



Hendy Group

Covid 19 - Sales Risk Assessment

Location: All Sites


Date: 1st May 2020


Covid 19 Employee - Risk Assessment


Location: **All Sites**


Assessment Carried Out By: **Raymond Riley /Jeff Batchelor**


Hazards:	Control Measures:	Level of Risk	Level of Risk	Overall Risk	Who might be harmed?	What further action is necessary to control the risk?
Look only for hazards that you could reasonably expect to result in significant harm under the conditions of operation. Check for the following possible hazards:	Is the risk adequately controlled? What precautions have already been taken	Likelihood	Severity	Risk Rating	List the groups of people who are specifically at risk from the hazards identified.	
<p>General Hygiene Standards</p> <p>Risk of coming into contact with surfaces that contain the Covid 19 virus</p>	<ol style="list-style-type: none"> 1. Do not share work stations 2. Frequently clean and disinfect work equipment and surfaces that are touched regularly, using your standard cleaning / anti-bacterial cleaning products. This should be completed as a minimum at the end of each shift or immediately after each customer transaction 3. Use suitable nitrile/latex gloves during the cleaning and dispose of in covered bins 4. Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water if not available. 5. Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the covered bin. 6. Reception desk and each workstation should be issued with a hand sanitizer dispenser and disinfectant wipes or spray. 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> <div style="background-color: yellow; width: 20px; height: 15px; margin: 0 auto;"></div>	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.


<p>Showroom Self Distancing</p>	<ol style="list-style-type: none"> 1. A 2 metre line or barrier should be placed in front of the showroom reception desk and a hand sanitizer dispenser made available for customer use as soon as they enter the showroom. 2. All sales desks should also have a 2 metre line of barrier from the desk to the customer seating. 3. Any documents passed between the customer and sales executive should be issued in a safe way ensuring that the 2 metre rule is observed. 4. Any documents that need to be signed should be completed with different pens, ideally the customers own pen, and if not then a pen issued by the sales executive which should be retained by the customer. 5. On completion the customer seating and anything else touched by the customer should be cleaned and sanitized. Using standard cleaning products appropriate for the purpose. 6. Showroom door handles should be cleaned and sanitized after each customer use. 7. Any electronic point of sale devices, or display stands should be disabled to discourage customers from touching and accessing 	<p>Possible (3)</p>	<p>Moderate Injury (3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
--	--	---------------------------------------	--	--	--	--


<p>Display Vehicles</p>	<p>1. Showroom & Used Car display vehicles should be cleaned and sanitized using products appropriate for materials used. Some alcohol or products containing bleach will not be suitable for some interior surfaces.</p> <p>2. Showroom and used car display vehicles should be locked when cleaned and only opened at the request of a customer.</p> <p>3. Where customers touch vehicles both inside and outside they will need to be cleaned and sanitized immediately afterwards and prior to anyone else accessing the vehicle.</p>	<p>Possible (3)</p>	<p>Moderate Injury (3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<p>1. Adhere to latest government guidelines on self distancing</p> <p>2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.</p>
--------------------------------	---	--------------------------------	---	--	--	---

<p>Test Drives</p>	<ol style="list-style-type: none"> 1. Demonstrator & Test Drive Vehicles should be cleaned and sanitized using products appropriate for materials used. Some alcohol or products containing bleach will not be suitable for some interior surfaces. This should be completed immediately prior to a test drive. 2. Keys should also be cleaned and issued to customers on a plastic bag observing the 2 meter self distancing rule. 3. Any paperwork and documents required to complete the test drive should be completed in a safe manner to keep distancing protocols and using own pens. Driving licence copies should be cleaned and sanitized prior to copying. 4. Wash or sanitize hands immediately after touching driving licences or other customer items such as keys etc. 5. Only the customer should be allowed in the vehicle on Test Drive as an un-accompanied Test Drive. 6. Test drive vehicle must be fully cleaned and sanitised after each test drive and a note or hanger to this effect left inside the vehicle by the valeter. 	<p>Possible (3)</p>	<p>Moderate Injury (3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
---------------------------	--	--------------------------------	---	--	--	--

<p>Vehicle Handover</p>	<ol style="list-style-type: none"> 1. Sold vehicles should be cleaned and sanitized using products appropriate for materials used. This should be completed immediately prior to handover and a note or hanger placed in the vehicle to confirm vehicle cleaned. 2. Keys should also be cleaned and issued to customers on a plastic bag observing the 2 meter self distancing rule. 3. Any paperwork and documents required to complete the handover also should be completed in a safe distancing manner and using own pens. 4. Demonstration of the vehicle functions and under bonnet should be completed by the sales executive electronically and issued to the customer prior to handover where possible. 5. If the digital method is not possible or further details are requested by the customer the sales executive must be using nitrile gloves & suitable face masks to a minimum of FFP2 standard and always be observing the 2 metre self distancing rule with the customer. 6. Nitrile gloves should be disposed of after each handover and placed in sealed bins ready for disposal. 	<p>Possible (3)</p>	<p>Moderate Injury (3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
--------------------------------	---	--------------------------------	---	--	--	--

<p>Rest rooms, washrooms and kitchens</p>	<ol style="list-style-type: none"> 1. Tables and chairs and kitchen surfaces should be cleaned before the start of each shift using your standard cleaning / anti-bacterial cleaning products. 2. Cups, plates, kitchen utensils etc should be brought in from home, kept to the individual and not shared. 3. Any paper plates or packaging should be disposed off in bins with lids. 4. All bins should be fitted with bin liners, sealed, and removed daily or more often if required. 5. Only one person at a time should be using kitchen work surfaces, kettles, microwaves etc. 6. Access doors should be left open to avoid constant contact with door handles. If it is a fire door then an automatic release device should be fitted to close if the fire alarm is activated. 7. Alternatively door handles should be cleaned after each use. 8. Seating should be organised to ensure 2 metre distancing is provided at rest room tables. 	<p>Possible (3)</p>	<p>Moderate Injury (3)</p>	<p>Medium</p> 	<p>Self and Work colleagues</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
--	--	--------------------------------	---	--	---------------------------------	--

<p>Self Distancing & Ventilation and personal items</p> <p>Risk of coming into contact with surfaces that contain the Covid 19 virus</p>	<ol style="list-style-type: none"> 1. Ensure that workstations in office and any chairs in rest rooms are set 2 metre apart. 2. Add as much natural ventilation to offices as possible by leaving doors open to promote fresh air circulation and to minimise use of door handles. 3. All personal items to be taken home at the end of each day eg, Mugs, tea/coffee, pens, bags, jackets. 4. Do not share work items such as pens, staplers, rulers etc. Each works station should have its own personal supply. 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
---	--	--	---	--	--	--

<p>Exposure from others due to:</p> <p>1) Living with someone with a confirmed case of COVID-19.</p> <p>2) Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19.</p> <p>3) Being advised by a public health agency that contact with a diagnosed case has occurred.</p>	<ol style="list-style-type: none"> 1. Update Human Resources with absence identifying Coronavirus and manage absence in line with company HR policies / procedures. 2. Social distancing encouraged and limit non essential travel where possible. 3. Do not come into work where someone you live with has been diagnosed. 4. Follow NHS / 111 advice as required. Do not attend GP surgery or public places if confirmed to help reduce spread of the disease. 5. Company to ensure vulnerable persons (elderly, pre-existing health condition, lower immunity) employed are individually assessed and should not be available for working during this period. 6. Follow good hygiene measures at all times. 7. Colleagues must not come to work if they are showing any kinds of symptoms; <ul style="list-style-type: none"> • Temperature exceeds 37.5 degrees • Feeling feverish • Muscular pains • Dry Cough • Shortness of breath • Loss of taste and smell • Intense tiredness 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognized Covid 19 symptoms.
---	--	--	---	--	--	--

Comments

Please ensure a manager's brief has been completed alerting to company specific process / procedures

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

<https://www.who.int/teams/risk-communication/employers-and-workers>

Management

- Please ensure all employees are aware of reporting requirements and that all confirmed cases are escalated to your HR Manager.
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce.
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- Assessments to be reviewed every 6 months or where significant change has occurred
-

Overall Risk Assessment is Medium based on the above assessment and control measures

Likelihood		Severity		Risk Level	(Likelihood x Severity)
1	Very Unlikely	1	Very Minor Injury	1 - 3	Very Low
2	Unlikely	2	Minor Injury	3 - 5	Low
3	Possible	3	Moderate Injury	6 - 11	Medium
4	Probable	4	Serious / Disabling Injury	12 - 16	High
5	Certain	5	Fatal	17 +	Very High

