

Risk Assessment: Coronavirus (COVID-19)

Location	St Leonards Motors Ltd All operational locations in the UK	Assessment Reference:	RA90
Department	All Departments within the Premises		
Activity/Process Description To ensure that an adequate and suitable, safe and healthy work environment is provided in all areas			
Hazards present. The main symptoms of COVID-19 are: <ul style="list-style-type: none"> • high temperature – this means you feel hot to touch on your chest or back (you do not necessarily need to measure your temperature) • new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) • loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal 			
Information for staff <p>COVID-19 is different from 'ordinary' seasonal flu, which for most people runs its natural course (sometimes referred to as 'self-limiting') and is not, in the main, life-endangering. COVID-19 occurred due to an emergence of a new strain of coronavirus which is markedly different from recently circulating strains and to which humans have little or no immunity. Because of this lack of immunity the virus is able to:</p> <ul style="list-style-type: none"> • infect more humans over a large geographical area; • spread rapidly and efficiently from person to person; • cause clinical illness in a proportion of those infected. <p>The symptoms are similar to 'ordinary' flu but may be more severe: characteristically sudden onset of fever, headache, severe weakness and fatigue, aching muscles and joints and respiratory symptoms such as cough, sore throat, and runny nose as well as a loss or change to your sense of smell or taste. Complications include bronchitis and pneumonia; deaths can occur.</p> <p>Individuals are at risk from pandemic coronavirus if they are in close contact with someone who has the disease or with objects that have been contaminated by infectious material e.g. droplets from coughs and sneezes on surfaces, used tissues/clothing etc.</p> <p>When to seek medical help NHS 111 has an online COVID-19 service that can tell you if you need medical help and advise you what to do. Use this service if:</p> <ul style="list-style-type: none"> • you think you might have coronavirus • in the last 14 days you've been to a country or area with a high risk of coronavirus • you've been in close contact with someone with coronavirus <p>How to self-isolate if you're asked to If there's a chance you could have coronavirus, you may be asked to stay away from other people (self-isolate). This means you should:</p> <ul style="list-style-type: none"> • stay at home • not go to work or public places • not use public transport or taxis • ask friends, family members or delivery services to do errands for you • try to avoid visitors to your home – it's acceptable for friends, family or delivery drivers to drop off food • You may need to do this for up to 14 days to help reduce the possible spread of infection. <p>Vulnerable individuals <u>Clinically extremely vulnerable</u> individuals are strongly advised not to work outside their home. They may include the following people. Disease severity, history or treatment levels will also affect who is in the group;</p> <ul style="list-style-type: none"> • Solid organ transplant recipients. • People with specific cancers: <ul style="list-style-type: none"> ○ people with cancer who are undergoing active chemotherapy ○ people with lung cancer who are undergoing radical radiotherapy ○ people with cancers of the blood or bone marrow such as leukemia, lymphoma or myeloma who are at any stage of treatment 			

- people having immunotherapy or other continuing antibody treatments for cancer
- people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
- People with rare diseases that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.
- People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable.

Clinically vulnerable individuals, are at higher risk of severe illness. If an employee is clinically vulnerable (but not extremely clinically vulnerable) and they cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, SLM will carefully assess whether this involves an acceptable level of risk. Clinically vulnerable individuals include those who are;

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab as an adult each year on medical grounds):
- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- diabetes
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant women

Control measures and guidance

The company will provide, so far as reasonably practicable, a comfortable work environment which is safe and without risk to health. These control measures will coincide with existing SLM risk assessments. Any control measures which could be considered relevant to pre-existing risk assessments must be adhered to at all times. If you have any questions or concerns, seek assistance from your line-manager, brand director or your SLM health and safety representatives.

You must not come into work if you are suffering from any symptoms of corona virus.

General measures;

- you must stick to social distancing rules of 2 metres at all times, there may be times where it is difficult to do so, but every effort must be made or PPE must be worn
- your temperature will be taken daily on arrival, using a non-contact thermometer behind a protective screen. If your temperature is 38°C or above you will be sent home to isolate for 7 days
- clear signage will be put up for customers on arrival detailing our social distance rules
- hand sanitiser will be available to everyone on site
- when interacting with customers or colleagues you are to ensure that you and they stick to the social distance guidelines
- in addition to the normal daily office cleaning regime, **every staff member** must regularly disinfect their own workstation and equipment throughout the day using the disinfectant bottles and sprays provided to the department
- ensure all customer waiting areas are sanitised both before and after a customer
- children's play areas will be closed and all toys removed
- all newspapers, magazines and point of sale leaflets have been removed from all customer facing areas
- a clear desk policy must be applied to all work stations
- car cleaners to be instructed after every valet/clean to disinfect all customer touch points on the vehicle
- customer payments can only be made using debit/credit card, or bank transfer. Cash payments will not be accepted. When using the PDQ machine, disinfect after use and before handing to the customer
- staff are to ensure social distancing requirements are adhered to in every kitchen, rest area and common area at all times. Lunches and breaks may be staggered to enable this
- only disposable cups will be used for both customers and employees' refreshments
- all waste is to be securely and safely disposed of
- a protection pack will be fitted to all vehicles before being moved for any reason, to protect both customers and employees. The protection pack includes covers for the steering wheel, the gear selector, the handbrake and a seat/floor mat cover
- you must wash your hands regularly. Sanitiser is also available and should be used after touching things when hands cannot be washed, ensure you always wash your hands before touching your face

- work stations will be positioned to comply with social distancing requirements. Where this is not possible, we will endeavour to increase working areas
- personal protective equipment will be supplied and available to all employees including but not limited to facial masks, disposable gloves and goggles
- site to site movement should be limited to only essential visits and only with approval from your site manager
- lift use must be limited to either one directional use, for sites with only one stairwell access to a level or limited to disabled use only. Buttons must be disinfected before and after use. Only one person is to use the lift at a time
- each site is to ascertain a single file traffic system which is clearly shown using directional signs to avoid multiple members of staff in the stairwells. Handrails of stairwells are to be disinfected regularly
- at all times there will be open communication between staff and management to ensure the safest possible working environment, evolving alongside any new information or government guidance

Showroom measures

- when showing a customer a new or used vehicle you should not at any point sit in the vehicle at the same time as the customer
- a vehicle protection pack must be fitted after you have shown the customer a vehicle and they have left the premises. You should disinfect the door handles inside and out, steering wheel, gear selector and dash areas the customer has come in to contact with. Please then wash your hands thoroughly
- you should ensure that after each customer visit you also disinfect your desk and any pen a customer may have used, along with vehicle keys. Ensure you wash your hands afterwards
- customer's test drives need to be un-accompanied using trade plates. When offering a test drive you will need to obtain permission from your manager prior to the test drive, fully qualify the customer add the vehicle to Coopers solutions to insure the vehicle and log the test drive
- when offering a test drive you should get the vehicle ready for the customer. It should be parked facing out so that it is easy for the customer to leave the site safely. Before handing the car to the customer, you must ensure they understand the controls and then disinfect the steering wheel, gear selector, door handle and any other areas you may have touched prior to allowing the customer to drive the vehicle. Trade plates can now be used to allow un-taxed/un-registered vehicles to be driven by customers on their own
- vehicle brochures have been removed and customers should be directed to the website to view/download for themselves as required, or contact a member of the team

Workshop measures

- wherever possible, personal tooling should not be shared between technicians. If, however you do lend tools, they should be disinfected before and after use
- wherever possible, only one technician should be working on a vehicle at any one time. If assistance is required, e.g. removal of a gearbox, then personal protective equipment **MUST** be worn, including but not limited to a facial mask and disposable gloves
- fixed tools and equipment/PCs should be sanitised before and after use
- you must not road test vehicles with other members of staff or customers
- vehicle protection (seat covers etc.) should be used as usual. These should be removed when you have finished work on the vehicle and the vehicle touch points (door handles, gear selector, dash- board and any other areas touched) should be disinfected
- gloves should be changed, and hands washed thoroughly between each repair

Aftersales measures

- ensure that the timing/arrangements of customer visits are staggered in order to avoid multiple customers in the business at any one time
- there will be 2 metre markings to show customers where to wait for service & parts. They are there for yours and the customer's protection. Please ensure you remind customer of the social distancing requirements as and when appropriate
- surfaces, card machines and pens will be disinfected before and after each customer visit
- ensure any trade parts deliveries are completed in a safe manner, using all the personal protective equipment provided
- all vehicle keys are to be sanitised and placed in a plastic bag

Office area measures

- ensure all work stations comply with social distancing
- wherever possible, do not share office equipment, other than printers / scanners. Ensure sanitisation after each use

Delivery Drivers

- all deliveries are to be made at a minimum distance of 2 metres, outside the premises where possible
- face visors and other PPE provided are to be worn at all times
- vehicle protection packs must be fitted at all times
- cash is no longer a method of payment to be handled by the delivery driver. All payments are now to be by debit/credit card or BACS payment. If these methods cannot be met, the part is not to be left it the customer
- Photo proof of delivery is now to be used in place of a signature from the customer
- Vehicles must be regularly disinfected by the driver throughout the day e.g. all touch points, door handles, steering wheel etc.

Identify Existing assessments

None

Identify regulatory requirements	Work Place (Health, Safety & Welfare) Regulations 1992 Management of Health & Safety at Work Regulations 1999 The Control of Substances Hazardous to Health 2002 Government guidelines: COVID-19 Guidance for employers and businesses PHE		
Who Might be Harmed : A x B = C (see Risk Assessment Matrix)	Worst Typical Outcome (A) 1 Low to 5 High	Likelihood or Probability (B) 1 Rare to 5 Certain	Overall Risk (C) 1 Low to 25 High
All employees, visitors, contractors	4	4	16
Is the risk managed to an acceptable degree using the existing control measures?	YES		

SAFE OPERATING PROCEDURES

How to avoid catching or spreading coronavirus

Do

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin straight away and wash your hands afterwards
- try to avoid close contact with people who are unwell

Don't

- do not touch your eyes, nose or mouth if your hands are not clean
- refrain from shaking hands