

Method Statement Working During The Coronavirus Outbreak (Depot & Head Office Staff)

Company: Toilets + Ltd, 32 London Road, Wymondham NR18 9JD

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Position:	Operations Manager		Telephone	01953 601345 Ext 204
RA Available:	Yes		Mobile	██████████

Emergency Contacts:

The initial contact is: Head Office: Office Manager: **01953 601345**
Depots: Depot Manager: **number in work phones**

If unable to contact line Manager: ██████████ ██████████

In case of physical or medical emergency: **Call 999**

A: Data Protection Statement

The information and data provided herein shall not be duplicated, disclosed, or disseminated by the recipient in whole or in part for any purpose whatsoever without the prior written permission from Toilets + Ltd.

B: General

The following method statement has been developed to provide a safe system of work and must be adhered to at all times, any significant deviation from this system must first be authorised by the Company Operations Manager or Managing Director. Please read the whole sheet before commencing work and if you have any questions please contact your manager or the author of the document.

This Method Statement is to be followed in conjunction with the instructions given in all other RAMS assessments without exception.

Staff are required to follow and comply fully with any and all Covid legislation, Government advice or requirements and all Company policy in relation to the Coronavirus Pandemic with the aim of keeping staff, customers and the wider community safe as a Covid-19 Secure Company.

Staff are required to comply with self-isolation and reporting guidelines as described in point E1 & E2

C: Outline of Risk

The coronavirus pandemic is an active and dangerous event worldwide and the contents of this document are designed to mitigate risk of exposure to or transmission of the virus. Current scientific and Government advice states that the largest single risk of transmission occurs where two or more individuals are in close contact, namely closer than 2m (6 feet). The virus can also survive for extended periods of time on solid surfaces such as hard plastics and metal surfaces. In our industry this would therefore include the portable toilet units, servicing equipment, vehicles (internally and externally) and surfaces in and around the depots.

D: The main hazards to your safety and health are contamination via:

1. Close contact with infected individuals
2. Contact with surfaces likely to be contaminated with the virus through air borne or deposited droplets
3. Subsequent touching of the face and eyes

E: Preventative Measures you must take:

1. Notify your manager immediately should you or a member of your household develop symptoms:
 - a. A high temperature – *this means you feel hot to touch on your chest or back or a thermometer reading over 38°C (NHS Guidance).*
 - b. A new, continuous cough – *this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).*
 - c. A change to or loss of your sense of smell and/or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.
2. Notify your manager immediately if you have been in contact with someone who has tested positive or if you or a household member have been told to self-isolate or take a Covid test or any type.
3. If you are required to take a test, we will require that the test type is an in person / drive-through Polymerase Chain Reaction (PCR) swab test.
 - a. Home tests are not acceptable (unless authorised by the Operations manager or Managing Director) because of the delays involved and potential for user error.
 - b. Evidence of the results of any test results may be requested to support our controlled return process, this may include those results for other household members.
4. Strict following of social distancing processes – keep a minimum of 2m from any other individual whilst working. Where a short task needs to take place and this cannot be achieved (excludes where protective screens are installed in offices or vehicles), a face covering must be worn by all workers – see point 12.
5. Sanitise or wash your hands on arrival to depots, offices, or work premises and then again each time you then re-enter any such building.
6. Regularly wash your hands throughout the day (for at least 20 seconds) with water and soap, or if these are not available use hand sanitiser
7. There will be clear guidance on numbers of workers in specific areas at any one time, you may need to be patient and wait your turn before entering certain areas or using some equipment and may be required to work split start/finish times. Special care should be taken when accessing toilet and refreshment areas and in offices around photocopier/printing equipment and other confined spaces or filing areas

8. Throughout the day, maintain general cleanliness - including the regular wiping down of commonly touched surfaces (door handles, light switches, refreshment areas etc.) and including the regular washing of clothing and maintaining personal hygiene. All refreshment areas must be wiped down with disinfectant prior to each use.
9. Work premises – PPE and workstations
 - a. **Head Office staff:** are not required to wear any specific PPE however they are required to wash hands on arrival first thing in the morning and again should they leave the main office for any reason, including smoke or refreshment breaks.
 - i. All personal belongings must be kept within work areas and not left lying around
 - ii. All work is to be carried out within the workstations which have been fitted with protective screens
 - iii. Staff are to use the provided hand sanitiser gel to sanitise their hands before starting any work in a shared workspace and again once their work is completed.
 - iv. Hot desking is not permitted
 - b. **Depot staff:** in addition to the usual PPE required to complete your work you must wear disposable gloves at all times and replace these as a minimum after every service or sooner if damaged or soiled
10. Vehicles and Customer Sites
 - a. Drivers should be kept, where possible, to dedicated vehicles and the inside of cabs and doors of those vehicles are regularly sanitised through the day and after any other person accesses the vehicle. If another driver requires access to the cab for a short period of time, they must wear clean disposable gloves.
 - b. No gloves (disposable or gauntlet type) should be taken into the van cab unless (in the case of disposable gloves) they have been replaced in order to enter the cab
 - c. No equipment that has been used or retrieved from a site is to be taken into the cab unless cleaned and disinfected
 - d. When on customer or third party premises drivers must conduct a visual risk assessment before entering the site to ensure social distancing and safe working can be ensured. If the driver is unsure, they should request the site make necessary alterations such as leaving the work area whilst a service takes place. If this is not possible then the driver should phone their Depot Manager for guidance before proceeding and actions should be noted on the card and if necessary, Head Office informed so any actions with the customer can be implemented
 - e. Each depot has been provided with a removable van screen for occasions where van sharing is unavoidable such as for staff training – they are to be used in conjunction with a face covering, to be worn at all times whilst inside the vehicle.
 - i. All vehicle sharing should be kept to a minimum and all instances tracked with a log kept by nominated personnel
 - ii. Where a screened vehicle is not available, sharing must be authorised by the Company Operations Manager or Managing Director to be risk assessed on an individual basis

11. Visitors and Delivery Drivers should not be permitted to enter the premises unescorted. Signage should be used asking them to knock on the door and be admitted by a designated member of staff
 - a. Any items delivered should be placed on a designated surface and if of a plastic or hard covering disinfected with gloved hands before handling
 - b. No signatures should be given to third party documents or devices
 - c. All packaging should then be left for as long as possible (ideally 72 hours) or disinfected before opening and any surfaces disinfected once finished with
 - d. Any visitor likely to be on Company property for more than 15 minutes will need to be Covid Screened and have their details and temperatures recorded for Track & Trace purposes. All records will be logged centrally by nominated personnel.
12. Wymondham Site:
 - a. Depot and office staff should not mix, specific areas where all mixing is to be prohibited include inside (unless part of a booked and socially distanced meeting), in refreshment areas and all break out zones including outside smoking areas
 - b. The main tearoom should only be used by a single person at any time and hands should be washed on entry. Work surfaces and equipment in the tearoom must be disinfected prior to use. This room is out of bounds to depot staff.
 - c. No office staff are permitted to enter the depot building or yard for any reason – communication should be by telephone. Should access be necessary, (such as for refuelling etc) then you should first phone Will or Neil to ensure the area is clear and social distancing can be maintained – you may have to wait for access to be arranged.
13. Should you need to work in close proximity to another person, such as for manual handling purposes or training then both individuals should:
 - a. Ensure Depot Management is aware of the circumstances so this can be authorised – if close contact is likely to be for more than 15 minutes Senior Management authorisation is required and this will need to be centrally logged by nominated personnel
 - b. Be located as far apart as possible and keep interaction as short as possible
 - c. Wear PPE such as disposable gloves and avoid contact
 - d. Wear a face covering for the duration
14. Additional Covid Screening & Covid Toolbox Talks (TBT)
 - a. All staff are required to have participated in and signed off the relevant Covid TBT which may need to be refreshed and/or redelivered from time to time
 - b. All staff may be required to have their temperature checked daily on arrival and may be subject to further screening from time to time, including if their recorded temperature is in the upper normal range.
 - c. Where a member of staff has been absent other than at weekends, they will need to complete a Covid Screening Questionnaire and have their temperature recorded prior to being allowed to return to work. These details will be logged centrally by nominated personnel. Examples of when this will be necessary include (but are not limited to):
 - i. Absence for sickness
 - ii. Absence for annual or Company leave

- d. This will additionally be required in the following instances:
 - i. New employees commencing their training – they must receive and sign the relevant Covid Engagement TBT
 - ii. Any new Agency or Temporary Worker at the commencement of their contract – they must receive and sign the relevant Covid TBT
 - A repeat temperature check will need to be recorded and logged centrally no less than weekly thereafter for Agency and Temporary Workers

F: Personal Protective Equipment you must wear when working outside the office environment (according to Company guidelines):

1. Safety footwear (as approved by the Company)
2. High Visibility Uniform
3. Gauntlets for servicing toilets and handling equipment / moving portable toilets
4. Disposable gloves for incidental work or to protect against infective substances
5. Safety spectacles – where eye contamination is possible such as handling chemicals or at Sewage Treatment Works
6. Hard Hat – where overhead work is taking place, when passing under scaffolding, where site requires or at Sewage Treatment Works
7. Face Coverings:
 - a. The company have provided, as part of uniform, snoods which depot staff should have on their person whilst working for use at their discretion. These snoods are not meant to be PPE or a replacement for the requirement to maintain social distancing
 - b. Where required face masks are available in depots for specific risks
 - c. Staff are permitted to wear other suitable face coverings should they prefer but the responsibility of the individual to use face coverings is described in Covid Legislation. Face shields may be worn in addition to a suitable face covering but are not permitted as an alternative to a face covering that covers the mouth and nose.

G: Environmental Protection Measures you must take:

1. Used disposable gloves and other items must be thrown away on site or carried in a suitable bag/container that is not brought into the cab of any vehicle. This must be disposed of daily upon return to the depot.

RISK ASSESSMENT

Activity Assessed:	WORKING DURING THE CORONAVIRUS (COVID-19) OUTBREAK (DEPOTS)		RA Code	RA-S001	
List Of Hazards:	1	Risk of exposure or transmission of virus through airborne or deposited droplets			
	2	Risk of exposure from depot visitors and contractors			
	3				
Individuals At Risk:	1	Toilets + Ltd Employees (Contract & Temporary)			
	2	Members of the Public			
	3				
Assessment Of Risk (Risk = Severity x Likelihood)					
Severity Of Outcome		Likelihood Of Occurrence		Severity Score	Likelihood Score
1	<i>Minor Injury</i>	1	<i>Remote</i>	3	3
2	<i>Lost Time Through Illness/Injury</i>	2	<i>Improbable</i>	Key	Risk Score
3	<i>Severe Injury/Disablement</i>	3	<i>Possible</i>	1-4 = LOW	9
4	<i>Death</i>	4	<i>Probable</i>	5-8 = MED	Level Of Risk
5	<i>Multiple Fatality</i>	5	<i>Likely</i>	>9 = HIGH	HIGH RISK
Current Control Measures					
What Measures Are In Place?				Are They Sufficient?	
1	Staff provided with and trained on use and reasons for PPE (disposable gloves, eye protection, face coverings where necessary) as safeguards against transmission/contraction of virus			Sufficient	
2	Depot staff have been issued with temporary face coverings as part of their required uniform. In addition to other uses, these are also a requirement for accompanied working inside or accompanied when in cabin offices			Sufficient	
3	Handwashing and sanitising process in place and required			Sufficient	
4	Social distancing of 2m minimum in place and enforced			Sufficient	
5	Depot layout modified to support social distancing			Sufficient	
6	Instructions issued by toolbox talk on Covid-19 and managing safety at work and on customer sites			Sufficient	
7	Reporting pathway to senior management in case of symptoms of Covid-19 (personal or within household)			Sufficient	
8	Covid re-screening and daily temperature checking protocols in place as part of method statement. Visitors and contractors contact traceable and Covid symptom / temperature checked			Sufficient	
Risk Score After Control Measures					
Severity Score		Likelihood Score		Risk Score:	
2		2		4	
Controlled Risk Deemed To Be:				LOW RISK	
Further Controls Required:					Action By:
1	Training regularly reviewed, documented and monitored				Ongoing
2	Depot Managers & Assistant Depot Managers to monitor compliance				Ongoing
3	Review training of all workers at regular intervals and before first re-engagement				Ongoing
4	Temperature and Covid screening in place for visitors and staff returning from absence				Ongoing
5	Centralised logging of various Covid issues, risks and management of Covid sites in place and the responsibility of nominated personnel				Ongoing
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	4 January 2021	Review Due:	4 January 2022	2	

RISK ASSESSMENT

Activity Assessed:	WORKING DURING THE CORONAVIRUS (COVID-19) OUTBREAK (VEHICLE USERS)		RA Code	RA-S002	
List Of Hazards:	1	Risk of exposure or transmission of virus through airborne or deposited droplets			
	2	Risk of exposure through van sharing and/or shared van use			
	3				
Individuals At Risk:	1	Toilets + Ltd Employees (Contract & Temporary)			
	2	Members of the Public			
	3				
Assessment Of Risk (Risk = Severity x Likelihood)					
Severity Of Outcome		Likelihood Of Occurrence		Severity Score	Likelihood Score
1	<i>Minor Injury</i>	1	<i>Remote</i>	3	3
2	<i>Lost Time Through Illness/Injury</i>	2	<i>Improbable</i>	Key	Risk Score
3	<i>Severe Injury/Disablement</i>	3	<i>Possible</i>	1-4 = LOW	9
4	<i>Death</i>	4	<i>Probable</i>	5-8 = MED	Level Of Risk
5	<i>Multiple Fatality</i>	5	<i>Likely</i>	>9 = HIGH	HIGH RISK
Current Control Measures					
What Measures Are In Place?				Are They Sufficient?	
1	Staff provided with and trained on use and reasons for PPE (disposable gloves, eye protection, face coverings where necessary) as safeguards against transmission/contraction of virus			Sufficient	
2	Depot staff have been issued with temporary face coverings as part of their required uniform. In addition to other uses, these are also a requirement for accompanied working inside or accompanied when in cabin offices			Sufficient	
3	Handwashing and sanitising process in place and required. Social distancing of 2m minimum in place and enforced			Sufficient	
4	Vans are regularly cleaned and drivers are allocated a dedicated vehicle with restricted use to others and defined processes for disinfecting is used by others			Sufficient	
5	Instructions issued by toolbox talk on Covid-19 and managing safety at work and on customer sites			Sufficient	
6	Use of shared cabs is restricted - dedicated cab screen available for use in conjunction with face coverings (staff training /cab sharing). Unscreened sharing separately risk assessment by specified management.			Sufficient	
7	All instances of van sharing centrally logged. Alternative options preferred where possible			Sufficient	
8	Reporting pathway to senior management in case of symptoms of Covid-19 (personal or within household)			Sufficient	
Risk Score After Control Measures					
Severity Score		Likelihood Score		Risk Score:	
2		2		4	
Controlled Risk Deemed To Be:				LOW RISK	
Further Controls Required:				Action By:	
1	Company sourcing additional cab screening for training and prolonged cab sharing situations			Operations Manager	
2	Training regularly reviewed, documented and monitored			Ongoing	
3	Depot Managers & Assistant Depot Managers to monitor compliance			Ongoing	
4	Temperature and Covid screening in place for visitors and staff returning from absence			Ongoing	
5	Centralised logging of various Covid issues, risks and management of Covid sites in place and the responsibility of nominated personnel			Ongoing	
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	4 January 2021	Review Due:	4 January 2022	2	

RISK ASSESSMENT

Activity Assessed:	WORKING DURING THE CORONAVIRUS (COVID-19) OUTBREAK (HEAD OFFICE)		RA Code	RA-S003	
List Of Hazards:	1	Risk of exposure or transmission of virus through airborne or deposited droplets			
	2	Risk of exposure from visitors and contractors			
	3				
Individuals At Risk:	1	Toilets + Ltd Employees (Contract & Temporary)			
	2	Members of the Public			
	3				
Assessment Of Risk (Risk = Severity x Likelihood)					
Severity Of Outcome		Likelihood Of Occurrence		Severity Score	Likelihood Score
1	<i>Minor Injury</i>	1	<i>Remote</i>	3	3
2	<i>Lost Time Through Illness/Injury</i>	2	<i>Improbable</i>	Key	Risk Score
3	<i>Severe Injury/Disablement</i>	3	<i>Possible</i>	1-4 = LOW	9
4	<i>Death</i>	4	<i>Probable</i>	5-8 = MED	Level Of Risk
5	<i>Multiple Fatality</i>	5	<i>Likely</i>	>9 = HIGH	HIGH RISK
Current Control Measures					
What Measures Are In Place?				Are They Sufficient?	
1	Staff provided with and trained on use and reasons for PPE (disposable gloves, eye protection, face coverings where necessary) as safeguards against transmission/contraction of virus			Sufficient	
2	Hot desking prohibited			Sufficient	
3	Handwashing and sanitising process in place and required, including before and after use of a shared work area and upon each entry to company buildings			Sufficient	
4	Social distancing of 2m minimum in place and enforced			Sufficient	
5	Office and workplace layout modified to support social distancing			Sufficient	
6	Visitor access controlled with restricted access to non essential areas and depot staff restricted from accessing Head office areas			Sufficient	
7	Reporting pathway to senior management in case of symptoms of Covid-19 (personal or within household)			Sufficient	
8	Covid re-screening and daily temperature checking protocols in place as part of method statement. Visitors and contractors contact traceable and Covid symptom / temperature checked			Sufficient	
Risk Score After Control Measures					
Severity Score		Likelihood Score		Risk Score:	
2		2		4	
Controlled Risk Deemed To Be:				LOW RISK	
Further Controls Required:				Action By:	
1	Training regularly reviewed, documented and monitored			Ongoing	
2	Departmental and Office Managers to monitor compliance			Ongoing	
3	Review training of all workers at regular intervals and before first re-engagement			Ongoing	
4	Temperature and Covid screening in place for visitors and staff returning from absence			Ongoing	
5	Centralised logging of various Covid issues, risks and management of Covid sites in place and the responsibility of nominated personnel			Ongoing	
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	4 January 2021	Review Due:	4 January 2022		2

RISK ASSESSMENT

Activity Assessed:	WORKING DURING THE CORONAVIRUS (COVID-19) OUTBREAK (HOME WORKERS)		RA Code	RA-S004	
List Of Hazards:	1	Risk of exposure or transmission of virus through airborne or deposited droplets			
	2	Injury from use of non-approved / unsuitable / unsafe equipment			
	3	Stress caused by excess working (home environment)			
Individuals At Risk:	1	Toilets + Ltd Employees (Contract & Temporary)			
	2	Members of the Public			
	3				
Assessment Of Risk (Risk = Severity x Likelihood)					
Severity Of Outcome		Likelihood Of Occurrence		Severity Score	Likelihood Score
1	<i>Minor Injury</i>	1	<i>Remote</i>	3	3
2	<i>Lost Time Through Illness/Injury</i>	2	<i>Improbable</i>	Key	Risk Score
3	<i>Severe Injury/Disablement</i>	3	<i>Possible</i>	1-4 = LOW	9
4	<i>Death</i>	4	<i>Probable</i>	5-8 = MED	Level Of Risk
5	<i>Multiple Fatality</i>	5	<i>Likely</i>	>9 = HIGH	HIGH RISK
Current Control Measures					
What Measures Are In Place?				Are They Sufficient?	
1	Staff are made aware they are required to follow Government / Company guidelines whilst working during the outbreak - avoid unnecessary visitors, regular cleaning of work areas and maintaining personal hygiene			Sufficient	
2	Regular handwashing recommended			Sufficient	
3	Social distancing of 2m minimum in place and where individual may be shielding, they are aware of the additional requirements to keep themselves safe. If in doubt they know to contact their immediate line manager			Sufficient	
4	Reporting pathway to senior management in case of symptoms of Covid-19 (personal or within household)			Sufficient	
5	Staff are required to use company supplied / approved equipment where possible			Sufficient	
6	Any equipment (company or personally owned) is inspected before use for any damage and all electrical and other cables are in good working condition - all issues are to be reported to the Operations Manager			Sufficient	
7	Employees are only required to work approved business hours unless agreed with management			Sufficient	
8					
Risk Score After Control Measures					
Severity Score		Likelihood Score		Risk Score:	
2		2		Controlled Risk Deemed To Be:	
				4	
				LOW RISK	
Further Controls Required:					Action By:
1	Lines of communication with home workers are established and contact made regularly throughout the working week			Ongoing	
2	Faulty or unsuitable equipment replaced as necessary			Ongoing	
3					
4					
5					
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
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