



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 developed following the easing of restrictions 19th July 2021 and is based on good practice and informed decisions following consultation with members of the general public and staff.

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.



#	Area/Department	Item	Who may be affected	Hazard	Control Measures	Period of review
A						
A1	Riverside Depot	Sanitising Stations	Staff and visitors	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures are implemented:</p> <ol style="list-style-type: none"> 1. Sanitation stations are installed 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. 2. Sanitation stations are installed at the exits of Riverside Depot. All staff and visitors are to make use of these facilities upon leaving. 	Monthly
A2	Riverside Depot	Access to Sanitising Stations	Staff	Transfer of virus from touch (contamination)	<p>For the purposes of sanitation and staff safety, the following measures are implemented:</p> <ol style="list-style-type: none"> 1. All staff requiring initial access to Riverside Depot will be issued with a key fob allowing them access via the rear door. 2. For staff arriving later, the door will have been propped open to allow hands-free access to the building. 3. The Sanitation Station will be located just inside of said door. 	Monthly
A3	Riverside Depot	Access Doors	Staff and visitors	Transfer of virus from touch (contamination)	<p>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 doors handles daily 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. 	Monthly



A4	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
B						
B1	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 are implemented:</p> <ol style="list-style-type: none"> 1. Sanitation stations are installed 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. 	Monthly
B2	Seaton Station	Visitor Face Coverings	Staff and Visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>Effective from 19th July 2021, it is no longer law for visitors to wear a face covering in any area.</p> <p>However, the virus is still present, so it will be strongly advised that face coverings should continue to be used, although this is not enforceable.</p>	Ongoing



B3	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. 	Monthly
B4	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 are implemented:</p> <ol style="list-style-type: none"> 1. A 'sneeze guard' is 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. For close contact operations where a social distance cannot be achieved, it will be mandatory for staff members to wear a face covering, unless outdoors. 3. Contactless payments are to be encouraged at all times. 4. 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. 	Monthly



B5	Seaton 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
B6	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. Meet and greeters will be responsible for pointing out to visitors where they may find the sanitising stations, reminding them that it is recommended to wear face coverings in enclosed spaces. 2. 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. 	Monthly
C						
C1	Claude's	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 implemented:</p> <ol style="list-style-type: none"> 1. A Sneeze guard is installed in front of the till area in Claude's. This guard will afford some element of germ protection and help to avoid contamination from person to person. 2. For TAKE- AWAY - A waiting/collection area is located to the left of the servery. Customers who have ordered refreshments to take-away must be told to wait in this area. 3. For DINE IN - For customers who wish to dine-in for refreshments, they will be encouraged to find a table and take a seat immediately. Once ready to order one member of the party to proceed to till to order and pay; various signage installed within the café area and staff will ensure this is actioned. 	Monthly
C2	Claude's	Table Service	Staff and visitors	Transfer of virus from lack of social distancing	<p>For the purposes of staff protection, the following measure is implemented:</p> <ol style="list-style-type: none"> 1. All staff who are responsible for delivery food and drinks to tables must wear a face covering at all times while carrying out this task. 	Monthly



D						
D1	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 are implemented:</p> <ol style="list-style-type: none"> 1. Sanitation stations are installed 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. 	Monthly
D2	Colyton Station	Face Coverings	Staff and Visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>Effective from 19th July 2021, it is no longer law for visitors to wear a face covering in any area.</p> <p>However, the virus is still present, so it will be strongly advised that face coverings should continue to be used, although this is not enforceable.</p>	Ongoing
D3	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. 	Monthly



D4	Colyton 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 are implemented:</p> <ol style="list-style-type: none"> 1. A 'sneeze guard' is 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. For close contact operations where a social distance cannot be achieved, it will be mandatory for staff members to wear a face covering, unless outdoors. 3. Contactless payments are to be encouraged at all times. 4. 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. 	Monthly
D5	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
D6	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. 3. Sanitising station to be fitted prominently at the entrance & exit of the play area. 	Monthly
E						
E1	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 #D1 	Monthly



E2	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. 	Monthly
E3	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 implemented:</p> <ol style="list-style-type: none"> 4. A Sneeze guard is 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. 5. For TAKE- AWAY - A waiting/collection area will be installed on the platform. Customers who have ordered refreshments to take-away must be told to wait in this area. 6. For DINE IN - For customers who wish to dine-in for refreshments, they will be encouraged to find a table and take a seat immediately. Once ready to order one member of the party to proceed to till to order and pay; various signage installed within the café area and staff will ensure this is actioned. 7. There will be laminated and wipeable menus located on all tables within the café. 	Monthly
E4	Tramstop café	Table Service	Staff and visitors	Transfer of virus from lack of social distancing	<p>For the purposes of staff protection, the following measure is implemented:</p> <ol style="list-style-type: none"> 2. All staff who are responsible for delivery food and drinks to tables must wear a face covering at all times while carrying out this task. 	Monthly



F						
F1	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. <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) 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. 	Monthly
F2	Rolling Stock	Social distancing measures	Staff and visitors	Transfer of virus from lack of social distancing	<p>Effective from 19th July 2021, it is no longer mandatory for visitors to exercise social distancing.</p> <p>Tram capacity will be opened back up to 100% with the following caveats:</p> <ol style="list-style-type: none"> 1. Visitors travelling within saloon cars and/or enclosed compartments must wear a face covering. 2. It is recommended that face-coverings are worn by all visitors, but this is not enforceable (with the exception on 1. above) 3. Special events – the capacity of special events will be reduced to 80% (with the exception of car 4, when in use the capacity will be 90%) 4. Cars 9, 10 & 11 – the louvers are to be fully opened to allow for an air flow through the saloon section, and the driver may wish to close the saloon door between themselves and the compartment behind. 	Monthly



F3	Rolling Stock	Face Coverings	Visitors	Transfer of virus from lack of social distancing	<p>Effective from 19th July 2021, it is no longer mandatory for visitors to wear face coverings however, the following caveats apply:</p> <ol style="list-style-type: none"> 1. Face coverings are to be recommended to all visitors travelling on the upper deck or open sided vehicles, however this is not enforceable. 2. Face coverings must be worn by all visitors* traveling within saloon cars and/or enclosed compartments. <p>*Visitors under the age of 11 and those with medical reasons are exempt from this ruling.</p>	Monthly
F4	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. They may choose to wear this for all duties if they wish, and for public facing tasks where social distancing cannot be achieved these masks must be worn (unless outdoors). 	Monthly
G						
G1	Wellbeing	Potential infections	Staff and visitors	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the protection of staff and visitors, and to mitigate COVID-19 being present on the company premises the following measures will be implemented:</p> <ol style="list-style-type: none"> 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. 	Monthly





G2	Lateral Flow Testing	Fitness for work	Staff and visitors		<p>For the protection of staff and visitors, and to mitigate COVID-19 being present on the company premises the following measures will be implemented:</p> <ol style="list-style-type: none"> 1. Staff members will be issued with a supply of Lateral flow tests which they will take home/to their place of accommodation. 2. For staff working full time hours, the company recommends taking a test the day prior to work, and on day 3 of the working week. 3. For staff working seasonal/part time hours, it is recommended to take a test a day prior to each day of work unless you are working consecutive days. 4. Results of all tests undertaken should be recorded to NHS. <p>STAFF MEMBERS MUST ONLY ATTEND WORK ON RECEIPT OF A NEGATIVE RESULT. A POSITIVE RESULT WOULD REQUIRE THE MEMBER OF STAFF TO UNDERTAKE A SECOND TEST CARRIED OUT AT AN NHS TESTING CENTRE AFTER WHICH THE MEMBER OF STAFF MUST SELF ISOLATE FOR THE REQUIRED TIME.</p>	Ongoing
G3	Wellbeing	Fitness for work	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purpose of clarity, the following information is provided to staff:</p> <ol style="list-style-type: none"> 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 its medical practitioner over any concerns with staff welfare. 	Ongoing
G4	Wellbeing	Use of facemasks/ face coverings and other PPE items	Staff	Transfer of virus from touch (contamination) and lack of social distancing	<p>For the purposes of staff welfare, staff should be made aware of the following points:</p> <ol style="list-style-type: none"> 1. It is no longer mandatory to wear a face covering during general duties. 2. For direct face to face dealings with visitors where a social distance cannot be achieved, it is mandatory for staff wear a face covering, unless outdoors. 	Monthly, in line with Government Guidelines



					<ol style="list-style-type: none"> 3. For direct face to face dealings with visitors where a social distance can be achieved, it is recommended that staff wear a face covering, unless outdoors. 4. 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. 5. Face masks will be supplied to each individual staff member. 6. Where PPE is required as part of a worker's routine work requirement, this should continue to be used as normal. 7. All staff members will be issued with their own personal 100ml bottle of hand sanitiser, which they should keep on their person. 8. Staff are responsible to keeping their bottle filled up, making use of the sanitation stations to this purpose. 	
G5	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. Visitor are reminded that they must obey the instructions from tramway staff. 6. Communicate a preference for contactless payment. 7. 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. 8. Encourage the use of face coverings at our attraction. 	Monthly, in line with Government Advice



G6	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. 	Monthly
G7	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 10 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. <p>* Effective from 16th August 2021, staff members who have received 2 doses of a COVID-19 vaccination need not self-isolate upon close contact with someone with COVID provided a duration of no less than 14 days has passed since the second vaccination.</p>	Ongoing as per Government guidelines
G8	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> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	NIL



G9	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 and should seek a COVID-19 test. Staff should only return to work upon receipt of a negative test result, or after a period of no less than 10 days following day 1 of symptoms. 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 10 days must have passed* <p>* Effective from 16th August 2021, staff members who have received 2 doses of a COVID-19 vaccination need not self-isolate upon close contact with someone with COVID provided a duration of no less than 14 days has passed since the second vaccination.</p>	Ongoing as per Government guidelines
G10	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 are, and their deputy. 	Monthly



					7. These health and safety representatives or deputy will report back to Jenny Nunn and/or Lee Taylor on a daily basis.	
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Signed on behalf of the Board of Directors and Management.

13th July 2021

End.