




Introduction

On 30 January 2020, the Director-General of the World Health Organization (WHO) declared the outbreak of COVID-19 to be a Public Health Emergency of International Concern. On the 11th March 2020 Deeply concerned both by the alarming levels of spread and severity of infection of a novel coronavirus the World Health Organisation made the assessment that COVID-19 can be characterized as a pandemic.

The purpose of this Risk Assessment is to provide clear information to all employees in relation to the control measures implemented by Donnelly Group to minimise the risk of the spread of infection of the Coronavirus.

This risk assessment has been produced in relation to the guidance published by the Government, HSENI and the Public Health Agency with the principal purpose of reducing the spread of infection in the workplace.

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Risk Classification Index										
Frequency	Severity					RISK GRADING				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Fatal	Frequency (FR)	Severity (SE)	Risk Rating Severity x Probability = Direct Risk (DR) / Residual Risk (RR)		
5 Almost Certain	5	10	15	20	25	1 – Rare – believe that risk will not occur / have an effect	1 – Insignificant – risk unlikely to result in an accident	Acceptable 1 – 3	Risk Assessment Title	COVID-19
4 Likely	4	8	12	16	20	2 – Unlikely – do not expect risk to occur / have an effect but possible with other factors present	2 – Minor – risk could result in an accident-causing minor injury	Low 4 – 10	Risk Assessment Number	RA054.07
3 Possible	3	6	12	16	20	3 – Possible – risk may occur / have an effect occasionally	3 – Moderate – risk could result in a reportable accident	Moderate 11 – 15	Date Created	12/06/2020
2 Unlikely	2	4	6	8	10	4 – Likely – risk will probably occur / have an effect but not on a persistent basis	4 – Major – risk could result in an accident causing major injury	High 16 – 25	Risk Assessment Team	Dermot Vallely Roisin Donnelly Mia McKeown Dermot Vallely
1 Rare	1	2	3	4	5	5 – Almost certain – risk likely to occur / have an effect on many occasions	5 – Fatal – risk could result in an accident causing a fatality		Reviewed by	
Risk Rating Severity x Probability = Direct Risk (DR) / Residual Risk (RR)									Review Date	04/01/2022

Hazards		Persons at Risk	Before Control Measures				Control Measures	Controls measures Implemented				Additional Control Measures Required
			FR	SE	DR	RR		FR	SE	DR	RR	
1	Working in the business during Covid-19 Pandemic Risk of the spread of infection between employees, Customers and visitors.	Employees Public Visitors Contractors	4	4	16	H	<ul style="list-style-type: none"> All Employees are informed of the Control measures described in the risk assessment on induction or when changes in guidance or in relation to the risk assessment. All employees have received a copy of the risk assessment. All sites have adequate parking facilities to facilitate social distancing when staff arrive and leave work. Reducing congestion at the clocking machines by allowing all staff to utilise online clocking via an App. Introduced floor and wall mounted signage to remind people of the social distance guidelines throughout all buildings. Discourage movement within buildings encouraging use of telephones and email for communication. In the event that it is not possible to follow 2m social distancing due to certain work tasks all employees involved in the work task must wear face coverings and/or full-face visors and increase the frequency of hand sanitising. Introduction of a 'No handshake policy' throughout the business. All work areas and offices should be well ventilated. 	2	4	8	L	

							<ul style="list-style-type: none"> • If the site uses a centralised ventilation system that circulates air to different rooms, switch off the air recirculation and use a fresh air supply. • Mechanical systems supplying individual rooms where recirculation modes allow higher rates of supply of fresh air to be provided to an area, are permitted to operate. • Recirculation units for heating and cooling that do not draw in a supply of fresh air can remain in operation provided there is a supply of outdoor air, for example windows and doors left open. <p>Customers:</p> <ul style="list-style-type: none"> • All customers attending any Donnelly Group location must comply with the face Covering regulations and always cover their face before entering the premises. • We have created 2 videos to explain to our customers the new procedures for both entering the business for a sales and/or after sales appointment, as well as the safety guidelines regarding the sanitising before and after a vehicle test drive, service or home collection and delivery. This has been published on the homepage of the Donnelly Group website and has been emailed to our database. • The Donnelly group continues to use social media platforms to inform customers of the controls and protocols at our facilities. • Telephone Enquiry/Outbound call booking form has been implemented to assist the service teams with the communication to customers in relation to the sites controls and protocols. The operator will ask the customer if they or anyone in their house hold has had any COVID-19 Symptoms in the past 48 hours and will explain the requirements when on site. • Signage has been introduced throughout all buildings regarding social distancing, availability of disposable face masks and gloves and, hand sanitiser. Posters are displayed on walls, doors and markings on floors. • Sneeze guards are in place in all customer facing areas. • Additional cleaning and sanitising of frequently touched surfaces has been introduced. • Showrooms have removed newspapers, magazines etc. and removed/isolated vending machines from customer waiting areas. • Coffee areas and children's play areas withing vehicle showrooms have been closed to reduce contact risk • When meeting with customers, employees and customers must maintain 2m social distancing and wear face coverings. • All vehicle handovers will be completed following guidelines and at a safe social distance. • Increased functionality on the company website including reserving online, online finance applications and virtual sales appointment reduces the need for customers to attend site. • The Sales Teams have the ability to show any vehicle on site virtually, they can video call, email or send personalised vehicle videos to customers. • The company has offered home delivery within across Northern Ireland, Ireland and the rest of the UK by utilising 3rd party logistics companies. • Customers are advised that only one waiting customer at a time is allowed in the showroom at any time. Appointments are scheduled to ensure congestion is not created at locations. 					
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							<ul style="list-style-type: none"> Test-drive options will be agreed with your site director. Please ask your site director for guidance, options, and agree which process you are happy with . <ul style="list-style-type: none"> Option 1 Unaccompanied test drive (insurance is via Coopers and will carry a charge per test-drive. A Driving licence is required for all test drive covers . Please arrange insurance cover for every test drive Option 2 Accompanied : Test-drive to be carried out with the sales person in the back seat diagonally positioned from the driver where possible (and for staff and customer to have the option to wear Donnelly Group' mask and gloves throughout) <p>At workstations:</p> <ul style="list-style-type: none"> Workstations should not be shared and the sharing of tools and keyboards are discouraged. Separate desks and workstations to allow people to work further apart and arrange people to sit face side by side or back to back, while using floor tape and signage to reinforce the social distance message throughout the building. Sneeze guards in situ in all customers touch points. <p>Meetings:</p> <ul style="list-style-type: none"> All meetings to be carried out online where possible. If not possible or practical, meetings will be held in an environment where social distancing is possible, i.e. in large open offices with seating 2M apart. If a suitable location cannot be found in a particular Donnelly Group site then the number of people involved in the meeting will be reduced to allow for social distance guidelines to be maintained. <p>Common areas:</p> <ul style="list-style-type: none"> Staggering break times (staff rota per site) to restrict the number of staff in canteens at any one time. Reconfigured tables and chairs in canteen areas to observe the 2M social distance rule, signage on table to identify the capacity to sit at each table at any one time. Social distancing signage and markers have been placed around the welfare facilities to visually indicate social distancing requirements. Keep work surfaces clean & items touched regularly e.g. tables, kettles, fridges, microwaves, water taps, vending machine – use wipes provided Sneeze guards installed to protect staff at reception or other customer touch points throughout the business. Ventilation of premises and vehicles – maximise ventilation of the premises, wherever possible Use hand sanitiser available at the entrance and leaving common areas. Employees must not congregate in smoking areas and must maintain 2m social distancing in smoking areas. <p>Toilets:</p> <ul style="list-style-type: none"> All employees are informed of the procedure to wash hands with soap & water for 20secs or use hand sanitiser before and after using the facilities. Signage is in place to communicate hand washing methods. In the event that soap, sanitiser, paper towels or any other consumable item is running low or out the employee must inform their line manager immediately. <p>Sanitisation of shared / touched surfaces:</p>				
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							<ul style="list-style-type: none"> Employees are advised to carry out personal cleaning of work surfaces and equipment such as phones, keyboards & mouse, printer and photocopier. Additional cleaning supplies have been made available. Additional cleaning of door handles, push pads and pull handles is carried out throughout the day. Contract cleaners are provided for more thorough cleaning required in common areas such as kitchens, canteens, toilets and changing rooms, common areas, showrooms, reception desks etc Cleaning standards are closely monitored and, in the event, that an issue is raised the issue must be resolved immediately. <p>Identification of frequently touched surfaces:</p> <ul style="list-style-type: none"> Door handles (including vehicles), Push pads and Pull handles Printers, Keyboards, computer mouse and telephones. Touch screen monitors, remote controls Light switches, kitchen equipment. Hand tools, switches and buttons on control panels. Work surfaces i.e. desks, kitchen counters, canteen tables and counters at parts locations. (Vehicles) Car keys, Steering wheels, Gear levers, Handbrakes, indicator levers, Infotainment systems and control switches. Job cards. <p>Personnel Protective Equipment</p> <ul style="list-style-type: none"> Where Risk Assessment identifies wearing of gloves or masks as a requirement of the job, an adequate supply of these will be provided to those members of staff. Perspex screens are located at customer touch points. Staff have access to disposable face coverings provided by the company. There is signage throughout the customer areas advising customers that face masks, gloves and hand sanitiser is available. Staff to be reminded to avoid touching their face when wearing a face mask and that wearing of gloves is not a substitute for good hand washing. Face masks will be disposed of in bins provided throughout the buildings. 					
2	<p>Direct contact with work equipment, tools etc...</p> <p>Waste Management, Rubbish disposal, including tissues.</p>	<p>Employees</p> <p>Public Visitors</p> <p>Contractors</p>	3	4	12	M	<ul style="list-style-type: none"> The company has supplied additional wipes and cleaning products to assist with additional cleaning throughout the facility including offices and canteens. Shared tools and equipment must be cleaned between each use. Tools must be cleaned and dried before use Additional hand sanitiser stations have been installed throughout Donnelly Group facilities to assist with hand hygiene. Do not share stationary. Regularly clean hands with soap and water or hand sanitiser if soap and water is not available. <p>Waste Management:</p> <ul style="list-style-type: none"> Gloves must be worn when handling waste or rubbish. Bins at all locations should be emptied before they are overflowing All rubbish should be put straight in the bin, with the lid kept on the bin 	2	4	8	L	

							<ul style="list-style-type: none"> All waste that has been in contact with an employee that is suspected of having COVID-19 or displaying symptoms relating to COVID-19, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. The safety department will quarantine the bag and it will be specifically identified until the result is available. If the individual tests negative, this can be put in the normal waste. Should the individual test positive, the Group HSE Manager will be instructed what to do with the waste by the Health Protection Team 					
3	<p>Customers and company vehicles</p> <p>Contact with Surfaces and touch points</p>	Employees Public	3	4	12	M	<ul style="list-style-type: none"> Ensure sanitising hand gel is available for desks, work stations, services, areas, waiting area, toilets, vehicles, equipment, part delivery and collection areas. Customers have been requested to clean their vehicle externally and internally before attending the site for the service. Regular cleaning / disinfecting of vehicle - clean the contact surfaces in the vehicle interior after each inspection or use disposable protective covers for the seat, steering wheel, gear lever, handbrake lever during the inspection or repair. Ventilate vehicles after each job and before any vehicle delivery / handover. Keys are kept are sanitised bags for delivery to customer <p>Vehicle Touchpoints - Sanitisation The following vehicle areas should be covered in the regular sanitisation of vehicles</p> <p>Exterior</p> <ul style="list-style-type: none"> Door handles Door frame Boot handle <p>Interior</p> <ul style="list-style-type: none"> Steering wheel Gearstick Handbrake Door handles Radio Infotainment controls Steering column stalks Elbow Rests Seat Position adjuster Window controls Seat belt and seat belt release mechanism Please replace sanitised mirror hanger. <p>PLEASE KEEP CLIMATE CONTROL OFF AT ALL TIMES</p> <p>Emergency response vehicles:</p> <ul style="list-style-type: none"> Process is in place to decontaminate emergency response vehicles prior to delivery to site. Employees must carry out repairs to vehicles in line with current site COVID prevention protocols. <p>Mobile Customer response vehicles and operations:</p> <ul style="list-style-type: none"> All Donnelly Group vehicle Drivers/ Service technicians must wear face coverings and/or face visor before exiting the vehicle when attending to roadside repairs. Vehicles must be sanitised before and after each use and additional cleaning sanitising products stored in the vehicle to assist with cleaning of surfaces in customers vehicles. 	2	4	8	L	

							<ul style="list-style-type: none"> Service technicians must wear the approved PPE as indicated in the current Risk Assessment associated with the task. Used PPE must be disposed of correctly. 2m social distance must be maintained at all times. When 2m social distancing cannot be maintained face coverings and / or face visors must be worn. Hand sanitising and vehicle sanitising equipment must be available in service vehicles. 					
4	Entry of visitors and Contractors to the facility	Employees Public Visitors Contractors	3	4	12	M	<ul style="list-style-type: none"> Where site visits are required visitors and contractors must receive guidance on social distancing and hygiene and must sign a checklist of Covid-19 guidelines by way of agreement to abide by when visiting a Donnelly Group facility. Visitors and Contractors must not attend the facilities if they have any of the PHA identified COVID-19 symptoms and/or have reason to believe they have had contact with somebody infected by COVID-19 In the event that a visitor must attend site, they must be authorised and sign in and out of the site. 2m social distancing must be maintained at all times. The visitor must be screened before entry using the non-contact thermometer and they must declare (Contractor/Visitor COVID Questionnaire) if they are suffering from any symptoms of COVID-19 in this event they will not be permitted to enter the site. 	2	4	8	L	
5	Handling post, packages and deliveries and collections Deliveries of parts, packages, vehicles, and goods	Employees Public Visitors Contractors	3	4	12	M	<ul style="list-style-type: none"> Parts delivery partners have been asked to deliver to specific safe zones at each site and staff retrieves all deliveries wearing their PPE, i.e. gloves. Employees handling goods, packaging or deliveries must increase the frequency of handwashing or use of hand sanitiser. and more handwashing facilities for employees handling goods and merchandise is provided. <p>Vehicle/transporter vehicle deliveries:</p> <ul style="list-style-type: none"> Transporter partners have a schedules/appointment for all vehicle deliveries. Once the transporter driver takes the vehicle off the lorry it is parked in a designated area and our team wearing PPE take receipt of the keys and move the vehicle to a pre specified parking spot. All vehicle sanitising protocols and use of PPE is followed. 	2	4	8	L	
6	First Aid – COVID -19 Inability to maintain 2m Social distancing while providing emergency first aid	Employees Public Visitors Contractors	3	4	12	M	<ul style="list-style-type: none"> We have reviewed out First Aid arrangement during our phased return to work. We have discussed what equipment they can use to minimise risk of infection transmission and we have asked our First Aiders if there are any factors relevant to Covid-19 outbreak that we need to take into account, i.e. vulnerable workers with first aid responsibilities. In addition, in the event that first aid is to be administered to employees, visitors or contractors and the 2m social distance measures cannot be applied, first aiders must ensure that they protect themselves and the injured party if possible, with physical barriers and if not possible with appropriate PPE If the first aider has access to any form of personal protective equipment (PPE) this should be worn. Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be the first aiders primary concern. 	2	4	8	L	

							<p>Remember the 3P model – preserve life, prevent worsening, promote recovery.</p> <ul style="list-style-type: none"> • Before putting on and after taking off PPE the first aider must clean hands thoroughly with soap and water or hand sanitiser. • All disposable PPE must be disposed of properly in the correct bins. • In the event that CPR is to be conducted and due to the risk of COVID – 19 It is recommended to perform Chest compressions only and use a defibrillator 					
7	<p>Mental Health</p> <p>Stress and anxiety brought on by the issues caused by COVID-19</p> <p>Fear of job security, financial pressures, fear of the unknown, fear of becoming ill.</p> <p>Stress caused by changes in the workplace, working hours.</p> <p>Employees feeling isolated and working from home.</p> <p>Employees with pre-existing health conditions, caring for family members in high risk groups.</p>	Employees	3	4	12	M	<ul style="list-style-type: none"> • We have contacted all employees as and when they are required to return to work on site through the phased return to work strategy and are happy that everyone who is back working on site is able to do so, i.e. they are not shielding • Management communicate to all employees throughout the outbreak of COVID -19 this includes employees on site and employees based at home or furloughed. The communication offers help and support during the outbreak of COVID – 19 and informs the employees of the progress made to minimise the spread of the infection in the workplace. The management communication helps to re-assure the employees during the period of uncertainty. • Work areas and welfare facilities have been redesigned or layout changes have been implemented to assist with social distancing. • Risk assessments, policies and procedures have been developed to assess the risk associated with COVID – 19 • Additional controls have been introduced to protect the employee from the spread of infection. • The company has trained mental health first aiders on site. They are able to recognise the signs and symptoms of mental health issues and have the ability to give guidance to individuals that require help and support. • Any issues brought to the attention of Mental health first aiders or Management is dealt with confidentially and the employee can be reassured that if additional help or support is required that the issue will be considered and feedback will be given to the individual in a timely manner. • The personal circumstances of employees are considered with additional support available if required. • Employees are involved in the change processes within the facility to help with the control measure implementation. • Supervisors and managers must look out for any changes in behaviour with employees and report any concerns to the Group HSE Manager, The Group HR Manager or to any of the Groups Mental Health First Aiders. • Employees have access to mental health information as posted on notice boards throughout the facilities. • Government and PHA guidance is continually monitored and company procedures are updated accordingly with revised information issued to employees as required. 	2	4	8	L	
8	<p>Use of disinfectants and cleaning products</p> <p>COSHH</p>	Employees Public Visitors Contractors	2	3	6	L	<ul style="list-style-type: none"> • Wash your hands after using any disinfectant, including surface wipes. • Keep lids tightly closed when not in use and store away in a secure lockable location. • Cleaning products should be approved by the Site Director before use. 	1	3	3	A	

							<ul style="list-style-type: none"> Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Please refer to the product MSDS and COSHH risk assessment before use. Place disposable PPE like gloves and masks if they are used during cleaning in the correct bin, do not clean and re-use. Do not use disinfectant wipes to clean hands. 					
9	Travel Work related travel	Employees	2	4	8	L	<ul style="list-style-type: none"> The Group HSE Manager and the Group HR Manager will continue to monitor the website for updates on travel advice. https://www.gov.uk/guidance/coronavirus-covid-19-countries-and-territories-exempt-from-advice-against-all-but-essential-international-travel Employees returning to Northern Ireland must adhere to current guidelines provided by the government and public health agency. Sites will try to use online meeting technology to reduce the amount unnecessary travel. 	1	4	4	L	
10	An employee or a member of the public becomes unwell and believe they have been exposed to COVID-19	Employees Public Visitors Contractors	2	4	8	L	<ul style="list-style-type: none"> The individual who is unwell should call NHS 111 from their mobile or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain their current symptoms. If you employees develop symptoms of coronavirus (COVID-19), however mild, they should begin self-isolating and book a PCR test. Employees should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. Employees should continue to isolate until the result of the test is available. If the result is positive, they should continue to self-isolate for 10 full days after the symptoms started. You can end self-isolation 10 days after your symptoms started, as long as you do not still have a high temperature. If you still have a high temperature, you need to continue to self-isolate until your temperature has returned to normal for 48 hours. (*Note from December 31st 2021 The Northern Ireland Executive have just agreed to the cut the COVID-19 self-isolation period for positive cases from 10 days to seven days, commencing from Friday 31st December. The rule will only apply for people that can produce negative lateral flow tests on day six and seven. The change in self isolation rules will also apply retrospectively from the 31st December. The rule for unvaccinated close contacts remains the same with full 10 day isolation period.) You do not need to continue self-isolating for more than 10 days if you only have a cough or loss of sense of smell/ taste, as these symptoms can last for several weeks after the infection has gone. 	2	4	8	L	
11	A member of staff or the public with suspected COVID-19 has recently been in your workplace	Employees Public Visitors Contractors	2	4	8	L	<ul style="list-style-type: none"> For contacts of a suspected case in the workplace, no restrictions or special control measures are required while laboratory test results for COVID19 are awaited. In particular there is no need to close the workplace or send other staff home at this point. Until the outcome of test results is known there is no action that the workplace needs to take. 	2	4	8	L	

							<p>A member of staff or the public with confirmed COVID-19 has recently been in your workplace:</p> <ul style="list-style-type: none"> • Closure of the workplace is not recommended. • The management team will be contacted by the PHA local Health Protection Team to discuss the case, identify people who have been in contact with them and advice on any actions or precautions that should be taken. • A risk assessment of each setting will be undertaken by the Management Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment. • The Management Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice. • Advice on cleaning of communal areas such as offices or toilets will be given by the Management Team. • The company will insure that areas affected will be sanitised. 					
12	Individuals in the workplace have had contact with a confirmed case of COVID-19	Employees Public Visitors Contractors	2	4	8	L	<ul style="list-style-type: none"> • If a confirmed case is identified in the workplace, the local Management Team will provide the relevant staff with advice. These staff include: <ul style="list-style-type: none"> ○ any employee in close face-to-face or touching contact ○ talking with or being in close contact on for any length of time while the employee was symptomatic ○ anyone who has cleaned up any bodily fluids ○ close friendship groups or workgroups ○ any employee living in the same household as a confirmed case • If you're a close contact of someone who has tested positive for COVID-19, self-isolation and testing requirements will depend on whether you're fully vaccinated. • Since 16 August, if you are fully vaccinated (more than 14 days since you received the second dose of an approved COVID-19 vaccine), you do not need to self-isolate for 10 days if someone you have been in close contact with tests positive for COVID-19. • You should get a PCR test on day two and day eight of the 10-day period following last contact with the positive person. • If the PCR test is positive, whether or not you have symptoms, you should complete a period of 10 days self-isolation from the day you first had symptoms, or the day the test was taken if there were no symptoms. • If you're a close contact who is fully vaccinated, or under the age of 18, and have had a positive PCR test within 90 days of the date of contact, you do not need to isolate and do not need to book tests at day two and day eight. • However, if you develop symptoms, you should isolate and book a PCR. • If you are aged 18 and over, but not fully vaccinated, you should self-isolate for 10 days following last contact with the positive person. • You will be asked to take a PCR but, even if this is negative, you still need to complete the isolation period. • If you are not able to be vaccinated for a clinical reason, you should complete a period of self-isolation for the full 10 days, even if you receive a negative PCR test result. 	2	4	8	L	

Safe System of Work

Personal Protective Equipment – the correct PPE must be worn as instructed by the relevant RA & SSOW for the work activity

A comprehensive list of Frequently asked Questions for customers attending any of the Donnelly Group Locations relating to the safe opening and operations is available online at <https://www.donnellygroup.co.uk/latest-news/covid-19/>

Safe workplace guidelines- Covid-19

All Managers must ensure that all employees have read, understood and signed the following workplace guidelines

As we begin our phased return to work, we want you to feel assured that we have spent a lot of time putting measures in place to keep you and your family safe.

Arriving to work

Notify HR if you develop any symptoms of Covid-19 and if so do not come to work. Contact Line Manager and follow the normal absence procedure



You are advised to take your temperature before attending work, If your temperature is above 37.8 degrees Celsius stay at home to self isolate, contact NHS Covid-19 Helpline and follow the NHS guidelines.

On arrival to work, enter the building as normal. Clock in and out using the Softworks App or the Clocking machine. The Softworks App facility has been temporarily enabled for everyone's use to reduce the spread of Corona virus. This facility is subject to Company Policy (page 3, Handbook) and may be lifted at any time at management discretion.

If you are using the clocking machine, please sanitise your hands before and after use.

Hand Hygiene

✓	<p>Wash your hands for a minimum of 20 seconds regularly. Good hand hygiene is the first line of defence against Corona Virus.</p> <p>Use the hand sanitiser available throughout the facility, report to your supervisor/manager if sanitiser is not available.</p>	
✓	<p>Social Distancing</p> <p>Please adhere to the 2 metre rule at all times where possible, particularly in dining areas, clocking machines, smoking areas, locker rooms etc.</p> <p>In the event that it is not possible to follow 2m social distancing due to certain work tasks all employees involved in the work task must wear face coverings and/or full-face visors and increase the frequency of hand sanitising</p> <p>Adhere to break and lunch schedules to minimise the number of people in communal areas at any one time. Breaks must be staggered to reduce congestion in canteens.</p> <p>Avoid any physical contact with customers and visitors. E.g no hand shaking.</p>	
✓	<p>Face coverings</p> <p>As long as social distancing is possible there is no requirement to wear a face covering while sitting at your desk, however, any staff moving through another office or to a shared area or showroom/service/parts reception must wear a face covering.</p> <p>All public facing staff must now wear a face covering at all times EXCEPT when sitting behind a Perspex screen. If a customer is wearing a face covering when sitting opposite you at a Perspex screen please ask them if they would prefer you to wear a face covering also (i.e. to mirror their behaviour).</p> <p>All staff entering or passing through the Service/Parts Reception area must now wear a face covering.</p> <p>When entering a workshop, working inside a vehicle, road testing or moving a customer vehicle, you must wear a face covering and other PPE as required e.g. gloves.</p> <p>When moving to and from work areas and welfare areas, staff should wear a face covering. Whilst eating your lunch or on a tea break, it is not mandatory to wear a mask obviously, however, social distancing must be maintained and face covering should be worn as soon as possible when finished.</p> <p>Test drives</p>	

	On occasion when it is necessary to have an accompanied test drive, wearing a face covering is mandatory for all staff and customers during the test drive – No Exception
✓	Housekeeping Clean and tidy your work station/area frequently including door handles, light switches, vehicle touch points etc. Do not share tools, keyboards etc if possible. Participate in the cleaning schedules relevant to your department, communal areas and work areas. Welfare areas must be cleaned by the user before and after use using the cleaning equipment available. Ensure bins are emptied on a regular basis.
✓	Mental Health Please let you Manager know or contact any of our Mental Health First Aiders if you are struggling with any issues on well-being and mental health.
✓	General Wear the PPE kit provided if it is deemed relevant to your job role. Report any issues to your Supervisor or Manager Respect your colleagues and customers and adhere to the COVID-19 control measures

Section 1 - All people entering any Donnelly site : staff , customers , suppliers or contractors must

- Confirm they are not experiencing any COVID symptoms or in breach of any self isolation .
- Before attending work all staff must first ascertain if they do not have any COVID-19 symptoms (a 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) and/or a 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) to their line manager prior to attending work.. If this is the case, staff member will be asked to self-isolate at home and follow NHS guidelines
- All people entering any Donnelly site : staff, customers, suppliers or contractors must - Sanitise their hands on entering and exiting the building
- All customers attending any Donnelly Group location must comply with the face Covering regulations and always cover their face before entering the premises.

Customer facing statement on Donnelly Group's commitment to safety and hygiene is prominently displayed on physical and digital assets

Section 2 - Staff Non Customer Facing

- Workspaces can be re-organised , where possible to allow colleagues to maintain a safe (currently 2M) distance
- If it is not possible to maintain social distance, every team member will be given a 'Donnelly Group' face mask.
- Face masks are available from each Site Director
- Please do not share keyboards where possible

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- If other PPE is required for your role it will be distributed by the Site Director/ or their designate
- All functional areas to develop staff rota to ensure that hygiene standards are maintained , within the team
- All necessary cleaning materials will be provided by the company
- Staff must keep their own work area clean as well as joining into the department rota for common areas

In the event of any staff member developing COVID systems normal HR protocols to apply

Section 3 - Showrooms/ Sales process –

Both the collection and home delivery services are performed in a COVID secure way and within the guidelines issued by government.

During normal showroom and Sales operations the following process is followed:

3.1 - General requirements

- Workspaces can be re-organised , where possible to allow colleagues to maintain a safe (currently 2M) distance
- Sneeze guards will be supplied for all desks that are used for customer facing consultations and hand sanitiser for the use of staff and customers will be available throughout the showrooms.
- If it is not possible to maintain social distance (currently 2M) Employees must wear a face covering and increase handwashing.
- Customer interactions should where possible will be on an appointment only basis.
- Preferably no more than 2 people from the same household should attend a sales appointment and children must be supervised at all times, but please advise customers prior to appointment that there is currently no children play zones available.
- Customers will be greeted by a smile not a handshake
- All transactions will be paperless where possible, with all vehicle documents being emailed to the customer using TCF and payment will be electronic.
- If the customer is required to sign documents, please issue them a new sanitised pen and ask them to keep it.
- Sales Workspace must be sanitised after every appointment
- For Showroom walk-ins refer back to common protocol's, no more than 2 from same household, children must be supervised at all times and if the showroom is busy the customer should be schedules an appointment for a later time or day

3.2 - Customer Common Areas

- Remove Papers, Magazines to avoid transmission
- Children's play areas not in use during this time
- Ensure seating maintains 2m gap expand area to accommodate if necessary – but in general discourage waiting
- Please maintain social distancing in areas e.g key box.

3.3 - Showroom display vehicles

- Should be locked and opened only by a sales executive and sanitised on opening and locking (key touch points)
- Vehicles must allow for 2m rule to apply and if necessary – reduce the number of vehicles in the showroom
- Used vehicle display should also consider a 2m rule – where possible, and adhere to the sanitisation protocols
- All vehicles need to be sanitised after every customer interaction and a mirror hanger put in place to denote the vehicle has been sanitised.

3.4 - Vehicle Touchpoints - Sanitisation post test drive

The following vehicle areas should be covered in the regular sanitisation of vehicles

Exterior

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- Door handles
- Door frame
- Boot handle

Interior

- Steering wheel
- Gearstick
- Handbrake
- Door handles
- Radio
- Infotainment controls
- Steering column stalks
- Elbow Rests
- Seat Position adjuster
- Window controls
- Seat belt and seat belt release mechanism
- Please replace sanitised mirror hanger.

PLEASE KEEP CLIMATE CONTROL OFF AT ALL TIMES

3.5 - Test Drive

Test-drive options will be agreed with your Site Director. Please ask your Site Director for guidance, options, and agree which process you are happy with.

Option 1. Unaccompanied test drive (insurance is via Coopers and will carry a charge per test-drive. A Driving licence is required for all test drive covers. Please arrange insurance cover for every test drive

Option 2. Accompanied Test-drive to be carried out with the salesperson in the back seat diagonally positioned from the driver where possible (and for staff and customer to have the option to wear Donnelly Group' mask and gloves throughout)

- Sanitise all touch points after every test drive. (Section 3.4)
- Please make gloves, disposable mask and hand sanitiser available to customer if they require them.
- Make sure you are at a point in the sales process that the test drive is required to further/complete a sale as there is a cost involved.

3.6 - Part Ex Appraisal

- Normal part exchange process applies, apart from the test drive appraisal.
- Everyone will be issued with the following PPE pack from the site director or designate.
- Disinfectant spray and wipes to be used for vehicle touch points.
- Disposable seat cover
- Disposable gloves
- Clear plastic ziplock bag for customer keys(to be used for keyless entry vehicles only)

3.7 - Pre- Delivery Checks

- Contact the customer by email the previous day to delivery and by phone prior to departure confirming the delivery time and location
- Detail any remaining administration to be completed
- As much as possible all transactions should be electronic i.e. Bank transfer payment not card, finance proposal on-line, finance documents sent to customer for electronic signature

- Vehicle sanitisation protocol's followed prior to handover and social distancing guidelines followed during handover
- Confirm safety arrangements (delivery person will wear gloves, glasses and a face mask)
- If there is a trade-in , the vehicle must have been stripped of personal effects prior to collection where home delivery is applicable, if customer collection the same process applies regarding personal effects.
- Confirm that the customer and or no member of the household have COVID 19 symptoms and are not self-isolating
- Only one driver in the vehicle being delivered
- The vehicle being delivered must have protective covers applied on steering wheel, gear lever, seats and floor mats
- Ensure the driver has sanitiser and travel certificates

3.8 - Home Delivery

3.8.1 - General requirements

- The minimum Donnelly Group standards are as follows (subject to update from government).
- If there is no part exchange and a second employee collects the delivering employee from the place of delivery, then;
 - The passenger must sit as far away as possible (rear opposite side) from the driver and both passenger and driver must wear gloves , safety glasses and a mask.
- If there is a part exchange to collect on delivery of the new vehicle , the following must be adhered to.
 - the vehicle must have been stripped of personal effects touched surfaces must be sanitised.
- If the customer or any member of the family has any signs or symptoms of the virus, the handover must be re-arranged

3.8.2 – Delivery Routine

- The driver will wear PPE at all times
- Customer ID is validated – 2 meter distance to be applied
- Customer documentation /keys will be handed over in clear plastic wallet (post through letterbox in fully contactless delivery scenario).
- Vehicle PPE removed and vehicle touch points are disinfected in presence of customer
- A basic explanation of the vehicle functions will be given to the customer – either face to face or remotely using the appropriate technology available
- A follow-up “second handover” should be booked for post COVID period
- Customer must not enter vehicle at this stage

3.8.3 - Part Exchange

- When arranging a handover ensure that the part exchange vehicle has seat covers and steering wheel covers in place, switch off climate control in the vehicle and please use gloves at all times
- The appraising executive will complete an external appraisal of the vehicle
- The driver must remain in PPE whilst driving the vehicle back to the branch

Section 4 - Aftersales Protocols

4.1 - ‘Contactless’ Service and Repair Process

- By prior appointment the vehicle will be booked in using the Telephone/outbound call booking form:

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Telephone Enquiry/Outbound call Booking form

The Power of Smiling on the Phone...
Smiles over the phone might be unseen, but they are most definitely heard.

"Good Morning/ Afternoon, you are speaking with xxxxx, at xxxxx service department,

How can I help you? / I am calling to remind you that your vehicle is now due a service/MOT/repair/recall. We are permitted to operate for repairs and servicing which are deemed as essential services during the current lockdown.

Customer Name	Contact Number
Vehicle Registration Number	Email Address
Mileage	Postal Address
Notes	
	Company Name
GDPR: Marketing Preferences	Email Tel SMS Post
We can contact you by...	
Tick as appropriate and update Marriages	
Details of Booking If the customer reports a FAULT get as much detail about the issue as possible! Have you offered a Triage / Diagnostic Appointment? (Don't forget to select to select 'Yes' to Default Menu when creating your job card to ensure VHC opens as 1 st line.	

THANK the customer for their call!

Will my car be washed & vacuumed?	Not at this time
Will my car be sanitised?	Yes
Can you offer Collection/Delivery?	Not at this time
Can I collect Parts?	Yes, at a designated collection point

Price quoted:
(Quote Manufacture Service Price where applicable)

£

Have you or anyone in your household experienced any Covid symptoms or had a high temperature in the last 48 hours?	CHECK
Visual Health Check explained?	
Does the customer have a Service Plan? Have you offered details?	
How does the customer intend to pay?	
Did you confirm our address and directions?	
Explain Covid Customer Journey.	
Have you confirmed/repeated the appointment details?	

Lockdown 3 Service FAQs - January 2021

Can I travel to your dealership?	Yes - confirm booking
Can I have a courtesy vehicle?	Not at present
Can I wait for my car to be ready?	We can allow one waiting customer at any time in each showroom (check diary)
Can I bring my kids? The schools are closed.	Drop off - ok Waiting appointments - no
Do you offer tea/coffee?	Not at this time

THANK the customer for their call!

- Customer will bring the vehicle to Donnelly Group at a pre-arranged time to handover or we will collect it (subject to availability)
- The Customer should ensure that the vehicle is clean
- We will keep in touch via phone or email
- A complimentary Vehicle Health Check with personalised video will be sent to the customer
- Before and after any work is completed, we will sanitise the key touch points of the vehicle
- Customers are advised that only one waiting customer at a time is allowed in the showroom at any time. Appointments are scheduled to ensure congestion is not created at locations.
- Any payment transactions will be electronic

4.2 - Arrival Preparation

- No handshake rule and Government guidelines observed – areas marked out for distancing as required
- All showroom touch points regularly sanitised including all desks and card payment machines
- Hand sanitiser / wipes to be provided
- Front line staff to wear gloves and/or masks as deemed appropriate
- Use of 'Sneeze Guard' screens for Customer Facing Areas as appropriate
- All customers to be dealt with on an appointment only basis – strictly no walk ins

- Donnelly Group to send email or video communication to the customer prior to their appointment to outline process on site when they arrive at Donnelly Group
- On site team to be fully aware of who is booked in and their allocated appointment time
- Designated, identified parking bays with empty bay in between
- Numbered/coloured as appropriate

4.2.1 - Sanitising points for Aftersales

- Sanitising Touch points depending on vehicle maintenance/ area worked on.
 - Exterior and interior door handles
 - Sun visor
 - Window controls and interior door handle area
 - Door pocket and seat pockets
 - Seat belt and its clip/ release mechanism
 - Seat adjust controls and head rests
 - Steering wheel, control sticks, horn and ignition areas , including your key.
 - Gear shift/stick and dashboard including multimedia screens, radios etc
 - Air vents , taking care to switch off climate control while we have your vehicle on site
 - Heating control buttons
 - Central storage box and Cup holders
 - Interior lights and review mirror.
 - Glove compartment and Log Book
 - If we have been under the bonnet we will sanitise the Bonnet latch, Bonnet lid, Dip stick, Oil cap, Washer cap and other areas we have worked on.
 - Fuel cap and cover, Wheel nuts
 - Boot lid opening device, both exterior and interior
 - Parcel shelf
 - Boot floor tab
 - Install a Seat cover and Steering wheel cover while we are working on your vehicle and a fresh set will be put in place for your collection.
- Please display a mirror hanger when your vehicle is sanitised and ready for collection

4.2.2 Customer to be advised during pre-call;

- Appointment time: Make customer aware it is appointment only and times will be strictly adhered to in order to manage showroom traffic volume – if the customer is late they will have missed their appointment
- Check with customer if they or a member of their household are exhibiting signs of illness – if this is the case their attendance on site should be reviewed
- Identified parking bay will be available
- Emphasise to customer that transactions must be electronic

4.2.3 Process on site when they arrive

- Donnelly Group staff to be issued an 'Arrival Pack' in a plastic container to include;
 - Disinfectant spray & wipes
 - Disposable seat cover
 - Latex/nitrite gloves
 - Clear plastic zip lock bag for customer's keys(s)
 - Key tag(s)

4.3 - Customer Arrival On Site

All Service Departments

- Customer to advise on estimated time of arrival – remind customer that if they do not make their appointment time, if they are late they will have missed their appointment
- Customer to park in nominated Parking Bay
- Service Advisor to put on fresh latex/nitrile gloves prior to touching customer's vehicle
- Service Advisor to collect and wipe down customer's key using disinfectant and wipes and place into clear ziplock bag with key tag details
- Service Advisor to undertake normal process explaining any work detail – emphasise that this will be done by phone/email/video and payment options are electronic only
- Service Advisor wipes down key vehicle touch points to include;
 - Driver's door handle (exterior & interior)
 - Steering wheel
 - Gear lever
 - Light/wiper switches and any other controls they need to use
- Turn off climate control to restrict air movement within the vehicle
- Service Advisor fits seat covers
- Customers cannot be offered any refreshments
- Remember – social distancing measures at all times
- Vehicle key touch points to be sanitised prior to entering workshop
- Customer to provide vehicle in clean condition before sanitising
- New interior protection to be fitted
 - Seat cover
 - Steering wheel cover
 - Floor cover
- Car, key(s), and job pack to be supplied to technician

4.4 - Collection & Delivery – Preparation & Arrival

- Collection & Delivery driver to be issued with 'C&D Pack' in a plastic container to include;
 - Disinfectant spray & wipes
 - Disposable seat cover
 - Latex/nitrile gloves
 - Clear plastic ziplock bag for customer's keys(s)
 - Key tag(s)
- Mobile phone should be regularly cleaned
- One driver to be used to collect customer vehicles
 - Utilise 'dump car' principle
 - Check with customer that there is a safe, convenient parking location for the 'dump car'
 - Drive the 'dump car' to the customer's location and park it in their designated area
 - Remember – social distancing measures at all times
 - Keys for 'dump car' are to be retained by driver at all times – under no circumstances are these to be left with the customer
 - Ensure 'dump car' is cleaned and sanitised before and after each use
- Contact customer to advise of ETA and confirm process when arriving
 - Vehicle & key should be left in an accessible, safe location following social distancing guidelines between customer & driver at all times
- Driver to put on latex/nitrile gloves prior to leaving 'dump car'
- Driver to collect and wipe down customer's key using disinfectant and wipes and place into clear ziplock bag with key tag details

- Driver wipes down key vehicle touch points to include;
 - Driver's door handle (exterior & interior)
 - Steering wheel
 - Gear lever
 - Light/wiper switches and any other controls they need to use
- Turn off climate control to restrict air movement within the vehicle
- Customer to provide vehicle in clean condition before sanitising
- Driver fits seat covers
- **Social distancing measures must be maintained at all times**
- Vehicle key touch points to be sanitised prior to entering workshop
- New interior protection to be fitted
 - Seat cover
 - Steering wheel cover
 - Floor cover
- Car, key(s), and job pack to be supplied to technician

4.5 - Service and Repair

Workshop Layout- To be controlled by Service Manager/Workshop Control

- Option 1
 - Alternate ramps to be used
 - 1 non-operational bay to be assigned to each ramp
 - Non-operational bay to be used for parts, tools, associated items for the job to be brought to
- Option 2
 - Measure distance between ramps to ensure 2 metres
 - Alternate cars on ramp (one facing forwards, one facing backwards) – check ramp compatibility
 - Workspace flow around ramp to be organised to maintain social distancing as per Government guidelines
- Once job has been completed by technician
 - Quality Checked to ensure service/repair has been completed as per booking
 - Deliver job pack to Workshop Control
 - Discard previously fitted interior protection
- Social distancing of 2m must be maintained at all times.
- In the event that it is not possible to follow 2m social distancing due to certain work tasks all employees involved in the work task must wear face coverings and/or full-face visors and increase the frequency of hand sanitising



4.6 - Collection Preparation

- Ensure key(s) returned to new clear ziplock bag
- New interior protection to be fitted;

- Seat cover
- Steering wheel cover
- Floor mat
- 'Car sanitised tag' to be added to the car interior and driver's door mirror
- Car & key(s) to be handed to Collection & Delivery driver (if relevant)

4.7 – Collection On Site

- Customer returns at agreed appointed time
- Paperless handover with all invoice/eVHC documents to be emailed to the customer
- Customer to pay via card
- Customer to be shown to vehicle, following Government guidelines on social distancing, and explanation of actions taken whilst vehicle was at Donnelly Group in relation to sanitisation, touch points, fluid top ups etc.
- Donnelly Group to remove external 'car sanitised tag' but leave interior for customer to remove
- **Remember – social distancing measures at all times**

4.8 – Collection and Delivery

- Driver to hand car back following social distancing principles
- Driver to wear latex/nitrile gloves
- Car to have all touch points cleaned upon arrival at the customer's location
 - Driver's door handle (exterior & interior)
 - Steering wheel
 - Gear lever
 - Light/wiper switches and any other controls which may have been used
- Payment/paperwork to be electronic and already sent to customer
- **Remember – social distancing measures at all times**
- Driver to return 'dump vehicle' to dealership

4.9 – Parts

- All payments should be contactless or on account
- Customers visiting the dealership should be by appointment only and have a designated pick up point for collection.
- Delivery to customers site, should be pre-arranged and parts left in a safe area
- Parts being delivered by manufacture for stock should be pre-arranged and dropped in a safe place
- Remember – social distancing measures at all times

5.0 - First Aid Protocols

Adequate first aid resources must be available on site as normal

Guidance for **first aiders only** try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone.

If they are capable, tell the injured person to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery.

Preserve life: CPR

Because of the heightened awareness of the possibility that the victim may have COVID-19, Resuscitation Council UK offers this advice:

- Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing. Do not listen or feel for breathing by placing your ear and cheek close to the patient's mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.

- Make sure an ambulance is on its way. If COVID 19 is suspected, tell them when you call 999.
- If there is a perceived risk of infection, rescuers should place a cloth/towel over the victims mouth and nose while still permitting breathing to restart following successful resuscitation and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.
- Ask for help. If a portable defibrillator is available, ask for it
- Early use of a defibrillator significantly increases the person's chances of survival and does not increase risk of infection.
- If the rescuer has access to any form of personal protective equipment (PPE) this should be worn.
 - If available, use:
 - a fluid-repellent surgical mask
 - disposable gloves
 - eye protection
 - apron or other suitable covering
- After performing compression-only CPR, all rescuers should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative. They should also seek advice from the NHS 111 coronavirus advice service or medical adviser.

Prevent worsening, promote recovery: all other injuries or illnesses

- If you suspect a serious illness or injury, call 999 immediately – tell the call handler if the patient has any COVID-19 symptoms
- You should minimise the time you share a breathing zone with the casualty and direct them to do things for you where possible

After delivering any first aid

- Ensure you safely discard disposable items and clean reusable ones thoroughly
- Wash your hands thoroughly with soap and water or an alcohol-based hand sanitiser as soon as possible
- Record the incident in the accident book and complete all relevant documentation.

6.0 Contractors and non-retail Visitors

- In any event where a contractor or service provider is required to visit any Donnelly Group Location the Group HSE Manager must be notified to ensure that COVID-19 control measures are followed. Visitors and Contractors must not attend the facilities if they have any of the PHA identified COVID-19 symptoms and/or have reason to believe they have had contact with somebody infected by COVID-19

Approved By: Dermot Vallely

Date: 15/12/2021

Group HSE Manager