

Hazards	Harms	Controls
<p>Embarkation and disembarkation of passengers and their luggage / shopping.</p>	<p>Passengers could slip and injure themselves and/or someone else whilst getting on and off the vehicle.</p>	<p>Passengers must book for each trip to avoid overcrowding. Passengers who book for the first time will be asked if they require any special assistance. Bookings will only be accepted for passengers who expect to be able to cope on their own or with the assistance of someone who will be accompanying them. Nevertheless, drivers will be offered accessibility and dementia awareness training.</p>
		<p>Drivers will ensure that the slide-out bottom step is fully deployed when the door is open. Drivers may offer a separate step stool to passengers who appear to be having difficulty reaching the bottom step.</p>
		<p>Drivers will supervise loading and unloading and may offer steadying assistance as people get on and off the bus. Drivers should encourage people to disembark backwards if they appear unsteady.</p>
	<p>Passengers could injure themselves and other people by mishandling their shopping or luggage. Poorly stored luggage items could fall on passengers or other road users causing them injury.</p>	<p>Drivers will visually assess the size and weight of items being carried by passengers and may offer to store large and heavy items in the boot.</p>
		<p>Drivers will visually assess passenger seating and luggage storage before driving off to check that all passengers are wearing their seat belts and that gangways are kept clear of all luggage / shopping.</p>
		<p>Storage straps will be provided in the boot to secure luggage items and drivers will be offered basic manual handling training.</p>
<p>Vehicle breakdowns and accidents.</p>	<p>Injury to driver, passengers and third parties as the direct result of an accident.</p>	<p>Regular driver training, as part of the Minibus Driver Awareness Scheme (MiDAS), will be undertaken to reduce the risk of accidents occurring.</p>
		<p>In order that all drivers might learn from the experience of others, drivers will be encouraged to report “near misses”. To encourage drivers to be open and honest about their experiences, unless deliberate criminal activity is involved, no formal action will be taken against drivers who report their near misses.</p>
		<p>Regular service routes and parking arrangements will be planned to avoid rush hour traffic and busy pedestrian areas.</p>

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		Drivers will be asked to avoid/take extra care at known accident spots.
		Passenger lists will be maintained by the Booking Clerk to inform the Emergency Services if requested. Drivers must update the Booking Clerk of all passenger list changes before driving off.
		Passengers and drivers must wear seat belts when the vehicle is in motion.
		The emergency exit door will be tested before every trip.
		A first aid kit and early warning triangle will be kept in vehicle.
	Injury to driver and passengers whilst at the roadside waiting for recovery.	The vehicle will be maintained in accordance with the manufacturer's requirements in order to minimise the likelihood of a breakdown.
		Drivers will undertake a walk around vehicle inspection before and after each trip.
		Hi-Vis jackets will be kept in the vehicle with enough for the driver and every passenger.
If practical, the driver will direct passengers to a nearby off-road safe area should the vehicle become stranded at the roadside.		
Passengers may operate vehicle controls without the driver's knowledge.	Inappropriate, incomplete or untimely actions could expose other passengers and road users to injury.	Sign placed by main door to remind passengers that the door is to be opened only by the driver. If a passenger tries to operate any of the vehicle's controls, drivers will politely and firmly ask them to stop doing so.
Medical emergencies.	Passengers may be taken ill during a journey whilst on the bus.	The safety of all passengers remains paramount. The driver may park where it is safe to do so and offer first aid if they think they can help, or else they may divert from the authorised route to get the passenger to medical help as quickly and as safely as possible. A first aid kit will be maintained in the vehicle, but drivers are not required to be first aid trained.

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	<p>Vulnerable persons and people with special needs may be at more risk of harm if emergency help is delayed unduly.</p>	<p>Passengers who book for the first time will be invited to provide emergency contact information so that assistance can be requested by the driver should a personal emergency arise. Passengers will be invited to renew and update this information annually.</p>
	<p>Passenger may be taken ill or get lost whilst they are at their destination or away from the vehicle.</p>	<p>Drivers are responsible for the safety of their passengers only whilst they are on the bus, which includes embarkation and disembarkation. If a passenger is late for their pick-up then the driver may, at their discretion, wait for up to 10 minutes. After that, the driver will inform the Booking Clerk and the passenger will be left behind. However, if the passenger has provided emergency contact information then the driver will try to speak to that contact before informing the Booking Clerk.</p>
	<p>Drivers and passengers could transmit diseases/viruses from one person to another.</p>	<p>Special measures will be implemented when a pandemic is identified by the government. These measures will be listed in an addendum to this risk assessment, which will be reviewed regularly by the LAMA committee in the light of current government regulations and advice.</p>

**COVID-19 Risk Assessment Addendum**

This addendum is a complete list of all the controls to be implemented to reduce the risk of transmitting COVID-19. This list will be reviewed regularly by the LAMA committee in the light of current government regulations and advice, and a “LAMA COVID Risk Level” will be determined and particular control measures will be implemented in accordance with the “LAMA COVID-19 Restrictions Matrix” below.

Hazards	Harms	Controls
COVID-19.	Drivers and passengers could catch or pass on COVID-19 between one another.	People with COVID-19 symptoms will not be allowed to travel. Services will be suspended during lockdown. Drivers must inform their scheduler if they develop symptoms. Passengers will be asked to confirm that they are COVID free when they book and to isolate and inform the Booking Clerk if they subsequently become ill.
		Regular bus cleaning will be enhanced to disinfect all obvious hand contact areas.
		The arrangements for handling cash will be amended so that the transfer of money from the hands of one person to the hands of another is minimised.
		Hands: Drivers will wipe down all handrails before each trip. Hand sanitiser will be available for everyone to use when they board and exit the vehicle. Hand sanitiser will not be kept in the bus overnight in order to reduce the risk of it catching fire in hot weather.
		Face: Unless they are medically exempt, everyone will be required to wear a mask / visor when inside the vehicle. Passengers will also be invited to wear a mask outside as they approach the vehicle, particularly where 2m separation cannot be maintained. However, drivers may remove their masks when belted into their seat which is screened from the passengers.
		Space: Passengers will be invited to board and exit the bus in household groups. Passengers will be directed to specific seats in order to maintain 1m plus separation between separate households. Passengers will be asked not to move seats.
		Fresh Air: The skylight windows will be kept open to ventilate the cabin area.

## LAMA COVID-19 Restrictions Matrix

LAMA COVID Risk Level	COVID Control Measures				
	Booking	Hands	Face	Space	Fresh Air
<b>Black:</b> National/Local “COVID Lockdown” in force.	Minibus operations suspended.				
<b>Red:</b> Implement “COVID Secure” Restriction Set.	Travel only if symptom free.	Use antimicrobial spray during weekly cleaning. Wipe down handrails and driver controls before and after each trip. Encourage use of hand sanitizer.	Wear face masks when boarding, seated and exiting.	Drivers compartment screened off. Board and exit in household groups. Sit in designated 1m Plus seats - 5 passengers max (or up to 9 if in household groups) - see seating plan below	Skylight windows will be kept open.
<b>Amber:</b> Implement “COVID Light” Restriction Set.	Travel only if symptom free.	Use antimicrobial spray during weekly cleaning. Hand sanitizer available.	Wear face masks when boarding and exiting.	Sit in designated 0.75m Plus seats - 10 passengers max (or up to 16 if in household groups) - see seating plan below	Skylight windows will be kept open.
<b>Green:</b> Implement “COVID Aware” Restriction Set.	Travel only if symptom free.	Hand sanitizer available.	No face masks required	All 16 passenger seats may be used	Skylight windows will be kept open.
<b>White:</b> No COVID Restrictions	Normal minibus operations.				

## LAMA COVID-19 Seating Plan

