

Working safely during Covid-19. Version 9024

| HAZARD | AT RISK | CONTROL MEASURES | | | PROBABILITY WORST CASE OUTCOME | | | |
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| | | Control By: Training, Supervision, Safety Equipment, Health Monitoring, Safe Working Procedures, Hygiene etc. | EXISTING | PROPOSED | Possible Outcome | Likelihood | Risk | Action Level |
| Hazard from: Premises, Plant, Equipment, Other Persons etc. | Who, how many and when are persons at risk from the hazards identified | Control By: Training, Supervision, Safety Equipment, Health Monitoring, Safe Working Procedures, Hygiene etc. | | | | | | |
| Risk of infection from spreading Coronavirus. (Covid-19) | Associates Guests Visitors Sub-contractors Valeters Dealership cleaners Delivery drivers Pregnant associates Associates or guests who are either clinically extremely vulnerable, clinically vulnerable or pregnant | <p>Head of Business to ensure that, all associates are fully acquainted with the processes and procedures set out in the Reset Plan. All associates must confirm that they will adopt the processes and procedures, by clicking on the Acknowledge and Receipt section of the 'Reset Plan- (A guide for Dealerships & Associates during Covid-19 Pandemic) email which has been sent to their personnel email address. Where this is not possible all associates to manually sign and date via Reset Plan sign-off document.</p> <p>Head of Business to co-ordinate dealership Reset Plan response team to ensure all associates have on-going mentoring regarding all aspects of the of the Reset Plan (Reset plan page 4). A copy of the Reset Plan and a signed copy of the risk assessment to be held in Health and Safety folder No2 and on the Health and safety noticeboard for Associate guidance at all times.</p> <p>All associates to confirm with line Manager before arriving at dealership if they or any member of their household or support bubble have developed Covid-19 symptoms overnight (A high temperature, a new continuous cough or a loss or a change to your sense of smell or taste) and not to attend the dealership. The Associate will be required to follow the current Government guidance regarding</p> | ✓ | | 4 | 3 | 12 | <p>Medium Risk</p> <p>Marcus Smith to review risk assessment every 3 months</p> |

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| | | <p>self-isolation. Head of Business to inform their Operational Director, H.R. and Group Health and Safety Manager (following the guidance Reset Plan 'Those with Covid-19 Symptoms pages 5-9)</p> <p>Any associate contacted via NHS Test and Trace of having been a close contact of an individual who has tested positive for Covid-19 via a PCR test, must follow all NHS guidance closely. (Following the guidance/definition of a Close contact page 10)</p> <p>Head of Business to ensure that Re-useable face mask are available for all Associates (Reset Plan Respiratory Hygiene Page 12, Personal Hygiene page11 & Face mask wearing guidance- Appendix 2)</p> <p>Head of Business to ensure that: Associates wear a facemask in retail areas at the dealership (Showroom, Service Reception, Parts Front Counter and Reception Areas). Associates wear a facemask when interacting with a Guest or fellow Associate when 2 metre social distancing is not possible in any part of the dealership. (Reset Plan Respiratory Hygiene Page 12,Personal Hygiene page 11 & Face mask wearing guidance- Appendix 2)</p> <p>Head of Business to ensure that: Disposable masks are available for Guests and Visitors. Guests and Sub-contractors must wear a facemask when inside the dealerships. Visitors wear a facemask when in the Showroom, Service Reception, Parts</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | |
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| | | <p>Front Counter and Reception Areas. Visitors must wear a facemask when interacting with an Associate when 2 metre social distancing is not possible in any part of the dealership. (Reset Plan Respiratory Hygiene guidance Page 12)</p> <p>Head of Business to ensure that nominated associate is responsible for taking and recording body temperature of all associates on a daily basis.</p> <p>Head of Business to ensure that nominated associate is responsible of taking body temperature of all guest, visitors, sub-contractors and valeters on a daily basis.</p> <p>Head of Business to ensure that Guests, Visitors and Sub-contractors details are recorded either via NHS Covid-19 contact tracing app and Q.R. posters or logged manually on the body temperature records held at the main entrance of the dealership upon arrival. (Reset Plan Social distancing guidance Page 13)</p> <p>Head of Business to ensure that Q.R. codes for NHS Covid-19 contact tracing app are located at all entrances for the dealership.</p> <p>All persons entering the dealership must have their body temperature taken as soon as they enter the dealership. Ensure that if a reading is taken of over 37.8 degrees that: If an Associate develops any symptoms (A high temperature, a new continuous cough or a loss or a change to your sense of smell or taste) when at the dealership, they leave the dealership and book a Covid-19 test immediately. Head of Business to inform their Operational</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | | |
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| | | <p>Director, H.R. and Group Health and Safety Manager (following the guidance Reset Plan 'Those with Covid-19 Symptoms pages 5-9)</p> <p>If a Guest, Visitor or Sub-contractor develop symptoms (A high temperature, a new continuous cough or a loss or a change to your sense of smell or taste) when at the dealership they are either asked to locate and remain in the designated isolation area until they can be collected or leave the dealership immediately.</p> <p>All associates, sub-contractors and valeters to ensure that their hands are washed for at least 20 seconds on arrival at the dealership with soap and hot water before commencing work. Ensure that regular hand washing continues to take place whilst attending the dealership.</p> <p>All associates must ensure that their hands are washed for at least 20 seconds with soap and hot water before leaving the dealership at the end of the working day</p> <p>All visitor and guests to be requested to sanitise or wash their hands on arrival at the dealership and continue to either wash they hands for at least 20 seconds with soap and hot water or re-apply hand sanitiser on a regular basis.</p> <p>All associates, guests, visitors, sub-contractors and valeters to be advised that 2 metre social distancing guidelines are in place at the dealership</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | |
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| | | <p>All Managers to ensure that Guests are reminded that if children accompany them that children must follow 2-metre social distancing guidelines.</p> <p>Head of Business to ensure that where possible nominated delivery drop off & collections points are highlighted at the dealership</p> <p>All toilets must have Government / PHE. guidance posters on how to wash hands correctly.</p> <p>Head of Business to ensure that a copy of the Cambria Washroom & Toilet Hygiene record is displayed in these areas and kept up to date. (Following guidance from the Reset Plan Page 19). Template copies of checklist are located in Reset plan- Appendix 3 page 45.</p> <p>Ensure that hand sanitiser is located across dealership in guest facing areas and meeting rooms (following guidance – Reset Plan Personal Hygiene page11)</p> <p>Ensure that main entrance is kept clear and free from obstruction at all times to reduce potential 'pinch points'</p> <p>All persons to observe 2-metre social distancing guidelines wherever possible.</p> <p>If work requires associates to be closer than 2 metres, then work must NOT go ahead before checking if safe alternative working method can be established i.e. working either side to side or facing away from each other. This task must be completed in the shortest space of time possible, and the 2 metre social distancing guidelines re-introduced as soon as task is completed.</p> <p>Individuals to immediately wash hands for</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | | |
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| | <p>20 seconds with soap and hot water. Ensure all surfaces in working area are re-sanitised.</p> <p>If work task requires associates to be closer than 2 metres, face masks must be worn at all times by associates</p> <p>Head of Business to ensure they have informed H.R. of any associate classed as clinically extremely vulnerable. Head of Business to ensure that associate follows current Government guidance on shielding.</p> <p>Head of Business to ensure they have informed H.R. of any associate classed as clinically vulnerable. Head of Business to ensure that associate been instructed to take extra care in observing social distancing.</p> <p>Head of business to ensure that all associates workstations are sanitised before they commerce work and regularly wiped down during the working day Head of business to ensure that safe systems of work are read and all associates are fully acquainted with all shared equipment cleaning requirements in: Personal hygiene section - (Following guidance from Reset Plan, page 9 personal hygiene)</p> <p>Head of business to ensure that safe systems of work are read, understood and all associates are fully acquainted with social distancing requirements in: Guest waiting area- (Reset Plan page 14) Sales & Showroom- (Reset Plan page 14) Service/ Aftersales Reception area (Reset Plan page 15) Associate work area, workshop/ bodyshop- (Reset Plan page 15)</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | | |
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| | <p>Parts department (Reset Plan page 16) ✓</p> <p>Offices (Reset Plan page 16) ✓</p> <p>Meeting rooms (Reset Plan page 16) ✓</p> <p>Toilets (Reset Plan page 17) ✓</p> <p>Canteens/ break rooms (Reset Plan page 17) ✓</p> <p>Changing rooms (Reset Plan page 17) ✓</p> <p>Head of Business to ensure that magazines, newspaper and brochures are not available in Guest waiting areas. ✓</p> <p>Head of Business to ensure that all communal areas or shared workstations are sanitised after use. ✓</p> <p>Head of Business to ensure that capacity of each canteen or rest area should be clearly identified (reflecting 2m distancing guidelines) at the entry to each facility. ✓</p> <p>Head of Business to ensure that all associates cups, mugs and eating utensils are thoroughly cleaned after use. Head of Business to ensure that showroom refreshment station facilities are only operated by associates, who must be wearing gloves. Any machinery that has been used must be wiped down after each use. (Reset Plan page 14) ✓</p> <p>Ensure that wherever possible all meetings are held either digitally or via conference call facility. ✓</p> <p>Head of Business to ensure 'baseline' cleaning regime has been implemented (following guidance Reset Plan page 18 Facility Cleaning) ✓</p> <p>Head of Business to ensure secondary cleaning regime is implemented at least once a day ensuring hygiene of high</p> | | | | | | |
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| | | <p>touch items. (following guidance – Reset Plan Facility Cleaning page 19 &20)</p> <p>Head of Business to ensure that in the event that an individual has been confirmed as testing positive for Covid-19, that all areas that have possible been contaminated are disinfected at the dealership.</p> <p><u>Showroom</u> Ensure that one-way flow system has been introduced (where relevant)</p> <p>Where applicable ensure showroom host location has protective screen in place at all times. Showroom host to wear facemask at all times. Ensure that all COVID-19 social distancing signage has been correctly installed in showroom including ‘Making it safe to serve you’ information and floor marking guidance including ‘Please wait here to have your temperature taken’ ‘Follow me-let’s stay safe’ and ‘Making it safe to serve you-please wait here’ to ensure that a minimum distance of 2 metre distance can be observed. Ensure that all showroom display vehicles remain locked and showroom cordon is in place at all times.</p> <p>Ensure that new and used vehicles touch points are re-sanitised after any transaction. Once re-sanitation has taken place. Ensure sanitised vehicle sticker is applied.</p> <p>Head of business to ensure that safe systems of work are read, understood and that sales associates are fully acquainted with: Showroom procedures- (Reset Plan</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | |
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| | document page 23) | ✓ | | | | | |
| | Vehicle Demonstration & Test Drive procedure- (Reset Plan page 25) | ✓ | | | | | |
| | New and Used Vehicle Handover procedures, including Click, Collect and Drive periods- (Reset Plan page 26-28) | ✓ | | | | | |
| | <u>Aftersales</u> | | | | | | |
| | Ensure that wherever possible guests have a fixed appointment time for dropping off & vehicle collection | | | | | | |
| | Wherever possible ensure that non-cash transactions are transacted by all associates. | ✓ | | | | | |
| | Ensure that all service advisors and technicians are wearing a facemask and gloves when entering a guest's vehicle. | ✓ | | | | | |
| | Ensure that technicians work alone and keep sole use of vehicle ramp | ✓ | | | | | |
| | Ensure that Apprentices avoid sharing tools. | ✓ | | | | | |
| | Ensure that Apprentices only work with one mentor. | ✓ | | | | | |
| | Head of business to ensure that safe systems of work are read, understood and that all Aftersales associates are fully acquainted with: | | | | | | |
| | Guests in service department- (Reset Plan page 35-36) | ✓ | | | | | |
| | Working safely in service department procedure- (Reset Plan page 29) | ✓ | | | | | |
| | Service collection and delivery procedure- (Reset Plan page 37-39) | ✓ | | | | | |
| | Part deliveries procedures (Reset Plan Page 40) | ✓ | | | | | |
| | Safe system of work for Apprentices (Reset Plan page 30) | ✓ | | | | | |


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| | | <p><u>Dealership Administration</u> Head of business to ensure that safe systems of work are read, understood and that all dealership administration associates are fully acquainted with: Associate policy for working safely at a dealership (Reset Plan page 22)</p> <p><u>Visitors, Sub-contractors and Valeters</u> Head of Business to ensure that upon arrival and on departure all visitors sub-contractor and valeters report to guest host area where guest host or nominated associate will complete the visitor's book on their behalf.</p> <p>Where vehicle sanitisation process is required, departmental Manager to ensure that sanitisation process has been completed correctly (in line with procedure-vehicle sanitisation process, Reset Plan Page 42)</p> <p>Sub-contractors to confirm with Head of Business that all required switches and operating control have been sanitised before they commence work.* Please see bespoke guidance for Sub-contractors completing portable appliance testing in sub-contractor code of conduct 5.1.</p> <p>Sub-contractors to confirm to Head of Business that all switches and operating controls have been cleaned and re-sanitised and all works have been completed. *Please see bespoke guidance for Associates following the completion of portable appliance testing in sub-contractor code of conduct 5.1.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | | | | |
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| | | <p>Head of Business to confirm with sub-contractor that documentation following the completion of work is emailed to site contact where possible.</p> | ✓ | | | | |
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Cambria Working safely during Covid-19 risk assessment is to be used exclusively with the Reset Plan document.
Both documents are to be sign by Head of Business and held in dealership Health and Safety folder number two. Additional copies of both documents to be held on dealership Health and Safety Noticeboard.

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| <p>Signed: </p> <p>Name: Marcus Smith</p> | <p>Date: 12.04.21 Review Date: 12.07.21</p> | <p>Further action required N</p> |
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