

COVID-19

RISK ASSESSMENT

POLESWORTH GARAGE

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Introduction

The risks to staff, customers and visitors arising from potential exposure to COVID-19 as a result of the work activities of Polesworth Garage have been assessed in order to avoid, so far as is reasonably practicable, harm to people from coronavirus.

This document sets out the findings of the risk assessment and must be read and followed.

Methodology

Risk is a combination of the likelihood of harm happening to someone and, if it does happen, how serious the consequences will be. The two factors are then combined to give a risk rating. The method used for this risk assessment is as below.

Likelihood: Impossible = 1
unlikely = 2
possible = 3
likely = 4
certain = 5

Severity: delay = 1;
minor injury = 2;
major injury = 3;
single death = 4;
multiple death = 5

Risk rating = likelihood x severity

Risk Assessment Matrix

		SEVERITY					RISK CATEGORY	ACTION
		5	4	3	2	1		
LIKELIHOOD	5	25	20	15	10	5	LOW	NOT REQUIRED
	4	20	16	12	8	4	MEDIUM	LIKELY
	3	15	12	9	6	3	HIGH	REQUIRED
	2	10	8	6	4	2		
	1	5	4	3	2	1		

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or in a minority of cases, fatal.

This risk assessment is for dealing with the current Covid-19 situation in the workplace and is designed as far as it is practicable to protect our staff, customers, suppliers and anyone else whom the business may affect.

What are the hazards	Who might be harmed	Controls required	Additional controls	Action	When	Done
Spread of Covid-19 Coronavirus.	Staff Customers Visitors Suppliers Anyone else who comes Into contact with the business	Hand Washing PPE (Personal Protective Equipment Training & Awareness Social Distancing Measures	Employee notices to remind staff that they must wash their hands regularly and for a minimum of 20 seconds. PPE distribution and control to ensure availability of required protective equipment. Information sheet to explain Covid HSE procedures. Floor markings to show one-way routes through the buildings.			

COVID 19

Site Location	Department	Likelihood	Severity	Risk	Controls Required
Service Centre	Reception	4	5	20	YES - Page 6
	Drivers	2	4	8	YES - Page 7
	Parts	2	4	8	YES - Page 8
	Bodyshop	2	4	8	YES - Page 9
	Workshop	3	5	15	YES - Page 10
	Cleaners	3	4	12	YES - Page 11
	Administration	2	4	8	YES - Page 12

Site Location	Department	Likelihood	Severity	Risk	Controls Required
Sales Centre	Reception	4	5	20	YES - Page 13
	Sales	4	5	20	YES - Page 14
	Cleaners	3	4	12	YES - Page 15
	Administration	2	4	8	YES - Page 16
	Valeting	3	5	15	YES - Page 17
	Forecourt	4	5	20	YES - Page 18
	Security	2	4	8	YES - Page 19

Site Location	Department	Likelihood	Severity	Risk	Controls Required
Valeting	Valeters	2	4	8	YES - Page 20
	Drivers	2	4	8	YES - Page 21
	Maintenance	2	4	8	YES - Page 22

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	

COVID-19 is mainly passed on by person-to-person spread between people who are in close contact with one another and by droplets produced when an infected person coughs or sneezes. It can also spread through contact with a surface or object that has the virus on it. Cleaning helps minimise the spread of coronavirus (COVID-19).

Fortunately, normal cleaning methods do kill this virus. Cleaners play an important role in keeping people in their buildings protected, and are on the frontline in the battle against coronavirus (COVID-19) to keep staff, customers, and particularly the most vulnerable safe.

We have set up a COVID 19 task force to review and adapt our working environment and practices to ensure the safety of our staff, customers, suppliers and visitors. We have reviewed any COVID-19 risk assessments that have been produced so far by third parties.

We have taken into account mental health issues and staff support along with any issues we may have with equality issues such as effects on disabled workers due to any changes that are being planned.

We have looked at gender differences, the effects on pregnant women and any maternity issues.

We have also assessed our facilities, machinery and equipment.

We have reviewed various potential new building layouts to accommodate 2 metre social distancing.

We have reviewed if barriers or floor markings are need to ensure compliance.

We have reviewed procedures for travel such as parking, using public transport, car sharing given and courtesy cars within the 2 metre social distancing guidelines.

We have reviewed maintenance procedures – to identify maintenance issues while maintaining 2 metre distancing.

We have reviewed canteen, welfare facilities, locker rooms.

We have reviewed the potential PPE arrangements.

We have reviewed training and procedural changes on any new arrangements, daily talks and enhanced publicising around hygiene and social distancing.

We have reviewed the actions required for screening workers exhibiting symptoms of the virus.

We have reviewed the enhanced cleaning of workplaces.

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RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - RECEPTION

To minimise the risk of infection between staff and customers we have implemented the following controls at the service centre reception desk.

1. Sneeze screens have been installed on the reception counter.
2. A one-way system has been implemented in both the building and reception entrance, with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between customers and staff where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the service centre must follow the signage and direction of the reception staff.
5. All reception staff must wash their hands for a minimum of 20 seconds on their entry and exit of the department. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All reception staff are, if likely to be within 2m of another person, to wear appropriate personal protective equipment whilst on-site. This includes gloves and a face mask, which will be provided.
7. All reception staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers and utilising the one-way system that has been introduced.
8. All reception staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All reception staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All reception staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All reception staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.
12. All reception staff are to ensure any item, for example keys, paperwork or pens are sanitised before providing them to staff or customers. Furthermore, all reception staff are to ensure any courtesy vehicle is cleaned and sanitised prior to release to any staff member or customer.

SOCIAL DISTANCING SIGNAGE (SERVICE RECEPTION)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - DRIVERS

To minimise the risk of infection between staff and customers we have implemented the following controls for drivers at the service centre.

1. A one-way system has been implemented with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
3. Visitors to the service centre must follow the signage and direction of the reception staff.
4. All drivers must wash their hands for a minimum of 20 seconds on their entry and exit of the site. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All drivers are to wear appropriate personal protective equipment if they are likely to be within 2m of another person, whilst on-site or en-route to/with a customer. This includes gloves and a face mask, which will be provided.
6. All drivers must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All drivers should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example but also includes keys.
8. All drivers must ensure any vehicle they use is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and switches, steering wheels and gear selectors.
9. All drivers should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
10. All drivers are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - PARTS

To minimise the risk of infection between staff and customers we have implemented the following controls in the parts department.

1. Sneeze screens have been installed on the parts department counter.
2. A one-way system has been implemented with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the service centre must follow the signage and direction of the reception and parts department staff.
5. All parts department staff must wash their hands for a minimum of 20 seconds on their entry and exit of the department. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All parts department staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All parts department staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All parts department staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All parts department staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All parts department staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All parts department staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE (SERVICE)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - BODYSHOP

To minimise the risk of infection between staff and customers we have implemented the following controls in the bodyshop.

1. A one-way system has been implemented with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
3. Visitors to the service centre must follow the signage and direction of the reception staff.
4. All bodyshop staff must wash their hands for a minimum of 20 seconds on their entry and exit of the department. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All bodyshop staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
6. All bodyshop staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All bodyshop staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
8. All bodyshop staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
9. All bodyshop staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - WORKSHOP

To minimise the risk of infection between staff and customers we have implemented the following controls in the workshop.

1. A one-way system has been implemented on-site. This is to mitigate the chance of infection between customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
3. Visitors to the service centre must follow the signage and direction of the reception staff.
4. All workshop staff must wash their hands for a minimum of 20 seconds on their entry and exit of the department. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All workshop staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
6. All workshop staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All workshop staff should refrain from lending consumables between each other, this includes pens, tools, paper, staplers and phones for example.
8. All workshop staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as tool boxes, jacks, ramp controls, door handles and light switches.
9. All workshop staff are also reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

They are also reminded to avoid touching their face, eyes, nose or mouth with unclean hands.
10. All workshop staff are expected to sanitise customer vehicles and keys once work has been completed.

This includes:

Keys and Key Fobs, Door and Boot/Tailgate Handles, Bonnet Pull, Bonnet Catch and Leading Edge of the Bonnet, Steering Wheel, Gear Selector, Switches and Stalks, Seat Belt Clips and Holders, Interior Door Handles, Seat Adjusters, Grab Handles, Centre Console, Glove Compartment Latch, Rear View Mirror Casing.

Plus anything else inside the passenger compartment that you may have touched.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - CLEANERS

To minimise the risk of infection between staff and customers we have implemented the following controls at the service centre.

1. Sneeze screens have been installed on the reception counter.
2. A one-way system has been implemented with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the service centre must follow the signage and direction of staff.
5. All cleaning staff must wash their hands for a minimum of 20 seconds on their entry and exit of the building. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All cleaning staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All cleaning staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All cleaning staff should refrain from lending consumables between each other, this includes cloths and other cleaning materials, brushes, mops and phones for example.
9. All cleaning staff should ensure work area(s) are frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles, seating and light switches.
10. All cleaning staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All cleaning staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE (SERVICE)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SERVICE CENTRE - ADMINISTRATION

To minimise the risk of infection between staff and customers we have implemented the following controls at the service centre.

1. Sneeze screens have been installed on the reception counter and on the parts counter.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the service centre must follow the signage and direction of the staff.
5. All administrative staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All administrative staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All administrative staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All administrative staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All administrative staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All administrative staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All administrative staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All administrative staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE (SERVICE)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - RECEPTION

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre.

1. Sneeze screens have been installed on the reception counter and on the parts counter.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the sales centre must follow the signage and direction of the staff.
5. All administrative staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All administrative staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All administrative staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All administrative staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All administrative staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All administrative staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All administrative staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All administrative staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE (SALES)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - SALES

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre.

1. Sneeze screens have been installed on the reception counter and on the parts counter.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the sales centre must follow the signage and direction of the staff.
5. All sales staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All sales staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All sales staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All sales staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All sales staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All sales staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All sales staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All sales staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

12. All sales staff must follow the customer contact guidelines for vehicle viewings, test drives, documentation and handovers.

SOCIAL DISTANCING SIGNAGE (SALES)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - CLEANERS

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre to protect sales staff, customers, suppliers and visitors to the business.

1. Sneeze screens have been installed on the reception counters.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the sales centre must follow the signage and direction of staff.
5. All cleaning staff must wash their hands for a minimum of 20 seconds on their entry and exit of the building. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All cleaning staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All cleaning staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All cleaning staff should refrain from lending consumables between each other, this includes cloths and other cleaning materials, brushes, mops and phones for example.
9. All cleaning staff should ensure work area(s) are frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles, seating and light switches.
10. All cleaning staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All cleaning staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE (SALES)



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - ADMINISTRATION

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre to protect administrative staff.

1. Sneeze screens have been installed on the reception counters.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the sales centre must follow the signage and direction of the staff.
5. All administrative staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
6. All administrative staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
7. All administrative staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
8. All administrative staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
9. All administrative staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
10. All administrative staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
11. All administrative staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All administrative staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - VALETING

To minimise the risk of infection between staff and customers we have implemented the following controls in the valeting department.

1. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the reception area at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
3. Visitors to the sales centre must follow the signage and direction of the valeting staff.
4. All valeting staff must wash their hands for a minimum of 20 seconds on their entry and exit of the department. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All valeting staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
6. All valeting staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All valeting staff should refrain from lending consumables between each other, this includes cloths, brushes, wipes and phones for example.
8. All valeting staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
9. All valeting staff are reminded to catch coughs and sneezes in tissues, following the rule: Catch It, Bin It, Kill It and to avoid touching their face, eyes, nose or mouth with unclean hands.
10. All valeting staff are expected to sanitise customer vehicles and keys prior to test-drives and handovers.

This includes:

Keys and Key Fobs, Door and Boot/Tailgate Handles, Bonnet Pull, Bonnet Catch and Leading Edge of the Bonnet, Steering Wheel, Gear Selector, Switches and Stalks, Seat Belt Clips and Holders, Interior Door Handles, Seat Adjusters, Grab Handles, Centre Console, Glove Compartment Latch, Rear View Mirror Casing.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - FORECOURT

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre forecourt to protect forecourt staff, customers and visitors.

1. A sneeze screen has been installed on the forecourt counter.
2. A one-way system has been implemented in the building between departments along with a maximum of 1 customer in the forecourt shop at any one time. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other. Customers must not be allowed to enter the sales centre via the forecourt inner door.
3. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
4. Visitors to the forecourt must follow the signage and direction of the staff.
5. There must be no more than 2 persons in the forecourt shop at any one time, this includes the forecourt operative and customers should be reminded to obey the 2m social distancing policy.
6. All forecourt staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
7. All forecourt staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
8. All forecourt staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
9. All forecourt staff should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example.
10. All forecourt staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
11. All forecourt staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
12. All forecourt staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All administrative staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	SALES CENTRE - SECURITY

To minimise the risk of infection between staff and customers we have implemented the following controls at the sales centre to protect administrative staff.

1. A one-way system has been implemented in the building between departments. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other with special importance on the use of the one-way system that has been implemented.
3. Visitors to the sales centre must follow the signage and direction of the staff.
4. All security staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All security staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
6. All security staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All security staff should refrain from lending consumables between each other, this includes keys, pens, paper and phones for example.
8. All security staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
9. All security staff should ensure that adequate personal protective equipment is provided for and used by visitors to the service centre, including staff, suppliers and customers.
10. All security staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All administrative staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

SOCIAL DISTANCING SIGNAGE



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	VALETING - VALETTERS

To minimise the risk of infection between staff and customers we have implemented the following controls at the valeting site to protect valeting staff, customers and visitors.

1. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other.
2. Visitors to the valeting centre must follow the signage and direction of the staff.
3. All valeting staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
4. All valeting staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
5. All valeting staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
6. All valeting staff should refrain from lending consumables between each other, this includes cloths, sponges, cleaning materials and phones for example.
7. All valeting staff should ensure their work area is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
8. All valeting staff should ensure that adequate personal protective equipment is provided for and used by visitors to the valeting centre, including staff, suppliers and customers.
9. All valeting staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All valeting staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

10. Valeting staff are expected to sanitise customer vehicles and keys prior to test-drives and handovers.

This includes:

Keys and Key Fobs, Door and Boot/Tailgate Handles, Bonnet Pull, Bonnet Catch and Leading Edge of the Bonnet, Steering Wheel, Gear Selector, Switches and Stalks, Seat Belt Clips and Holders, Interior Door Handles, Seat Adjusters, Grab Handles, Centre Console, Glove Compartment Latch, Rear View Mirror Casing.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	VALETING CENTRE - DRIVERS

To minimise the risk of infection between staff and customers we have implemented the following controls for drivers at the valeting centre.

1. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other.
2. Visitors, including drivers, to the valeting centre must follow the signage and direction of the valeting staff.
3. All drivers must wash their hands for a minimum of 20 seconds on their entry and exit of the site. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
4. All drivers are to wear appropriate personal protective equipment if they are likely to be within 2m of another person, whilst on-site or en-route to/with a customer. This includes gloves and a face mask, which will be provided.
5. All drivers must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
6. All drivers should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example but also includes keys.
7. All drivers must ensure any vehicle they use is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and switches, steering wheels and gear selectors.
8. All drivers should ensure that adequate personal protective equipment is provided for and used by visitors to the valeting centre, including staff, suppliers and customers.
9. All drivers are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

Drivers are also reminded they should try and avoid touching their face, eyes, nose or mouth with unclean hands.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	VALETING CENTRE - MAINTENANCE

To minimise the risk of infection between staff and customers we have implemented the following controls at the 3 sites to protect valeting staff, customers and visitors.

1. A one-way system has been implemented at the sales centre and service centre when moving between departments. This is to mitigate the chance of infection between staff and customers where they may otherwise be within 2m of each other.
2. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other.
3. Visitors to the sales, service or valeting centres must follow the signage and direction of the staff.
4. All maintenance staff must wash their hands for a minimum of 20 seconds on their entry and exit of their own departments. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
5. All maintenance staff are to wear appropriate personal protective equipment if they are likely to be within 2m of another person whilst on-site. This includes gloves and a face mask, which will be provided.
6. All maintenance staff must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
7. All maintenance staff should refrain from lending consumables between each other, this includes tools, paperwork and phones for example.
8. All maintenance staff should ensure their work areas are frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and light switches.
9. All maintenance staff should ensure that adequate personal protective equipment is provided for and used by visitors to any of the 3 sites, including staff, suppliers and customers.
10. All maintenance staff are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

All maintenance staff are also reminded to try and avoid touching their face, eyes, nose or mouth with unclean hands.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	MINIMISING EXPOSURE

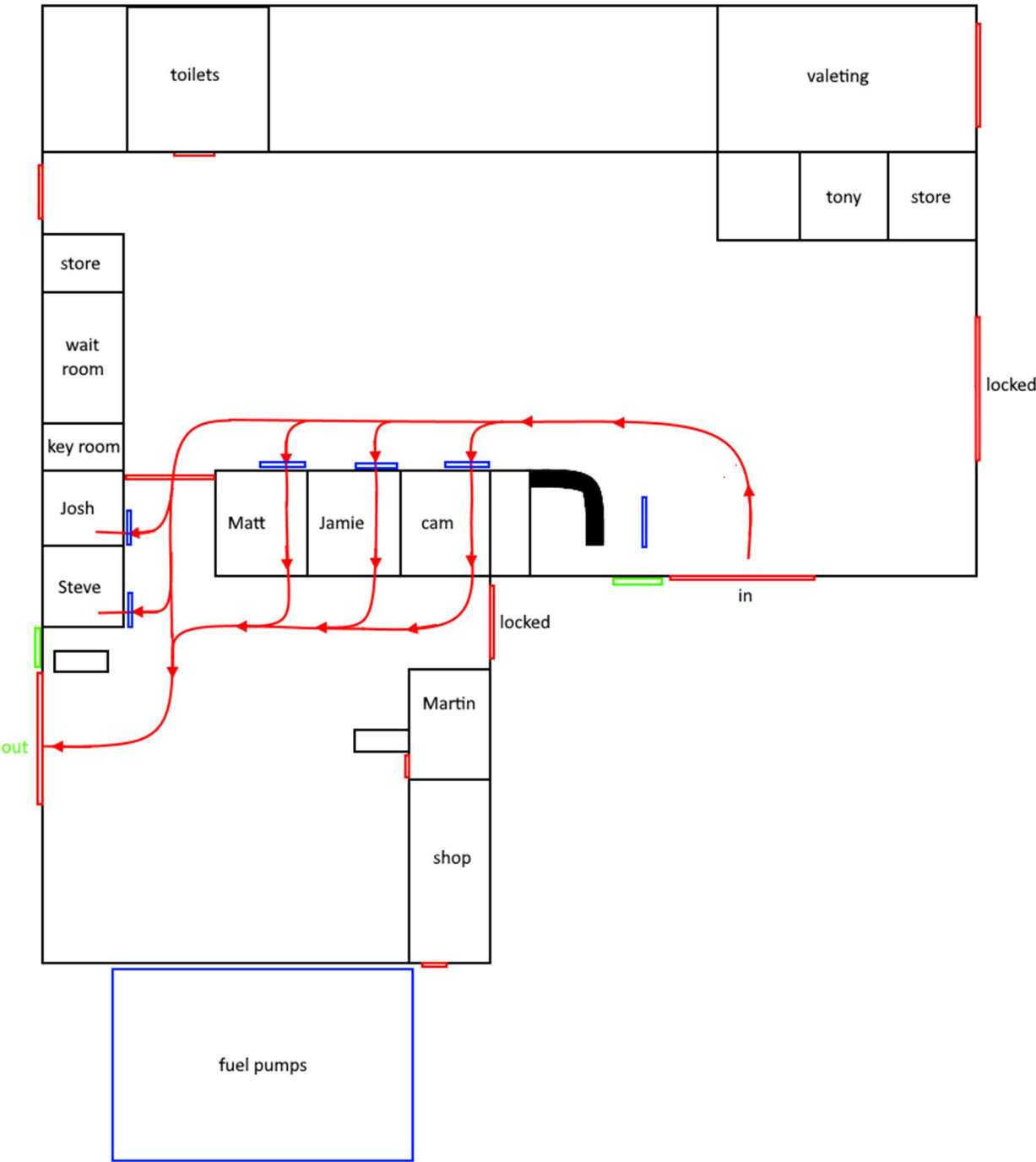
Below are a number of general factors designed to eliminate any COVID-19 exposure risk to customers, staff and visitors to the 3 sites.

1. Staff must maintain two-metre social distancing at all times, we have installed signage to remind staff and customers about this rule.
2. We have marked out walkways and one-way areas to maintain social distancing. These instructions must be followed.
3. Handshakes, elbow bumping and other similar interactions are to be avoided by all staff.
4. All vehicles in the showroom and the forecourt should remain locked.
5. Sneeze screens have been installed at all common customer interaction points, namely the service centre reception, parts reception, sales reception, the forecourt shop and all sales executives desks.
6. Refreshments should not be served to customers.
7. Magazines, brochures and vending machines have been removed or taken out of service.
8. Hand sanitisation points have been implemented at all entrances to the buildings on-site, staff and customers are reminded to use the sanitiser station every time they enter or exit a building.
9. Cars will be disinfected regularly.
10. We are advising the use of electronic payments and digital signatures.
11. Toilets and other areas have clear signs regarding social distancing installed.
12. We have considered the layout of the sales centre and areas used for documentation and handover with a view to ensuring social distancing can be maintained.
13. Only 1 member of staff to use the toilets at any one time unless 2m social distancing can be achieved.
14. Test drives must be unaccompanied.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	ONE WAY SYSTEM

We have introduced a one-way-system at the sales and service centre with tape marking the floor and 2m social distancing signs near the entrances to all offices and reception desks.

You are expected to use this one-way system and assist your customers in using it also.



RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	PERSONAL PROTECTIVE EQUIPMENT

We always expect all staff to observe and maintain the 2m social distancing. However, we are aware of a number of occasions where it might be necessary to utilise personal protective equipment in lieu of the 2m distancing.

You are not expected to wear PPE all day, only when it is necessary to further protect both yourself, other staff members and customers due to a potential breach of the 2m social distancing rules.

Personal protective equipment has been made available at all sites for times when it is impossible to observe the 2m social distancing rules or when you have to clean and sanitise areas used by others, for example, including desk spaces, courtesy vehicles and social areas.

Disposable Gloves	Disposable gloves are available for use. Once used they must be disposed of in the PPE bin provided.
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Disposable Face Masks	Disposable face-masks are available for use. Once used they must be disposed of in the PPE bin provided.
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Sneeze Screens	Sneeze screens have been installed at any location where a customer may interact with a staff member.
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Face Shields	Face shields have been made available for use.
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Hand Sanitiser	Hand sanitiser stations have been installed on all entrances to the building. You are expected to sanitise your hands when you enter and leave the building(s).
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Further to the hand sanitiser, we also expect all staff members to wash their hands for 20 seconds using soap regularly.

RISK ASSESSMENT	POLESWORTH GARAGE
COVID 19	COURTESY VEHICLES

To minimise the risk of infection between staff and customers we have implemented the following controls for courtesy vehicles at all sites.

1. Signage has been added to notify and inform staff and customers of the need to take care when interacting with each other.
2. Visitors to all centres must follow the signage and direction of the staff.
3. All staff involved with courtesy cars must wash their hands for a minimum of 20 seconds on their entry and exit of the site. (see: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>)
4. All staff involved with courtesy vehicles are to wear appropriate personal protective equipment if they are likely to be within 2m of another person, whilst on-site or en-route to/with a customer. This includes gloves and a face mask, which will be provided.
5. All staff involved with courtesy vehicles must adhere to social distancing guidelines where possible. This means keeping more than 2m from other staff and customers.
6. All staff involved with courtesy vehicles should refrain from lending consumables between each other, this includes pens, paper, staplers and phones for example but also includes keys.
7. All staff involved with courtesy vehicles must ensure any vehicle they use is frequently cleaned and sanitised using the provided cleaning products, with particular importance on areas of high use such as door handles and switches, steering wheels and gear selectors.
8. All staff involved with courtesy vehicles should ensure that adequate personal protective equipment is provided for and used by visitors to the various sites, including staff, suppliers and customers.
9. All staff involved with courtesy vehicles are reminded to catch coughs and sneezes in tissues, following the rule:

Catch It, Bin It, Kill It

Staff are also reminded they should try and avoid touching their face, eyes, nose or mouth with unclean hands.

10. All staff involved with courtesy vehicles are expected to sanitise the vehicle and keys prior to handing over the vehicle.

This includes:

Keys and Key Fobs, Door and Boot/Tailgate Handles, Bonnet Pull, Bonnet Catch and Leading Edge of the Bonnet, Steering Wheel, Gear Selector, Switches and Stalks, Seat Belt Clips and Holders, Interior Door Handles, Seat Adjusters, Grab Handles, Centre Console, Glove Compartment Latch, Rear View Mirror Casing.

We have introduced a one-way-system at the sales and service centre with tape marking the floor and 2m social distancing signs near the entrances to all offices and reception desks.

You are expected to use this one-way system and assist your customers in using it also.

