using an anti-viral/anti-bacterial disinfectant • Emergency cleaning response arrangements for reported COVID-19 cases.	2	1	2	Ongoing updated Government guidance to Surface Transport employees which sets out the relevant control measures (in line with PHE guidance): 1. Ensure hands are regularly washed 2. Self-isolate in line with government guidance.	

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				• Additional staff areas opened up (e.g. training rooms, meeting rooms) to provide additional space where possible • Ensuring hand washing facilities available • Hand sanitiser (minimum 60% alcohol) being supplied for staff • Hand washing guidance posters in restrooms • Mayoral instruction issued to the public to wear face coverings when using public transport • Type IIR face masks have been issued to staff to wear for some work activities, or by choice at any time. • Face visors have been issued to staff to wear for some work activities, or by choice at any time. • Face visors included in First Aid kits • Guidance on use and disposal of face masks issued • Guidance issued to managers and staff including on dealing with ill customers, and colleagues displaying symptoms • Travel Demand Management plans aimed at managing the time and volume of customer demand • Remote monitoring of network for congestion				3. Catch coughs or sneezes into a tissue, or the crook of your elbow Separate risk assessment available for staff responding to ill persons (RA1/ST/COVID-19/staff) - COVID testing before coming to work	

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				• Deployment of BTP & CPOS staff to advise/reinforce wearing of face coverings on public transport • Conference calls to share latest operational intelligence • Close collaboration between modes at interchange locations • Hand sanitiser (minimum 60% alcohol) being made available for passengers at stations • Management support • Organisational support e.g. Human Resources and Health & Wellbeing COVID-19 phonelines and email • Separate, robust risk management process for vulnerable and clinically extremely vulnerable staff • Strong encouragement/advice from senior leaders and management for all our people to wear face masks in crowded places Increased cleaning and hand washing facilities, including implementing two types of antiviral cleaners • COVID Assurance App					

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2	**TfL staff with pre-existing medical conditions / considered to be CEV/ vulnerable, exposure to COVID-19** This includes the risk associated with more transmissible strains of the virus.	Carrying out general work activities	TfL staff with underlying conditions	• Following Public Health England advice and updating guidance as appropriate. • Staff previously identified as CEV to work through the risk management process in conjunction with medical support, internal OH support and Line Management guidance. • Coronavirus testing made available to staff • Increased cleaning in place across the network including use of an anti-viral/anti-bacterial disinfectant. • Hand sanitisers (minimum 60% alcohol) have been issued to staff • Hand washing facilities available • Strong encouragement/advice from senior leaders and management for all our people to wear face masks in crowded places • Increased cleaning and hand washing facilities, including implementing two types of antiviral cleaners • Hand washing guidance posters in restrooms • Emergency cleaning response arrangements for reported COVID-19 cases. • Type IIR face masks issued to staff to wear for some work activities, or by choice at any time. • Face visors have been issued to staff to wear for some work activities, or by choice at any	3	1	3	As for hazard #1.	

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				time. • Face visors included in First Aid kits • Guidance on use and disposal of face masks issued • Guidance issued to managers and staff including on dealing with ill customers, or colleagues displaying symptoms • Travel Demand Management plans aimed at managing the time and volume of customer demand • Management support • Organisational support e.g. Human Resources and Health & Wellbeing COVID-19 phonelines and email • COVID Assurance App					
3	**Psychological stress associated with concerns of COVID-19.** This includes the risk associated with more transmissible	Concern about carrying out normal activities	TfL Staff	• Organisational support e.g. Human Resources and Health & Wellbeing COVID-19 phonelines and email • Management support • Smiling Mind App • Regularly reviewing guidance/controls • Enhanced cleaning in place across the network including use of an anti-viral/anti-bacterial	2	3	6	Ongoing Comms promoting support to staff through TfL Employee Assistance Programme The TfL Employee Assistance Programme	

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	strains of the virus.			disinfectant • Hand washing facilities available and additional hand sanitiser issued (minimum 60% alcohol) • Hand washing guidance posters in restrooms • Mayoral instruction issued to the public to wear face coverings when using public transport • Type IIR face masks issued to staff to wear for some work activities, or by choice at any time. • Face visors have been issued to staff to wear for some work activities, or by choice at any time. • Face visors included in First Aid kits • Guidance on use and disposal of face masks issued • Guidance regularly issued to managers and staff including on dealing with ill customers, colleagues displaying symptoms • Coronavirus testing made available to staff • Customer communications on only travelling if necessary and spreading out – these include posters and PAs • Travel Demand Management plans aimed at				Flexible working hours offered where possible/appropriate Shorter working hours where possible/appropriate Reduce travel by deploying staff as near to their homes as possible Separate risk assessment available for staff responding to ill persons (RA1/ST/COVID-19/staff) COVID testing before coming to work	

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				managing the time and volume of customer demand • COVID Assurance App					
4	**Exposure to COVID-19 whilst undertaking maintenance activities or working in office or control room settings, leading to illness.** This includes the risk associated with more transmissible strains of the virus.	*Performing essential activities in office/control room environment*	TfL staff	• Following Public Health England Advice • Not attending work if experiencing symptoms • Coronavirus testing made available to staff • Avoid positioning directly opposite / face-to-face • Type IIR face masks issued to staff to wear for some work activities, or by choice at any time. • Face visors have been issued to staff to wear for some work activities, or by choice at any time. • Provision of disinfectant cleaning wipes • Clear plans for flows of people around the office environment, including welfare facilities • Increased cleaning in place, using an anti-viral/anti-bacterial disinfectant. • Emergency cleaning response arrangements for reported COVID-19 cases. • Additional staff areas opened up (e.g. training rooms, meeting rooms) to provide additional space for meal relief • Staggered breaks and shifts	2	2	4	Consider deployment/maintaining of physical barriers between workstations Work in accordance with DSE requirements As far as possible, where staff are split into teams, fixing these splits (“cohorting”), so that where contact is unavoidable, this happens between the same individuals	

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				• Hand sanitiser (minimum 60% alcohol) issued to all areas • Hand washing facilities available • Strong encouragement/advice from senior leaders and management for all our people to wear face masks in crowded places Increased cleaning and hand washing facilities, including implementing two types of antiviral cleaners • Hand washing guidance posters in restrooms • Face visors included in First Aid kits • Guidance on use and disposal of face masks issued • Guidance issued to managers and staff including on dealing with ill customers, colleagues displaying symptoms • Facilities team tcontinually monitor configuration of air conditioning systems • Management support • Organisational support e.g. Human Resources and Health & Wellbeing COVID-19 phonelines and email • COVID Assurance AppV •				Seek to provide general ventilation; Seat people next to open windows where possible, if temperature is an issue encourage staff to wear extra layers if needed Provision of extra facilities for making hot drinks to prevent crowding in kitchen area Ensure colleagues wipe desks and rest areas after use	

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								Start/end of shift protocols communicated and enforced Create a lessons learned log and share with all TfL Separate risk assessment available for staff responding to ill persons (RA1/ST/COVID-19/staff) - COVID testing before coming to work	

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5	**Exposure to COVID-19 virus through shared equipment use.** This includes the risk associated with more transmissible strains of the virus.	*Use of fleet vehicles*	TfL staff	• Minimise number of drivers of each vehicle where possible • Following Public Health England Advice and updating guidance as appropriate. • Not attending work if experiencing symptoms • Coronavirus testing made available to staff • Provision of disinfectant cleaning wipes • Strong encouragement/advice from senior leaders and management for all our people to wear face masks in crowded places Increased cleaning and hand washing facilities, including implementing two types of antiviral cleaners • Emergency cleaning response arrangements for reported COVID-19 cases. • Hand sanitiser (minimum 60% alcohol) issued to all areas • Type IIR face masks issued to staff to wear for some work activities, or by choice at any time. • Face visors have been issued to staff to wear for some work activities, or by choice at any time. • Guidance on use and disposal of face masks issued • General waste bins for disposal of used face	2	1	2	As far as possible, where staff are split into teams, fixing these splits ("cohorting"), so that where contact is unavoidable, this happens between the same individuals Explore alternative travel and parking arrangements for staff Ensure colleagues wipe touchpoints before and after use Separate risk assessment available for staff responding to ill persons	

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				masks • Guidance issued to managers and staff including on dealing with ill customers, and colleagues displaying symptoms • Encouraging use of ventilation by opening vehicle windows • Management support • COVID Assurance App				(RA1/ST/COVID-19/staff) COVID testing before coming to work	

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Risk Rating Matrix

		Likelihood			
		Probable 4	Reasonably Probable 3	Remote 2	Extremely Remote 1
Severity	Fatal 4	16 High	12 High	8 High	4 Medium
	Severe 3	12 High	9 High	6 Medium	3 Medium
	Major 2	8 High	6 Medium	4 Medium	2 Low
	Minor 1	4 Medium	3 Medium	2 Low	1 Low

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