

CD8 A – Living with Covid-19 - Risk Assessment (RA) and Controls -CUSTOMERS - ENGLAND

Division/ Business/Function: -First Bus Location: - All Sites Risk Assessment Team: Safety Team – Collaborating with Covid response Committee

Original Assessment Date: - 14th July 2021

Date of Review: - RA reviewed by the Covid Response Committee weekly.

Assessment Commencement Date: - 27th Jan 2022 Version: V5

This risk assessment will replace all previous risk assessments regarding customers and Covid-19 risk.

[COVID-19\) Coronavirus restrictions: what you can and cannot do - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/coronavirus-covid-19/restrictions-what-you-can-and-cannot-do)

Version Control

| Version | Description | Author | Date |
|---------|---|------------|----------|
| V1 | New Risk Assessment – Living with Covid-19 | D Harrison | 14/07/21 |
| V2 | Review of enhanced cleaning arrangements | D Harrison | 30/08/21 |
| V3 | Updated | D Harrison | 29/10/21 |
| V4 | Updated following new variant Omicron. Mandatory wearing of face masks in public transport and shops. | D Harrison | 27/11/21 |
| V5 | Updated following government relaxation of Plan B in England from 27 th Jan 2022 | D Harrison | 26/01/22 |

Key: Risk Rating Methodology

Guidance Notes:

| Risk Ranking Methodology | | Potential Severity of Harm | | |
|----------------------------------|--|--|--|--|
| | | Low (e.g., superficial injuries; minor cuts and bruises; eye irritation from dust; nuisance and irritation; ill-health leading to temporary discomfort), outcome up to and including administration of first aid. | Medium (Med) (e.g., lacerations; concussion; serious sprains; minor fractures; deafness; dermatitis; asthma), hospital visit and or absence for up to three days. | High (e.g., amputations; major fractures; poisonings; multiple injuries; fatal injuries; occupational cancer; other severely life shortening diseases; acute fatal diseases) resulting in over three days' absence from work. |
| Likelihood of the harm occurring | Low Unlikely to happen or very infrequently. | LOW | LOW | MEDIUM |
| | Medium (Med) Is expected to occur on a less regular basis, but it is still recognised as a problem by the team. | LOW | MEDIUM | HIGH |
| | High An event that is expected to occur once a month or so regularly that it is perceived to be a problem. | MEDIUM | HIGH | HIGH |

| Areas of business assessed | Exposure Nature of Risk | Business Control Measures | National Mitigations | Residual Risk (H/M/L) |
|----------------------------|----------------------------|---|--|--------------------------|
| Offices and depots | Covid-19 exposure | <p>Continue with physical screens and barriers or similar where requested, and in high use areas.</p> <p>Cleaning routines in place.</p> <p>Use of ventilation systems and windows to allow fresh air flow.</p> <p>Whilst it will no longer be a legal requirement to do so, Government still asks that people continue to wear face coverings in crowded, enclosed spaces.</p> | Government vaccination programme success and booster jab. | Low |
| On Bus For Customers | Covid-19 | <p>Continue with physical screens to separate the cab area from the saloon.</p> <p>Enhanced cleaning standards in place, with electrostatic spraying of surface coating (Z-71) to protect for up to 28 days sanitisation in high-risk touchpoint areas as well as general cleaning routines.</p> <p>Window blocks to allow maximum air flow into the saloon. Blocks added to defect reporting check and first user check to report missing blocks expeditiously.</p> <p>Pathogen Eliminating Particulate Air Filters fitted to fleet.</p> <p>Continue with Travel Plan App.</p> <p>Encouraging mobile ticketing and contactless payments.</p> <p>Space Checker for historical data and live capacity App.</p> <p>Remove mandatory face covering stickers from bus.</p> <p>Customers may still choose to continue to wear a face covering on board our buses, especially when services are busy. We'll be encouraging our customers to respect their fellow passengers and look out for one another</p> | <p>Relaxing of government regulations, Plan B and some Covid-19 controls.</p> <p>Public attitudes to the risk in pandemics.</p> <p>The wearing of face coverings by personal choice and in crowded environments.</p> <p>Booster vaccination programme</p> <p>Flu Jab for the over 50's on NHS</p> <p>Wider offering of covid vaccination to children and others.</p> | Low |

Government advice

[Coronavirus: how to stay safe and help prevent the spread from 27 Jan - GOV.UK \(www.gov.uk\)](#)

[Updated 27/01/22](#)

We can all help reduce risks by practising key behaviours. Find out how to protect yourself and others.

COVID-19 will be a feature of our lives for the foreseeable future, so we need to learn to live with it and manage the risk to ourselves and others.

As COVID-19 restrictions are lifted, it is important that we all use personal judgement to manage our own risk. All of us can play our part by exercising common sense and considering the risks. While no situation is risk free, there are actions we can take to protect ourselves and others around us. Following this guidance will help you stay safe and protect others by controlling the spread. Every action to help reduce the spread will reduce any further resurgence of the virus in the coming months.

COVID-19 has not gone away, so it's important to remember the actions you can take to [keep yourself and others safe](#). Everybody needs to continue to act carefully and remain cautious.