



## **REGAL GAMING & LEISURE – CORONAVIRUS COVID-19**

### **RISK ASSESSMENT METHOD STATEMENT**

#### **COLLECTION PROCEDURES**

##### **R.A.M.S**

|                            |   |
|----------------------------|---|
| <b>RISK ASSESSMENT:</b>    | Cash Collections during the Coronavirus COVID-19  |
| <b>RISKS IDENTIFIED:</b>   | General Injuries, Associated with Manual Handling<br>Cross Contamination from Coronavirus Covid-19 Surface- Person, Person-Person.                        |
| <b>DATE OF ASSESSMENT:</b> | June 2020   |
| <b>ASSESSOR:</b>           | Kevin Wellings (NEBOSH)   |
| <b>LEGISLATION:</b>        | Manual Handling Operations Regulations 1992<br>Provision and Use of Work Equipment 1998<br>Health and Safety at Work etc Act 1974<br>Coronavirus Act 2020 |

**NOTE:** Covid-19 Coronavirus is a new illness that can be spread person-person or surface-person and affect your lungs or airways. It is caused by a virus called Coronavirus and symptoms can be mild, moderate, severe or even fatal.

In response to the outbreak of COVID-19 at Regal Gaming we ask all employees to self-screen at the start of their working day and follow these RAMS. This will reduce the risk of cross contamination during your working day and lessens the spread of the virus to others.

This risk assessment method statement considers all the risk factors arising from cash collections during your working day. It is recognised that Regal Gaming as a service company has very little control over its customers premises.

Therefore, it is of utmost importance that these guidelines are followed to reduce the risk of cross-contamination from coronavirus surface-person and person-person. Remember the virus can survive on paper or cardboard for 24 hours and hard surfaces for 72 hours.

**SELF SCREENING:** If you develop coronavirus symptoms, you must continue to follow the rules for self-isolation with other members of your household and seek medical advice.

You can order a test if you have symptoms, to find out if you have Coronavirus COVID-19 [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or call 119 if you do not have internet access.

If you test positive for Coronavirus COVID-19, you must share information promptly about your recent contacts through the NHS test and trace service to help alert other people who may need to be tested.

If you have had close recent contact with someone who has coronavirus COVID-19, you must seek medical advice through the NHS test and trace service and self-isolate if advised to do so.

If you become unwell during your working day with any of the following symptoms, fever or high temperature, persistent cough or respiratory problems, loss of smell / taste, inform your line manager and seek medical advice from NHS 111.

**SOCIAL DISTANCING:** A two-metre person to person social distancing within customer premises will be governed to a great extent by space and the nature of the premises involved. It is recognised that Regal Gaming as a service company has very little control over its customers premises. Therefore, it is of utmost importance that these guidelines are followed to reduce the risk of cross contamination from coronavirus surface-person and person-person. Whenever possible please conduct your business on customer premises out of hours before opening to reduce the risk of person to person cross-contamination. If social distancing of two metres can't be achieved, you must wear a face mask.

#### HOW TO WEAR A FACEMASK CORRECTLY



**PPE:** Regal Gaming will supply person protective equipment in a kitbag which will consist of the following equipment, latex gloves, hand gel, face masks, anti-bacterial wipes. This bag is to be kept inside your vehicle and used daily following the guidance within these RAMS. The kit is for your own personal use and are not to be shared with others.

At the start of your working day please wipe down all touched hard surfaces within vehicle with the anti-bacterial wipes that have been provided. This will reduce the spread of the virus from surface-person cross- contamination, remember the virus can survive on hard surfaces for up to 72 hours.

### REMOVING LATEX GLOVES



**SERVICE CENTRE:** After consultation with your line manager try and reduce the number of visits made to your service centre. However, from time to time you will need to attend the service centre to replenish stock items. On arrival at work you will visit a cleaning station and use the hand gel provided to clean your hands. Use the latex gloves from the cleaning stations before collecting your stock. The visit to the service centre for stock or any other reason is not for socialising - get your stock and get out!!

**CUSTOMER PREMISES:** While at customer premise you should be wearing latex gloves and a face mask, if social distancing can not be achieved. Identify yourself to the manager and ask for an area away from the public domain to carry out the cash count. This is not always possible therefore in these circumstances use a table that is safe and away from the general public.

Use the anti-bacterial wipes to wipe down the touched area's paying attention to the pay-out tray, touch screen and buttons. Once the cash is emptied from the machine go to the nominated table / area and wipe down the table that is going to be used for the cash count. Remember get a signed receipt for the transaction. DO NOT SHARE YOUR PEN – the recipient must use their own.

**CASH HANDLING:** Staff involved with the cash collections and handling cash must always be alert to the possibility of attack. Staff should be constantly aware of their surroundings and be on the lookout for loiterers, strangers approaching, or of being followed. Collectors **MUST NOT** breach their banking limit and visit Post Offices on a regular basis. No cash to be taken home without prior permission of the Collection Manager. If you have reason to believe that you are being followed seek immediate assistance from the police by calling 999 tell the operator that you are involved with cash in transit. Please notify your line manager and security of the events.

**EMERGENCY PROCEDURES:** Emergency arrangements, all accidents, incidents or near misses must be reported immediately to your line manager. All works within customer premises are under the control of the site fire alarm.

In the event of an emergency, personnel are advised to:

- Raise the alarm.
- Stop work & make safe all cash and equipment.
- Vacate the premises area, do not leave the site without first informing the site manager.
- The site manager will co-ordinate emergency services, first aid if appropriate.
- Report to the assembly point and wait for further instruction.

## **SECURITY:**

Where possible, times and routes should be varied, using busier roads and areas if practicable.

All cash must be deposited at the earliest opportunity. Where vehicles are fitted with alarms and/or immobilisers these must be set and the vehicle locked before the vehicle is vacated. Care should be taken that nothing of value or anything identifying the collector's employment should be left in the car on view.

Should any staff member be subject of robbery, no attempt should be made to retaliate, thus inviting more violence. Indeed, any meaningful demand by a "would-be" thief should be complied with, without comment or provocation. Do not take any risks.

Where vehicles are used to convey cash to Banks/Post Office the driver should park as close as possible. Before leaving the vehicle, staff should ensure there are no suspicious persons loitering. Remember, the first and last few yards of a journey are the most vulnerable.

It is important that where female collection staff are driving alone, they should follow the routes previously agreed with management or if this is not possible, let someone know exactly when and where they are going and the approximate time of arrival.

It is a matter for individual choice, but it is suggested that car doors should be locked whilst driving so that if forced to stop for whatever reason, no uninvited person can enter.

Put your handbag on the floor, not the seat, to prevent opportunist smashing a window and grabbing it.

Avoid parking in secluded/unlit areas. If someone flags you down, make sure it is genuine before leaving your vehicle.

Carry your keys on your person not handbag and have your keys ready when returning to your vehicle.

If you think you are being followed slow down and let the other vehicle overtake. If it continues to follow do not stop until you find a police officer, police station or service station, etc.

Personal attack alarms are available to all collectors if required they should always be carried when on collection duties. They are easy to operate, (pulling the strap activates the alarm), and can be attached to the wrist or key ring by the strap.

Staff should never endanger themselves or other members of staff or public in the event of a robbery/or attempt, by precipitate action.

In the event of a robbery they should if possible, memorise a description of the offender(s) to later assist in preparation of photo-fit pictures. Take note of scars, physical features, accent, mannerisms, hands, and type of dress, etc.

The police should be contacted by dialling 999, advising them of all details including if possible, number of persons, vehicles used and direction of escape. Advise your line manager and security without delay. If possible, names and addresses of witnesses should be obtained and later given to the police.

It is of utmost importance that no provocative, belligerent or sudden movements should be made towards a potential criminal, particularly when weapons are in evident.

In the event of injuries, summon the Ambulance Service using '999' without delay. Injuries would include anyone suffering from traumatic reaction.