

Landmark Vehicle Hire Limited
Also Trading as
Landmark Coaches Limited

RISK ASSESSMENT FOR COVID-19



**Risk assessment for the prevention of COVID-19
When travelling by Bus or Coach**

Risk Assessment undertaken by		Mark Blatchly	Managing Director Transport Manager	
Date Undertaken	15.05.20	Last Update	03.06.2020 12.08.2020	Landmark Vehicle Hire Limited (T/A Landmark Coaches Limited) Unit 6
	This Policy will remain in force until the UK Guidelines on Coronavirus (COVID-19) change	Next Scheduled Review	Will be reviewed regularly on changing UK Government Guidelines.	Arlesey Business Park Mill Lane Arlesey. Beds SG156RF Tel: 01462 733764 Email: mailto:admin@landmarkhire.com

BLANK FOR NOTES

The following risk assessment covers the risks associated with Coronavirus and the additional measures which we have taken at our depot and on our vehicles in order to protect our staff, customers, suppliers and visitors.

We do not accept liability for any injury to any person or damage to any property howsoever caused by failing to comply with the requirements of this risk assessment.

STAFF

Any staff showing signs of Coronavirus (COVID-19) should not report for work and should immediately contact The General Manager by phone or email.

1. Staff who display any signs of COVID-19 will not be allowed to commence work and will be required to carry out a COVID-19 Test. They will be required to self isolate for 10 days and to provide a negative test result before returning to work.
2. If any member of staff's family living in the same household is showing signs of COVID-19, the staff member in question will be required to self isolate for 14 days.

We have placed awareness posters regarding COVID-19 throughout our depot and on our vehicles in line with Government guidelines currently in force.

Communication - Written Staff Instructions have been issued to all staff.

PASSENGERS

Any passengers who are showing signs of Coronavirus (COVID-19) must not travel on our services.

Any passengers who have a family member living in the same household who is showing signs of COVID-19 must not travel on our services.

Communication – Notices on vehicles, verbal instructions by drivers and social media.

GENERAL						
Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Hand Washing <i>Spread of COVID-19 by poor hygiene</i>	ALL STAFF	LOW	LOW	LOW	<ul style="list-style-type: none"> * Hot water, soap and hand washing facilities provided at the depot. * Paper towels provided for hand drying. * hand sanitiser is provided in areas where hand washing is not readily available. 	
Depot Cleaning <i>Spread of COVID-19 by poor hygiene</i>	ALL STAFF	LOW	LOW	LOW	<ul style="list-style-type: none"> * Frequent cleaning and disinfecting of objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches and reception areas using approved cleaning products and methods * Frequent cleaning of wash room/toilet facilities. * Rubbish bins to be emptied at frequent intervals throughout the day. 	

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Use of Restroom areas <i>Spread of COVID-19 by poor hygiene</i>	ALL STAFF	LOW	LOW	LOW	<ul style="list-style-type: none"> * Maximum of three members of staff permitted to use restroom at any one time and social distancing rule to be adopted at all times. * Where possible, breaks to be staggered. * Enhanced cleaning procedures in place. * Rubbish to be removed after breaks. 	
Vehicle Cleaning <i>Spread of COVID-19 by poor hygiene</i>	ALL STAFF + PASSENGERS	LOW	LOW	LOW	<p>Normal vehicle cleaning procedures to continue plus the following additional measures -</p> <ul style="list-style-type: none"> * Each vehicle to be sanitised on a daily basis with disinfectant spray. * Each vehicle to be deep cleaned before every journey using anti bacterial spray and paying particular attention to areas of high use such as door buttons, grab handles, steering wheel, dashboard, vehicle controls and backs of seats. 	

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Vehicle Breakdown <i>Spread of COVID-19 by contact</i>	DRIVER + ALL STAFF	LOW	LOW	LOW	<p>* Vehicle breakdowns will be avoided by good preventative maintenance.</p> <p>* In the unlikely event of a breakdown, the Terms of our Main Risk Assessment will apply and, in addition, drivers must ensure that strict social distancing rules are maintained at all times whether it is considered safer for passengers to remain on the vehicle or be evacuated in the open. (This will depend on the location of the breakdown and road conditions at the time).</p> <p>* Management Staff and Engineering Teams will prioritise breakdowns with the aim of minimising downtime at the roadside.</p>	* Main Risk Assessment published at https://www.landmarkhire.com/

OFFICES

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Visitors to our offices Spreading COVID-19	ALL STAFF	LOW	LOW	LOW	<p>* Personal visits to are being discouraged and contact should currently be made by telephone or email.</p> <p>* Only Business Critical visitors to be permitted access.</p>	* Only essential visitors allowed in reception.

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Office Staff Spreading COVID-19 at The Depot	STAFF EMPLOYED IN OFFICE AREAS	LOW	LOW	LOW	<ul style="list-style-type: none"> * All Office Staff to wash hands with soap and hot water at the start of the day and also at regular intervals throughout the day.. * Desks and work areas are not to be shared. * Keyboards, telephones etc are not to be shared. * Desks, keyboards, telephones , printers and computers are to be disinfected at the start of each working day and at regular intervals throughout the day. * Where possible, workstations will be at least 2 metres apart. * Where it is not possible to adopt the 2 metre social distancing rule, face to face working must be avoided. * Hygiene notices posted. 	

ENGINEERING WORKSHOPS						
Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Engineering Staff spreading COVID-19 in the Depot	STAFF EMPLOYED IN WORKSHOPS	LOW	LOW	LOW	<ul style="list-style-type: none"> * Entrance to workshops to be restricted to essential users. * Workshop entrances to be coned off to deter unauthorised entry. * All Workshop Staff must wash their hands thoroughly with soap and hot water when arriving at the start of the day, at frequent intervals throughout the day and on returning to the depot. * Where possible, vehicles should be serviced or repaired outside in the open air. * Where it is necessary for two or more engineers to work on a vehicle together, and where possible, they should maintain the 2 metre social distance rule. * Where it is necessary for two or more engineers to work in close proximity to each other, they should wear facemasks and wash hands every 20 minutes. Face to face working, where possible should be avoided. * Protective Gloves should be worn and discarded after use in the designated bin. * Enhanced cleaning procedures in 	* Hygiene notices posted.

					place. * Hygiene Notices posted.	
Refuelling Landmark Vehicles <i>Spread of COVID-19 by poor hygiene</i>	WORKSHOP STAFF + DRIVERS	LOW	LOW	LOW	* Only one designated member of staff to carry out refuelling each day. * Pump handles and control switches to be disinfected before and after use. * Protective gloves to be worn and discarded in the designated bin upon completion. * Hands to be washed thoroughly for 20 seconds with hot water and soap upon completion.	
Contractors Refuelling Storage Tanks <i>Spread of COVID-19 by poor hygiene</i>	WORKSHOP STAFF + DRIVERS	LOW	LOW	LOW	* Delivery driver required to comply with our current COVID-19 PREVENTION – STAFF INSTRUCTIONS * Workshop Staff to disinfect tanks after filling.	
Contractors spreading COVID-19 whilst working on site. <i>Spread of COVID-19 by poor hygiene and contact</i>	WORKSHOP STAFF	LOW	LOW	LOW	* ALL Contractors working at the depot should be issued with a copy of of our current COVID-19 PREVENTION – STAFF INSTRUCTION and will be required to comply with them at all times they are on site.	

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
<p>External Company Representatives spreading COVID-19</p> <p><i>Spread of COVID-19 by poor hygiene and contact</i></p>	<p>ALL STAFF</p>	<p>LOW</p>	<p>LOW</p>	<p>LOW</p>	<p>* Company Representatives and Salesman should be discouraged from personal visits to the depot and should be advised to use the telephone or email,</p> <p>* Visits only by prior arrangement.</p>	
<p>Delivery Drivers and Motor Factors spreading COVID-19</p> <p><i>Spread of COVID-19 by poor hygiene and contact</i></p>	<p>WORKSHOP STAFF</p>	<p>LOW</p>	<p>LOW</p>	<p>LOW</p>	<p>* Delivery drivers and Motor Factors are not permitted to enter the workshops or reception area.</p> <p>They should adopt the following procedure -</p> <p>* Maintaining the 2 metre social distancing rule, delivery drivers should be asked to leave their delivery and paperwork at the main workshop entrance.</p> <p>* They should be asked to stand back while a member of Landmark Staff checks the delivery and signs the paperwork.</p> <p>* The paperwork should be left outside the workshop for them and once they have departed, the order should be brought into the workshops.</p>	

					<p>* The Landmark member of staff should wear protective gloves when accepting a delivery and should discard them on completion and wash their hands thoroughly for 20 seconds with soap and hot water.</p>	
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DRIVERS						
Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
<p>Drivers and Passengers spreading COVID-19</p> <p><i>Risk of Spreading COVID-19 by poor hygiene and contact</i></p>	<p>DRIVERS + PASSENGERS</p>	<p>MEDIUM</p>	<p>MEDIUM</p>	<p>MEDIUM</p>	<ul style="list-style-type: none"> * All Vehicles to be disinfected daily by spraying floors, walls and seats with disinfectant. * Driver supplied with hand sanitiser or anti bacterial wipes, face-mask, protective gloves and hand sanitiser. * Each vehicle to be sanitised before each journey using anti bacterial spray and paying particular attention to doors, buttons, grab rails and the backs of seats. * Vehicle seating capacities to be reduced by blocking off seats in order to maintain the 2 metre social distancing rule. * Passengers not to be seated in row directly behind driver. * Drivers to wash hands thoroughly for at least 20 seconds with soap and hot water before leaving the depot for each job. * Driver to place a VEHICLE SANITISED NOTICE Face Up on the vehicle dashboard. 	<ul style="list-style-type: none"> * Awareness notices on vehicles. * Where available, driver to keep vehicle windows open and adequate ventilation. * Passengers are not to store bags in the overhead lockers. ALL BAGS are to be stored under the passengers seat. * With effect from 15.06.20 – It is Mandatory that all passengers must wear face coverings when travelling on Public Transport. The only exceptions to this rule being for VERY young children, disabled people and those with breathing difficulties. <i>In the event that passengers fail to comply with the face covering rules, they will be excluded from the service in order to protect other passengers.</i> * Landmark Management Team will sample monitor CCTV images on a regular basis to ensure that all passengers are complying with the requirements of this risk assessment.

					<ul style="list-style-type: none"> * On arrival at the pick up point – The Driver must step off the vehicle and advise the passengers waiting to board that- * They MUST NOT board the vehicle if they are showing signs of COVID-19 or if a member of their household is showing signs of COVID-19 * They MUST ONLY sit in allocated seats. * They MUST NOT remove their seatbelts during the journey and MUST NOT leave their seat or move around the vehicle at any time. * They MUST board the vehicle one at a time. * Eating on the vehicle and the sharing of water bottles is not allowed. * All persons aged 11 years and over must wear a face-covering. * Once all of the passengers have boarded, the driver may board the vehicle and proceed with the journey. * On arrival at the destination, the driver should advise all passengers to remain seated until he or she has stepped off the vehicle and then they should disembark from the front seat working towards the rear of the vehicle. 	
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					<p>* Once all passengers have departed, the driver should turn the VEHICLE SANITISED NOTICE face down on the dashboard.</p> <p>* The driver should wash hands thoroughly for at least 20 seconds with soap and hot water immediately on return to the depot.</p>	
<p>Passengers removing seatbelts or moving around the vehicle and/or not complying with Social Distancing rules.</p> <p><i>Risk of Spreading COVID-19 by contact</i></p>	<p>DRIVER + ALL PASSENGERS</p>	<p>MEDIUM</p>	<p>MEDIUM</p>	<p>LOW</p>	<p>* Passengers to remain in seat at all times reinforced by notices and drivers instructions.</p>	<p>* In the event that passengers refuse to comply with social distancing rules, they will be excluded from the service in order to protect other passengers.</p>
<p>Passengers coughing or spitting at other passengers</p> <p><i>Risk of spreading COVID-19 by poor hygiene and contact</i></p>	<p>DRIVER + ALL PASSENGERS</p>	<p>LOW</p>	<p>MEDIUM</p>	<p>LOW</p>	<p>* Passengers reminded of good hygiene procedures,</p>	<p>* In the event that passengers cough or spit intentionally towards another passenger, they will be excluded from the service in order to protect other passengers.</p>
<p>Passengers removing face-coverings.</p>	<p>DRIVER + ALL PASSENGERS</p>	<p>LOW</p>	<p>MEDIUM</p>	<p>MEDIUM</p>	<p>* Passengers reminded to wear face-coverings.</p>	<p>* In the event that a passenger refuses to wear a face covering without good cause, they will be excluded from the service in order to protect other passengers.</p>

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
<p>Passengers failing to comply with social distancing rules when boarding or alighting from the vehicle.</p> <p><i>Risk of spreading COVID-19 by contact</i></p>	ALL PASSENGERS	MEDIUM	MEDIUM	LOW	* Passengers reminded to comply with social distancing rules when boarding or alighting from the vehicle.	* In the event of passengers failing to comply with social distancing rules, they will be excluded from the service.
<p>Passengers spreading COVID-19 by poor hand hygiene</p>	ALL PASSENGERS	MEDIUM	MEDIUM	LOW	* Passengers to provide their own personal hand sanitiser and use it regularly where hand washing facilities are not available.	* Good hygiene advice provided.
<p>Eating and Drinking on the vehicle</p> <p><i>Risk of spreading COVID-19 by poor hygiene and contact</i></p>	ALL PASSENGERS	LOW	LOW	LOW	<p>* Eating and drinking on the vehicle must be avoided and will be reinforced by notices.</p> <p>* One personal bottle of water will be permitted and must not be shared.</p>	* In the event of passengers failing to comply with eating and drinking rules, they may be excluded from the service
<p>Bags</p> <p>Risk of spreading COVID-19 by sharing possessions</p>	ALL PASSENGERS	MEDIUM	MEDIUM	LOW	* Passengers advised not to touch other people's property.	
<p>Found Property</p> <p><i>Risk of spreading COVID 19 by contact</i></p>	DRIVERS + OFFICE STAFF	LOW	LOW	LOW	<p>* Staff to wear protective gloves when handling found property.</p> <p>* Found property to be returned with strict social distancing measures or by post (Pre-paid in advance by the owner)</p>	

Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Passenger Assistants <i>Risk of spreading COVID-19 by contact</i>	PASSENGERS	LOW	LOW	LOW	<ul style="list-style-type: none"> * Passenger Assistants to be provided with Face mask and Protective Gloves. * Passenger Assistants to keep Social distance where possible. * Passenger Assistants to keep physical contact to an absolute minimum and only in a medical emergency. * Children to fasten own seatbelts where able. Passenger Assistant to wear Face mask and Protective gloves if required to assist with seatbelt. 	
MENTAL HEALTH						
Risk	Who it affects	Likelihood of it happening	Severity	Risk Level	Control Measures	Notes
Effect of COVID-19 on employees mental health	ALL STAFF	MEDIUM	LOW	LOW	<ul style="list-style-type: none"> * Management Team will promote mental health and well-being awareness to staff during the Pandemic and will offer support and signposting as required. * Regular communication of mental health information. * Open door policy for those members of staff who need extra support. 	

Personal Protective Equipment	<p>Public Health Guidance on the use of Personal Protective Equipment (PPE) to protect against COVID-19 relates to health care settings. In all other settings, individuals are asked to observe social distancing measures and practise good hand washing and hygiene behaviour.</p> <p>With effect from the 15th June 2020 – IT IS MANDATORY THAT ALL PASSENGERS USING PUBLIC TRANSPORT, which includes Buses, Trains, Aircraft and Ferries MUST WEAR FACE COVERINGS.. The exceptions to this rule are for Very Young Children aged under 11 years, disabled people and those with breathing difficulties.</p> <p>Protective gloves, face-masks and anti bacterial spray are available for all of our staff</p> <p>After use, protective gloves should be disposed of in the bin designated for this purpose and all staff are reminded that gloves are not a substitute for regular hand washing..</p>
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In the event that a person is showing signs of COVID-19 during Boarding

If a passenger arrives for boarding and is showing signs of COVID-19, or if their temperature is higher than 38 degrees Celsius, they should be denied boarding by the driver and quickly socially distanced at least 2 metres away from anyone else. Where possible, they should be advised to return home and/or self isolate in line with current Government instructions. The passenger should be given reassurance and the driver should advise a member of the management team of the action taken.

In the event that a passenger is having acute breathing difficulties, the driver should call 999 and request the attendance of an ambulance. The driver should advise a member of the management team of the action taken.

In the event that a passenger on-board the vehicle has shown signs of COVID-19 and when the vehicle is returned to the depot, it should immediately be deep cleaned and then locked down for 48 hours. The vehicle should then undergo a second deep clean before being returned to service. Cleaning cloths should be disposed of by incineration.

Risk Level	
HIGH	The hazard must be removed or avoided
MEDIUM	The hazard should be avoided or the level of risk reduced by implementing reliable control measures
LOW	May be controlled by the use of instruction, training and supervision and/or personal protective equipment (PPE)
INSIGNIFICANT	Controlled by good working practise

Further Information	
General Advice	
UK Government Advice on Safe Travel for Passengers	Safe Tavel Guidance
NHS Hand washing Advice	NHS Handwashing Advice
UK Government Advice on Working Safely	Safe Working
Mental Health	
How to Cope if you are feeling anxious about COVID-19	BACP
MIND	MIND
World Health Organisation	WHO

HOW IS THE VIRUS SPREAD/TRANSMISSION

In order to understand the control measures which have been put in place to reduce the spread of infection, it is important to understand how the virus is spread.

The World Health Organisation (WHO) has identified that COVID-19 is not an airborne virus. Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are above a certain size, they are referred to as respiratory droplets, and when they are below a certain size, they are referred to as droplet nuclei. According to current evidence, COVID-19 is primarily transmitted between people through respiratory droplets and contact routes, including touch points.

What this means in practise, is, the droplets are of a weight that will fall to the ground at around 1 metre, thus the 2 metre social distancing rule. They can remain on surfaces for some time, depending on the type of material.

The two main methods of preventing the spread of infection are good hygiene measures and social distancing rules.

Landmark Coaches

COVID-19 ONBOARD SAFETY INSTRUCTIONS

For the safety of all of our passengers and staff, we would ask you to please observe the following safety instructions

BOARDING THE COACH	DURING YOUR JOURNEY	ARRIVING AT YOUR DESTINATION
FROM 15th JUNE 2020 – IT IS THE LAW THAT ALL PASSENGERS USING PUBLIC TRANSPORT MUST WEAR FACE COVERINGS		
1. Please observe the 2 metre social distancing rule at the Bus Stop or your Pick Up Point	6. Please wear your seatbelt at all times during the journey	9. Please remain seated until advised by the driver to disembark.
2. Do not board the coach until advised to do so by the driver	7. Do not get out of your seat or move around the coach during the journey	10. You should depart from the vehicle from the front seats first, working towards the rear and maintaining the 2 metre social distancing rule.
3. Please board the coach one person at a time observing the 2 metre social distancing rule	8. For Safety Reasons – Toilet facilities may not be available on the vehicle	
4. Do not use any seats which have been blocked off for your safety		
5. Fill the available seats from the rear of the vehicle working forwards and maintain the 2 metre rule from the person in front.		YOU ARE REMINDED TO PROVIDE AND USE HAND SANITISER FREQUENTLY

Thank you for travelling with **Landmark Coaches** in these difficult times

SEAT CLOSED



**For your safety
this seat is closed
to support social
distancing between
our passengers**

Landmark Coaches

Prevention



Wash

your hands well and often to avoid contamination



Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid

touching eyes, nose, or mouth with unwashed hands



Clean

and disinfect frequently touched objects and surfaces

