

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

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

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Document Author:		Contact Details	Email	
Position:	Operations Manager		Telephone	01953 601345
RA Available:	Yes		Mobile	

Emergency Contacts:

Initial contact: Head Office: Office Manager: **01953 601345**
Depots: Depot Manager: **number in work phones**

If unable to contact line Manager: [REDACTED]

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 and offices.

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 by an authority or the Covid App.
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 results of any tests must be officially submitted and proof will be requested to support our controlled return process, this may include those results for other household members.
4. Follow current Government guidance on social distancing. Where a short task needs to take place and this distancing cannot be achieved (excludes where protective screens are installed in offices or vehicles), a face covering is advised for all workers.
5. Sanitise or wash your hands prior to entry to depots, offices, or work premises and then each time any such building is re-entered.
6. Regularly clean your hands throughout the day (for at least 20 seconds) with water and soap, or if these are not available using hand sanitiser.
7. Depot staff will be required to work split start/finish times to minimise congestion in / around the depot. Special care should be taken when accessing toilet and refreshment areas, around photocopier/printing equipment or other confined spaces such as 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.), the regular washing of clothing and maintaining personal hygiene. All refreshment areas must be wiped down by the user (using a 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 sanitise their hands on arrival as per point 5 above (this includes occasions where they leave the main office, 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 to be avoided where possible. Where this must take place, the user is responsible for disinfection before / after using the workspace and any equipment.
 - b. **Depot staff:** in addition to the usual PPE required to complete your work you must wear disposable gloves at all times in the yard and on site and replace these as a minimum after every service or sooner if damaged or soiled
 - i. Depot Managers and their assistants are not required to wear face coverings in the confines of the main depot office so long as they have received both vaccinations and any subsequent boosters as recommended by the Government
 - ii. All other depot staff can be required to wear face coverings whilst inside at the Depot Manager's discretion
 - iii. Where possible only Depot Manager and their assistant are to be in the main depot offices at any given time (at Depot Management discretion)
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 (such as to relocate the vehicle within the depot), 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 beforehand
 - d. When on customer or third party premises drivers should conduct their usual visual risk assessment before entering the site which includes protecting themselves against possible contamination such as where a site is clearly not observing social distancing etc.
 - i. If necessary, this must be notified to Head Office and instructions taken as necessary including informing the Depot Management or escalating if deemed serious enough to fail a service.

- e. Where a van cab needs to be shared, for example for staff training, the following process is to be adopted (subject to provisions at E1):
 - i. Prior to any training the trainer should return a negative LFT test in depot which will cover the next seven days regardless of the number of occasions where a prolonged sharing event takes place
 - ii. Any trainee is to return a negative LFT prior to prolonged van shares, this is valid for the period of training unless that spans a weekend or absence whereby a further test is required.
 - iii. For the purposes of defining a prolonged van share the amount of shared time is set at 3 hours
 - iv. If an LFT test is not possible then a screen must be fitted in the van to allow a van share, or the journey authorised by the Operations Manager
- 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 disinfected with gloved hands before handling
 - b. Only essential signatures should be given to confirm receipt
 - c. Any visitor likely to be on Company property for more than 30 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 office staff and hands should be sanitised on entry. Work surfaces and equipment in the tearoom must be disinfected prior to use and regularly through the day.
 - c. No office staff are permitted to enter the depot building or yard for any reason without seeking Senior Management approval beforehand.
- 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. Minimise the time spent in close proximity as far as possible
 - b. Wear PPE such as disposable gloves and avoid personal contact
 - c. Wear a face covering for the duration
- 14. Additional Covid Screening, Covid Toolbox Talks (TBT) and Additional Measures
 - a. All staff are required to have participated in and signed off the latest Covid TBT before commencing work for the Company and may be asked to participate in Covid updates from time to time.
 - b. All staff will be required to have their temperature checked daily on arrival and may be subject to further screening from time to time. Any abnormal readings will be managed by the relevant Manager and escalated if necessary.
 - c. Where a member of staff has been absent for any period of time (other than at weekends), they will also need to complete a Covid Screening Questionnaire.

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. New employees commencing their training must read, understand and sign the relevant Covid TBT and confirm their vaccination status, updating the Company should this change.
- i. Any new Agency or Temporary Worker must read, understand and sign the relevant Covid TBT at the commencement of their contract
 - A repeat temperature check will need to be recorded and logged centrally no less than weekly thereafter for Agency and Temporary Workers
- e. Where a member of staff is travelling abroad, they must notify their Manager and HR of each Country or region they are due to visit so this can be compared against the latest Travel Restriction list as published by the Government.
- i. Any staff affected by the restrictions dictated by this list will isolate/test as per the requirements of the time and provide proof of a negative result as appropriate prior to returning to work
 - ii. It remains the responsibility of the individual to ensure they follow the most current Government guidance on travel as this is subject to change at any time

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 servicing units, 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 recommend staff have use of personal face coverings which are at their discretion. These are not meant to be PPE or a replacement for maintaining social distancing.
 - b. Spare disposable face coverings are available in depot or offices on request, only for when a staff member is temporarily without their own face covering.

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 are made aware they are required to follow Government / Company guidelines whilst working during the outbreak - advised to avoid unnecessary visitors, regular cleaning of work areas and maintaining personal hygiene			Sufficient	
2	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	
3	Depot staff are advised to use their discretion on the use of face coverings whilst outside of the depot, local (in Depot) decisions on requirements for face coverings are at Depot Management discretion			Sufficient	
4	Handwashing/sanitising in place, social distancing of 2m minimum recommended and 'pinch points' identified where present with modifications to layout/usage in place as necessary			Sufficient	
5	Depot staff arrive at split times to minimise staff grouping and contact, daily temperature checks in place with screening used for visitors and all staff returning from leave / absence			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 or instruction to isolate (personal or within household)			Sufficient	
8	Visitor access controlled, monitored and logged (including contact details) when attendance likely to be >30 minutes including temperature and symptom checks			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	Centralised log and monitoring of all Covid issues by nominated personnel			Ongoing	
5	Centralised monitoring of vaccination status across staff			Ongoing	
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	1 September 2021	Review Due:	1 September 2022		3

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 are made aware they are required to follow Government / Company guidelines whilst working during the outbreak - advised to avoid unnecessary visitors, regular cleaning of work areas and maintaining personal hygiene			Sufficient	
2	Depot staff are trained on Covid Risks and advised to use their discretion on the use of face coverings whilst outside of the depot, local (in Depot) decisions on requirements for face coverings are at Depot Management discretion			Sufficient	
3	Handwashing and sanitising process in place and required. Social distancing of 2m recommended whilst working			Sufficient	
4	Vans are cleaned regularly and drivers are allocated a dedicated vehicle where possible, including restricted use by others and in place disinfection for these instances			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 controlled, limit to allowable share time for double vaccinated individuals. Training shares covered through use and DM monitoring of in Depot LFT testing regimen and all instances logged centrally			Sufficient	
7	Reporting pathway to senior management in case of symptoms of Covid-19 or instruction to isolate (personal or within household)			Sufficient	
8	Daily temperature checks in place with screening used for visitors and all staff returning from leave / absence			Sufficient	
Risk Score After Control Measures					
Severity Score		Likelihood Score		Risk Score:	4
2		2		Controlled Risk Deemed To Be:	LOW RISK
Further Controls Required:					Action By:
1	Continued monitoring of cab shares and implementation of training testing regimen				Ongoing
2	Training regularly reviewed, documented and monitored				Ongoing
3	Depot Managers & Assistant Depot Managers to monitor compliance				Ongoing
4	Centralised log and monitoring of all Covid issues by nominated personnel				Ongoing
5	Centralised monitoring of vaccination status across staff				Ongoing
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	1 September 2021	Review Due:	1 September 2022		3

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 are made aware they are required to follow Government / Company guidelines whilst working during the outbreak - advised to avoid unnecessary visitors, regular cleaning of work areas and maintaining personal hygiene			Sufficient	
2	Staff provided with and trained on use and reasons for PPE as safeguards against transmission/contraction of virus			Sufficient	
3	Hot Desking is to be avoided where possible. Where this must take place, the user is responsible for disinfection before/after using the workspace and any equipment			Sufficient	
4	Handwashing and sanitising process in place and required (includes on entry to buildings, prior to use of shared areas etc.)			Sufficient	
5	Social distancing of 2m minimum recommended and 'pinch points' identified where present with modifications to layout/usage in place as necessary			Sufficient	
6	Visitor access controlled, monitored and logged (including contact details) when attendance likely to be >30 minutes including temperature and symptom checks			Sufficient	
7	Reporting pathway to senior management in case of symptoms of Covid-19 or instruction to isolate (personal or within household)			Sufficient	
8	Daily temperature checks in place with screening used for visitors and all staff returning from leave / absence			Sufficient	
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	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	Centralised log and monitoring of all Covid issues by nominated personnel			Ongoing	
5	Centralised monitoring of vaccination status across staff			Ongoing	
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	1 September 2021	Review Due:	1 September 2022		3

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 - advised to avoid unnecessary visitors, regular cleaning of work areas and maintaining personal hygiene			Sufficient	
2	Regular handwashing / sanitising recommended			Sufficient	
3	Social distancing of 2m minimum recommended and where individual may be shielding, ensure 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 or instruction to isolate (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 relevant line 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		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	Centralised log and monitoring of all Covid issues by nominated personnel			Ongoing	
5	Centralised monitoring of vaccination status across staff			Ongoing	
Assessment Of Overall Risk With Further Measures Applied					
Adequately Controlled & Manageable					
Author:		Position:	Operations Manager	Revision:	
Date:	1 September 2021	Review Due:	1 September 2022		3