

Office Areas Risk Assessment: COVID-19

Site:	Delivery Drivers to customer sites
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This risk assessment covers the risk associated with Covid-19 infection only. It should be read in conjunction with other risk assessments that cover additional risks for activities and sites.

Note: This risk assessment is based on information and UK government advice as of the 03 August 2020. It will be revised as new information or guidance is issued.

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be absent, mild, moderate, severe or fatal.

Risk to clinically extremely vulnerable and clinically vulnerable people

The severity of the symptoms of Covid-19 varies from individual to individual. There are however two groups of people who HM Government has advised are more likely to experience severe or fatal symptoms than the general population. These groups of people have been designated as:

Clinically extremely vulnerable: people will have received a letter telling them they are in this group, or will have been told by their GP.

Clinically vulnerable people which include those aged 70 or over and those with these underlying health conditions:

- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- diabetes
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant women

Given the high impact of a Covid-19 infection for these groups of people and the fact that there currently is no way to reduce this, we are following government guidance closely. As of the 1 August 2020 government guidance no longer requires the majority of vulnerable groups to shield and allows for them to attend a Covid-safe workplace.

Individuals who have received personal guidance that they should continue to shield should continue to work from home.

Risk to all other groups

Whilst the severity of the symptoms of Covid-19 varies from individual to individual, people who are not in the vulnerable groups have a higher likelihood of a lower impact of a Covid-19 infection. Combined with measures to reduce the likelihood of an infection, an acceptable level of risk is achievable for this group. Since there is currently no means to reduce the impact of the infection, this risk assessment only deals with reducing the likelihood.

Key considerations for this risk assessment:

Current guidance suggests that people can be infected and therefore infectious with Covid-19 without displaying any or even severe symptoms. This assessment therefore assumes that people may be infectious without realising it and therefore assumes that anybody in the workplace could be a source of infection.

There is no definitive guidance on how long the virus can survive on surfaces, only that an alcohol-based cleaner should kill the virus. This assessment therefore assumes that any surface potentially touched by an infected person continues to be contaminated with the virus unless cleaned with an alcohol-based cleaner.

Types of transmission considered:

Current guidance suggests that there are three ways a person can become infected with the virus:

- Direct contact infection: Having direct contact with an infected person e.g. by shaking hands AND subsequently touching areas of broken skin or eyes, ears or mouth with the contaminated body part.
- Surface contact infection: Having direct contact with a surface contaminated with the virus AND subsequently touching areas of broken skin or eyes, ears or mouth with the contaminated body part.
- Airborne droplet infection: Having direct contact with aerosol/droplets from an infected person via the air.



#	Activity	Hazard	Person(s) at Risk	Control Measures	Actions to be taken ← (Risk rating after taking control measures into account)	By Whom
1	All	<ul style="list-style-type: none"> • Direct contact infection • Airborne droplet infection 	<ul style="list-style-type: none"> • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with our staff in relation to your business 	<p><u>People with symptoms of Covid-19 to stay clear of the workplace</u></p> <p>Any members of staff who are displaying Covid-19 symptoms (a new continuous cough, a high temperature, a loss of, or change to, their sense of smell or taste), or advised by the NHS “test and trace” team that they have been in close contact with a person that has been infected with Covid-19, should advise their line manager and HR Info and not carry out deliveries and work from home if possible for at least 10 days or be recorded as sick.</p> <p>Staff members displaying Covid-19 symptoms should also book a Covid-19 test to confirm their illness and inform their line manager of the outcome of the test.</p> <p>If anyone becomes unwell with Covid-19 symptoms in the workplace they will be sent home and advised to follow the stay at home guidance until a test result has been received.</p> <p>Line managers will maintain regular contact with staff members during this time.</p>	<ul style="list-style-type: none"> • Signage inside delivery vehicles • Pre-callout checks for cases of COVID-19 on customer premises. • Regular internal communications reminders to not attend work premises if you are displaying symptoms • Line manager communication and reminders to check with staff whether they have symptoms and to send anybody who displays symptoms home. 	

				<p>If advised that a member of staff or public has developed Covid-19 and were recently on customer premises, the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>		
2	All	<ul style="list-style-type: none"> • Direct contact infection • Surface contact infection 	<ul style="list-style-type: none"> • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with our staff in relation to your business 	<p><u>Hand Washing/Sanitising</u></p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. • Regular stringent hand washing taking place. • Hand washing for 20 seconds following hand washing guidance: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Drying of hands with disposable paper towels where possible • Staff encouraged to protect the skin by applying emollient • Staff to carry their own bottle of hand sanitizer to allow periodic sanitization of hands during processes. • Staff to sanitise hands prior to entering and after leaving customer premises.; 	<ul style="list-style-type: none"> • Put up signage reminding people to wash/sanitise their hands regularly inside delivery vans • Make gel sanitiser available in all areas where hand washing facilities are not readily available e.g. inside vans • Make individual get sanitiser bottles available to all staff in roles that require frequent handling of goods 	
3	All	Surface contact infection	<ul style="list-style-type: none"> • Drivers • Anyone else who physically comes 	<p><u>Reducing surface contact required during day to day activities</u></p>	<ul style="list-style-type: none"> • Wherever possible, ask onsite staff to prop open doors prior to a delivery to avoid the need for the handling of 	

			<p>in contact with our staff in relation to your business</p>	<ul style="list-style-type: none"> • Changing processes/setups e.g. reducing number of doors requiring opening by hand, assigning tools to individuals only. • For the operation of machinery e.g. sackbarrows aim to only have a single operator where possible. • Use single-use gloves for deliveries to each customer site, donning gloves before entering the premises and removing gloves and safely disposing of them after leaving the premises 	<p>doors.</p> <ul style="list-style-type: none"> • Assign items requiring handling e.g. tape guns, tools, staplers, hole punches to individuals, not to be shared with others. • Consider single operator use of machinery. Where this is not practical, implement individual cleaning of machinery (including levers and keys) between operators) • Provide single use gloves supply to delivery drivers 	
4	All	Surface contact infection	<ul style="list-style-type: none"> • Staff • Visitors to our premises • Cleaners • Contractors • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with our staff in relation to your business 	<p><u>Individual cleaning</u></p> <ul style="list-style-type: none"> • Cleaning and disinfecting of the surface of items that cannot be allocated to individuals e.g. lifting equipment, inside of vehicles 	<ul style="list-style-type: none"> • Alcohol wipes and signage reminding people to clean the item after use to be made available inside vehicle • Users of shared vehicles to clean the touched vehicle surfaces and keys after use and where possible air the vehicle out between uses. 	

5	All	<ul style="list-style-type: none"> • Direct contact infection 	<ul style="list-style-type: none"> • Drivers • Anyone else who physically comes in contact with our staff in relation to your business 	<p><u>Avoiding activities that lead to direct contact between people</u></p> <ul style="list-style-type: none"> • Redesign any processes/activities that lead to or require direct contact between people e.g. greetings, passing items between people, travelling in different vehicles • Where direct contact cannot be avoided e.g. travelling in the same vehicle, lifting items that require multiple people where lifting tools cannot be used, PPE (face coverings and gloves) to be worn by all participants 	<ul style="list-style-type: none"> • Signage and internal and visitor communication reminding of the need to avoid direct contact e.g. no shaking of hands • Use of a holding area for items that need to be passed between people e.g. equipment, post (i.e. person A puts item down in the area and then steps 2m away before person B collects it) • Provision of disposable gloves and face coverings and immediate thorough handwashing afterwards for all processes where direct contact cannot be avoided. 	
6	All	Airborne droplet infection	<ul style="list-style-type: none"> • Drivers 	<p><u>Social Distancing</u></p> <ul style="list-style-type: none"> • Reducing the number of persons in any area on the premises to comply with the 2-metre (6.5 foot) or “1m plus with mitigating measures” gap recommended by the Public Health Agency. Potential mitigating measures include the wearing of face coverings, screens or not working face-to-face. • Taking steps to review delivery schedules to minimise the number of other people on customer sites as much as possible whilst the delivery 	<p><u>Toilet facilities</u></p> <ul style="list-style-type: none"> • Use of toilet facilities on customer sites to follow social distancing (this may mean only one person can use the facilities at any moment in time) <p><u>Stairs</u></p> <ul style="list-style-type: none"> • Where stairs must be used for a delivery, stairs to be cordoned off to ensure social distancing • Signage to be applied <p><u>Lifts</u></p> <ul style="list-style-type: none"> • Use of lift to be restricted to the 	

				<p>takes place.</p> <ul style="list-style-type: none"> • Redesigning processes to ensure social distancing in place. • Teams meetings/Conference calls to be used instead of face-to-face meetings wherever possible. • Ensuring sufficient rest breaks for staff. 	<p>level allowed by social distancing (only one person can use the lift at any moment in time)</p> <ul style="list-style-type: none"> • Hands to be sanitised after touching lift surfaces. 	
7	All	<ul style="list-style-type: none"> • Airborne droplet infection 	<ul style="list-style-type: none"> • Staff • Delivery drivers • Customers 	<p><u>Wearing of face coverings</u></p> <p>Follow government regulations to wear a face covering in all public spaces where people who don't usually meet come together including: shops, cinemas, museums.</p>	<ul style="list-style-type: none"> • All staff to wear face coverings as a minimum in those locations where this is a legal requirement. • Provide staff with face covering 	
8	All	<ul style="list-style-type: none"> • Airborne droplet infection • Direct contact infection 	<ul style="list-style-type: none"> • Staff • Delivery drivers 	<p><u>Redesign work setups and processes to minimise the number of different people staff come into contact with</u></p> <ul style="list-style-type: none"> • Assign fixed pairings for each delivery crew • Minimise the use of different temporary staff for deliveries • 	<ul style="list-style-type: none"> • Line managers to form fixed pairs for deliveries and schedule work patterns accordingly. 	
9	Picking, packing and deliveries	<ul style="list-style-type: none"> • Airborne droplet infection • Direct contact infection 	<ul style="list-style-type: none"> • Staff • Delivery drivers 	<p><u>Social distancing for picking, packing and delivery activities</u></p> <ul style="list-style-type: none"> • When assembling items on a pallet, one person at a time to approach pallet to place items on it. • Pallets to be assembled prior to arrival of collecting lorry • Warehouse staff only or delivery driver only to load pallet(s) onto truck. • Warehouse staff only or delivery 	<ul style="list-style-type: none"> • Communicate procedure to staff and delivery drivers • Signage in leading bay • Temporary check of adherence to procedure. • Investigate option to provide delivery paperwork electronically. 	

				<p>driver only to unload pallet(s) from truck.</p> <ul style="list-style-type: none"> • Delivery paperwork to be provided electronically where possible or handed over by placing on an intermediate surface for the delivery driver to collect whilst all other people step back. 		
10	Travelling in delivery vehicle	Airborne droplet infection	<ul style="list-style-type: none"> • Drivers 	<p><u>Increase ventilation</u></p> <ul style="list-style-type: none"> • Where possible increase ventilation of spaces 	<ul style="list-style-type: none"> • Where possible and practicable open doors/window in vehicle to increase ventilation 	
11	All	Airborne droplet infection	<ul style="list-style-type: none"> • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions 	<p><u>Reallocating tasks</u></p> <ul style="list-style-type: none"> • Where a staff member is in a vulnerable group and their normal work task cannot be carried out without appropriate social distancing (including during the travel to and from work) this staff member should be re-allocated to other tasks. 	<ul style="list-style-type: none"> • Line managers to identify vulnerable staff members whose normal work task cannot be carried out without appropriate social distancing (including during the travel to and from work) and reallocate these tasks to others. 	
12	Travel to and from work	<ul style="list-style-type: none"> • Direct contact infection • Airborne droplet infection 	Staff	<p><u>Using public transport</u></p> <ul style="list-style-type: none"> • Where staff need to use public transport, government guidance is to now wear face coverings whilst on public transport. These can be re-usable home-made coverings. • In addition, regular hand sanitising should be practiced. 	<ul style="list-style-type: none"> • Internal communication to staff re the wearing of face coverings and hand sanitising. • Support for use of walking/cycling into work e.g provision of safe bike storage • Support for car parking for staff who cannot walk/cycle to work 	
13	All	Mental Health	<ul style="list-style-type: none"> • Staff 	<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p>	<ul style="list-style-type: none"> • Regular internal comms messages of support to staff e.g. advertising mental health first aiders • Line managers to monitor stress level and mental health of teams • Mental health first aiders to be available to support staff 	