

## Peoples Ford Risk Assessment Relevant to Covid – 19, Coronavirus Disease

Date: 14<sup>th</sup> May 2020

**This document should be read in conjunction with the Peoples Safe Working Practices document which has been emailed to all employees along with this risk assessment.**

### **Overview**

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

In December 2020, the vaccination process began in the UK. The vaccination roll out is continuing across the UK with everyone aged 18 and over now having received their invite for at least their first dose vaccination.

### **Prevention**

To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water or clean them with alcohol-based hand rub.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Self-isolate when you have tested positive for COVID or when instructed to do so by NHS Test and Trace
- Get tested when you have COVID symptoms
- Refrain from smoking and other activities that weaken the lungs.
- Minimise the number, proximity and duration of social contacts.

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

Most common symptoms:-

- Fever.
- Dry cough.
- Tiredness.
- Less common symptoms:
- Aches and pains.
- Sore throat.
- Diarrhoea.
- Conjunctivitis.
- Headache.
- Loss of taste or smell.
- A rash on skin, or discolouration of fingers or toes.

Serious symptoms:-

- Difficulty breathing or shortness of breath.
- Chest pain or pressure.
- Loss of speech or movement.
- Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.
- People with mild symptoms who are otherwise healthy should manage their symptoms at home.
- On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Company Name	Peoples Limited, Peoples Ecosse Limited & Peoples Liverpool Limited
Location	Registered Office, Callander Road Falkirk, FK1 1SQ
Number of employees	398
Date of Risk Assessment	14 <sup>th</sup> May 2020
Risk Assessment completed by	Director- Group Customer Service Division & Group Head of HR – Reviewed by Martin Gray, Senior Risk Consultant and Chartered Member of IOSH, as well as our nominated employee representatives.
Up to date contact details held for all staff?	Yes
Link to Government Guidance <i>See further links at relevant sections of the document</i>	<a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19</a> <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches</a> <a href="https://www.hse.gov.uk/news/coronavirus.htm">https://www.hse.gov.uk/news/coronavirus.htm</a>

This document will be reviewed as required by the Board of Directors and amended as new information and guidance becomes available, and / or when it becomes apparent that processes need to be updated. This will be updated and published on our website and staff will be notified of any updates via email.

Review Date	Reason for Review	Reviewed by:
<b>14<sup>th</sup> May 2020</b>	<b>First Assessment</b>	<b>K Clezy / J Connolly</b>
<b>31<sup>st</sup> July 2020</b>	<b>Self-isolation period changed so updated in line with latest Govt and NHS guidelines</b>	<b>J Connolly</b>
<b>3<sup>rd</sup> September 2020</b>	<b>Reference to additional guidance for employees in reference to Test and Trace and shielding guidance</b>	<b>J Connolly</b>
<b>19<sup>th</sup> October 2020</b>	<b>Updated following reopening of Café facility in Edinburgh Dealership</b>	<b>J Connolly</b>
<b>15<sup>th</sup> December 2020</b>	<b>Risk assessment reviewed and satisfied no further updates required at present</b>	<b>J Connolly</b>
<b>12<sup>th</sup> January 2021</b>	<b>Updates made following UK lockdown restrictions effective from 4<sup>th</sup> Jan 2021</b>	<b>J Connolly</b>
<b>12<sup>th</sup> April 2021</b>	<b>Updates made following the reopening of non-essential retail</b>	<b>J Connolly</b>
<b>19<sup>th</sup> July 2021</b>	<b>Updates made following stage 4 of the UK govt. roadmap for England</b>	<b>J Connolly</b>

What are the hazards?	Who might be harmed?	How to control the risk	What further action do you need to consider to control the risks?	Action completed/ Date
<b><i>Contracting or spreading coronavirus by not washing hands or not washing them adequately</i></b>	Employees Customers Drivers coming into or out of our business Visitors Contractors	<p>All employees are instructed to wash their hands regularly, particularly after blowing their nose, sneezing or coughing. Employees are regularly reminded by Managers as well as signage which is displayed throughout our Dealerships. Hand washing guidance has been issued to all employees via the Safe Working Practices document.</p> <p>There are adequate places to wash hands for 20 seconds with soap and water.</p> <p>Hand sanitiser, which is 70% alcohol content, has also been provided throughout the Dealership to support hygiene along with anti-bacterial wipes. Hand Sanitiser stations are set up at entrances and exits and throughout the buildings, identified by signage. Managers check these on a daily basis to ensure sufficient amounts.</p> <p>Awareness signage has been applied through the buildings to keep awareness high on everyone’s agenda.</p> <p>We have provided more waste bins at all Dealerships to ensure all tissues can be safely and quickly disposed of after use.</p>	<p>We have monitoring and supervision in place to make sure people are following the controls along with signage reminding people to wash their hands.</p> <p>Stock at washing/sanitising facilities are checked on a daily basis.</p> <p>We are continuing to monitor any additional risks in line with any changes to government guidelines.</p> <p>Additional hand sanitiser has been provided in toilets along with anti-bacterial wipes.</p>	Ongoing at 19 <sup>th</sup> July 2021
<b><i>Getting or spreading coronavirus in commonly used or high traffic areas</i></b>	Employees Customers Drivers coming into or out of our business	<p>We continue to manage our customer appointments and where possible we give customers a specific time slot for dropping off and collecting vehicles to limit the number of customers in the Dealership.</p> <p>Where possible our Sales Team continue to book appointment times for customers to manage the number of customers in our showrooms at any one time.</p>	Customers are now able to visit Dealerships without an appointment so we are continuing to review measures as the Dealerships continue to become busier to ensure there are not high volumes of customers on site at any one time. This risk is currently considered to	Ongoing at 19 <sup>th</sup> July 2021

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	Visitors  Contractors	<p>We are requesting that, where possible, customers do not wait while their vehicle is being serviced to reduce the number of customers in our service areas/waiting areas. If a customer has to wait, we have ensured hygiene measures including the additional cleaning of seating areas, hand sanitiser and anti-bacterial wipes are available in all seated areas.</p> <p>We have removed all magazines, newspapers etc. from all customer waiting areas to reduce contact touch points for customers.</p> <p>We are advising all pre-booked customers of the safety measures we have in place, along with guidance on adhering to government guidance to stay at home if they display COVID-19 symptoms or have been notified to self-isolate by NHS Track and Trace.</p> <p>We have one way systems in place for areas which are regularly used.</p> <p>We have increased the use of online meeting faculties to reduce the number of people moving around buildings and locations.</p>	be low but will continue to be monitored by Management.	
<b><i>Getting or spreading coronavirus by not cleaning surfaces, equipment, vehicles and workstations</i></b>	Employees  Customers  Drivers coming into and out of our business  Visitors	We have identified surfaces that are frequent touch points. Cleaning / disinfection of regular touch points in customer areas takes place at the end of each day. This includes personal workstations and equipment, taps, toilet flush and seats, PDQ machines, customer seats, vending machines, shared staff resources and staff communal areas. Further guidance for employee adherence to this along with additional cleaning measures are contained within our Safe Working Practices document. Customer facing areas and chairs are wiped down regularly throughout the day.	We have regular monitoring and supervision in place to make sure people are following the controls and cleaning regimes.  We continue to monitor the availability of cleaning products at each Dealership and staff have been briefed on what should be used on a daily basis. Managers monitor	Ongoing at 19 <sup>th</sup> July 2021

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	Contractors	<p>Shared tools and equipment/special tooling must be cleaned with anti-bacterial wipes after use and when returned to storage.</p> <p>Additional cleaning products and anti-bacterial wipes are available throughout the Dealership.</p> <p>We follow the Ford Care code in relation to the sanitization process and cleaning of all customer vehicles and key touch points.</p> <p>Where a test drive takes place, touch points are cleaned after each test drive and windows in vehicles are open to allow adequate ventilation.</p> <p>We have our COVID-19 protocol and processes in place in the event that someone develops symptoms of coronavirus in work. Covid-19 clean-up kits are available at every Dealership and all Managers have been briefed of when these should be used along with training on how to use them safely.</p> <p>In the event of a positive COVID-19 case, the work area of the affected employee will be sectioned off and the clean-up kit will be used immediately to clean the area. The external cleaning company will then be instructed to perform a deep clean on the affected area. Once this has been completed the area will be reopened. Further details are available in our safe working practices document.</p>	any replenishment requirements on a daily basis.	

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<p><b><i>Contracting or spreading the virus by not maintaining social distancing</i></b></p>	<p>Employees</p> <p>Customers</p> <p>Drivers coming into and out of our business</p> <p>Visitors</p> <p>Contractors</p>	<p>Social distancing measures have been relaxed in England effective from 19<sup>th</sup> July 2021 and are no longer law. However to provide additional safety measures and assurance for our customers, visitors and employees, signage remains in place at all Dealerships to remind everyone of social distancing etiquette and one-way systems which we still feel are applicable along with other safety measures in line with the current Govt. guidance. Signage reminds everyone of the importance of keeping a safe distance with a view to continue to reduce the number of close contacts people have, despite the removal of the formal requirement to socially distance. This is in line with current government guidance.</p> <p>Protective screens remain in place on all customer facing desks to provide additional safety and enable safe communication.</p> <p>Employees are reminded daily that they should not attend work if they have COVID-19 symptoms, have tested positive or have been told to self-isolate.</p> <p>If an employee is sent home with suspected symptoms, we will clean all areas that the person has been in contact with including an assessment of the equipment and areas that have been used by the affected employee. We will use our deep clean kit, including PPE reserved for this process.</p> <p>All employees have received written communication of the protocol for symptoms of COVID-19 via the Safe working practices document which has been emailed to all individual employees and is readily accessible at</p>	<p>Whilst social distancing guidance has eased in England, we will continue to offer additional safety measures for those individuals who may prefer to have these in place. We have briefed our employees on the importance of respects everyone's individual preferences and this will be monitored closely at each Dealership.</p>	<p>Ongoing at 19<sup>th</sup> July 2021</p>

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		<p>all locations via our website, our Management and HR Teams and our employee Workplace app.</p> <p>Where technician or parts personnel require assistance to lift heavy objects then face coverings and gloves must be worn along with suitable working overalls.</p> <p>Hand sanitiser and anti-bacterial wipes have been provided throughout the Dealership and employees have been instructed as per the Safe Working Practices document to wipe down all communal equipment/appliances after use.</p> <p>We will continue to provide face masks for customers or staff who prefer to continue to wear these.</p>		
<p><b>Poorly ventilated spaces leading to risks of coronavirus spreading</b></p>	<p>Employees</p> <p>Customers</p> <p>Drivers coming into and out of our business</p> <p>Visitors</p> <p>Contractors</p>	<p>We continue to follow guidance on ventilation and air conditioning during the coronavirus pandemic. Poorly ventilated areas have been identified and we have taken steps to improve these including allowing natural ventilation by having windows and doors (not fire doors) open, along with workshop doors. We have also briefed all employees on the importance of having windows open when in vehicles to improve ventilation.</p> <p>We offer unaccompanied test driver to minimise close contact of employees and customers in vehicles.</p>	<p>We will continue to monitor in relation to any additional actions required.</p>	<p>Ongoing as at 19<sup>th</sup> July 2021</p>

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<b><i>Increased risk of infection and complications for employees who are clinically extremely vulnerable and employees in high-risk groups</i></b>	Employees	High risk and vulnerable groups have already been identified and documented by the HR Department and in turn Departmental managers are aware of any individuals this applies to. Self-shielding guidance has ended, however employees are reminded on a regular basis to be extra vigilant in relation to close contacts and to apply additional social distancing measures if they feel appropriate to do so.	We will continue to monitor this in line with any changing government guidance	Ongoing at 19 <sup>th</sup> July 2021
<b><i>Risk of coronavirus spreading in workplace due to positive individual on site.</i></b>	Employees Customers Drivers coming into and out of our business Visitors Sub-contractors	<p>We have measures in place to ensure all employees understand the latest government guidance. Further details for employees is available in the safe working practices document.</p> <p>Daily temperature checks are being taken for all employees using specialised equipment in accordance with manufacturer guidelines. These are being conducted at all Dealerships for every employee. Anyone who displays a temperature above 37.8c is declined access to the Dealership and must return home immediately and follow the guidance in the safe working practices document. Anti-bacterial wipes to be provided alongside all temperature guns to prevent cross-contamination where it is not possible for one dedicated employee to conduct every temperature check each day.</p> <p>Managers are aware of the symptoms of COVID through continual communications, signage, Risk Assessments and via the Safe Working Practices document and Additional Guidance to COVID-19 Absences document.</p>	Continue to monitor in line with any changing government guidance	Ongoing as at 19 <sup>th</sup> July 2021

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		<p>All suspected cases of Covid-19 must be reported to Head of HR or HR Advisor as soon as possible.</p> <p>Contractors and visitors are permitted on site but must follow our hygiene, sanitisation and temperature check processes. Appropriate PPE should be worn where required.</p> <p>Customers are advised not to enter our Dealerships if they have tested positive for COVID, have COVID symptoms, or have been told to self-isolate.</p> <p>Where non-employees work from our sites – such as Valeting companies and our outsourced Bodyshop building, we have made them aware of our Safe Working processes. Valeters are subject to daily temperature checks on a daily basis the same as all Peoples employees. We have issued our risk assessment and Safe Working Practices documents to the companies who perform work on our sites to ensure they understand and comply with our rules.</p>		
<b><i>Impact of pandemic on employees mental health and wellbeing</i></b>	Employees	To support employees with mental health concerns while staying at home or attending work we continue to promote and remind employees of the EAP Services which are available to all employees and which are detailed in the Safe Working Practices document.	No further action at present. Reviewing on a regular basis.	