



SAFE WORKING DURING COVID-19 PANDEMIC

METHOD STATEMENT AND RISK ASSESSMENT.

Our guidance and risk assessment has been updated following the Prime Minister's announcement on Monday 4th January our showrooms are temporarily closed to the public. Our sites remain open for Service appointments and we also continue our Click & Collect service and Nationwide Home Delivery service.

Description of Work:

This safe system of work will apply to all Interest Free 4 Cars and Best Car Buyer sites and places of work and will sit alongside the risk assessments already in place.

Activities Involved:

This safe system of work applies to all activities that are currently within the day to day duties and operations at all sites.

Scope:

This safe working document applies to all employees and contractors who are attending our premises.

For customers and visitors to our premises they will observe all of our safety notices and guidance and will take instruction from our employees to ensure both they and our staff remain safe at all times.

Summary of Action Taken

We have taken the following steps in order as below.

- In every workplace, we have increased the frequency of handwashing by informing staff and contractors of this requirement and by providing additional handwashing facilities, we have also increased surface cleaning of regular touchpoints.
- We have made every reasonable effort to ensure that our employees can work safely.
- When in the workplace everyone will make every reasonable effort to comply with the social distancing guidelines set out by the government (2m or 1m with risk mitigation where 2m is not viable). We will Stay 2 metres apart where possible, or 1 metre with extra precautions in place.
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, we have considered whether that activity needs to continue for the business to operate, and if so, we have taken all the mitigating actions possible to reduce the risk of transmission between our staff.
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Further mitigating actions include:

Increasing the frequency of hand washing and surface cleaning.

Keeping the activity time involved as short as possible.

Using screens or barriers to separate people from each other.

Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

We have taken steps to avoid people needing to unduly raise their voices by refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult.

Ventilation into the building should be optimised to ensure fresh air supply is provided to all areas of the building and increased wherever possible.

Travel to and Arrival on Site:

1. Wherever possible workers should travel to work alone using their own transport unless they are sharing with someone from the same household or support bubble.
2. If workers have no option but to share transport:
 - Journeys should be shared with the same individuals and with the minimum number of people at any one time.
 - Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.
 - The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces.
3. Employees who are advised to stay at home under the existing government guidance to stop infection spreading must not physically come into work. This includes individuals who have symptoms of COVID -19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self isolate as part of the governments test and trace service.

Site Access and Egress Points

Site access and egress points have been planned to enable social distancing – this may have involved the requirement to change the number of access points, either increase to reduce congestion or decrease to enable monitoring, including in the case of emergencies. Information on changes made to sites will be briefed to all staff prior to them commencing work.

We have made provisions to allow plenty of space between people by using distancing signage on the floor and signage to guide customers attending to drop off vehicles for Service or click and collect purposes.

Floor markings have been made to ensure 2 metre distance is maintained between people.

Entry systems that require skin contact have been removed unless they are cleaned between each individual use, doors should be propped open where it is safe to do so.

Where possible one-way systems on site have been introduced and staff are encouraged to not make unnecessary trips around the site.

Non- essential trips within buildings and sites are discouraged. The use of telephones and radios (with regular cleaning) should be used along with the use of Microsoft Teams or other suitable remote tools for meetings to avoid in person meetings.

Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable is acceptable).

Hand sanitiser should be provided in meeting rooms.

All workers are required to wash their hands regularly for 20 seconds using soap and water when entering and leaving the site or alternatively using hand sanitiser provided.

Employees are required to regularly clean common contact surfaces on site with antibacterial wipes or similar provided.

Management will continuously review the number of people in attendance on their site. We will continue to follow the recommended government guidance and update our safety guidance accordingly.

Remote meetings between sites will take place and any site meetings should be held outside of the building, where possible, to allow for social distancing to be maintained.

Hand Washing

We will allow regular breaks to wash hands.

Additional hand washing facilities are in place where required.

We have adequate supplies of soap and fresh water readily available and these will always be kept topped up.

Hand sanitiser is in place where hand washing facilities are unavailable.

The hand washing facilities will be cleaned regularly.

Suitable and sufficient rubbish bins for hand towels are in place with a rota in place for regular removal and disposal.

Toilet Facilities

Toilet Facilities will be closed to the public.

The number of employees using toilet facilities at any one time will be restricted to ensure 2 metre distance is maintained between people when queuing and using the facilities.

There is a requirement to wash or sanitise hands before and after using the facilities

The cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush will be increased.

Suitable and sufficient rubbish bins for hand towels with regular removal and disposal will be in place.

Kitchens and Rest Areas

The capacity of each kitchen or rest area will be clearly identified at the entry to each facility, and social distancing measures must be applied.

Break times should always be staggered to reduce congestion and contact

Drinking water will continue to be provided with enhanced cleaning measures of the tap mechanism introduced.

Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves.

Employees are discouraged to use shared equipment and are advised to bring their own cutlery, cups, and plates to work for use solely by them. On site crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use.

Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by employees when entering and leaving the area.

A distance of 2 metres should be maintained between users, wherever possible.

All rubbish should be put straight in the bin and not left for someone else to clear up.

Tables should be cleaned between each use.

Working from Home

Our employees who can work from home will do so. We will continue to monitor the wellbeing of our staff working from home and helping them stay connected to the rest of the workforce by maintaining regular daily contact between them and their manager.

Clinically extremely vulnerable employees.

Those who are clinically extremely vulnerable should follow [resumed shielding guidance](#) and should not attend work.

Employee Assistance

Assistance, awareness, and advice is available to all staff through our Employee Assistance Provider, BEN you can contact BEN by either visiting their website, <https://ben.org.uk/> or contacting them via telephone on 08081 311 333.

The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19) which can be found here:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

First Aid

Arrangements for First Aiders

- Having a reduced number of first aiders is acceptable if there is a reduced number of staff in the workplace because of the pandemic.
- The vast majority of incidents do not involve getting close to an injured person (where they would come into contact with cough droplets etc. i.e. inside 2m)
- If you can assist from a distance, most first aid is very simple and the steps to take in an emergency can be described or explained to an injured or ill person so they can help themselves. For example, if they are bleeding heavily, you can ask them to apply pressure to the wound with whatever they have available while you call 999.

If cannot assist from a distance due to the nature of the injury/incident

- In this case, it is extremely important to administer first aid – if someone is so badly injured or ill that they are unable to help themselves it is even more important that first aiders step in and try to help. For example, not helping someone who is not responsive or not breathing will dramatically reduce their chance of survival, **but the**

risks to the first aider are very low, especially if good hygiene practices are followed.

- If you are concerned that the person may have an infection, wherever possible, place the person in a location away from others. If there is not a physically separate room, ask others who are not involved in providing assistance to stay at least 2 metres away from the individual. If barriers or screens are available, these may be used.
- Employee's involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

General

- Be aware of cross contamination
- Observe hygiene guidance as per government guidance before and after treating an injured person.
- Wear gloves or cover hands when dealing with open wounds
- Cover cuts and grazes on your hands with waterproof dressing
- Dispose of all waste safely
- Do not touch a wound with your bare hand
- Do not touch any part of a dressing that will come in contact with a wound

CPR

- Check if they need CPR by looking for absence of signs of life and normal breathing
- Do not listen or feel for breathing by placing your ear and cheek close to the person's mouth. If you are unsure, assume they are absent
- Call 999 as soon as possible
- If a coronavirus infection is suspected, tell them when you call 999
- Give chest compressions: push firmly downwards in the middle of the chest and then release
- If you think there is a risk of infection, you should attempt *compression only CPR* and, if available, use an Automated External Defibrillator (AED). Continue until the ambulance arrives
- Wear a face mask, disposable gloves and eye protection if available. If you decide to perform rescue breaths on someone who is not breathing, use a resuscitation face shield where available
- Wash your hands
- After performing compression-only CPR, you should wash your hands thoroughly with soap and water (alcohol-based hand gel can be used if this isn't available). You should also seek advice from the NHS 111 coronavirus advice service

Important notes

- If you are a first aider and need to call an ambulance or take the injured person to A&E yourself, but they don't want to go for fear of being infected, try to keep them calm and explain the need for hospital treatment. If possible, ask the 999 handler or paramedics to speak to them. This, however, should all be documented as part of recording requirements and, if necessary, included in any RIDDOR or investigation

Vehicles and keys

Anybody on site handling car keys must either wear gloves or sanitise/wash their hands regularly with the products available on site. They should clean the keys with an antibacterial spray when taking the keys and again when returning them to the key cupboard. Each site should agree a process where we can reduce the amount of times keys and cars are touched and when they are, they are cleaned with the antibacterial spray available.

Vehicle Movements and Touch points at Branch.

All employees are required to spray all touch points with antibacterial spray before entering a vehicle for movement between departments.

PPE

The Government guidance states that when managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The Government guidance also states that Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Service Teams

When a customer brings their car into the service centre, they must adhere to the social distancing guidance and will follow our employee's instruction and signage on the process as follows:

Allocated car parking spaces will be identified allowing for 2 metre distancing. These will be clearly signposted for customers prior to their attendance and again upon arrival.

The floor will clearly be marked by tape to allow for 2 metre distancing.

Only one customer at a time will be able to approach the service desk, all other waiting customers must wait in accordance with social distancing measures marked out.

Customers must not attend the site until their allocated appointment time.

All Service documents will be left in vehicle upon collection. Payment if required will be taken only by card and if possible, the transaction made over the telephone prior to collecting the car.

To keep our colleagues and customers safe, we will be ensuring that we always maintain a 2-metre distance. Therefore, as the customer approaches the desk to drop their keys, our employee will move back, when our employee picks up the keys these will be sprayed with sanitiser. The same process will be followed when the customer collects their vehicle. In most cases a plastic screen is in place on the service counters.

Employees will not enter the vehicle to begin the service process until the car has been well ventilated for a minimum of 5 minutes by opening all windows and all touch points have been either covered or sprayed with sanitiser.

It is advised that Technicians and service staff should wear gloves as they would normally, alternatively they must wash their hands regularly with the hand cleaning products available and the touch points in the vehicle either covered or sprayed with an antibacterial product, particular attention should be made to the touch points such as the steering wheel and gear stick.

Whilst preparing a car, only one team member will be allowed in a vehicle at any one time.

Our team of Valeters will antibacterial wipe on all touchable surfaces before the car is collected.

Branch Managers will implement arrangements for monitoring compliance of the above.

Click and Collect

Click & Collect process

- An appointment time and date for collection will be agreed. To prevent any unnecessary congestion, all customers will be asked to arrive on site as close to the agreed time as possible.
- All transactional paperwork will be completed remotely prior to attending the branch.
- Upon arrival customers will be asked to park in one of the allocated car parking spaces. These will be clearly signposted allowing you to maintain social distancing.
- Customers will be asked to wash their hands upon arrival using the hand sanitiser provided.
- Customers who are accompanied by children will be reminded that they are responsible for supervising them at all times and must follow social distancing guidelines
- A designated external desk/work area for click and collect appointments will be set up outside near the entrance doors
- Only one customer at a time will be able to approach the click and collect desk.
- The vehicle information pack containing the keys, vehicle, and handover documentation will be handed over at designated click and collect area.
- When the customer approaches the desk to collect vehicle information pack the employee will step back, in the same way when the employee approaches the desk the customer will be asked to step back. This process will be maintained throughout the collection process.
- Part exchange vehicles will be inspected during the click and collect process to ensure both the condition and mileage are consistent with the online appraisal. Prior to the inspection the vehicle will be well ventilated for a minimum of 5 minutes and all touch points sanitised.
- Employees carrying out the handover process will either wear gloves or regularly sanitise their hands.

Test Drives

These are not available during the current Lockdown period.

Face Coverings

Face coverings are mandatory for customers who attend our sites for the permitted purposes. It is acknowledged that some people do not have to wear a face covering, including for health, age, or equality reasons.

Customers must be made aware that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.

Guidance stating that face coverings and visors should be worn in close contact services is now the law (from 24 September). Therefore, all employees in customer facing roles must continue to wear a face covering.

Home Delivery

A number of changes have had to be made to our existing Home Delivery service to ensure we are fully compliant with the latest Public Health England guidance relating to the delivery of cars. These include:

The car being thoroughly cleaned and disinfected before delivery

Our drivers wearing protective equipment at all times during the delivery process

The car once again being cleaned by the driver prior to being handed over.

Outbreaks

If there is a COVID -19 outbreak in one of our workplaces, then our single point of contact (SPOC) is our HR department who will lead on contacting the local Public Health Teams. If there is more than five cases of COVID-19 associated with one of our workplaces, then a member of the HR Team will report the suspected outbreak to the local PHE Health Protection team.

All staff are requested to ensure that their personal information is up to date on the Cascade System and that there is, as a minimum, one telephone contact number and e-mail address.

Work Planning to Avoid Close Working – Risk assessment.

Risk - Where 2m social distancing cannot be guaranteed when carrying out a work task then the activity should be risk assessed using the following hierarchy of controls and against any sector specific guidance:

Control measures:

- a. Eliminate:
 - i. Workers who are unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the workplace
 - ii. Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres)
 - iii. Avoid skin to skin and face to face contact
 - iv. Consider alternative or additional mechanical aids to reduce worker interface
- b. Reduce:
 - i. Minimise the frequency and time workers are within 2 metres of each other
 - ii. Minimise the number of workers involved in these tasks
 - iii. Workers should work side by side, or facing away from each other, rather than face to face

- iv. Regularly clean common touchpoints, doors, buttons, handles, vehicles, tools, equipment etc.
- v. Increase ventilation in enclosed spaces
- vi. Workers should wash their hands before and after using any equipment.
- c. Isolate:
 - i. Keep groups of workers that have to work within 2m together in team and do not change workers within teams.
 - ii. Keep these groups of workers as small as possible
 - iii. Keep these groups away from other workers where possible
- d. Control:
 - i. Where face to face working is essential to carry out a task when working within 2m, this work should be kept to duration of 15 minutes or less where possible.
 - ii. Consideration being given to introducing an enhanced authorisation process for these activities.
 - iii. Provision of additional supervision to monitor and manage compliance
 - iv. Tools and any work equipment, not to be shared. All tools and work equipment to be cleaned and wiped down regularly, especially if the tool/ work equipment has been left for any length of time unused and the employee cannot guarantee it has not been used by another employee.
- e. PPE:
 - i. PPE should not be used specifically for COVID-19 where the social distancing guidelines are met, but where the rule is breached then the following should apply:
 - ii. Minimum FFP2 face mask to be worn.
 - iii. Single use PPE should be disposed of so that it cannot be reused.
 - iv. Employees should not stand face to face, but side by side.
 - v. If you need to cough, sneeze or even talk you should turn your face away from your work colleague.
 - vi. All other PPE requirements for a particular task, as stipulated by existing Risk Assessments still apply.

Departure from site:

Social distancing requirements to be adhered to when leaving the site.

Supervision:

The management team on site shall ensure that the aforementioned operations are carried out on site. It will be their duty to:

Remain on site for the duration of the work or at least have relevant contact with the site.
Liaise regularly with staff over any concerns.
Be familiar with this safe system of work and control measures required to minimise risk.
Ensure all employees comply with the rules.
Maintain site safety at the end of the working day.
Report any injuries, diseases and dangerous occurrences relating to this method statement.
Maintain good standards of tidiness of working areas at all times.
Ensure that operations are carried out in accordance with this method statement.
Ensure that control measures as stated in the risk assessments are adhered to.

Personal Protective Equipment:

Where social distancing guidelines cannot be guaranteed when carrying out a work task, employees will be issued with the following:

FFP2 disposable facemask/screening as a minimum.

Gloves

Emergency Arrangements (First Aid / Fire etc.):

The management team will ensure that basic first aid facilities are made available. In addition a number of our employees have been trained in emergency first aid at work. Anybody who develops symptoms of COVID-19 are asked to report to management and return home immediately and follow self isolation guidance.

Information / Instruction:

This information and any other pertinent to this will be made known to all site staff, including visitors, or contract staff.

All personnel will receive a detailed briefing before any work commences which will include an explanation as to the methods and systems of work adopted for the day.

Monitoring and Compliance:

The HR Team will carry out site visits/remote calls to ensure compliance with this method statement. Any queries should be initially directed to the site management team and or the HR team.

