



COVID-19 RISK ASSESSMENT

This assessment is written in May 2020. Updates are possible as government and medical guidance is updated

COVID 19 HAZARD

Covid 19 is a virus, infection from which can result in death.

Medical advice is that the virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing, and subsequently passed on through mouth, nose or eyes.

It is transferable to the hands and from there to surfaces on which it can survive for a period of time depending on factors such as surface type, its moisture content and temperature. Evidence suggests the virus can live for up to 5 days on non-porous surfaces and around 24 hours on porous surfaces such as card and textiles.

There are no controls which can be implemented to reduce the severity, and with the virus prevalent in general society, the company's principal consideration is procedures and controls to try and reduce the likelihood of the risk occurring.

RISK AREAS

Controls and procedures to mitigate the risk of infection transmission are required in the following areas

- 1. Public access areas i.e. showroom, service desk, car park**
Activities. Service reception, waiting, collection, payment. Vehicle customer reception, waiting, vehicle inspection, trade-in inspection, test drives, payment.
Persons affected. Employees. Members of the public
- 2. Workshop, parts and office areas**
Activities. Vehicle servicing and hand-over. Parts store and deliveries. Office work
Persons affected. Employees. Contractors e.g. windscreen replacement, paint detailing
- 3. Offsite.**
Activities. Test drives, vehicle delivery
Persons affected. Employees. Members of the public

TOOLS FOR INFECTION CONTROL

Social Distancing

Evidence suggests that the majority of infections can be prevented in relation to direct transmission from an infected person to another by creating a socially distant space of 2 metres.

Hygiene Control

As well as direct transmission is the risk of transmission from touching infected surfaces with the hands then touching the face. Higher risk areas such as washrooms, stair rails, door handles, multiple use workstations/desks will require regular cleaning together with the provision of hand sanitising and washing facilities.

Vehicles also need to be maintained as a sterile area. Before travel or inspection, use hand sanitiser or disposable covers on areas of touch e.g. steering wheel, gear knob, handbrake, handles, seats and mats.

Workstation Control

Whilst 2 metres is the official government guidance, it is believed a sneeze or cough can travel approximately 8 metres. Therefore, acrylic screens where possible should provide further protection. Also, where feasible workstations should be re-arranged to prevent face-to-face sitting.

Personal Protection Equipment

After social distancing, hygiene control and workstation control, PPE is the next level of defence.

Gloves are useful in the prevention of transmission from surfaces. These must be either disposable or washed between each use since touching your skin with the outside of the glove will potentially cross contaminate yourself.

Facemasks. Government advice is that facemasks do not provide a significant defence against contracting Coronavirus, but do provide a level of protection against your spreading if you are infected.

Goggles and visors. Eye protection will help to reduce the risk of contracting infection through the eyes.

Hand Washing

Irrespective of whether gloves have been worn, hands should be washed either at frequent intervals or immediately after touching potentially contaminated surfaces. Guidance is that this should be for at least 20 seconds with soap and warm water, or using hand sanitiser if washing facilities are not available.

Protection of Vulnerable Persons

Whilst there are no measures to control the severity of the risk, there is an increased risk to vulnerable persons ie the elderly and those with underlying health conditions such as asthma, diabetes etc. Consideration must also be given to employees direct families who might be in the higher risk category which may then become relevant for the attendance at work of the relevant employee.

RISK ASSESSMENT

1. Public Access Areas

1.1 Controls for service and car sales

Door signage for entry and exit

One way route through showroom with separate entry and exit doors

Route marked on the floor plus 2 metre distancing markers

Signage in showroom to welcome customers and remind need for social distancing.

Perspex screens at service desk

Service adviser workstations socially distanced

Designated separated customer waiting areas in showroom. Upstairs areas closed off to public.

TVs turned off and no magazines to discourage crowding.

Customer drinks dispenser use suspended

Hand sanitiser and paper towels at entrance and exit.

Vehicle contact zones protected with fresh disposable covers during service or pre-purchase examination

Washroom facilities equipped with sanitiser on way in.

1.2 Procedures for service

Ensure staff maintain 2 metre social distancing with both colleagues and customers

Customer numbers in the showroom controlled by appointments

Customers waiting are directed to a designated seating area

Customers to be advised not to enter the workshop area in order to help protect the technicians.

Vehicle keys received in a drop box and sanitised before return

Regular cleaning of contact areas eg keypads, tables and chairs, credit card payment machines

Serviced vehicle interior contact areas sanitised before servicing and before return to customer

Vehicles ventilated after each job or prior to handover to maximise ventilation of interior.

Encourage contactless or digital payments

Where possible create electronic copies of all documentation and offer to send these to the customer by email.

1.3 Procedures for vehicle sales

Ensure staff maintain 2 metre social distancing with both colleagues and customers. No hand contact when greeting customers

Customers waiting are directed to a designated seating area.

Vehicles kept locked except when being inspected by potential purchasers

Vehicle contact areas and keys to be sanitised before and after any vehicle inspection or test drive, both when a potential sale is being made and when a potential trade-in is being examined.

Vehicle test drives should wherever possible be non-accompanied subject to satisfactory insurance arrangements. If accompanied, appropriate PPE i.e. gloves and masks must be worn by both employee and customer. To maximise distancing, one person should sit in a back seat (if available)

Regular cleaning of contact areas and also post-visit cleaning of customer contact areas eg tables and chairs, credit card payment machines

Encourage credit card payment

Adopt acceptance of digital signatures and offer to provide all documentation electronically

2. Workshop, parts and office areas

2.1 Controls and procedures for workshop areas

Technicians to wear appropriate PPE at all times. Gloves to be worn at all times. Masks and safety glasses when appropriate as advised by training courses.

Service bay doors to be left open when possible to maximise ventilation

Each vehicle to be washed or sanitised inside and out before and after entering the workshop with particular attention to contact zones not protected with disposable covers

Tools to be regularly sanitised

Vehicle keys to be sanitised before return

To help minimise risk to technicians, customers are not allowed to enter the workshop areas.

Ensure social distancing of 2 metres is observed. Where possible, use every other ramp to help create easier 2 metre distancing whilst working on vehicles.

Ensure social distancing is observed when office staff or contractors enter the workshop

2.2 Controls and procedures for parts department

Ensure social distancing of 2 metres is observed including when office staff, contractors or delivery personnel enter the area.

Appropriate PPE to be worn when handling parts

Parts deliveries to be wiped down or cleaned before being unpacked and placed in storage.

Regular cleaning of contact areas e.g. keyboards, desks and chairs

2.3 Controls and procedures for office areas

Ensure social distancing of 2 metres is observed

Workstations and desks to be repositioned where possible to create 2 metre distancing and where relatively close arranged to avoid face to face positioning.

Regular cleaning of contact areas e.g. keyboards, printers, copiers, desks and chairs.

3. Offsite

3.1 Controls and procedures for test drives and vehicle collection/delivery

Individual risk assessments should be made prior to a collection/delivery to highlight where a particular delivery or service may be too complicated to be provided safely

Appropriate PPE must be used by the employee and the vehicle sanitised as appropriate before delivery or collection.

When meeting a customer, ensure social distancing of 2 metres is observed which should be communicated to the customer ahead of delivery/collection

Vehicle test drives should wherever possible be non-accompanied subject to satisfactory insurance arrangements. If accompanied, appropriate PPE i.e. gloves and masks must be worn by both employee and customer. To maximise distancing, one person should sit in a back seat (if available)

Keys to be sanitised before hand-over with customer, with the keys placed on a surface rather than hand to hand.