



SAFE WORKING DURING COVID-19 PANDEMIC

METHOD STATEMENT AND RISK ASSESSMENT.

Description of Work:

This safe system of work will apply to all Interest Free 4 Cars 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 enable working from home as a first option. Where working from home is not possible, we have made every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
- 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.

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 also made an assessment of whether the employees undertaking work are especially vulnerable to COVID-19.

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.
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 are reminded that they are not to attend work if they have symptoms of Coronavirus (Covid-19) and to follow the latest guidelines.

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 waiting to enter site by using distancing signage on the floor and signage to guide customers.

Floor markings have been made for customers to ensure 2 metre distance is maintained between people when queuing, entering, and walking around the showroom.

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.

All workers are required to wash their hands for 20 seconds using soap and water when entering and leaving the site or alternatively using hand sanitizer 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, customers' and employees' and follow recommended numbers as per any government guidance. They will ensure customers remain outdoors wherever possible to ensure social distancing is maintained.

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.

Clearly designated positions have been identified and marked from which employees can provide advice and assistance to customers whilst maintaining social distancing.

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 sanitizer 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.

Where possible we will provide handtowels as an alternative to hand dryers.

Toilet Facilities

The number of people 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

Employees are encouraged to bring their own food and drinks to work. They are also advised to stay on site once they have entered it and avoid using local shops.

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 be staggered to reduce congestion and contact at all times

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.

Staff Working from Home

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.

Vehicles and keys

Anybody on site handling car keys must either wear gloves or sanitize/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.

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 at all 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 maintain a 2 metre distance at all times. Therefore, as the customer approaches the service desk to drop their keys, our employee will move back, when our employee picks up the keys these will be sprayed with sanitizer. The same process will be followed when the customer collects their vehicle.

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 sanitizer.

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

An appointment system for collection from Branch will be organised, with agreed customer time slots that must remain accurate and adhered to. This will prevent any congestion of cars and customers attending the Branch to collect their vehicle.

Transactional paperwork will be completed remotely prior to the customer attending Branch.

Details of the click and collect process will be provided to the customer prior to their attendance on site so they understand the process and adhere to our Health and Safety guidance 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.

Customers will be required to wash their hands upon arrival using the hand sanitizer available.

An external allocated work/desk area from the entrance doors will be set up and clearly marked.

Customers must not under any circumstances enter the building.

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 click and collect desk.

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

The vehicle information pack will be handed over in the allocated click and collect area.

To keep our colleagues and customers safe, we will be ensuring that we maintain a 2 metre distance at all times. Therefore, as the customer approaches the desk to collect paperwork/ provide ID/collect keys etc.... our employee will move back, when our employee picks up the items from the desk the customer will move back. This being the process throughout the collection process.

Employees carrying out the handover process will wear gloves and will regularly hand sanitise their hands.

Part exchange vehicles should be inspected during the click and collect process before being moved to a quarantine area and stored. Employees will not move the vehicle to the quarantine area 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 sanitizer. After a suitable period of time in the quarantine area, the car will then be ventilated again by opening up the windows for a minimum of 5 minutes prior to the full clean and sanitisation process taking place. It is advisable that employees handling part exchange vehicles wear gloves or alternatively wash their hands regularly as detailed in the Service Team information above.

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.

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 2m social distancing guidelines are met, but where the 2m 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 2m social distancing 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.

