

Department specific risk assessment for car parking and ticket kiosk activities

Objectives for all departments

To minimise the risk of transmitting COVID-19 in work areas by developing new ways of working that include:

1. Staff continue to work at home wherever possible
2. Where staff cannot work from home the principles of social distancing are applied while at work
3. Where it is not possible to socially distance in full, and we have deemed the activity needs to continue for the business to operate, we apply a hierarchy of controls to reduce the risk of transmission:
 - a. Eliminate —————→ (most effective at reducing the risk)
 - b. Reduce
 - c. Isolate
 - d. Administrative and Personal Protective Equipment (PPE) —————→ (least effective at reducing the risk)
4. New hand washing, or hand sanitising, points are provided at all building entrances.
5. Implement enhanced cleaning routines of frequently touched surfaces to avoid transmission of the virus
6. New signage and posters in employee and visitor areas to re-inforce and remind everyone to social distance and wash hands regularly.
7. Regular reinforcement of the new behaviours and actions which staff must take

Actions for each Head of Department:

1. Complete all the following sections to document the department safety measures. You may require more than one version of this risk assessment to address multiple activities under your control.
2. A range of further department specific risk assessments have been produced that you may adopt to reflect all the range of staff and visitor activities under your control.
3. Instruct staff in the safety measures and record evidence on each employee's safety skills record.
4. Review this document weekly in months 1-3, monthly thereafter, retaining all previous versions for audit purposes.

Completed by (name)	
Date	
Departments or tasks covered by this document	

The risk from Covid-19

Covid-19 is a new illness that can affect lungs and airways. It is caused by a virus called Coronavirus. There is a risk that employees, visitors and others on Group property may spread the virus or contract the virus from close contact with others or from a contaminated environment.

The reasonably foreseeable worst case injury would be death.

Likelihood	Please enter answers below
How many employees are working on site and at risk:	
Are employees encouraged to work from home where possible?	
Where predominantly office and desk based staff are NOT working from home please state reasons for this.	
Are protective screens being used where social distancing cannot be achieved? If so where?	
Are shift patterns being employed to reduce numbers of staff on site at the same time?	Give details
Have you reduced the number of people that some employees (who are unable to social distance at all times) have contact with by using 'fixed teams or partnering' (so each person works with only a few others)	
Have clear cleaning responsibilities been documented for contract cleaners that clean the workplace, in particular the frequency of cleaning high frequency touch points for disinfection? E.g door handles, light switches, telephones, toilets, handrails, printer buttons, clocking machines, all hard surfaces.	
Where staff are asked to clean and disinfect spaces and equipment is it clear and documented the extent of frequency of cleaning, and what areas are to be cleaned, in particular the frequency of cleaning high frequency touch points for disinfection? If protective equipment is required for cleaning has this been provided and staff instructed in its safe use?	
Are new signs and posters for employee and visitor areas on display in line with Group signage advice?	
Vulnerable staff have been identified and are working from home. Where vulnerable staff are in the workplace an individual risk assessment has been completed to document additional safety measures	

Please complete the following five sections to document all department safety measures:

1. PRIOR TO LEAVING HOME AND TRAVEL
2. KIOSK ACTIVITIES
3. WELFARE FACILITIES
4. LEAVING WORK

Prior to leaving home and travel

- Staff are advised to bring water a bottle, flask and lunch (cool blocks / picnic bag if needed) to help avoid or reduce use of communal kitchen.
- If using public transport staff are reminded to a wear cloth face mask
- Visitor advice about new car park and ticket procedures to be displayed on website and social media advice on what to expect before arrival.

Local variations and additional staff instructions - Please detail below the local department risk controls that are relevant and different to those stated above. Please include any extra staff instructions required to implement the above measures within your department.

Kiosk activities

- Staff posters displayed to remind staff to use hand gel or handwashing on arrival.
- All staff to sanitise hands before entering the kiosks.
- Personal hand sanitiser to be available within each kiosk for staff.
- Signage on the approach to the entrance points to remind visitors of new procedures.
- Floor markings to help guide visitor queuing if applicable.
- One way system for visitors into attractions, where possible, to maintain social distancing. Where one-way systems are not possible queue management will be necessary to manage access and egress.
- All staff coats and personal belongings to be kept at employee workstation, or in lockers or changing areas.
- Lockers and changing areas to be re-organised to allow social distancing at arrival and departure times.
- Remind staff to always keep 2 metres from other people, wherever possible.
- Only one staff member to work in each kiosk unless additional screens or barrier are installed to separate people from each other.
- Procedures will aim to limit contact with visitors and handling of cash by utilising pre-purchased tickets and contactless payments. Where this isn't possible:
 - Avoid touching visitors when receiving cash by using a tray or similar
 - Regular use of hand sanitiser after handling cash.
 - Avoid touching face and eyes when at work.
- If staff need to approach a car window to talk to a driver stay 2m away from them.
- Kiosk windows act as a barrier between the employee and the visitor. Keep closed at all times. Only open the window 1-2 inches if you need to communicate with a visitor. Cleaning the kiosk window regularly.
- Where additional screens or barriers are provided in a kiosk, allowing the kiosk window to be opened, instruct staff to remain behind the screen when communicating with visitors.
- Screens or barriers to be cleaned and disinfected throughout the day.
- Disinfect till, workstation and desk equipment before starting.
- Clean the work area in the kiosk regularly with disinfectant wipes (door handles, screen, work surface and window) cleaned throughout the day.
- De-clutter all workstations and surfaces to allow easy cleaning and disinfecting.
- If you need to share equipment do not pass items between other staff members. Lay them down for the other person to pick up. Disinfect between each use.

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Welfare facilities

- Communal toilets to be restricted to 1 person at a time.
- If communal kitchens are available these will be cleaned more frequently than normal.
- Employees will be instructed to clean and disinfect all handles, taps and surfaces after use in any communal kitchen.
- Staff rest areas to be re-organised to allow 2m between all tables and chairs.
- Managers of employees that use a communal kitchen and staff rest areas will monitor that the facility is being cleaned regularly.
- Provide paper towels as an alternative to hand dryers in handwashing facilities
- Employees advised to have your breaks at their desk, car or outside where possible.
- Staff instructed to take all your work clothing home and wash daily. Do not mix work clothing with other clothing when at home.

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Leaving work

- Staff to tidy their workstation and office (clear desk policy) to allow cleaners to disinfect all hard surfaces
- All staff to use alternative exit from the building as part of the one-way system to help with social distancing.
- Staff advised to wash hands as soon as they return home

Local variations and additional staff instructions - Please detail below the local department risk controls that are relevant and different to those stated above. Please include any extra staff instructions required to implement the above measures within your department.