



**Canal &
River Trust**

Making life better by water

Covid-19 Risk Assessment Principles

Updated as at 18 September 2020

Introduction

The safety and wellbeing of all Trust people, customers and visitors to our network is its priority.

The purpose of this document is to outline the Trust's approach to its Covid-19 risk assessment, specifically:

- How the Trust has taken account of relevant legal and policy considerations in connection with its phased return to work and public access and use of outdoor space, sport and recreation facilities during the Covid-19 pandemic.
- How the Trust has consulted its employees on its Covid-19 risk assessment approach and communicated the results of its risk assessment.
- The content and hierarchy of the Trust's Covid-19 risk assessment documents.
- The Trust's general approach to deciding who should come into the workplace and the measures they should take to mitigate the risk of transmission during the pandemic.
- How the Trust intends to implement, monitor and review the measures identified as part of its Covid-19 risk assessment.

Legal Context

Although the Covid-19 pandemic presents a particular set of issues and challenges, the Trust's legal duties will apply equally in these exceptional circumstances.

The Trust has a continuing duty, under the Health and Safety at Work Act 1974, to ensure the health, safety and welfare of all its people and wider public safety in its working environment.

The Management of Health and Safety at Work Regulations 1999 impose a duty to take reasonable measures, ensure a safe place of work and provide appropriate equipment.

To discharge these duties, the Trust must show that it took reasonable steps to mitigate the relevant risks. This will require the implementation of policies and procedures that are based on and follow the latest Government guidance, tailored to the Trust's specific risks.

The starting point for the Trust is the review and implementation of a suitable risk assessment procedure.

Relevant Policy Considerations

The Government published its [Covid-19 Recovery Strategy](#) on 11 May, which sets out the following timetable:

- Step One – from 13 May – workers should continue to work from home, rather than their normal physical workplace, wherever possible. All workers who cannot work from home should travel to work if their workplace is open.
- Step Two – no earlier than 1 June – opening non-essential retail.
- Step Three – no earlier than 4 July – opening some remaining premises, including hospitality, public places and leisure facilities.

The Department for Business, Energy and Industrial Strategy (BEIS) also published on 11 May more targeted guidance (for England) in the form of the [Covid-19 Secure Guidelines](#). These contain "threshold" requirements for specific businesses and industries to adhere to, targeted at eight sectors and business categories:

- Construction and other outdoor work
- Factories, plants and warehouses

- Labs and research facilities
- Offices and contact centres
- Other people's homes
- Restaurants offering takeaway or delivery
- Shops and branches
- Vehicles

Since 11 May, further specific guidance has been issued on close contact services (e.g. hair and beauty) and hotel and guest accommodation.

We are also aware of recently issued DMCS guidance [people who work or volunteer in heritage locations](#) and on the [visitor economy](#).

In Wales, the Welsh Government has issued [guidance for employers and businesses](#) which confirm that employers should encourage their employees to work from home wherever reasonably practicable.

The Trust has also taken account of guidance issued by the Ministry of Housing, Communities and Local Government (MHCLG) on [Safer Public Spaces – Urban Places and Green Spaces](#) – which provides information for owners and operators of public spaces to keep people safe as and when the restrictions are relaxed and urban spaces become busier, including a framework for identifying issues and practical interventions.

The Department for Environment, Food and Rural Affairs (Defra) has also published specific [guidance on accessing green spaces safely](#) which clarifies the rules on leaving the home to exercise and spend time outdoors for recreation, and specifically notes that towpaths can continue to be used for walking, running and cycling, being mindful of other users and people living in boats on the water.

This guidance also contains advice for land managers and landowners which confirms that, whilst it may not be practical to clean regularly all gates and sites, land managers can display signs at access points and consider tying gates open if it is safe to do so.

In addition, the Trust has taken account of the Department for Digital, Culture, Media and Sport (DCMS) [guidance for the public on the phased return of sport and recreation in England](#) which acknowledges the need to increase people's access to outdoor physical activity for the purposes of health and wellbeing, and confirms that, from 13 May:

- People can go outside more than once a day for exercise and travel anywhere for physical activity, irrespective of distance.
- Permission is given for all forms of water sports on open waterways, including canoeing, sailing, kayaking, paddle-boarding and the use of privately owned motorised craft (in line with guidance issued by the relevant navigation authority) as well as fishing alone.

DCMS has also issued related [guidance for providers of outdoor facilities on the phased return of outdoor sport and recreation in England](#) which confirms:

- Permission for facilities to reopen from 13 May, if those responsible for them feel ready to do so and if they can do so safely.
- The need for cleaning protocols to be put in place to limit coronavirus transmission in public places, with touch points (e.g. handrails and gates) a particular area of focus for increased cleaning.
- The need for clear guidance on social distancing and hygiene to visitors on arrival.

Defra also issued specific [guidance on using a boat inland and on the coast](#) on 11 June, which confirmed people may:

- not stay on their boat overnight unless it is their primary residence
- only use a leisure boat with people from the same household or those in their support 'bubble'
- use their private owned boat for non-essential travel, following navigation authority guidance and licensing requirements

This Defra guidance also contains specific measures for marinas, canoe and other paddle craft hire, self-drive day boat hire and bareboat charters, holiday boat hire (self-drive and skippered), tourist boat and trip boats, hotel boats, hospitality boats, passenger ferries, waterways repair and maintenance business and waterways non-essential retail businesses

Following [further lifting of restrictions](#), since 4 July, it is now possible for people to stay overnight away from the place where they are living, in groups of up to two households.

Following the withdrawal of the specific guidance above, Defra have also confirmed to inland navigation authorities that individuals and boating operators are responsible for conducting a risk assessment, drawing on relevant government guidance.

The Welsh Government has also [confirmed](#) that being outdoors gives a much lower risk of transmission than being indoors and has strongly encouraged exercise and other outdoor recreation as generally beneficial for health and wellbeing.

In the light of this, legal restrictions in Wales have been lifted on the type of outdoor activity that can be undertaken within the local area, how often people can go outdoors and for how long, although travelling to exercise is still [restricted](#).

Consultation

The Trust has taken into account the guide to the law issued by the Health and Safety Executive (HSE) on [Consulting Employees on Health and Safety](#) which sets out the Trust's obligations under the Safety Representatives and Safety Committee Regulations 1977 in terms of consulting its recognised trade unions.

A series of formal meetings were held with the Trust's union representatives (on 20, 27 and 29 May) on the Trust's approach to Covid-19 Risk Assessment and consideration of the individual protocols. Following these meetings a joint statement was issued.

During the final week of May, the Trust held a number of informal briefing sessions on its Covid-19 Risk Assessment approach for the [Trust's National and Regional Health & Safety Committees](#). Feedback was given during these sessions, which has been duly taken account of.

In addition, the framework for the Trust's approach to Covid-19 risk assessment was shared with Trust senior managers on 22 May, where there was opportunity for questions and comment.

The Trust will carry out further (formal and non-formal) consultation in the light of any significant proposed changes to its Covid-19 risk assessment documents.

Content of Covid-19 Risk Assessment Materials

The Trust has developed a hierarchy of Covid-19 risk assessment materials.

Principles and Everyday Risk Assessment

Trust People

Public

Offices

Construction and
Outdoor Work

Operational Buildings

Vehicles
and
Workboats

Third Party
Premises

Visitor Attractions

Public Spaces

Customer Services

Task Specific and Dynamic Risk Assessment

This document sets out the general principles the Trust has applied to its Covid-19 risk assessment and is accompanied by a high-level, or “everyday” risk assessment which identifies all the general Covid-19-related risks to the Trust’s activities and the reasonable mitigation measures that the Trust has put in place.

The Trust then developed eight protocols which describe how it will manage the Covid-19 risks identified in the risk assessment in the specific environments identified in the BEIS Covid-19 Secure Guidelines.

Six of these protocols deal with risks to the Trust’s people (which apply equally to Trust employees, agency workers and volunteers) and two deal with risks to the public arising from the Trust’s activities and the use of its land and facilities (reflecting the MHCLG’s Safer Places, Defra’s Accessing Green Spaces Safely and DCMS’s Phased Return of Outdoor Sport and Recreation documents respectively).

These are designed to be clear and user friendly and describe the Trust’s approach in these environments, as well as the measures to be taken by individuals whilst in those environments.

Finally, the Trust’s Risk Assessment Mandatory Standard has been adapted to provide for task-specific and dynamic risk assessments to be carried out in respect of Covid-19 risks prior to the start of any task. This is further explained in the final section.

General Approach to Deciding Who Should Come into Trust Workplaces

During the initial phase of the lockdown, the Trust was only carrying out a set of narrowly defined [essential tasks](#) and all Trust people have stayed at home unless specifically permitted to go into work (e.g. construction workers).

All Trust people who are able to work from home are continuing to do so to minimise the number of Trust people in the workplace.

When deciding who can work from home, the Trust will consider:

- The tasks (and hence roles) which can only be done effectively in the workplace rather than working from home.
- The maximum number of Trust people in the workplace to operate safely and effectively with social distancing measures etc.
- The home situation of individual Trust people and how effectively they are able to work productively over long periods, including consideration of their caring responsibilities, their preferences and wellbeing.
- Reallocating tasks between Trust people to ensure that work is done effectively where those restricted to home working are not able to complete all tasks.

- Any other factor (e.g. health, gender, age, ethnicity) that the Trust person specifically asks the Trust to take into account.

For England, the Trust has taken account of [updated Government guidance on staying alter and safe \(social distancing\)](#) in respect to those defined as “clinically vulnerable people”. Trust people (including volunteers) defined as “clinically vulnerable” (including all those over 70 years old) and “clinically extremely vulnerable” were not initially asked not to come into the workplace but are now able to do so, provided extra care is taken to minimise contact with others in accordance with the [updated Government guidance](#).

The Trust is not asking yet asking those defined as ‘clinically extremely vulnerable’ into the workplace, in accordance with [Government guidance on shielding and protecting people who are clinically extremely vulnerable from Covid-19](#).

For Wales, the Trust has taken account of Welsh Government [guidance on staying at home and away from others](#) and [guidance on shielding and protecting people defined on medical grounds as extremely vulnerable](#) and has, therefore, taken the same approach.

This will be kept under review by reference to any change in (UK and Welsh) Government guidance as the Trust moves through the phases of lockdown.

General Approach to Trust Volunteer Activity During the Pandemic

For volunteers working directly with the Trust or at Trust events, we will apply these Principles and the relevant Protocol in the same way as for Trust employees.

Trust volunteers will be expected to participate and comply with task specific and dynamic risk assessments applicable to the relevant activity, environment or event.

General Approach to Social Distancing in the Workplace

All Trust people should continue to follow [Government guidance at staying safe outside your home](#) whilst at work, including:

- Keeping their distance from other people
- Keeping hands and face as clean as possible
- Changing work clothes regularly (i.e. from one day to the next)
- Avoiding being face-to-face with people as far as possible
- Minimising time spent with Trust people and others

To reflect updated [Government guidance in England on what people can and cannot do](#) and to reflect the increasing activity on our waterway network, we recognise that colleagues will need to come into the workplace more often (including travelling for site visits) and will want to reconnect with those people they work with on a face-to-face basis.

From 14 September, the new ‘[Rule of Six](#)’ has come into force, which prohibits meeting with friends and family in a group of more than 6, subject to exceptions where groups can be larger than 6 people including:

- work, or the provision of voluntary or charitable services
- organised sport or exercises classed or licenced outdoor physical activity

We have updated our protocol on public spaces to reflect these rules in relation to Trust-hosted outdoor activities.

Smaller gatherings of Trust colleagues (up to 6 colleagues) should still follow the rules around social distancing as set out in this Principles document, as well as the environment-specific Protocol.

For larger work gatherings (between 7-30 colleagues) a site-specific risk assessment should be carried out, which should include the following measures:

- The event must take place outdoors only, with sufficient outdoor space to enable social distancing throughout the event and access to indoor space limited as far as possible
- A maximum of 30 people on site (to comply with current Government guidance) at any one time, which may require staggered session times
- Events should be pre-bookable to control numbers of people attending and must only be open to Trust colleagues
- Clear entry/exit points to enable numbers to be clearly supervised
- Colleagues should not travel together in the same vehicle, with parking configured to avoid congestion of people near entrances and exit points
- Avoid activities that encourage congregations of people (performances, demonstrations, talks etc)
- Encourage colleagues to bring their own food, preferably in the form of packaged meals to avoid shared use of plates, cups, cutlery and utensils
- Provide suitable on-site welfare and hygiene measures (e.g. hand sanitiser, running hot water and soap)
- Consider use of social distance marking for common areas such as toilets and other areas where queues typically form (e.g. collecting food and drink)
- Avoid causing obstruction or hindrance to public passage to the towpath or other Trust land and water space that makes social distancing more difficult for others
- Have a named, responsible person to adequately manage and oversee these measures, with contingency plans where capacity is exceeded, someone becomes ill or inclement weather (not moving the event indoors)

General Approach to Indoor Working

The Trust has a wide range of indoor working environments, from large offices through to workshops, depots and other operational buildings, as well as customer welcome stations and it recognises that the risks of working indoors with other people presents a particular risk of Covid-19 transmission.

All Trust offices have been closed since lockdown, with exceptional access only under the separate protocol for offices.

From 14 September, the Trust is opening a number of offices on a limited basis and has amended the office protocol to take account of this. The protocol does now also provide for office meetings on a controlled basis.

The Trust has developed a separate protocol for operational buildings, including those buildings which do not have a daily on-site presence.

General Approach to Face Coverings in the Workplace

Although Trust people can choose to wear face coverings in the workplace, [Government guidance](#) confirms:

- Face coverings do not replace social distancing and regular hand washing.
- A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of PPE (these should be continued to be reserved for these individuals).
- Face coverings do not need to be worn outdoors.

In accordance with [Government guidance on staying safe outside your home](#), all Trust people should wear a face covering in enclosed spaces where social distancing is not possible and where they come into contact with people they do not normally meet as, although evidence suggests that face coverings do not protect the person wearing them, it may provide some protection for others the person comes into close contact with.

The Government has produced [guidance on how to wear and make a cloth face covering](#), which can be followed if Trust people choose to wear them.

Where Trust people do wear face coverings in the workplace they should:

- Wash their hands before putting them on and taking them off.
- Avoid touching their face covering.
- Change the face covering if it becomes damp or if it has been touched.
- Change or wash the face covering daily.

Following [discussions with the Trust's trade union representatives](#), the Trust is now providing face coverings to colleagues.

General Approach to Hand Washing/Sanitising and Cleaning in the Workplace

All Trust people in the workplace should wash/sanitise their hands as follows:

- Wash/sanitise their hands whenever they enter or leave a Trust workplace.
- Wash their hands frequently with soap and hot water, or use hand sanitiser where hot water and soap is not available.
- Take the equipment needed to wash or sanitise hands frequently when working outdoors.

The Trust has promoted handwashing for 20 seconds through putting up [posters](#) in all Trust workplaces and providing a link to the [Government handwashing video](#) on Gateway.

The Trust will continue to observe [Government guidance on cleaning in non-healthcare settings](#) for all its workplaces.

The Trust will develop environment-specific protocols to reasonably minimise the sharing of equipment and facilities in all its workplaces.

General Approach to Travelling to and From the Workplace

Trust people should follow [Government guidance on safer travel guidance](#), including:

- Avoiding using public transport to come to work where possible and instead try to walk, cycle or drive.
- Maintaining social distancing when travelling.
- When using bikes, washing hands for at least 20 seconds or sanitising hands before and after cycling.
- Traveling off-peak and/or taking a less busy route, if possible.
- Wearing a face-covering on public transport, if possible. From 15 June this will become mandatory
- Being aware of touching surfaces and avoiding face-touching.

General Approach to Covid-19 Symptoms in the Workplace

If a Trust person develops [Covid-19 symptoms](#) they should:

- Return home immediately.
- As far as reasonably possible, avoid touching any surface with their hands.
- Cough or sneeze into a tissue and put that tissue in a bin (or cough into the crook of their elbow if they have no tissue).
- Follow the [Government advice on self-isolation](#).
- Follow the [Trust's Test & Trace process](#) as soon as possible.

The Trust person's line manager should:

- Ensure any vehicles or equipment which the person has been inside or come into contact with are left for 72 hours and then [cleaned in accordance with Government advice](#).
- Advise all other Trust people who are known to have come into close contact (as defined in [Government guidance](#)) with that person within a period of 14 days.
- Notify these Trust people of the test outcome as soon as reasonably practicable after this is received and ensure that they self-isolate in accordance with the [NHS Test & Trace workplace guidance](#).

Notify the Trust's Health & Safety team who will decide whether to report a confirmed case in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), in accordance with [HSE guidance](#).

Any Trust's colleague who receives a notification of close contact through the NHS Test & Trace process should notify their line manager and not come into work for the relevant period in accordance with the Trust's Test & Trace process.

General Approach to Trust People's Health and Wellbeing When Working from Home

Following [discussion with the Trust's trade unions](#), the Trust has also developed an [online remote working training and risk assessment](#) with Cardinus for Trust people who are homeworking on a longer-term basis with display screen equipment (DSE), to be completed by everyone working from home temporary during the pandemic.

The outcome of this risk assessment (in terms of the measures to be taken to address the risk identified) is to be discussed with line managers in accordance with [temporary home working protocol].

The Trust has also developed the following resources to support Trust people temporarily working from home during the pandemic:

- A [temporary working from home guide](#), which provides hints, tips and guidance to work from home safely
- A set of [homeworking resources](#) on Gateway
- A [Practical Guide to Homeworking](#), which provides IT advice

The Trust has developed the following resources to manage risk to Trust people's mental health and wellbeing whilst working at home.

- A guide for People Managers on [Supporting Performance, Engagement and Wellbeing during Covid-19](#) which provides information on keeping in touch with and supporting isolated colleagues
- A set of [wellbeing resources](#) on Gateway
- A link to a [Coronavirus Myth Buster](#) on Gateway

In addition, the Trust has developed a [suite of materials](#) to assist colleagues returning to work.

General Approach to the Use of the Trust's Public Spaces

Since 13 May, [Government guidance \(for England\)](#) has changed in a number of ways that are likely to have an effect on the use of the Trust's public spaces.

- Unlimited outdoor exercise is now allowed, either individually or in household groups
- Up to six people can meet up outdoors (provided social distancing is maintained)
- People are now permitted to sit and relax outdoors, sunbathe, go for picnics and fish
- Travel beyond the local area in order to access land maintained for public use as open space for unlimited exercise
- Watersports (including canoeing, kayaking, sailing and all forms of boating) are permitted
- Towpaths can continue to be used for walking, running, cycling and angling (being mindful of other users and people living in boats along the water)

Since 4 July, [further restricting have been lifted](#):

- people can now meet up (indoors or outdoors) in two households
- people can stay overnight away from home with members of the same and one other household
- Hotels, hostels, bed and breakfast accommodation, holiday apartments or homes, camp sites and caravan parks are permitted to reopen, as well as pubs, restaurants, cafes and other areas of the visitor economy (such as gardens and heritage sites).

The Welsh Government has also set out three key dates for easing of restrictions:

- 6 July – outdoor visitor attractions will begin to open to the public
- 11 July – self-contained accommodation (with no shared facilities) will begin to open to the public (subject to review)
- 13 July – bars, pubs, café and restaurants can open outdoors only (subject to review)

The Trust has issued [guidance and FAQs](#) for areas on its network that are affected by local lockdowns where lifting of restriction do not apply or restrictions are re-imposed by Government.

The relevant Trust Regional Director is responsible for agreeing measures in response to specific local lockdowns in consultation with the Trust's Health & Safety team.

General Approach to the Use of Trust Towpaths and Other Open Land During Lockdown

[Government advice](#) is that the risk of the transmission of Covid-19 from people using public rights of way and other outdoor paths and trails is considered to be very low as long as people maintain social distancing.

The Trust took into account [Government guidance](#) for the public on the mental health and wellbeing aspects of Covid-19, particularly the need for people to continue to exercise and try to access green space throughout the lockdown period (once per day for the initial period). The Trust's towpaths and other public spaces provide a place for people to walk outside in their local area, particularly in areas of urban deprivation where people do not have easy access to green space and many do not have gardens.

Towpaths and other Trust land provides essential access for boaters and for emergency response (particularly during the initial lockdown period when boaters were asked to stop all but essential navigation and boaters without a home

mooring were moored up for long periods at the same place) as well as for vital asset inspections. This is particularly the case in urban areas where towpaths are fully integrated into the landscape and amenities around them.

Some stretches of the Trust's towpath carry public rights of way which the Trust does not have the right to block or obstruct except by way of an order from the local authority. In England the public rights of way network remained open throughout the lockdown period. Welsh local authorities have been given powers to close public rights of way where there is a perceived risk of transmission through high levels of use, however, the Trust's towpaths were not identified to be in this category by Welsh local authorities. Towpaths and other open spaces not formally designated as public rights of way are often vital access routes for local communities to get to food shops and for key workers to get to work.

For these reasons the Trust has kept open its towpaths and other public spaces throughout the lockdown period.

To mitigate the risk of Covid-19 transmission arising from the use of its towpaths and other public spaces, the Trust has issued [statements](#) urging the public to stay local (during the initial lockdown phase) and observe social distancing measures with further [statements](#) asking the public to limit towpath use (e.g. prior to the Easter weekend).

The Trust also erected thousands of "Limit Your Use" signs on its towpaths and other public spaces and included guidance on the use of towpaths in its website [FAQs](#).

Following the easing of lockdown, the Trust has developed a protocol for public spaces which sets out the details of measures to be taken to manage risks to the public in its open spaces.

General Approach to Boating and Navigation During Lockdown

In terms of navigation on the Trust's waterways, during the initial phase of lockdown the Trust issued [statements](#) asking all leisure boaters to stop all non-essential travel and suspending the requirement for continuous cruisers to move every 14 days.

The Trust [announced](#) on 13 May a phased re-opening of its waterways for navigation in England (lockdown restrictions still apply in Wales) in three phases:

- From 13 May – private boaters have been able to undertake short boating trips, avoiding use of locks and structures operated by employees (if possible), providing they do not stay away from home overnight and return to their home mooring (where they have one)
- From 23 May – mooring exemptions ended and the Trust's guidance for continuous cruisers came back into force
- From 1 June – navigations re-opened in full (subject to some local exceptions) making longer journeys possible (although those that do not live aboard should not stay overnight).

The Trust has been keeping a set of [FAQs for boaters](#) regularly updated on its website to clarify the restrictions on boating through the different stages of the lockdown.

For the initial stage of lockdown, the Trust temporarily suspended the need for boat safety certification for licence renewal.

The Trust temporarily suspended the application of its [Guidance for Boats Without a Home Mooring](#) from 23 March until 23 May 2020 (as part of its request to all boaters not to make any non-essential boat journeys during that period) and confirmed that this period would not be considered for the purpose of continuous cruiser boat licence renewal.

From 23 May, following the Government's lifting of restrictions on all forms of boating, the Trust lifted the suspension of its licence terms and conditions, and reinstated its Guidance for Boats Without a Home Mooring (in England) such that continuous cruisers should resume their navigation and re-start moving in accordance with the Guidance.

By way of background, under normal circumstances:

- Under the relevant legislation, the continuous cruiser boat licence is for boats that are genuinely navigating the Trust network throughout their licence period, not for boats that are moored up or staying in the same area for long periods (for which a home mooring must be obtained).
- In general lifestyle factors tied to a particular geographic location, such as proximity to work or particular community facilities, run counter to the letter and spirit of the legislation and Trust guidance for continuous cruiser licences as they do not suggest that the boat is genuinely navigating.

As the Government starts to relax its lockdown conditions and, in particular, has advised navigation authorities that, from 13 May, boat movement can resume:

- Government guidance is that outdoor activity is low risk in terms of transmission of Covid-19, provided that social distancing is maintained – and this should be achievable during navigation.
- Most continuous cruiser boats are currently moored up alongside the towpath, often in high concentrations and in popular locations for access to facilities and services, effectively limiting the space for others to moor up now that navigation on the Trust's network is resuming.
- Restrictions on non-essential travel have now been lifted.
- Although Government guidance is to stay at home overnight, most continuous cruisers live on their boats.
- Continuous cruisers need to access shared customer service facilities – and hence will have been making, in most cases, minimal boat movements during the lockdown – and the Trust has implemented further measures for the safe use of these facilities following the resumption of navigation on its waterways, in accordance with its Covid-19 Risk Assessment.
- With boats resuming movement after being largely stationary for at least two months, the Trust does not anticipate that all continuous cruisers will make long distance trips immediately; an initial trip of just a few miles before mooring up for a further period (of up to 14 days) as the start of a pattern of regular movement will re-establish compliance with the 'without home mooring' licence requirement.

The Trust will authorise extended stays for people suffering with suspected or Covid-19 symptoms (in the same way as usual for all periods of illness) and will apply reasonable adjustments for disabled boaters under its Equality Act process in the usual manner.

The Trust will also authorise extended stays for people who are notified of having close contact with an individual who has tested positive for Covid-19 under the NHS symptoms, upon proof of notification through the [NHS Test and Trace service](#).

In addition, the Trust will allow those boaters who are classified as clinically extremely vulnerable and who are shielding to remain moored up in their current location whilst the current [Government guidance](#) is in place, subject to proof of status (e.g. NHS letter); any boater who is in this category should [contact their local licence support officer](#).

Any boater who has concerns about being able to comply with the Trust's Guidance should contact the Trust via Customer Services [link/number] or by speaking to their local licence support officer.

The Trust's protocol on public spaces contains further detail on the measures to mitigate risks of transmission from navigation. The sections covering activities on water constitute the Trust's formal guidance as the relevant navigation authority for the purpose of [DCMS guidance](#).

General Approach to Customer Service Facilities During Lockdown

The Trust has also kept open its c250 essential boating customer services facilities during lockdown, particularly for use by boaters who live on their boats.

During the initial stage of lockdown, as boats were not moving other than for essential journeys, the use of the customer service facilities was far more limited in terms of the numbers of different boaters using them.

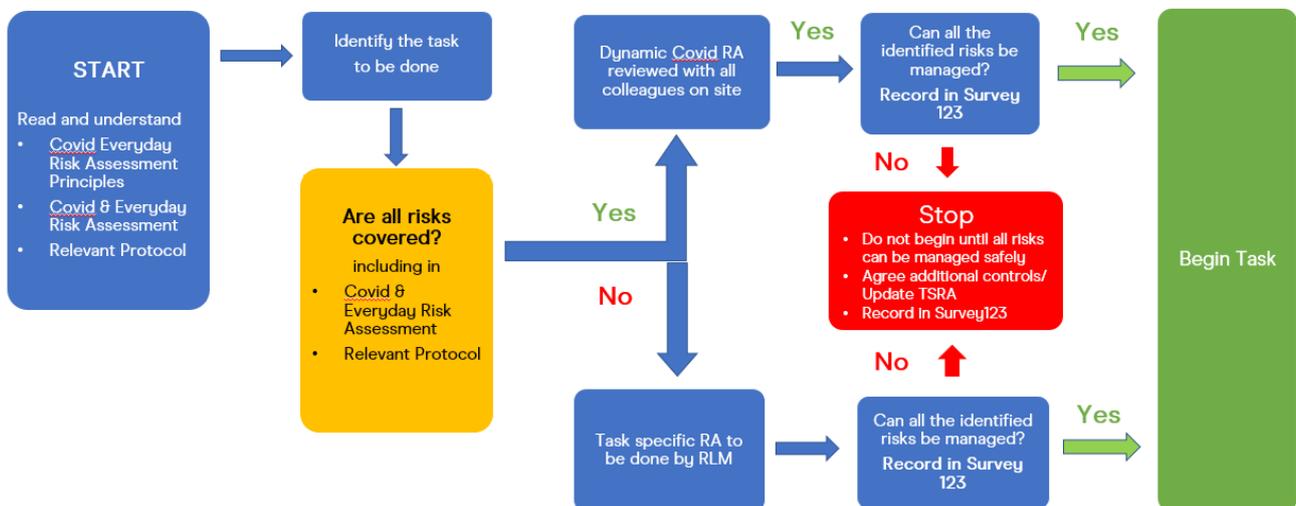
Following the easing of lockdown and the resumption of non-essential travel, the Trust has developed a protocol for customer service facilities.

Task-Specific and Dynamic Risk Assessment

Prior to any task the responsible line manager (as defined in the [Trust's Health & Safety Policy](#)) should carry out a separate Covid-19 task-specific or dynamic risk assessment. The protocols specify a number of instances where task specific risk assessments should always be carried out, including:

- Prior to the opening of (all or part of) any Trust office
- Prior to the use of any enclosed Trust vehicle by more than one person at a time
- Prior to the opening of (all or part of) any Trust operational building
- Prior to the start of work on any Trust construction site
- Prior to a visit to any enclosed third-party premises
- Prior to the opening of any Trust visitor attraction
- Prior to any Trust-hosted event

For all other activities, the following process applies:



Site-specific and dynamic risk assessment should follow the process described in the [Trust's Risk Assessment Mandatory Standard](#). The Trust has modified its standard dynamic risk assessment, to address Covid related risks.

Any task that cannot be carried out without managing all the identified risks should not begin.

Therefore, the Trust anticipates a gradual opening of workplaces and increase in activity, as these site-specific and dynamic risk assessments are completed.

Working With Third Parties

Third parties should be required to carry out their own Covid-19 risk assessments when working or holding events on Trust land and premises and provide copies of these assessments to the Trust.

The relevant Protocols contain measures that the Trust should expect to see in third-party Covid-19 risk assessments in the particular working environment.

Consent should be withheld by the Trust where adequate risk assessments are not provided by third parties prior to the event or work taking place.

Communication

As required by the BEIS Covid-19 Secure Guidelines, the Trust will communicate its full Covid-19 Risk Assessment to all Trust people and stakeholder groups in the following ways:

- On the Trust website with links through to all risk assessment materials under the dedicated section on [Our response to coronavirus](#)
- On the Trust website under [Coronavirus and boater FAQs](#)
- On the Trust website as a statement on the [Media Centre](#)
- Links to all risk assessment materials on the front page of the dedicated [Coronavirus Gateway site](#)
- Through a Toolbox Talk to be given by line managers
- A group email to all [Trust Council members](#) (which includes elected and nominated representatives from a wider variety of Trust stakeholders)
- Links through the Trust website in its regular [Boaters' Update](#) emails
- In an email update to Trust [Friends](#)

Finally, as required by BEIS Covid-19 Secure Guidelines, the Trust will be putting up the following poster at every Trust workplace that is open for Trust people.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Assurance & Escalation

The Trust is developing a '[Three Lines of Defence](#)' model of assurance and will map suitable controls against these three lines. This document will be updated shortly, once this is complete.

Any Trust person that has any Covid-19-related concerns is asked to speak to their line manager in the first instance or, if this is not possible, with HR.

If there is a concern over a serious Covid-19-related risk that is not being addressed by the Trust then this concern can be escalating under the Trust's Whistleblowing Policy.

Review

The Trust will keep this document and all other Covid-19 risk assessment materials under review and will make changes to respond to emerging Government guidance.

Any material changes will be subject to further consultation and will be duly communicated to Trust people and relevant stakeholders.