

Activities Covered by this Assessment	COVID – 19 Delivery Driver activities V3 17.05.2021	Reference	<i>Covid19 Deliveries RA</i>
Site Address / Location	Various – deliveries made across the Country.	Department / Service / Team	<i>Transport</i>

Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity

Additional Notes:

- Where possible all staff who are able to work at home have been instructed to do so. Staff should avoid accessing the ESPO site where possible. In the case of driver activity it is recognised this is not possible.
- Government advice on isolation and social distancing must be observed at all times – there is a legal duty on all employees to follow any guidance or advice written to safeguard employee safety and wellbeing.
- Whilst ESPO has put in the following controls there may be occasions where schools request additional controls to be in place. If these are easy to achieve and in line with the advice you have been provided they should be implemented following conversation and cooperation between the driver and the person accepting the delivery.
- Should a control measure be unable to achieve the driver should call the transport desk and discuss options. There may be a need to postpone the delivery and arrange for a different time or when any additional controls can be implemented.
- At no point should an ESPO driver place themselves or anyone they may potentially come into contact with at risk.
- It is accepted that customers are also experiencing challenges in implementing controls and that a collaborative approach will be taken by both parties to ensure everyone’s safety and to meet the required Government guidelines.

In these unprecedented, rapidly changing and evolving times, with information being updated on almost a daily basis, please be aware that any existing risk assessments may become outdated, or be superseded, as the situation changes and risk changes. Please always remember as an employee you have a health and safety responsibility to yourself and your colleagues and the wider public. You should therefore dynamically risk assess your own situation continually and report any issues or changes to your manager as a matter of urgency.

All existing safety systems must remain in place such as manual handling, driver safety and vehicle checks, avoidance of slips, trips and falls, use of pallet trucks etc.

If an employee, or employee’s household, is displaying [COVID – 19 symptoms](#), they must stay at home for 10 days in line with Government advice. Staff must contact HR for further internal advice.

This risk assessment has been written in line with the Government's guidance specific to our work activities, the measures in place ensures that the workplace is COVID 19 secure.

Guidance used:

- Factories, plants and warehouses: <https://assets.publishing.service.gov.uk/media/5eb965d5d3bf7f5d3c74a2dd/working-safely-during-covid-19-factories-plants-warehouses-110520.pdf>
- In or from a vehicle: <https://assets.publishing.service.gov.uk/media/5eb96cd6d3bf7f5d3a907e58/working-safely-during-covid-19-vehicles-110520.pdf>

Managers must ensure the measures below are communicated with employees and they must always be followed. This risk assessment will be shared on the intranet and displayed on notice boards for those without access. The pertinent points for employees will be reiterated in a 'Covid-19 return to site' induction.

Health and safety concerns can be reported to: your manager, your trade union representative, the ESPO on-site Senior Health and Safety Advisor, the LCC Corporate Health, Safety and Wellbeing Department.

In the first instance, to reduce the risk, the capacity of the office has been reduced with staff who can work from home being asked to continue to do so. The warehouse shifts are being run with as few people as possible, with additional staggered breaks, that allows for the safe picking of orders and meeting operational demand. The safety of employees is of paramount importance and pick rates, orders processed etc. will continue to be reviewed and numbers of staff employed in direct correlation, where safe to do so.

Hazard (Something with a potential to cause harm)	Who might be Harmed & How?	Existing Controls (Consider Hierarchy of Control)	Initial Risk Rating (S x L)			Further Controls Required (Consider Hierarchy of Control)	Final Risk Rating (S x L)			Action Required		
			Severity	Likelihood	Risk Rating		Severity	Likelihood	Risk Rating	Who (Initial)	Date By: (/--/--)	Done ?
<p>Contact with customers accepting deliveries, including inability to maintain appropriate social distancing.</p> <p>Deliveries to care homes or other places where there are more vulnerable people who would be worse affected should they contract Covid-19.</p>	<p>Delivery drivers</p> <p>Customers accepting deliveries.</p> <p>Any individual may become a carrier of the virus. Persons who are infected may spread the virus to others including vulnerable people.</p> <p>Symptoms may include; a high temperature, a new, continuous cough or loss of taste and/or smell. The symptoms may range from mild to death.</p>	<ul style="list-style-type: none"> It is expected that schools and other sites have received the relevant Government guidance and are following this as required – therefore anyone accepting deliveries should not be displaying symptoms of Covid-19. This includes those within their household. 2m social distancing to be observed at all times. Should a delivery recipient appear to have a fever or continuous cough the driver is to remain in their cab and politely ask the person to move further than 2m away. No signatures are to be obtained on delivery – be sure to obtain the name of the person receiving goods and clearly record this. Do not share pens or other resources. Drivers have alcohol gel which is used regularly and after 	H	L	M	<p>Those with symptoms must follow government guidance and stay at home.</p> <p>Where a driver is unable to wear a face covering for either medical reasons or due to wearing glasses an individual assessment will be made and use of a face visor considered.</p>						

		<p>each delivery.</p> <ul style="list-style-type: none"> ▪ Drivers to wash their hands at delivery premises where possible in line with HSE advice. ▪ Drivers instructed to try to avoid touching surfaces such as doors, intercom buttons etc. Attempt to call the reception rather than using intercom. If you do need to touch surfaces try to use your sleeve or piece of paper towel as a barrier but definitely ensure your hands are clean before starting the delivery and are cleaned again after the delivery is made. Try and encourage customers to open doors etc. in preparation for your visit. ▪ All vehicles are thoroughly cleaned at the start and end of each drivers shift. ▪ All drivers are briefed on signs and symptoms of Covid-19 and are aware not to attend work if they are displaying these or are unsure – a test will be arranged and drivers will not work until a negative result is returned. ▪ Should a driver test positive 										
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		<p>process are in place to ensure deep cleaning of vehicles and other shared equipment.</p> <ul style="list-style-type: none"> ▪ Face coverings worn at each point of delivery – this is mandatory. ▪ Face coverings worn when entering and exiting the ESPO building. ▪ Gloves may be worn by the driver where there is a risk of general dirt or inability to wash hands – these will be disposed of accordingly to prevent cross contamination. Disposable gloves are not used as the primary control against Covid-19 in line with Government advice which states hand washing remains the most effective method of control. ▪ Drivers to try and avoid touching their face ▪ Drivers will endeavour to drop goods at their desired location however if this would result in 2m social distancing not being possible or if the driver has any concerns, an alternative point may be discussed. It is accepted this may inconvenience the customer 										
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		<p>however the safety of drivers, and those they come into contact with, is the number one priority.</p> <ul style="list-style-type: none"> Where possible, or requested by a customer, a pre-arranged delivery / drop off point may be established. Other general health and safety risk assessments to be made including risk of manual handling, confirmed spaces etc. Drivers must not expose themselves to other risks whilst attempting to control Covid-19 risks. Goods delivered have been stored in the warehouse for over 72 hours reducing the risk of contaminated parcels. Warehouse packing staff follow strict hygiene practices minimising the risk of cross contamination. 											
<p>Vulnerable employees</p>	<p>Employee's included in this group may experience more serious symptoms if they contract COVID-19. The symptoms may range from mild</p>	<ul style="list-style-type: none"> Vulnerable employees must follow the control measures stringently and adopt good hygiene practices. Employees must follow advice from the NHS & Government. Employees must liaise with their manager in relation to 	H	L	M	<p>The risk rating cannot be reduced further due to the potential severity of COVID – 19</p>							

	to death.	working arrangements.													
Lone working	Employees may be unable to raise the alarm in the event of injury and may be unable to obtain first aid. Employees may be injured as a result of physical & verbal assault / abuse while lone working. This may potentially result in stress, anxiety, loss of confidence etc.	<ul style="list-style-type: none"> ▪ EAP support 24/7 available for staff struggling with mental health. ▪ Lone worker guidance available and should be followed – Lone Worker Guidance ▪ Vehicles tracked. ▪ Vehicle telematics alerts the system if harsh breaking / collision, harsh cornering or speeding is detected. ▪ Transport officers maintain regular contact with drivers, especially at the start and end of the day. ▪ Contact your nearest First aider if first aid is needed. Please monitor who is available – there will always be first aid available from the warehouse so please call 4118 in an emergency. ▪ If on a customer’s site utilise their first aid provision if possible or if serious in nature call 999. 	M	L	L										

		<ul style="list-style-type: none"> ▪ If any member of staff has a health condition you must notify Jim Hill for discussion. ▪ Drivers keep work mobiles charged and ready for use or ensure easy access to a phone. 										
<p>Travel to and from work</p>	<p>Employees may contract COVID-19 while traveling to and from work. This can then be spread to colleagues in the office. The symptoms may range from mild to death.</p>	<ul style="list-style-type: none"> ▪ Employees to avoid using public transport where possible based on Government Advice. If not possible, ensure hands are washed when coming onto the ESPO site. ▪ Employees to avoid car sharing with people they do not live with. ▪ Employees to regularly sanitise the inside of their car in particular the touch points, such as steering wheel, gear stick, indicator stalks, seat belts etc. ▪ Employees to wash their hands as soon as they arrive at site, regularly throughout the day and again when they arrive home. ▪ Keyworker letter issued to employees to be shown if stopped by the police on their way to work. 	H	L	M	<p>Avoid all unnecessary travel to reduce the likelihood of the spread.</p> <p>Avoid public transport where possible – in the case of drivers due to their hours of work most (if not all) drive in personal cars or cycle and do not use public transport)</p>						

<p>In the event of employee starting to display COVID 19 symptoms whilst making deliveries</p>	<p>Employees may spread the virus to other colleagues or those receiving delivery. The symptoms may range from mild fever to death.</p>	<ul style="list-style-type: none"> ▪ If someone becomes unwell in the workplace / when driving with a new, continuous cough or a high temperature, they should be sent home immediately and advised to follow the advice to stay at home. ▪ Drivers should stop and assess if they feel able to continue with their journey back to the depot – no further deliveries must be made. ▪ Should a positive test be returned all delivery address that may have potentially been affected, where necessary, will be contacted and informed of this in line with PHE and LCC advice. ▪ Employees to use the 111 Online Coronavirus Service to find out what to do. ▪ Contact Jim Hill and the Facilities Helpdesk to inform them, in case a deep clean needs to be initiated. ▪ A clean of all surfaces potentially contaminated will be undertaken. 	H	L	M*	<p>Those with symptoms must follow government guidance and stay at home.</p> <p>*The risk rating cannot be reduced further due to the potential severity of COVID 19</p>								
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<p>Cross Contamination</p>	<p>Employees may bring the virus into their homes from their potentially contaminated clothes. The virus may spread to others in the house hold.</p>	<ul style="list-style-type: none"> ▪ Try and wear an additional outer layer which can be removed and placed in to a carrier bag (tied) and transported home. ▪ Clothing worn should be laundered: at the maximum temperature the fabric can tolerate, then ironed or tumbled-dried if possible. ▪ Shoes worn to attend work should either be left in your locker or be removed on arrival to your home, wipe them down and segregate them from other household shoes. ▪ Hands should then be washed. 	H	L	M	<p>Risk is medium providing these controls are followed.</p> <p>The risk rating cannot be reduced further due to the potential severity of COVID – 19</p>								
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To add more rows to the risk assessment, place the cursor within the last row right click and select insert row below.

<p>During this activity, what could go wrong resulting in an emergency situation?</p>	<ul style="list-style-type: none"> • Employee may display symptoms of COVID-19 while delivering goods. • Employees may transmit the virus to others even if they are not displaying symptoms of COVID-19 should they not wear a face covering as instructed. • Delivery address fail to implement sufficient controls.
<p>How could this emergency situation be prevented / controlled?</p>	<p>Control measures outlined above must be stringently followed.</p>
<p>Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency</p>	<ul style="list-style-type: none"> • Neil Bowron or John Nicklinson - Transport Officers. • Nick Pace – Head of Operations

situation?	<ul style="list-style-type: none"> • Bernard Lowrey or Neil Tompkins - Shift Operations Managers • Jim Hill – Senior Health and Safety Advisor
Could any non – routine changes affect the safety arrangements in place for this activity? (E.g. weather, people, equipment etc.) What can be done?	Use of Agency Drivers – induction programme in place.

Risk Assessor (s) Name(s):	John Nicklinson – Transport Officer	Risk Assessor(s) Signature (S):		
	Neil Bowron – Transport Officer			
	Jim Hill – Senior health and Safety Advisor			
Authorised By:		Authoriser Signature:		Initial
Date Conducted:	09.04.2020	Date of Next Review:	06.10.2020	JH
Date last reviewed:	17.05.2021	Date of Review:	On or before 21 st June or as Government / LCC announcements are made.	

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium

Low The event is unlikely to happen.	Medium It is fairly likely to happen.	High It is likely to happen.
Likelihood of Harm Occurring		

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High , then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious considerations should be given to the validity of carrying out the activity at all. Regular monitoring of the activity should occur.