



Modern Electric Tramways Ltd & Seaton Tramway (Enterprises Ltd)

COVID-19 Risk Assessment



COVID-19 is a disease caused by a virus known as Corona Virus. This is a new virus and disease that affects the lungs and airways. Symptoms can be mild, moderate, severe, or fatal.

This risk assessment outlines the measure that Seaton Tramway will be implementing for dealing with COVID-19 situations in the workplace and across the attraction. The situation regarding COVID-19 is one that is changing on an almost daily basis, current UK government guidance can be found www.gov.uk/coronavirus.

This risk assessment has been produced in-line with the Modern Electric Tramways Ltd & Seaton Tramway (Enterprises) Ltd Safety Policy and outlines the responsibilities of both the employer and employee.

Due to the ever-changing nature of the situation, this Risk assessment will be continuously reviewed and amended to reflect any changes. Employees will be issued revised risk assessments when and where appropriate.

When 'Social distancing' is mentioned, it must be considered to mean 2 metres unless otherwise stated. On 23rd June 2020, the Government relaxed social distancing to 1 metre + (which means no less than 1 metre provided additional measures are taken, such as wearing face covering). Where this specifically applies it shall be highlighted in **BOLD** text.



#	Area/Department	Item	Who may be affected	Hazard	Control Measures	Period of review
1	Riverside Depot	Sanitising Stations	Staff and visitors	Transfer of virus from touch (contamination)	For the purposes of sanitation and staff safety, the following measures will be implemented: <ol style="list-style-type: none"> Sanitation stations will be set up at the entrances of Riverside Depot (rear door and reception door). All staff and visitors are to make use of these facilities upon arrival to the building. Sanitation stations will be set up at the exits of Riverside Depot. All staff and visitors are to make use of these facilities upon leaving. 	Weekly
2	Riverside Depot	Access to Sanitising Stations	Staff	Transfer of virus from touch (contamination)	For the purposes of sanitation and staff safety, the following measures will be implemented: <ol style="list-style-type: none"> All staff requiring initial access to Riverside Depot will be issued with a key fob allowing them access via the rear door. For staff arriving later, the door will have been propped open to allow access as per section 3(4) below. The Sanitation Station will be located just inside of said door. 	Weekly
3	Riverside Depot	Access Doors	Staff and visitors	Transfer of virus from touch (contamination)	Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks: <ol style="list-style-type: none"> Cleaning of all door handles, 2 times a day using an approved cleaning product A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. Staff are to maintain good hygiene measures, cleaning hands regularly using fixed facilities, or antibacterial cleaner when this is not possible. Where possible, all doors should be fixed open to prevent the need for any touch of the door. However, this does not replace the need for regular cleaning Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily



4	Riverside Depot	Taps	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. All taps are to be cleaned 2 times a day using an approved cleaning product 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
5	Riverside Depot	Staff Toilets	Staff	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff toilet areas are to be subjected to a cleaning process 2 times per day. 2. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
6	Riverside Depot	Common areas	Staff	Transfer of virus from touch (contamination) and social distancing	<p>Enhanced social distancing measures need to be implemented in all common areas. This will be achieved by implementing the following measures:</p> <ol style="list-style-type: none"> 1. Staffroom facilities will be altered, with a limit of just 4 chairs in the staff room which allow staff to sit at least 2 metres away from another staff member 2. Staggered breaks will be introduced in line with the 'ramp-up' of the number of staff present on site. This will be done to ensure no more than 4 members of staff are using this area at any one time 3. When weather permits, staff are to be encouraged to take their break outdoors in a seating area but must continue to maintain a 2-meter social distance. 	Daily



7	Riverside Depot	General Facilities	Staff and visitors	Transfer of virus from touch (contamination) and social distancing	<p>Enhanced measures need to be implemented to aid with social distancing and staff awareness. These measures are:</p> <ol style="list-style-type: none"> 1. Walkway area through the depot – this area is to be kept clean and clear and is only to be used as a means of accessing other parts of the building (i.e. not a congregation point). 2-metre markers are to be fixed to the floor to demarcate social distance. 2. A one-way system will be set up through the building. The blue internal walkway will be used by staff/visitors to walk from south to north. The external pathway is to be used by staff/visitors to walk north to south. However, this is not practical for engineering staff who require back and forth access to the workshop and inspection pit areas. Each individual engineer is to ensure that a 2-metre social distance is maintained between them and anyone else using the walkway. 3. When possible, engineers are to move their tool trolley to where they are working in order to avoid the need for back and forth travel. 4. Smoking area – located in the rear car park at Riverside. Only one member of staff is to use this smoking area at any one time. 5. Refuge – all bins are to be emptied at the end of each working day and deposited of in the approved storage bins outside of the building. 6. Bins located within washroom areas are to be 'double bagged'. 7. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty each day 8. No hand driers are to be used, instead replaced by use of a throw-away paper towel. Hand driers will be isolated in the main fuse board to prevent use. 9. Regular notices will be posted throughout the building to build a strong awareness of hygiene measures and social distancing measures that must be followed by all. 	Daily
8	Riverside Depot	Radios and signing on facilities	Staff	Transfer of virus from touch (contamination) and social distancing	<p>For the purpose of social distancing and the prevention of transfer of virus through touch, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. To prevent an overcrowding situation within the staff room area, the driver signing in point will be relocated to the main walkway through the depot 2. To prevent an overcrowding situation within the staff room area, the radios will be relocated to the main walkway through the depot 3. Frequent sanitising of this area will be undertaken throughout the day 4. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty each day 	Ongoing



					<ol style="list-style-type: none"> 5. A driver is responsible for ensuring that the radio he/she has used during a shift has been sanitised by using the special wipes located at the sign-in area. 6. A driver is responsible for ensuring that the radio he/she is about to use during a shift has been sanitised prior to first use. 	
9	Riverside Depot	Emergency Situations	Staff and visitors	Injury	<p>It has been considered that the likelihood of harm arising from COVID-19 is less than the likelihood of harm from an emergency (such as fire). The greatest and most immediate risk to health and safety is the emergency. Therefore:</p> <ol style="list-style-type: none"> 1. In the event of a building requiring emergency evacuation, the safety of staff and visitors is paramount, and as such supersedes any COVID-19 restrictions. 2. However, in the event that staff/visitors are required to congregate outdoors, social distancing measures should be observed if safe to do so. 3. Social distancing should also be observed whilst reoccupying the building (if it is safe to reoccupy) 	Ongoing
10	Riverside Depot	Offices	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>For personal protection within the office area, the following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. Social distancing must be maintained between working stations – 2 metres minimum. 2. Workstations are owned and operated by only one member of staff; there will be no sharing of any desk or computers 3. Cleaning computer keyboards and mouse with an approved cleaning agent will be undertaken 2 times per day by the individual using the equipment. Staff members will be prompted at the relevant time by the person undertaking the other building cleaning responsibilities. A checklist has been formulated which will be initialled by the member of staff who has undertaken this 'prompting' duty. 4. Cleaning phone receivers with an approved cleaning agent will be undertaken 2 times per day by the person using the desk. Staff members will be prompted at the relevant time by the person undertaking the other building cleaning responsibilities. A checklist has been formulated which must be initialled by the member of staff who has undertaken this 'prompting' duty. 	Daily



					<ol style="list-style-type: none"> 5. Cleaning of common items, such as printers, photocopiers, hole-punches, staplers (list not exhaustive), will be undertaken 2 times per day. 6. Visitor signing in station shall be cleaned 2 times per day, including pens. 7. Other than office staff, approved visitors and the designated cleaner, no one should access the office areas. 	
11	Riverside Depot	Staff attendance	Staff	Transfer of virus from lack of social distancing	<p>Enhanced measures need to be implemented to aid with social distancing. These measures are:</p> <ol style="list-style-type: none"> 1. Staff arrival will be staggered at 5-minute intervals. This shall afford a staff member adequate time to arrive and move clear for the next staff member. 2. Staff will be issued their time slot on a rota basis, which will be developed as and when appropriate. 3. A similar arrangement is to be adopted at the end of shift; departure times staggered by 5 minutes. 	Weekly
12	Riverside Depot	Meetings	Staff and Visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of staff and visitor protection, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. All meetings with external parties to be held virtually when possible. 2. Meetings unable to be held virtually must be undertaken in controlled conditions including: <ol style="list-style-type: none"> i. Social distancing measures must be established between all parties involved in the meeting ii. Physical attendees to be kept as low in number as is possible iii. Meeting station to be fully sanitised after use. 3. All visitors from outside of the organisation must leave contact details in order that we may contact them should a COVID-19 outbreak occur. These contact details will be held securely in line with GDPR. 	Weekly
13	Riverside Depot	Ventilation	Staff and visitors	Improve ventilation through the premises	<p>For the purposes of creating a ventilated working space, the following actions are to be undertaken each day:</p> <ol style="list-style-type: none"> 1. All external leading doors and windows are to be opened fully when it is safe to do so. 2. All internal doors are to be opened to allow a through flow of air. This excludes any fire doors. 	Ongoing



14	Seaton Station	Sanitation Station	Staff and Visitors	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff and visitor safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Sanitation stations will be set up at the main entrance of Seaton Station. All staff are to make use of these facilities upon arrival to the building. 2. Visitors will be advised to make use of these facilities by means of fixed signage. 3. Sanitation stations will be set up at the exit of Seaton Station. All staff are to make use of these facilities upon leaving. 4. Visitors will be advised to make use of these facilities by means of fixed signage. 	Weekly
15	Seaton Station	Face Coverings	Staff and Visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>On 24th July 2020, it will become mandatory for visitors* to wear a face covering in any retail area. Therefore, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Clear signage will be installed at all entrances to retail areas, displaying the need for face coverings to be worn 2. This signage will be repeated and regular intervals through the retail area as a constant reminder of the need for face coverings. 3. Should any visitor get as far as the point of sale without wearing a face covering, the member of staff must reiterate the need for compliance. 4. Face coverings may also be purchased if the visitor does not possess such an item. 5. Any member of staff who comes across a visitor not wearing a face covering must politely remind the visitor that they must wear a face covering unless medically exempt <p>In addition to this, from 8th August 2020 face coverings are required in further settings which include common areas (such as toilets), therefore the signage needs to be extended to cover these areas.</p> <p>*Visitors under the age of 11 and those with medical reasons are exempt from this ruling.</p>	Ongoing



16	Seaton Station	Access Doors	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. Cleaning of all door handles, 2 times a day using an approved cleaning product 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Staff are to maintain good hygiene measures, cleaning hands regularly using fixed facilities, or antibacterial cleaner when this is not possible. 4. Where possible, all doors should be fixed open to prevent the need for any touch of the door. However, this does not replace the need for regular cleaning 5. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
17	Seaton Station	Taps	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. All taps are to be cleaned 2 times a day using an approved cleaning product. 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
18	Seaton Station	Visitor Toilets	Visitors	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and visitor safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Visitor toilet areas are to be subjected to a cleaning process 2 times per day. 2. Hand sanitiser will be provided outside of the toilet area 3. Use of the toilet facilities will be on a 'one out, one in' basis. Signage will be installed to communicate this message to visitors. 4. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily



19	Seaton Station	Staff Toilets	Staff	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff toilet areas are to be subjected to a cleaning process 2 times per day. 	Daily
20	Seaton Station	Staff protection	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>To protect the welfare of staff members at Seaton Station, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. A 'sneeze guard' will be installed in front of both of the till areas. These guards will afford some element of germ protection and help to avoid contamination from person to person. 2. To maintain social distancing, only 1 member of staff will be working at each till point at any one-time; selling tickets and/or merchandise & refreshments 3. To maintain social distancing, the member of staff operating the Claude's till be the person responsible for preparing refreshments. 4. The 2 members of staff above are to maintain a social distance of 2 metres at all times. A 2-metre demarcation will be installed on the floor behind the till/servery area (see photograph below) 5. Contactless payments are to be encouraged at all times. Contactless payment limit has been increased from £30 to £45. 6. Some cash sales are inevitable. In such circumstances disposable gloves will be provided to the till operator for use which should be worn only once before being discarded in a rubbish bin. In the event that cash is handled without the use of gloves, antibacterial hand gel must be used immediately after to avoid any cross contamination, which is also provided. 	Weekly



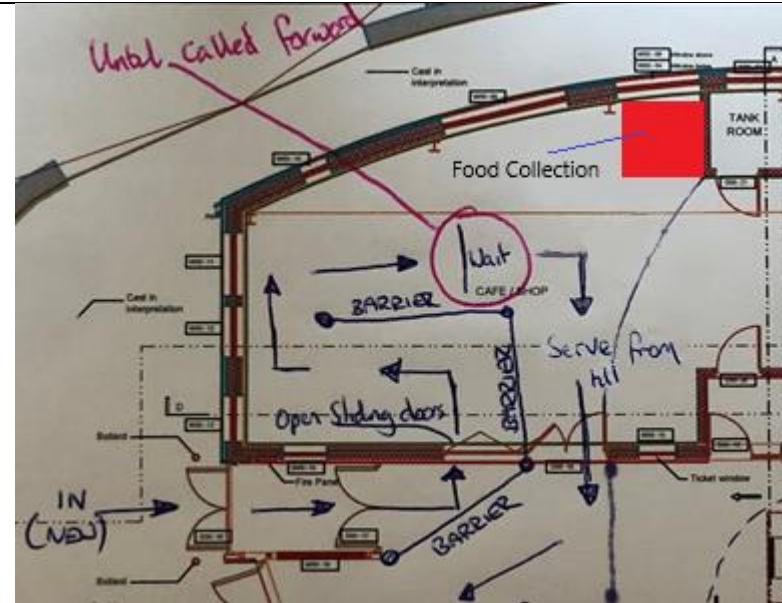
					 <p>Social distancing markers <i>cont..</i></p>	
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Sneeze Guard at till area - typical



21	Seaton Station	Staff attendance	Staff	Transfer of virus from lack of social distancing	Enhanced measures need to be implemented to aid with social distancing. These measures are: <ul style="list-style-type: none"> 1. Staff arrival will be staggered at 5-minute intervals. This shall afford a staff member adequate time to arrive and move clear for the next staff member. 2. Staff will be issued their time slot on a rota basis, which will be developed as and when appropriate. 3. A similar arrangement is to be adopted at the end of shift; departure times staggered by 5 minutes. 	Weekly
22	Seaton Station	Ventilation	Staff and visitors	Improve ventilation through the premises	For the purposes of creating a ventilated working space, the following actions are to be undertaken each day: <ul style="list-style-type: none"> 1. All external leading doors and windows are to be opened fully when it is safe to do so. 2. All internal doors are to be opened to allow a through flow of air. This excludes any fire doors. 	Ongoing
23	Seaton Station	Ticket sales and queuing arrangement	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	In order to produce a ticket sale and queuing facility which maintains social distancing, the following measures will be implemented: <ul style="list-style-type: none"> 1. Ticket sales will be primarily undertaken using the main till. The Claude's till will be used as a back-up in the event that it is needed due to large queues. 2. A queue 'snake' will be formed using barriers which allow safe passage through the shop whilst maintaining social distancing. 3. At the head of the queue, a wait here until called forward sign is to be located. Ticket staff are to call forward the customer to the relevant till point when they are ready, while ensuring that the previous transaction's customers have left the room. 4. Any queue systems are to be 'one way' only as shown on the plan 5. Demarcations are to be fitted to the floor to demonstrate 2-meter social distancing measures. It is permissible for groups of people from the same family (i.e. Mum/Dad/Kids) to stand together provided they are maintaining the 2-metre distancing between them and others not in their group. <p style="text-align: right;"><i>cont..</i></p>	Weekly



Shop queuing arrangement

24	Seaton Station	Group sizes	Staff and visitors	Transfer of virus from lack of social distancing	<p>Effective from 14th September 2020, visitors can only visit in groups of up to 6 people. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. As an attraction, we must establish how many people are in each party (at the point of sale). 2. Staff must clearly communicate that, unless visitors are a household or support bubble, the group will be split and socially distanced. 3. Signage will be installed to represent this ruling and will be displayed prominently. 	Ongoing
25	Seaton Station	Air conditioning units	Staff and visitors	Transfer of virus from airborne particles	<p>Research in China has suggested that COVID-19 can be spread from air-conditioning units. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. The air conditioning units located in the shop/Claude's section at Seaton Station must not be used until further notice 2. These units must be switched off in the fuse board to prevent anyone inadvertently switching them on. 	Ongoing

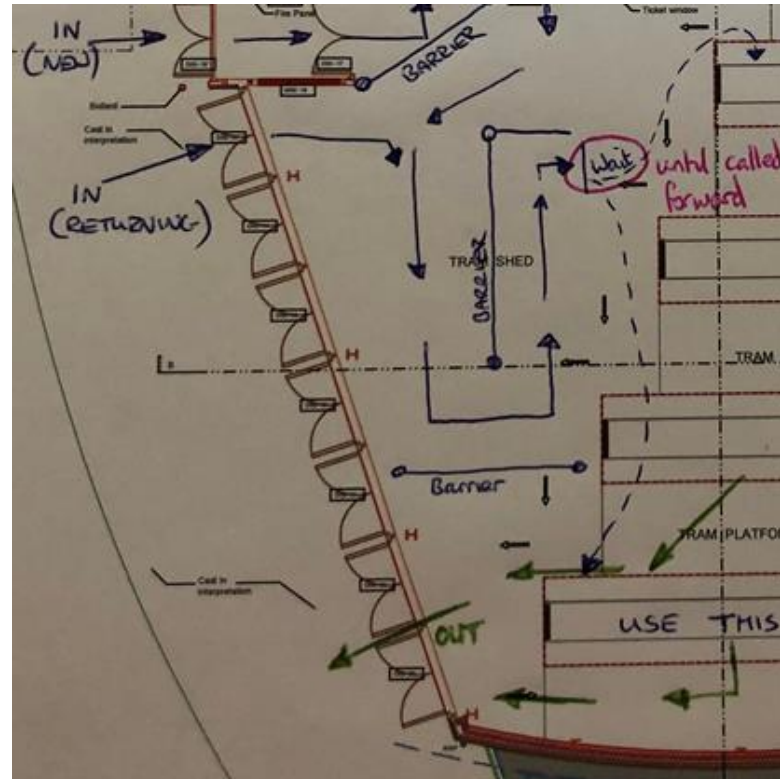


26	Seaton Station	Merchandise displays	Visitors	Transfer of virus from touch (contamination)	<p>For the purpose of preventing the spread of the virus through touch, the following signage will be installed in the gift-shop area:</p> <ol style="list-style-type: none"> 1. 'To help prevent the spread of the virus, please refrain from touching any items you do not intend to purchase. Thank you' 2. 'To help prevent the spread of the virus, please refrain from trying on items of clothing and hats. Thank you' 	Ongoing
27	Seaton Station	Food & refreshment sales	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of hygiene, the following measures are to be implemented for food/refreshment sales:</p> <ol style="list-style-type: none"> 1. Food or refreshments are available to order at either till. However, these are limited to TAKE-AWAY only; no visitors are permitted to consume food or drink using the fixed seating located within the giftshop area (pending update of Government guidelines) 2. Food and drink will be prepared by a designated member of staff, who shall place the food on the counter before standing back and asking the customer to collect. 3. Once ordered, the customer will be asked to wait in an area away from the main queue. This area is depicted on the plan in #23 above. 4. The member of staff preparing food/refreshments must comply with general food hygiene rules, such as wearing gloves. 5. All food and drinks will be presented in non-returnable, throw-away packaging/cups. 6. Other than for the purpose of food/refreshment preparation, no 'washable/reusable' cutlery is to be used. 	Weekly
28	Seaton Station	Queue for trams	Visitors	Transfer of virus from lack of social distancing	<p>For the purposes of social distancing, the following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. Barriers will be installed as depicted in the plan below. This will produce a queuing system from leaving the shop to boarding the trams. 2. Allowances have also been made for returning visitors to prevent them having to re-join any queue formed within the shop area. 3. Demarcations will be installed on the floor to demonstrate 2-metre social distancing measures. 4. At the head of the queue, a sign requesting visitors to 'wait here until called forward' will be displayed. 	Weekly



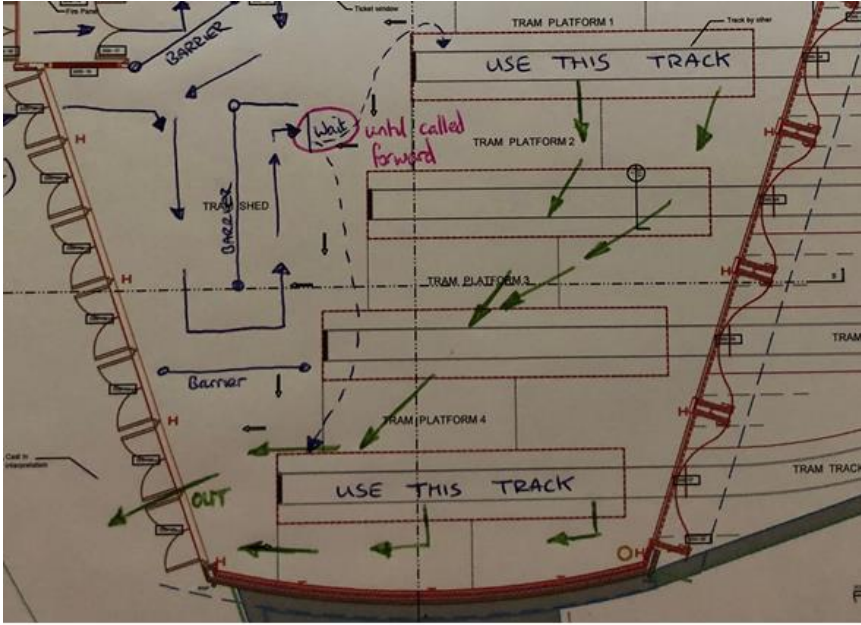
5. A driver will be present to load the trams, which shall be undertaken as quickly as is safely possible in order to prevent a long queue forming. This will prevent any direct contact between staff and visitors.
6. An audio alert is to be played on a loop system which clearly announces what measure the tramway are taking for the safety of the staff and visitors.
7. These announcements are to be further enforced by means of fixed signage installed throughout the station concourse.

cont..



Tram queuing arrangement



29	Seaton Station	Exiting and returning visitors	Visitors	Transfer of virus from lack of social distancing	<p>For the purposes of social distancing, visitors leaving the trams and building must do so by following the arrangements below:</p> <ol style="list-style-type: none"> 1. Visitors will be requested to leave the tram as follows: <ol style="list-style-type: none"> i. Passengers travelling on the top deck will be requested to leave via the north staircase, and then directed towards the exit door in the south east corner of the building (see green arrows) ii. Passengers travelling on the lower deck will be requested to leave the tram via the west side (where possible), walk around the front (south) of the tram and directed towards the exit in the south east corner. iii. The driver of the tram will be responsible for outlining these instructions to his/her visitors. 2. Visitors returning will do so via the door marked 'IN (RETURNING)' on the attached plan where they will then access the queue system as previously described.  <p style="text-align: center;">Tram unloading and exiting the building</p>	Weekly
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30	Seaton Station	Emergency Situations	Staff and visitors	Injury	<p>It has been considered that the likelihood of harm arising from COVID-19 is less than the likelihood of harm from an emergency (such as fire). The greatest and most immediate risk to health and safety is the emergency. Therefore:</p> <ol style="list-style-type: none"> 1. In the event of a building requiring emergency evacuation, the safety of staff and visitors is paramount, and as such supersedes any COVID-19 restrictions. 2. However, in the event that staff/visitors are required to congregate outdoors, social distancing measures should be observed if safe to do so. 3. Social distancing should also be observed whilst reoccupying the building (if it is safe to reoccupy) 	Ongoing
31	Seaton Station	The role of 'Meet and Greet'	Staff and visitors	Transfer of virus from lack of social distancing	<p>For the purpose of staff and visitor safety, the following measures will be implemented and supersede the original role of the meet and greet staff:</p> <ol style="list-style-type: none"> 1. The current Hi-Visibility vests worn by a meet and greeter will be replaced so that they read 'Seaton Tramway, please keep a social distance' rather than 'Seaton Tramway, here to help. This will prevent members of the public or visitors getting too close to the staff member undertaking the role. 2. Meet and greeters will be responsible for pointing out to visitors where they may find the sanitising stations, reminding them about social distancing, showing them where the correct entrance to the building can be located and answering any queries. 3. To prevent the spread of virus through contamination, the meet and greeter is no longer to hold a selection of leaflets to distribute, but rather point the visitor in the direction of where these can be found. 	Weekly
32	Seaton Station	Track and Trace	Staff and visitors	Transfer of the virus	<p>For the purposes of enabling 'Track and Trace', the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. All visitors over the age of 16 (not just the group leader) are required to leave their contact details at the Point of Sale. 2. The member of staff at the POS will be responsible for collating a digital list during each shift or day, or (see 3) 	Ongoing



					<ol style="list-style-type: none"> 3. A site specific QR code will be installed at the point of sale, which can be scanned by visitors. Staff are required to ask for sight of the confirmation the visitor receives after using the app/scan system. 4. Neither 2 or 3 above are required for Pre-paid tickets. 5. The redemption of 'Pre-paid' tickets will automatically be updated on the office database, and this can be used to find contact details should the need arise. 6. This list in point 2 will be returned electronically to Riverside Depot at the end of each operating day, where it shall then be held securely for a period of 21 days. 7. After 21 days has passed, this list will be destroyed. 	
33	Colyton Station	Sanitation Station	Staff and visitors	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff and visitor safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Sanitation stations will be set up at the main entrance of Colyton Station. All staff are to make use of these facilities upon arrival to the building. 2. Visitors will be advised to make use of these facilities by means of fixed signage. 3. Sanitation stations will be set up at the exit of Colyton Station. All staff are to make use of these facilities upon leaving. 4. Visitors will be advised to make use of these facilities by means of fixed signage. 	Weekly
34	Colyton Station	Face Coverings	Staff and Visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>On 24th July 2020, it will become mandatory for visitors* to wear a face covering in any retail area. Therefore, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Clear signage will be installed at all entrances to retail areas, displaying the need for face coverings to be worn 2. This signage will be repeated and regular intervals through the retail area as a constant reminder of the need for face coverings. 3. Should any visitor get as far as the point of sale without wearing a face covering, the member of staff must reiterate the need for compliance. 4. Face coverings may also be purchased if the visitor does not possess such an item. 	Ongoing




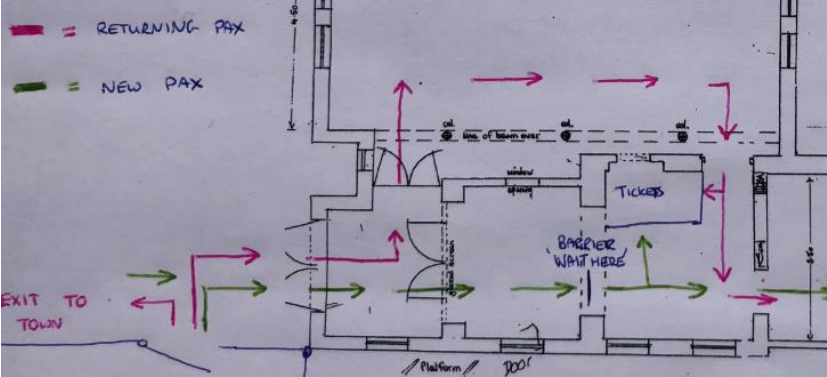
					<p>5. Any member of staff who comes across a visitor not wearing a face covering must politely remind the visitor that they must wear a face covering unless medically exempt</p> <p>In addition to this, from 8th August 2020 face coverings are required in further settings which include common areas (such as toilets), therefore the signage needs to be extended to cover these areas.</p> <p>*Visitors under the age of 11 and those with medical reasons are exempt from this ruling.</p>	
35	Colyton Station	Access Doors	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. Cleaning of all door handles is to be undertaken, 2 times a day using an approved cleaning product 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Staff are to maintain good hygiene measures, cleaning hands regularly using fixed facilities, or antibacterial cleaner when this is not possible. 4. Where possible, all doors should be fixed open to prevent the need for any touch of the door. However, this does not replace the need for regular cleaning 5. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
36	Colyton Station	Taps	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. All taps are to be cleaned 2 times a day using an approved cleaning product. 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily



37	Colyton Station	Visitor Toilets	Visitors	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Visitor toilet areas are to be subjected to a cleaning process 2 times per day. 2. Hand sanitiser will be provided outside of the toilet area 3. Use of the toilet facilities will be on a 'one out, one in' basis. Signage will be installed to communicate this message to visitors. 4. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
38	Colyton Station	Staff Toilets	Staff	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff toilet areas are to be subjected to a cleaning process 2 times per day. 	Daily
39	Colyton Station	Staff protection	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>To protect the welfare of staff member at Colyton Station, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. A 'sneeze guard' will be installed in front of the till area at Colyton. This guard will afford some element of germ protection and help to avoid contamination from person to person. 2. For the purposes of maintaining social distancing, only 1 member of staff to be working at any one-time selling tickets and/or merchandise 3. Contactless payments are to be encouraged at all times. Contactless payment limit has been increased from £30 to £45 4. Some cash sales are inevitable. In such circumstances latex gloves will be provided to the till operator for use which should be worn only once before being discarded in a rubbish bin. If cash is handled without the use of gloves, antibacterial hand gel must be used immediately after to avoid any cross contamination. All PPE will be issued by the company (staff only). <p style="text-align: right;"><i>Cont..</i></p>	Weekly

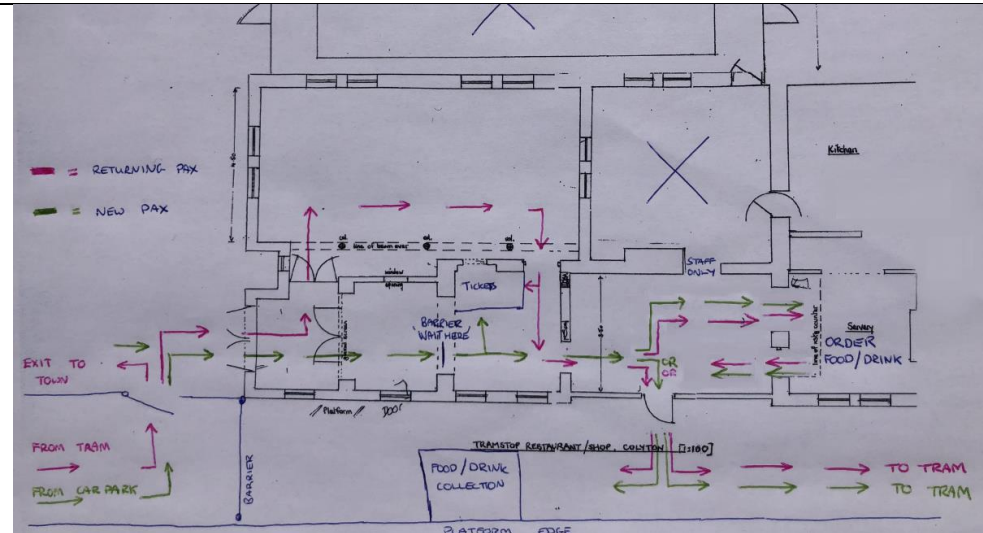


					 <p>Sneeze guard at till area</p>	
40	Colyton Station	Staff attendance	Staff	Transfer of virus from lack of social distancing	<p>Enhanced measures need to be implemented to aid with social distancing. These measures are:</p> <ol style="list-style-type: none"> 1. Staff arrival will be staggered at 5-minute intervals. This shall afford a staff member adequate time to arrive and move clear for the next staff member. 2. Staff will be issued their time slot on a rota basis, which will be developed as and when appropriate. 3. A similar arrangement is to be adopted at the end of shift; departure times staggered by 5 minutes. 	Weekly

41	Colyton Station	Ventilation	Staff and visitors	Improve ventilation through the premises	<p>For the purposes of creating a ventilated working space, the following actions are to be undertaken each day:</p> <ol style="list-style-type: none"> 1. All external leading doors and windows are to be opened fully when it is safe to do so. 2. All internal doors are to be opened to allow a through flow of air. This excludes any fire doors. 	Ongoing
42	Colyton Station	Ticket sales	Staff and visitors	Transfer of virus from lack of social distancing	<p>In order to produce a ticket sale and queuing facility which maintains social distancing, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. From the main entrance, a queuing system will be installed towards the till area. 2. Access to the main shop is available by turning immediately left, with shop sales being undertaken at the main counter. 3. Demarcations are to be installed on the floor to demonstrate 2-metre social distancing measures. 4. As available space is limited, groups of more than 2 people are to be encouraged to move through the building and onto the platform, leaving just one member of the group queuing for tickets. This will be achieved by means of fixed signage upon entering the building. 5. At the head of the queue, a sign reading 'please wait here until called forward' will be displayed. The member of staff operating the till will call the visitor forward, carry out the sale and then direct them into the tramstop area.  <p style="text-align: center;">Ticket sales queuing arrangement</p>	Weekly



43	Colyton Station	Group sizes	Staff and Visitors	Transfer of virus from lack of social distancing	<p>Effective from 14th September 2020, visitors can only visit in groups of up to 6 people. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. As an attraction. We must establish how many people are in each party (at the point of sale). 2. Staff must clearly communicate that, unless visitors are a household or support bubble, the group will be split and socially distanced. 3. Signage will be installed to represent this ruling and will be displayed prominently. 	Ongoing
44	Colyton Station	Queue for trams	Visitors	Transfer of virus from lack of social distancing	<p>For the purposes of social distancing, the following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. Trams alight as per normal arrangements in the stub end at Colyton Station. The driver will direct visitors towards the platform area, where they will be diverted out of the platform gate, or to the overflow carpark to neighbouring facilities. 2. From the platform gate, the visitor can either turn left and head towards Colyton Town or turn right back into the building where they can safely bypass any queue by turning left into the main giftshop and through into the Tramstop Café/onto the platform. 3. Trams load passengers at the south end of platform (akin to the arrangements during the Polar Express event). A queue may be formed on the south end of the platform, 2-metre demarcations will be installed on the platform. 4. The driver will call forward the queue for loading purposes. <p style="text-align: right;"><i>Cont..</i></p>	Weekly



Passage through Colyton Station

45	Colyton Station	Merchandise displays	Visitors	Transfer of virus from touch (contamination)	<p>For the purpose of preventing the spread of the virus through touch, the following signage will be installed in the gift-shop area:</p> <ol style="list-style-type: none"> 1. 'To help prevent the spread of the virus, please refrain from touching any items you do not intent to purchase. Thank you' 2. 'To help prevent the spread of the virus, please refrain from trying on items of clothing and hats. Thank you' 	Ongoing
46	Colyton Station	Emergency Situations	Staff and visitors	Injury	<p>It has been considered that the likelihood of harm arising from COVID-19 is less than the likelihood of harm from an emergency (such as fire). The greatest and most immediate risk to health and safety is the emergency. Therefore:</p> <ol style="list-style-type: none"> 1. In the event of a building requiring emergency evacuation, the safety of staff and visitors is paramount, and as such supersedes any COVID-19 restrictions. 2. However, in the event that staff/visitors are required to congregate outdoors, social distancing measures should be observed if safe to do so. 3. Social distancing should also be observed whilst reoccupying the building (if it is safe to reoccupy) 	Ongoing



47	Colyton Station	Play Area	Visitors	Transfer of virus from touch (contamination)	<p>For the purpose of following Government guidance and to prevent the spread of the virus, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. The play area is to be subjected to a clean daily, to be undertaken by the station caretaker 2. Signage will be installed advising that hands need to be cleaned prior to use, and the importance of continued social distancing. 3. Sanitising station to be fitted prominently at the entrance & exit of the play area 	Ongoing
48	Colyton Station	Track and Trace	Staff and visitors	Transfer of the virus	<p>For the purposes of enabling 'Track and Trace', the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. All visitors over the age of 16 (not just the group lead) are required to leave their contact details at the Point of Sale. 2. The member of staff at the POS will be responsible for collating a digital list during each shift or day, or (see 3) 3. A site specific QR will be installed at the point of sale, which can be scanned by visitors. Staff are required to ask for sight of the confirmation the visitor receives after using the app/scan system. 4. Neither 2 or 3 above are required for Pre-paid tickets. 5. The redemption of 'Pre-paid' tickets will automatically be updated on the office database, and this can be used to find contact details should the need arise. 6. This list in point 2 will be returned electronically to Riverside Depot at the end of each operating day, where it shall then be held securely for a period of 21 days. 7. After 21 days has passed, this list will be destroyed. 	Ongoing
49	Tramstop Café	Sanitising station	Staff	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. See #33 above 	Weekly



50	Tramstop Café	Staff attendance	Staff	Transfer of virus from lack of social distancing	<p>Enhanced measures need to be implemented to aid with social distancing. These measures are:</p> <ol style="list-style-type: none"> 1. Staff arrival will be staggered at 5-minute intervals. This shall afford a staff member adequate time to arrive and move clear for the next staff member. 2. Staff will be issued their time slot on a rota basis, which will be developed as and when appropriate. 3. A similar arrangement is to be adopted at the end of shift; departure times staggered by 5 minutes. 	Weekly
51	Tramstop Café	Access Doors	Staff and visitors	Transfer of virus from touch (contamination)	<p>Enhanced cleaning of high frequency touch surfaces needs to be undertaken to ensure that the risk of transfer of virus is kept as minimal as is reasonably practicable. This will be achieved by undertaking the following tasks:</p> <ol style="list-style-type: none"> 1. Cleaning of all door handles, 2 times a day using an approved cleaning product 2. A checklist has been formulated which must be initialled by the member of staff who has undertaken this cleaning duty. 3. Staff are to maintain good hygiene measures, cleaning hands regularly using fixed facilities, or antibacterial cleaner when this is not possible. 4. Where possible, all doors should be fixed open to prevent the need for any touch of the door. However, this does not replace the need for regular cleaning 5. Periodic checks to check compliance will be undertaken by a senior member of staff 	Daily
52	Tramstop Cafe	Food & refreshment sales	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of social distancing, and in line with government rulings the following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. There will be no indoor seating available, except for staff use during breaks. This is to be done out of view of the public to avoid confusion. 2. A minimum of 4 members of staff are required for the operation of Tramstop, two to take orders (at tables) and provide waiter/waitress service, one to prepare orders, one to take payments/prepare drinks. 3. A Sneeze guard will be installed in front of the till area in the Tramstop Café. This guard will afford some element of germ protection and help to avoid contamination from person to person. 	Daily



4. The member of staff who is responsible for the preparation of food/drinks must ensure that they are wearing a fresh clean pair of latex gloves for each order.
5. For **TAKE- AWAY** - A waiting/collection area will be installed on the platform for food orders. Drinks can be collected at the counter upon delivery.
6. A designated member of staff will be responsible for delivering food to the customers waiting in this area.
7. This member of staff must wear a clean fresh pair of disposable gloves for each delivery.
8. For **SIT DOWN** - For customers who wish to sit down for refreshments (outside only), this is to be strictly table service only; customers will be advised to take a seat through various signage.
9. A designated member of staff (waiter/waitress) will be responsible for taking orders and delivering refreshments out to the customers sat at their tables, as well as collecting rubbish after.
10. Upon completion of their meals/refreshments, the customer will be advised that **ONLY** the bill payer may enter the building and settle the bill at the till.
11. There will be laminated and wipeable menus located on all outside and near the till.
12. All condiments will be supplied in sealed packaging.



Sneeze guard at Tramstop Café till



53	Tramstop Cafe	Group Sizes	Staff and visitors	Transfer of virus from lack of social distancing	<p>Effective from 14th September 2020, visitors can only visit in groups of up to 6 people, unless they are visiting as a household or support bubble which is larger than 6. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. Staff must establish how many people are in each party (at the point of sale). 2. Staff must clearly communicate that, unless visitors are a household or support bubble, the group will be split and socially distanced on different tables. 3. Signage will be installed to represent this ruling and will be displayed prominently. 	Ongoing
54	Tramstop Cafe	Air conditioning units	Staff and visitors	Transfer of virus from airborne particles	<p>Research in China has suggested that COVID-19 can be spread from air-conditioning units. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. The air conditioning units located in the servery and kitchen area at the Tramstop must not be used until further notice 2. These units must be switched off in the fuse board to prevent anyone inadvertently switching them on. 	Ongoing
55	Tramstop Café	Tables/picnic benches	Visitors	Transfer of virus from lack of social distancing	<p>For the purposes of providing social distance:</p> <ol style="list-style-type: none"> 1. Picnic tables will be re-arranged (some removed) on the platform area to create a social distance of 2 metres between adjacent tables. 2. Use of the tables is <u>STRICTLY</u> for table service only. 	Daily
56	Tramstop Café	Track and Trace	Staff and visitors	Transfer of the virus	<p>For the purposes of enabling 'Track and Trace', the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. All visitors over the age of 16 (not just the group lead) must leave their contact details at the Point of Sale when making payment for refreshments. This can be done using the method outlined in point (2) or (3) below. 2. A site specific QR will be installed at the point of sale, and within the seating area, which can be scanned by visitors. Staff are required to ask for sight of the confirmation the visitor receives after using the app/scan system. 	Ongoing



					<p>3. When the QR code is not used, the member of staff at the POS will be responsible for inputting the customer details at the till point.</p> <p>Please note – these actions are not required for visitors who have already signed in previously (either in the Colyton or Seaton Shops, or using the QR code)</p>	
57	Tramstop Café	Emergency Situations	Staff and visitors	Injury	<p>It has been considered that the likelihood of harm arising from COVID-19 is less than the likelihood of harm from an emergency (such as fire). The greatest and most immediate risk to health and safety is the emergency. Therefore:</p> <ol style="list-style-type: none"> 1. In the event of a building requiring emergency evacuation, the safety of staff and visitors is paramount, and as such supersedes any COVID-19 restrictions. 2. However, in the event that staff/visitors are required to congregate outdoors, social distancing measures should be observed if safe to do so. 3. Social distancing should also be observed whilst reoccupying the building (if it is safe to reoccupy) 	Ongoing
58	Rolling Stock	Engineering staff competence	Staff	Lack of competence	<p>For the purposes of ensuring staff competence, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff returning to work following a long period of inactivity will require a competence assessment to be undertaken by Engineering Manager. Only once Engineering Manager is satisfied may a member of staff undertake any works on the rolling stock. 2. The Engineering Manager will produce a competence assessment and work with the employee to ensure that relevant competence is met. 	Prior to opening
59	Rolling Stock	Operations staff competence	Staff	Lack of competence	<p>For the purposes of ensuring staff competence, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff returning to work following a long period of inactivity will require a competence assessment to be undertaken by Operations Manager. Only once Operations Manager is satisfied may a member of staff undertake any driving duties, or duties involving the movement of tramcars. 	Prior to opening



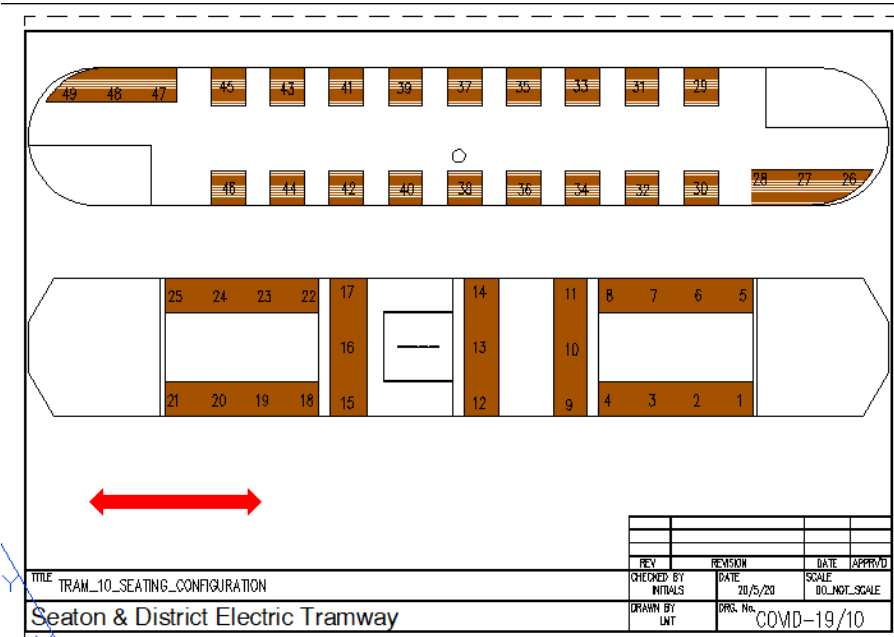
					<p>2. The Operations Manager will use the standard competence assessment and work with the employee to ensure that relevant competence is met. This assessment will involve both a practical and written element.</p>	
60	Rolling stock	Staff fitness for work	Staff	Unfit for work	<p>For the purposes of ascertaining the fitness of staff (both physical and mental), the following measures are to be undertaken:</p> <ol style="list-style-type: none"> 1. Staff will be issued with a copy of this risk assessment for their reference 2. Staff will only be permitted to return to work upon successful completion of refresher training. 3. Medical assessment for safety critical work must be in date. Any change in medical history since the last time the employee worked must be declared and the company reserves the right to seek advice from the company medical practitioner 	Prior to opening
61	Rolling Stock	Vehicle fitness for use	Staff and visitors	Multiple operating issues	<p>For the purposes of ensuring that the rolling stock is fit for purpose, the following measures are to be undertaken:</p> <ol style="list-style-type: none"> 1. All vehicles that are to be used are to be fully inspected in a phased manner. 2. The inspection will take the form of a standard inspection used by the company, but extra attention will be given to the following elements: <ol style="list-style-type: none"> i. All moving parts are to be fully re-lubricated ii. Overload breakers to be fully retested iii. Trolley insulation to be tested to ensure moisture ingress has not reduced the resistance of the traction supply iv. Air receivers are to be ultrasonically and visually inspected (they may have held water for the period of the shutdown) 	Prior to operating, and then as per schedule.
62	Rolling Stock	Initial cleanliness	Staff and visitors	Transfer of virus from touch (contamination)	<p>For the purposes of hygiene for the end user, the following measures will be taken:</p> <ol style="list-style-type: none"> 1. All rolling stock will be presented to service each day in a fully clean and sanitised condition: <ol style="list-style-type: none"> i. All grab rails ii. Seats, seat backs in particular iii. Brake handles iv. Controller handles v. Whistle switches (if hand operated) 	Daily



					<ul style="list-style-type: none"> vi. Light switches vii. Door Handles viii. Retaining bars ix. Tram Stool x. Stairwells 	
63	Rolling Stock	In use cleanliness	Staff and visitors	Transfer of virus from touch (contamination)	<p>For the purposes of hygiene for the end user, the following measures will be taken:</p> <ol style="list-style-type: none"> 1. Key areas of the trams should be cleaned prior to each loading operation (at Seaton and Colyton Station). This is a task that will be undertaken by designated, trained member of staff who will be supplied with the necessary PPE and cleaning products. <ul style="list-style-type: none"> i. All grab rails ii. Seats, seat backs in particular iii. Brake handles iv. Controller handles v. Whistle switches (if hand operated) vi. Light switches vii. Door Handles viii. Retaining bars ix. Tram Stool x. Stairwells 2. Approved cleaning agents will be supplied, as well as PPE, to carry out this task 3. A designated member of staff will be responsible for undertaking and COSHH assessments for any cleaning agents used. 4. Periodic checks to check compliance will be undertaken by a senior member of staff 	Weekly
64	Rolling Stock	Social distancing measures	Staff and visitors	Transfer of virus from lack of social distancing	<p>For the purposes of social distancing, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. All seats on the tramcar are to be numbered 2. At Seaton Station, the shunter or driver will be responsible for loading visitors onto the tramcar. He/she will make use of specifically produced scaled plans and distance markers (1 metre +) for each tramcar and will advise the visitor/s which seat number to occupy. Each tramcar will carry its own laminated plan for this purpose (markable with a non-permanent marker to identify which seats are occupied). 	Daily



3. By advising which seats are to be used, the shunter or driver will be able to produce the necessary social distancing measures in accordance with the type of visitor (i.e. a family of 4, couples or individuals)
4. At Colyton Station, the responsibility of items 2 and 3 falls to the tram driver.



Example of template plan

65	Rolling Stock	Group Sizes	Staff and visitors	Transfer of virus from lack of social distancing	<p>Effective from 14th September 2020, visitors can only visit in groups of up to 6 people. The following measures are to be implemented:</p> <ol style="list-style-type: none"> 1. Drivers must establish how many people are in each party (at the point of boarding), and establish whether the visitors are all in one support bubble, or from one household, then 2. Drivers must clearly communicate that, unless visitors are a household or support bubble, the group will be split and socially distanced on the tram 3. Signage will be installed to represent this ruling and will be displayed prominently. 	Ongoing
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66	Rolling Stock	Driver protection	Staff	Transfer of virus from touch (contamination)	<p>For the purpose of preventing cross contamination and the transfer of the virus from touch, the following measures are to be employed:</p> <ol style="list-style-type: none"> 1. A tramcar will be issued to each driver, which they will have the sole use of during a driving shift/day 2. When not in use, the driving cabs are to be cordoned off by use of a 'bungy strap'. This will stop visitors from accessing the trams and touching the various controls. 3. Drivers will be supplied with a face covering in the form of a face mask. These must be worn for all public facing tasks including driving 	Ongoing
67	Rolling Stock	Emergency Situations	Staff and visitors	Injury	<p>It has been considered that the likelihood of harm arising from COVID-19 is less than the likelihood of harm from an emergency (such as fire). The greatest and most immediate risk to health and safety is the emergency. Therefore:</p> <ol style="list-style-type: none"> 1. In the event of a vehicle requiring emergency evacuation, the safety of staff and visitors is paramount, and as such supersedes any COVID-19 restrictions. 2. All exit points should be utilised to evacuate the vehicle as quickly as possible 3. Staff/visitors are required to congregate safely at the trackside and social distancing measures should be observed if safe to do so. 4. Social distancing should also be observed whilst reoccupying the vehicle (if it is safe to reoccupy) 	Ongoing
68	Infrastructure	Engineering Staff competence	Staff	Lack of competence	<p>For the purposes of ensuring staff competence, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff returning to work following a long period of inactivity will require a competence assessment to be undertaken by Engineering Manager. Only once Engineering Manager is satisfied may a member of staff undertake any works on the rolling stock. 2. The Engineering Manager will produce a competence assessment and work with the employee to ensure that relevant competence is met. 	Prior to opening



69	Infrastructure	Operations staff competence	Staff	Lack of competence	<p>For the purposes of ensuring staff competence, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff returning to work following a long period of inactivity will require a competence assessment to be undertaken by Operations Manager. Only once Operations Manager is satisfied may a member of staff undertake any driving duties, or duties involving the movement of tramcars 2. The Operations Manager will use the standard competence assessment and work with the employee to ensure that relevant competence is met. This assessment will involve both a practical and written element. 	Prior to opening
70	Infrastructure	Staff fitness for work	Staff	Unfit for work	<p>For the purposes of ascertaining the fitness of staff (both physical and mental), the following measures are to be undertaken:</p> <ol style="list-style-type: none"> 1. Staff will be issued with a copy of this risk assessment for their reference. 2. Medical assessment for safety critical work must be in date. Any change in medical history since the last time the employee worked must be declared and the company reserves the right to seek advice from the company medical practitioner. 	Prior to opening
71	Infrastructure	Track and associated fixtures	Staff and visitors	Multiple operating issues	<p>For the purposes of ensuring that the track is fit for purpose, the following measures are to be undertaken:</p> <ol style="list-style-type: none"> 1. The track is to be fully inspected prior to use. 2. The inspection will take the form of a standard inspection used by the company, but extra attention will be given to the following elements: <ol style="list-style-type: none"> i. All moving parts are to be fully re-lubricated, including all point linkages ii. Damage caused by trespassers and/or wildlife 	Prior to opening, and then as per schedule
72	Infrastructure	Overhead and associated fixtures	Staff and visitors	Multiple operating issues	<p>For the purposes of ensuring that the OHL is fit for purpose, the following measures are to be undertaken:</p> <ol style="list-style-type: none"> 1. The overhead is to be fully inspected prior to use. 2. The inspection will take the form of a standard annual inspection used by the company, but extra attention will be given to the following elements: <ol style="list-style-type: none"> i. All moving parts are to be fully re-lubricated, including all frog mechanisms ii. Staff reinforcement system is to be fully tested 	Prior to opening, and then as per schedule



					<ul style="list-style-type: none"> iii. All overload breakers are to be tested iv. All batteries and charger/generator units are to be fully inspected. 	
73	Infrastructure	Level Crossing	Staff, visitors, and MOP	Multiple operating issues	<p>For the purposes of ensuring that the AOCL is fit for purpose, the following measures are to be undertaken:</p> <ul style="list-style-type: none"> 1. The level crossing is to be fully inspected prior to use. 2. The inspection must include checking all signage on the approach to the crossing on A3052, checking that vegetation has not overgrown the signs. 	Prior to opening, and then as per schedule
74	Infrastructure	Bridges	Staff, visitors, and MOP	Multiple operating issues	<p>For the purposes of ensuring that all bridges/culverts and ditches are fit for purpose, the following measures are to be undertaken:</p> <ul style="list-style-type: none"> 1. All bridges/culverts and ditches are to be visually inspected prior to operation, with any remedial action taking accordingly. 	Prior to opening, and then as per schedule
75	Infrastructure	Seaton Station	Staff, visitors, and MOP	Multiple issues	<p>For the purposes of ensuring that Seaton Station is fit for purpose, the following measures are to be undertaken:</p> <ul style="list-style-type: none"> 1. Paths to be cleaned 2. Windows to be cleaned 3. Toilets to be cleaned 4. Hand driers to be replaced with paper towels 5. Waste bins to be emptied daily 6. Platform areas to be kept clean 	Prior to opening, and then as per schedule
76	Infrastructure	Colyton Station	Staff, visitors, and MOP	Multiple issues	<p>For the purposes of ensuring that Colyton Station is fit for purpose, the following measures are to be undertaken:</p> <ul style="list-style-type: none"> 1. Platform to be kept clean 2. Paths to be cleaned 3. Toilets to be cleaned 4. Hand driers to be replaced with paper towels 5. Waste bins emptied daily 	Prior to opening, and then as per schedule



77	Infrastructure	Riverside Halt	Staff and visitors	Multiple issues	For the purposes of ensuring that Riverside Halt is fit for purpose, the following measures are to be undertaken: 1. Platform to be checked on a daily basis for cleanliness and hazards 2. Periodic checks to check compliance will be undertaken by a senior member of staff	Daily
78	Infrastructure	Wetlands halt	Staff and visitors	Multiple issues	For the purposes of ensuring that Wetlands Halt is fit for purpose, the following measures are to be undertaken: 1. Platform to be checked on a daily basis for cleanliness and hazards 2. Periodic checks to check compliance will be undertaken by a senior member of staff	Daily
79	Infrastructure	Colyford Station	Staff, visitors, and MOP	Multiple issues	For the purposes of ensuring that Colyford Station is fit for purpose, the following measures are to be undertaken: 1. Platform to be checked on a daily basis for cleanliness and hazards 2. Periodic checks to check compliance will be undertaken by a senior member of staff	Daily
80	Lineside Management	Vegetation	Staff and visitors	Multiple issues	For the purposes of ensuring that vegetation has not encroached during the closed period, the following measures are to be undertaken: 1. All lineside vegetation is to be checked to ensure that the following apply: i. Sight lines have not been reduced to an unacceptable level, from both a driver perspective but also from people near to the lineside ii. Clearance between vegetation and trams has not become adversely affected during the closedown period. 2. Any areas found not to apply must be addressed prior to operation	Prior to opening, and then as per schedule
81	Lineside management	Signage	Staff and visitors	Multiple issues	For the purpose of ensuring all safety signage is fully in place, the following measures will be undertaken: 1. All lineside signage is to be checked to ensure that it is still at relevant locations, and clean/clear. 2. Any temporary signage that was in use prior to closure must be checked to ensure that it is still necessary/still in position.	Prior to opening, and then as per schedule



82	Equipment/ Tooling	Fitness for use	Staff and visitors	Multiple issues	For the purposes of safety to staff and visitors, the following actions must be undertaken: <ol style="list-style-type: none"> 1. All electrical equipment must be inspected by the user prior to using the equipment. This is basic safety measures that should be naturally undertaken. 2. The date of PAT testing should be confirmed by checking the label attached to the appliance, if found to be more than 1 year since the test date, then the appliance must not be used. 3. All equipment that is used with water, such as water urns, must be flushed through prior to use and in line with legionnaires guidance. 	Daily
83	Equipment/ Tooling	Shared equipment	Staff	Transfer of virus from touch (contamination)	For the purposes of staff welfare and hygiene, the following actions must be undertaken: <ol style="list-style-type: none"> 1. Where possible, all staff are to use their own equipment to undertake their tasks. The staff member will be responsible for the cleaning and safe storage of their equipment and should not permit any other staff member from using the equipment. 2. Situations whereby the equipment is company owned, the user is to ensure that it is fully cleaned prior to packing it away using approved cleaning agents. 	Daily
84	Wellbeing	Staff awareness	Staff	Lack of knowledge	All staff will be offered the opportunity to undertake training regarding COVID-19. A COVID-19 Back to Work Awareness Training course will aim to raise awareness of COVID-19 to help staff recognise the signs and symptoms along with best practice whilst at work.	Ongoing
85	Wellbeing	Staff and visitors from Black, Asian and minority ethnic (BAME) groups	Staff and visitors	Multiple issues	For reasons currently unknown, COVID-19 has a disproportionate impact of BAME groups. It is particularly important that people from these groups take extra steps to ensure safety: <ol style="list-style-type: none"> 1. If a member of staff – specific risk assessment for the individual will be undertaken prior to the return to work 2. If a visitor – the importance of face coverings must be explained at the point of sale 	Ongoing



					3. If a visitor – the importance of regular hand cleaning must be explained at the point of sale	
86	Wellbeing	Potential infections	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	For the protection of staff and visitors, and to mitigate COVID-19 being present on the company premises the following measures will be implemented: 1. The company reserves the right to ask to undertake a thermometer test on staff, with their verbal agreement prior to entering the workplace. 2. The company reserves the right to ask to undertake a thermometer test on visitors, with their verbal agreement prior to entering the premises. This may be undertaken by a member of staff at both Seaton and Colyton Station 3. Any staff member or visitor showing elevated temperatures from these tests will not be granted access to the premises.	Ongoing
87	Wellbeing	Fitness for work	Staff	Transfer of virus from touch (contamination) and lack of social distancing	For the purpose of clarity, the following information is provided to staff: 1. The tramway reserves the right to refuse you attendance at work if it suspects that you are currently ill with COVID-19. 2. The tramway reserves the right to refuse individual staff attendance at work if it considers the individual to be at high risk of contracting COVID-19 while undertaking tramway duties. 3. The tramway reserves the right to consult it's medical practitioner over any concerns with staff welfare.	Ongoing
88	Wellbeing	Use of facemasks/ face coverings and other PPE items	Staff	Transfer of virus from touch (contamination) and lack of social distancing	For the purposes of staff welfare, staff should be made aware of the following points: 1. All public facing staff members MUST wear a face covering in the form of a mask. This is compulsory. 2. For non-public facing staff members, the tramway appreciates that additional PPE such as face coverings may give a worker an increased sense of safety, and so will respect an individual's desire to use PPE as they feel comfortable provided it is not to the detriment of other safety requirements, however this is not compulsory. 3. Face masks will be supplied to each individual staff member. 4. Where PPE is required as part of a worker's routine work requirement, this should continue to be used as normal. 5. All staff members will be issued with their own personal 100ml bottle of hand sanitiser, which they should keep on their person.	Daily, in line with Government Guidelines




					6. Staff are responsible to keeping their bottle filled up, making use of the sanitation stations to this purpose.	
89	Wellbeing	Face Coverings	Staff and Visitors	Transfer of virus from lack of social distancing	<p>For the purposes of staff and visitor welfare, and in accordance with Government Requirement:</p> <ol style="list-style-type: none"> 1. Face coverings must be worn when using public transport * 2. This extends to visitors and off duty staff members * 3. Staff members will be issued an approved face covering by the company 4. Visitors should supply their own, however there will be the opportunity for visitors to purchase face coverings at the point of sale. <p>* Children 11 years and under, and persons with medical reasons are exempt from this ruling.</p>	Ongoing
90	Wellbeing	Checking tickets	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of staff welfare, and to reduce physical contact between staff and customers, the company will be taking the following measures:</p> <ol style="list-style-type: none"> 1. Wristbands only need to be visually seen from 2 metres. It will probably not be possible to see the actual date on the wristband therefore we must trust the visitor to be honest. 2. Staff are no longer permitted to assist visitors with fitting wristbands. 3. Self-printed tickets will be accepted for travel – there is no need to redeem these for our own specific ticket/wristband. These tickets can be shown to the tram driver from 2 metres 4. Tickets such as DATA/HRA will be accepted as the ticket to ride. These tickets are to be presented to the driver from 2 metres. 	Ongoing
91	Wellbeing	Assisting vulnerable visitors	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of staff and visitor welfare, the company advises the following information:</p> <ol style="list-style-type: none"> 1. Where possible, the carer/family member should assist with the loading of wheelchairs or boarding of vulnerable persons. This will be advised at the point of sale. 2. In the event that staff are required to assist with the loading of wheelchairs or boarding of vulnerable persons the member of staff in question must wear a face mask and latex gloves and keep physical contact to an absolute minimum. 3. If a wheelchair ramp was used, the handle must be fully sanitised after use, and the ramp put back into storage. 	Weekly





					<ol style="list-style-type: none"> 4. Immediately following loading and cleaning of ramp, the member of staff must discard his/her PPE, and fully wash their hands for no less than 20 seconds. 5. The member of staff must make a journal entry recording the action taken. 6. The above points also transfer to the loading of prams and buggies. 	
92	Wellbeing	Customer announcements – verbal	Staff and visitors	Transfer of virus from lack of social distancing	<p>For the purpose of social distancing, the following actions are to be adopted:</p> <ol style="list-style-type: none"> 1. Verbal communication to visitors on the trams must not be undertaken using the fixed microphones on the trams. 2. Instead, a pre-recorded safety announcement will be played via an iPod linked into the audio system of the tram 3. Each driver will be issued with an iPod at the start of their shift and will have the sole use of this equipment for the entirety of their shift. 4. There should be little to no face to face communications undertaken, with the exception of emergency situations. 	Weekly
93	Wellbeing	Customer communication – fixed signage	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purpose of social distancing and general welfare the following measures are to be taken:</p> <p>Everyone must take a responsibility for safety of themselves and others. For our part, we must reinforce basic instructions at every opportunity. This will take many forms, including:</p> <ol style="list-style-type: none"> 1. A header on our Website outlining our commitment to the safety of visitors and staff 2. The same for social media platforms. 3. We must make it clear that people should not visit if they exhibit any signs of COVID-19, or if anyone in their household is exhibiting COVID-19 symptoms. 4. Signage of this nature must be displayed at entrances to the tramway 5. Signage around the tramway regarding social distancing 6. Signage in all toilets regarding cleaning hands 7. Visitor are reminded that they must obey the instructions from tramway staff. 8. Communicate a preference for contactless payment 9. Encourage visitors to pre-book on-line and accept their printed confirmation as their 'ticket to ride', rather than issuing them a wristband on arrival and, thus, reducing physical contact between staff and visitors. 	Ongoing, in line with Government Advice



94	Wellbeing	Staff Concerns	Staff	NIL	<p>For the purposes of communication of staff concerns, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff must be actively encouraged to provide all feedback to the management. 2. Staff members must be aware that they will not be penalised for raising any concerns that they have 	Daily
95	Wellbeing	Staff absence	Staff	NIL	<p>For the purposes of clarity, the following information is provided:</p> <ol style="list-style-type: none"> 1. If the company tells an employee to stay at home for 14 days following a suspected case of contact with COVID-19 (either at work or at other venues), this 14-day period will not affect the employee's statutory sickness entitlement. 2. In return, the company requests that the employee is upfront and honest in notifying the company. 3. 	Ongoing
96	Wellbeing	Staff and visitor confidence	Staff and visitors	NIL	<p>For the purpose of confidence and recognition of actions taken:</p> <p>A sign as shown below will be installed across all sites in accordance with Government Guidelines.</p> 	Ongoing



97	Wellbeing	Staff and visitor confidence	Staff and visitors	NIL	<p>For the purpose of confidence and recognition of actions taken:</p> <p>A sign as shown below will be installed across all sites and on www.tram.co.uk/social media platforms.</p> 	NIL
98	Wellbeing	Staff and visitor confidence	Staff and visitors	NIL	<p>For the purpose of confidence and recognition of actions taken:</p> <p>A sign as shown below will be installed across all sites and on www.tram.co.uk/social media platforms.</p> 	NIL



99	Wellbeing	Staff and visitor confidence	Staff and visitors	NIL	<p>For the purpose of confidence and recognition of actions taken:</p> <p>A sign as shown below will be installed across all sites and on www.tram.co.uk/social media platforms.</p>	Ongoing
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100	Wellbeing	Suspected contact with symptomatic visitor/staff	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of action to be taken if symptomatic visitors/staff are encountered:</p> <ol style="list-style-type: none"> 1. Any member of staff or the public that are showing any symptoms of COVID-19 will be requested to leave the premises. 2. Staff showing symptoms will be required to self-isolate for a period of 14 days, and if showing symptoms should seek a COVID-19 test. 3. Staff who share a household with someone who is showing signs of infection must not attend work, and the person showing symptoms must seek a COVID-19 test. A negative result must be obtained in-order to return to work, or a period of 14 days must have passed. 	Ongoing as per Government guidelines
101	Wellbeing	Administering 1 st Aid	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purpose of staff and patient protection whilst carrying out 1st aid duties, the following measures will be implemented:</p> <p>When approaching a casualty there is always a risk of cross contamination – especially when you may have to get close to the casualty to assess what is wrong or to check their breathing. It is always important to be aware of the risks of how this cross contamination has occurred. According to NHS 111 it does not know exactly how coronavirus spreads from person to person, but similar viruses are spread in cough droplets.</p> <p>For the 1st aider:</p> <ol style="list-style-type: none"> 1. Wear disposable gloves. 2. Avoid touching your face or other parts of your body that may lead to you becoming infected. 3. Remove the gloves carefully when you have completed your first aid and immediately wash or sanitise your hands 4. Try to reduce the amount of time you are near the patient, administer the first aid, make them comfortable and then go to a safer distance. 5. If appropriate you may want to ask them to turn their head away from you while you are administering first aid to reduce the risk of being exposed to respiratory droplets. It may also be possible to cover their mouths and nose, for example with some clothing or something from your first aid kit 6. Dispose of all waste safely 7. Do not touch a wound with your bare hand 8. Do not touch any part of a dressing that will come in contact with a wound. <p>General:</p> <ol style="list-style-type: none"> 1. 1st aid kits are to be located at all premises and on all rolling stock 	Ongoing



					<p>2. PPE in the form of latex gloves, face masks and disposable aprons are to be made available across all the settings.</p> <p>Specific guidance with regards to carrying out CPR during COVID-19 is available at www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/ , and all staff regardless of their qualification should take time to read these guidelines.</p> <p>Public Health England has recognised that some essentials work cannot be undertaken at 2-metre proximity. They have advised that where face-to-face contact is essential, this should be kept to 15 minutes or less. 1st aid falls into an essential category.</p> <p>As with all accidents and incidents, a full record is to be kept via the accident book method.</p>	
102	Monitoring	Monitoring and reporting	Staff and Visitors	NIL	<p>For the purposes of continual assessment and improvement, the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Existing health and safety representative for engineering department shall undertake a daily assessment to ensure all staff within Riverside Depot are following the conditions set out in this risk assessment 2. Existing health and safety representative for operations department shall undertake a daily assessment to ensure all staff and visitor on the tram system are following the conditions set out in this risk assessment 3. Existing health and safety representative for Colyton Station shall undertake a daily assessment to ensure all staff and visitor at Colyton Station are following the conditions set out in this risk assessment 4. A new health and safety representative position for Seaton Station will be created. 5. To supplement the positions above, and to ensure coverage at all times, additional staff members will be given the responsibility of these areas as Deputy health and safety representatives. 6. The company will notify all staff who the Health and safety representative is, and their deputy. 7. These health and safety representatives or deputy will report back to Jenny Nunn and/or Lee Taylor on a daily basis. 	Daily



103	Deliveries	Social distancing and hygiene	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purpose of social distancing and general welfare the following measures are to be taken:</p> <ol style="list-style-type: none"> 1. Suppliers are to be contacted to arrange specific drop-off times for deliveries 2. This will be undertaken by departmental managers 3. Suppliers will be notified of drop-off locations. 4. A member of staff will oversee the drop-off whilst maintaining social distancing measure. 5. Once the supplier has left, a designated staff member will collect and move the delivery into storage. 6. The designated staff member must wear enhanced protection in the form of latex gloves and face covering (supplied by the company). 7. Once the task has been completed, PPE is to be disposed of and the staff member must wash their hands using an approved cleaning agent. 	Weekly
104	Collection of post	Hygiene	Staff	Transfer of virus from touch (contamination)	<p>For the purpose of general welfare, the following measures are to be taken:</p> <ol style="list-style-type: none"> 1. The designated staff member must wear enhanced protection in the form of latex gloves (supplied by the company) when collecting post. 2. If 'franked mail' bags are returned, they are to be sprayed down with antibacterial spray and allowed to dry before being used. 3. Once the task has been completed, PPE is to be disposed of and the staff member must wash their hands using an approved cleaning agent. 	Weekly
105	Compliance	Visitors who choose to ignore social distancing and other measures	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purpose of staff and visitor protection, the following instructions are given:</p> <ol style="list-style-type: none"> 1. In the first instance, staff are to approach any visitors failing to comply with our rules but must ensure they remain at a social distance of no less than 2-metres. 2. Calm and collectively, staff are to speak to the visitor to ascertain what any issues are and see how they can be addressed. 3. The staff member should politely remind the visitor of the measures Seaton Tramway have taken to ensure the safety of its staff and visitors and ask that these rules are followed, as well as ensuring that the visitor is aware of the law surrounding COVID-19 	Ongoing



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| | | | | | <ol style="list-style-type: none">4. These measures will have been reinforced by way of fixed signage fitted throughout the premises.5. If the visitor fails to comply; the member of staff is to notify a member of Seaton Tramway Management who will then notify the police if deemed necessary. | |
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Signed on behalf of the Board of Directors and Management.

30th March 2021

End.