

Risk assessment

Company name: Thames Motor Group

Assessment carried out by: NK

Date of next review: 22nd June 2020

Date assessment was carried out: 11/5/2020. Reviewed 16/06/2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<p>Spread of Covid-19</p>	<p>Spread of infection. Team members, customers and visitors.</p> <p>Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</p>	<p>Dealership is now open as of 1st June 2020.</p> <p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. • Stringent hand washing taking place. • See hand washing guidance. 	<p>Team to wash hands on arriving at work or arriving back into the building.</p> <p>Customers and visitors asked to use hand gel on entering.</p> <p>Employees to be reminded on a regular basis wash their hands for 20 seconds with water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with</p>	<p>ALL</p>	<p>26/05/2020</p>	

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		https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	unclean hands. Tissues will be made available throughout the workplace. Posters, leaflets and other materials are available for display.			
		<p>Symptoms of Covid-19</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Team asked to tell management if someone in their household is unwell with suspected symptoms. Line managers will maintain regular contact with staff members during this time.</p> <p>Follow self-isolating advice</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	All	26/05/2020	

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		<p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises, the management team of the workplace will follow process for this. Identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p>				
		<p>Returning to work</p>	<p>Staggered return to work. Consider Pre-existing health conditions, anxious workers, essential roles only</p>	<p>NK/SS</p>	<p>26/05/2020</p>	

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			Detailed pre appointment call before any customer visit sign posting our process.	Sales, service and parts	01/06/2020	
			Ask customers to only come in with people who actually need to visit	Sales, service and parts	01/06/2020	
		<p>PPE</p> <p>PPE available for all team members should they wish to wear it - masks, gloves, shields</p> <p>Wearing of Gloves</p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce</p>	<p>Paired working</p> <p>Insist on masks</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p>	LM	26/05/2020	

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		contamination and how to dispose of them safely.				
		<p>2m social distancing</p> <p>Social Distancing</p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</p>	<p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Social distancing also to be adhered to in the kitchen and toilet area.</p> <p>Only one at a time in the toilets and kitchen</p> <p>Signs to be displayed</p>	Management checks to ensure this is adhered to.	26/05/2020	
		Coffee and water machine out of use	No refreshments offered to customers	LM	01/06/2020	

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			Toilets and customer waiting area out of use			
			Kitchen facilities – team to use and wash up own cups, crockery and kitchen utensils. None to be left in the sink. Dishwasher ok to be used	All	26/05/2020	
			<p>Staggered lunch break for Technicians.</p> <p>Workshop canteen out of use for lunchbreak seating.</p> <p>Bring lunch items from home or purchase locally.</p> <p>Team encouraged to sit in the fresh air while the weather is good.</p> <p>One at a time in canteen</p>	Technicians	26/05/2020	
			Car cleaning see Intercleanse document	All	26/05/2020	

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			Only front door open. All other doors locked. Signs to be made and displayed directly customers	LM	26/05/2020	
			Reduce touch points, remove brochure, magazines, children's play area, some of waiting area	LM	26/05/2020	
			Aftersales customers remove all belongings prior to visit	Service team	01/06/2020	
			Customer payments to be made by card or BACS only, no cash	Sales. Service, Parts	01/06/2020	
		<p>Cleaning</p> <p>Cleaners to continue cleaning daily and pay special attention to touchpoints</p>	<p>Provide team members with sanitizing spray. Responsible for own work area.</p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	Rigorous checks will be carried out by line managers to ensure that the necessary procedures	26/05/2020	

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			reception station to be cleaned prior to switch over of staff.	are being followed.		
			Video call, telephone calls, emails rather than meetings with customers, visitors and team	Sales, Service & Parts	On going	
			Work from home where possible	ALL	On going	
			If face to face meetings necessary. Outside, if possible and observe 2m distance	ALL	On going	
			<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p>	LM	On going	

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			Keys and cars to be sanitized when taken from the customer Steering wheel covers and seat covers to be used	all	26/05/2020	
			Employees to work side-to-side or back-to-back rather than face-to-face	all	26/05/2020	
			Encourage employees to work on own, keep activities that require dialogue to a minimum	all	26/05/2020	
			Staff to only use their own desk, phone and property etc	all	26/05/2020	
			Shared equipment must be wiped before and after use	all	26/05/2020	
			Glass screens and 2m markers needed	LM	01/06/2020	

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			<p>No collection and delivery / test drives / service diagnosis of vehicles that require 2 people in the car until we have agreed the process.</p> <p>1 for 1 is fine. PPE and sanitizing spray available for vehicle touchpoints</p>	all	26/05/2020	
			<p>Follow customers specific requests where possible. i.e. customer would like to collect the car 24 hours after anyone else has been inside their vehicle</p>	all	26/05/2020	
			<p>Clear pre-visit written process and risk assessment on website</p>	LM RM NK	01/06/2020	
			<p>Courtesy cars only to be provided for long-term issues</p> <p>No courtesy cars for servicing work</p>	Service	01/06/2020	

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		Signage	<p>Guidance on social distancing, hygiene supplied by NHS, HSE and Government displayed in showroom kitchen and workshop kitchen.</p> <p>Signs re limited use of toilets, drinks machines and kitchens displayed as appropriate</p>	SM	01/06/2020	
		Deliveries	<p>Deliveries to be left by reception desk and collected by addressee.</p> <p>Staff personal deliveries to be restricted.</p>	All	Ongoing	