

NORTON WAY GROUP - COVID-19 RISK ASSESSMENT

GENERAL INSTRUCTIONS

The aim of the risk assessment process is to remove a hazard or reduce the level of its risk by adding precautions or control measures, as necessary. By doing so, you have created a safer and healthier workplace. The information contained within provides details relating to the hazards associated with the operations that are carried out during the use of this equipment. This document should be adopted as a primary source of information when adhering to the process instructions for the manufacture of product to control the possibility of injury or harm occurring. It is essential that the contents of the assessment are communicated with those persons that are subjected to the operations as identified within.

PERSONS CONSIDERED TO BE AT RISK

Any and all persons, including staff, contractors and visitors that, for whatever reason has business or cause to be on the site that have reason to be in close proximity to others.

Hazard	Risk	Controls in Place	Risk/ Priority	Additional Controls Required
Contracting and spreading of infection	Increased risk of infection	<p>Any employee that is suffering from any of the declared NHS symptoms of COVID-19 must not come into work.</p> <p>The symptoms to look out for are: -</p> <ul style="list-style-type: none"> • A new, continuous cough • Fever • Loss of taste or smell <p>Persons worried about symptoms should contact NHS 111, only call if they cannot get help online, and NOT go to their GP or other healthcare centre. A test for COVID-19 can be booked through the government website.</p> <p>Basic infection controls should be followed as recommended by the government:</p> <ul style="list-style-type: none"> • Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. • Put used tissues in the bin straight away. • Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. • Maintain a 2m distance from others at all times • Try to avoid close contact with people who are unwell. • Clean and disinfect frequently touched objects and surfaces. • Do not touch your eyes, nose or mouth if your hands are not clean. <p>If it becomes known that a symptomatic person has been into any area of our facility then all surfaces that the person has come into significant contact with must be cleaned, including:</p> <ul style="list-style-type: none"> • All surfaces and objects which may be contaminated; and 	High	

		<ul style="list-style-type: none"> All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc. Public areas where an individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated do not need to be specially cleaned and disinfected however all door handles and push plates will be disinfected. If a person becomes ill in a shared space, all surfaces will be cleaned using disposable cloths and household detergents. <p>Employees who are suspected to have coronavirus are to self-isolate in accordance with the government guidance.</p> <p>Other persons who may have been exposed to the coronavirus have been instructed by the government guidance to self-isolate.</p> <p>Employees who have returned from overseas should review the latest guidance from the Foreign and Commonwealth Office (FCO). They must self isolate in line with government guidelines, even if they do not show any symptoms.</p> <ul style="list-style-type: none"> Alternative security/entry provisions made rather than usage of keycodes/turnstiles. 		
Contact with packages	Increased risk of infection	<ul style="list-style-type: none"> Cleaning procedures have been put in place for goods and merchandise entering the site and all packages will be cleaned on arrival. Regular handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical. Non-business deliveries, for example personal deliveries to workers are restricted. Gloves are to be worn when handling parcels and deliveries prior to cleaning 		<p>All disposable PPE such as gloves are to be disposed of in a designated bin, double bagged at the end of the day and stored for 72 hours prior to disposal</p> <p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>
Disposal of waste that may be contaminated by a coronavirus sufferer	Increased risk of infection	<ul style="list-style-type: none"> All waste that has been in contact with the relevant person, including used tissues, gloves 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 waste should be quarantined for 72 hours then disposed of. 		<p>Control measures will be revised and updated following the release of the latest government guidance.</p>
Overseas Business travel by employees	Increased risk of infection	<ul style="list-style-type: none"> No overseas travel is permitted. This will be reviewed on an ongoing basis in accordance with government guidelines. 		<p>FCO advice will be reviewed regularly.</p> <p>https://www.gov.uk/guidance/travel-advice-novel-coronavirus</p>
Customers, members of the public	Increased risk of infection	<ul style="list-style-type: none"> Staying COVID-19 Secure poster displayed at the main entrance. Copy of the Covid-19 Risk assessment and our Covid Action Plan are detailed on the website for customers to view Track & Trace QR Codes displayed at the main entrance of all retail sites as well as on all desks and customer areas 		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p>

		<ul style="list-style-type: none"> • Masks wearing signs situated on all entrances at all sites • Poster stating customers should not enter if they or anyone in their household has tested positive/displayed symptoms in the past 10 days, displayed on all entrances, at all sites • Signs and posters to build awareness of good handwashing & mask wearing technique, as well as the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. • Providing clear guidance on social distancing and hygiene to people on arrival, for example signage or visual aids and before arrival, for example by phone, on the website or by email. • Sanitising station installed at all entrances on all sites, supplied with hand sanitiser and face masks • Providing hand sanitiser in multiple locations in addition to washrooms, sanitising stations and desks. • Visitors and staff required to wear a face covering in line with Government guidelines in all customer facing areas. All employees that do not wear a face mask when required will be subject to disciplinary action. • Clear usage and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. A cleaning rota introduced and included in all toilets. • Enhancing cleaning for busy areas, ensuring daily disinfection is carried out to all areas. • Providing secure storage area for potentially contaminated waste such as PPE • Providing more waste facilities and more frequent rubbish collection. • Paper towels have been provided in all handwashing facilities as an alternative to hand dryers. • Introduce enhanced cleaning of all facilities regularly during the day and at the end of the day. • Greater handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical. • Encouraging visits via remote connection/working where this is an option. • A one way system has been implemented at all sites with one entry and exit or appropriate systems/signage where separate entrances/exits are not possible, floor marking is in place with social distancing markers. • Limiting the number of customers and members of the public at any one time. The customers in the showroom will be continuously reviewed and customers may be asked to wait outside if social distancing cannot be maintained. • Limiting customer collection/drop off times to a specific time window in 15 minute increments and restricting access to required customers and members of the public only. 		<p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
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Common areas	Increased risk of infection	<p>The business will look to reduce contact with others by:</p> <ul style="list-style-type: none"> Working collaboratively with landlords, tenants and occupants in multi-occupancy sites/buildings to ensure consistency across common areas, for example receptions, staircases. Self serve tea and coffee facilities have been removed from the customer waiting areas and replaced with signage advising tea and coffee is available upon request. Self serve water coolers remain with disposable plastic cups available. Antibacterial wipes are to be used to clean the dispenser before and after each use with signage in place to this effect. Customer waiting areas have been rearranged to maintain social distancing. Tables and chairs have been removed or suitably signed to be used by only one household at a time. These are sanitised after use. Lifts have been suitably signed encouraging the use of stairs and restricting use to one user at a time, lift call buttons are included in the daily cleaning schedule. Air conditioning systems to be regularly serviced in accordance with manufacturers guidelines at all sites. All magazines, brochures and printed literature removed from all common areas. 	Waste from refreshment areas to be considered as potentially contaminated and to be double bagged and stored securely for 72 hours before disposal.
Employee welfare areas	Increased risk of infection	<ul style="list-style-type: none"> Employee rest areas have been limited to a restricted number of employees to enable social distancing to be maintained. Fixed seating areas have been taped off or removed enabling social distancing to be maintained Employees are encouraged to bring their own food. Creating additional space by using other parts of the workplace or building that have been freed up by remote working. Sanitiser and antibacterial wipes, or spray are available in all areas with signage in place requiring all commonly used items such as kettles, tea urns and microwaves to be cleaned before and after use. Staff allocated separated/staggered breaks. Antibacterial washing-up liquid provided at relevant sinks Breaks to be scheduled to reduce contact between operatives. Employees will not share cups, cutlery and crockery and will use their allocated items only. Antibacterial wipes are provided at drink's fridge and water dispenser at the café, to be wiped down before and after use 	

Meetings and meeting areas	Increased risk of infection	<ul style="list-style-type: none"> • Face to face meetings are prohibited. If this is necessary and cannot be avoided, face coverings are mandatory throughout the duration of the meeting. Where possible meetings should be held outside or in well ventilated areas. • All meetings should be held virtually. Microsoft Teams has been installed onto all employee's desktops to enable this. • Travel to other sites has been restricted • Should travel to another site be required in the instance of collecting another vehicle etc, you should wait and remain outside the building • Where meetings are essential hand sanitiser and antibacterial wipes or spray have been provided in all meeting rooms with seating rearranged to enable two metre social distancing. • Rooms are disinfected before and after use, and rooms are ventilated for 15 minutes after each meeting. • Signage is also in place in board rooms reminding of the need for 2 metre social distancing and mask wearing • All training courses at sites are prohibited or moved online 		
Office areas	Increased risk of infection	<ul style="list-style-type: none"> • Only where it is not possible to move workstations further apart or arranging for people to work side-by-side or facing away from each other screens will be installed on all desks. • Screens are installed in all single occupancy offices • Managing occupancy levels for all offices to enable social distancing, home working is being encouraged for all employees whose work can be completed from home that are able and an office based rota is in place. • The use of hot desks is not permitted. • Mandatory desk cleaning in place at 9am and 3pm each day • Shared printers, folders etc must be wiped down with antibacterial wipes or spray before and after each use. • Hand sanitiser is made available in all office areas • All employees will be issued with a package containing antibacterial spray, disposable gloves, face coverings, hand sanitiser and antibacterial wipes on their return to work. • All employees will be encouraged to scan and return all types of paperwork, rather than returning in person. • All employees have been issued with a key fob to clock in/clock out • The use of desk fans is restricted. 		Further DSE and workstation assessments for home working to be carried out
Wearing of personal protective equipment (PPE)	Increased risk of infection	<ul style="list-style-type: none"> • Existing PPE that has been deemed essential as part of a risk assessment must continue to be worn. • As the workplace is outside of a clinical setting, and we do not respond to a suspected or confirmed case of COVID-19, this workplace will not encourage the precautionary use of extra PPE to protect against COVID-19. • All staff should be wearing face coverings at all times in customer facing areas, including when sat at their desk. All employees that do not wear a face mask when required will be subject to disciplinary action. 		Disposable face coverings must be disposed of correctly by double bagging and storing in a safe area for 72 hours or if washable, washed on a regular basis.

		<p>Wearing a face covering is a legal requirement for anyone who enters any of our dealerships or bodyshops.</p> <p>Employees using face coverings will be encouraged to:</p> <ul style="list-style-type: none"> • Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching their face or face covering, as it could contaminate them with germs from their hands. • Change their face covering if it becomes damp. • If wearing visors, regularly clean these with disinfectant spray or wipes. • Continue to wash their hands regularly. • Change and wash face coverings regularly. • If the material is washable, wash in line with manufacturer’s instructions. If it is not washable, dispose of it carefully in the provided bins. • Practise 2m social distancing wherever possible, if not possible PPE should be worn. 		
<p>Shift patterns and travel to work</p>	<p>Increased risk of infection</p>	<ul style="list-style-type: none"> • As far as possible, where staff are split into teams or shift groups, these teams or shift groups are fixed, so that, where contact is unavoidable, this happens between the same people. • Minimise non-essential travel. • Minimise the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible, avoiding sitting face-to-face and wearing face coverings. • Car sharing is discouraged. • Overnight and daytime training courses, held away from our sites, are currently prohibited • Staff are working on staggered timescales to reduce contact between persons. • Staggered arrival/departure times. • Staff maintained to same shift patterns (days and nights, and continental shifts ceased). • Additional bike racks provided for those who cycle to work. • Limited number of employees travelling in company vehicles. • The use of public transport is to be avoided, all employees who travel to work via public transport to be identified and further measures put in place. 		

<p>Moving around buildings and dealerships for essential maintenance</p>	<p>Increased risk of infection</p>	<ul style="list-style-type: none"> • All essential visits pre-planned and visitor(s) requested to disclose any symptoms prior to visiting site. • A record of all visiting contractors and their contact details is maintained. • A strict one way system is in place in all areas with walkways defined and signage in place, this will be communicated to all contractors prior to commencement of works. • Where it is not possible to implement a one way system eg. In some staircases employees have been instructed to not cross on the stairs and to maintain social distancing at all times. • Information poster on COVID-19 to be displayed at entrance. • Contractors will be authorised by senior management before attending site and temperature checked prior to entering for essential maintenance. • All contractors to wear face coverings whilst in the dealership • Contractors will be required to work side-by-side or facing away rather than face-to-face. • COVID-19 posters warning all visitors who are showing symptoms not to enter. • Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example carrying out services at night or at a weekend. • Contractors are provided with a copy of our Covid-19 risk assessment before commencing work 		
<p>Collection and returning of vehicles</p>	<p>Increased risk of infection</p>	<p>Drivers will:</p> <ul style="list-style-type: none"> • Wash hands with soap and hot water often – use hand sanitiser gel if soap and hot water are not available. • Wear/use full issued PPE (including gloves, face masks, seat covers) • All drivers to carry antibacterial wipes and hand sanitiser at all times. • Avoid close contact with people, particularly those who are unwell. • Clean and disinfect frequently-touched objects and surfaces (including steering wheel, radio, dashboard, mobile phone, car keys or other devices) before getting into the vehicle. • Avoid touching eyes, nose or mouth. • Avoid double-crewing of vehicles where possible, if there is a passenger they are required to sit in the rear of the vehicle with all windows open, weather permitting. • When collecting or returning a vehicle, drivers should notify their arrival to the site via a phonecall, meet the receiver outside and should not enter the premises. • Cab areas of vehicles are to be cleaned thoroughly at the end of shift. This should include all door handles and associated equipment (all areas that driver may come in contact with) using provided suitable sanitising materials. • All waste is to be disposed of in suitable seal bags provided and disposed of safely and not discarded in public. • If possible, avoid paper documentation and look to maximise use of electronic paperwork. • The use of client's facilities (e.g toilet) is prohibited 		

		<ul style="list-style-type: none"> • Fixed teams will be used if two person deliveries are unavoidable. • Sharing of company vehicles is strictly forbidden. Drivers will only be able to use one vehicle. • Cleaning procedures are in place for customers vehicles, all vehicles and keys will be sanitised prior to handover to customer including handles, dashboard and steering wheel. • Clear arrangements set out for delivery drivers for social distancing. • Vehicle collection and delivery arrangements will be staggered to avoiding the amount of drivers at site at any one time. • When refuelling vehicles payment will be made via a contactless method where possible. • Receive training in how to maintain social distancing measures during collection and delivery 		
<p>Workshop</p>	<p>Increased risk of infection</p>	<ul style="list-style-type: none"> • Employees instructed not to congregate and maintain social distancing where possible. Where this cannot be maintained (e.g when working on the same vehicle) it is mandatory that a face mask be worn. All employees that do not wear a face mask when required will be subject to disciplinary action. • Antibacterial spray or wipes and hand sanitiser made available in all workshops • ‘Fixed teams’ or ‘partnering’ introduced so that each person only works with a limited number of staff. • Increased cleaning and disinfecting of frequently-touched objects and surfaces (door handles, pumps handles, printers, control panels etc.). • Key pad on key cupboard to be cleaned with antibacterial wipes or spray before and after use with signage in place reminding all users. • Computers in the workshop should have a designated user, where this is not possible the keyboard and mouse should be cleaned before and after each use. • Start and end of shift cleaning conducted. • Posters are in place reminding employees not to touch eyes, nose or mouth if your hands are not clean. • Staff informed to wash hands at the beginning and end of every break and on arrival/leaving the premises. • Shower, locker rooms and changing rooms are to be cleaned twice daily. Employees are required to limit the number of personal belongings brought into the work place. • Increased usage/encouragement of usage of radios and telephones rather than physical contact. Devices cleaned after use. • Employees are encouraged to limit the use of shared tools, all shared tools to be sanitised before and after use. 		<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website .</p> <p>https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#manufacturing-and-processing-businesses</p>

		<ul style="list-style-type: none"> • Poster/guidance for employers (business & guidance) displayed. Signs and posters displayed to encourage and promote good hand hygiene, avoiding touching your face and using the upper arm of your sleeve where tissues are not available. • Management regularly monitor activity time where social distancing cannot be maintained to ensure that this is as short as possible. • Drop-off zones and transfer points used. Drop-off and pick-up points, procedures, signs and markings reviewed. • Usage of visual communications (whiteboards) for production schedules. • Workshop to be well ventilated at all times • All employees will be issued with a package containing antibacterial spray, disposable gloves, hand sanitiser and antibacterial wipes on their return to work. • Masks and gloves to be worn by technicians when driving any vehicle at work • Clean and disinfect frequently-touched objects and surfaces (including steering wheel, radio, dashboard, car keys or other devices) before getting into the vehicle. 		
<p>Reception, service and sales</p>	<p>Increased risk of infection</p>	<ul style="list-style-type: none"> • Screens to be installed protect staff on all reception, service counters and sales desks. • Drop off points are available at all entrances enabling contactless key delivery. • Keys will be cleaned with antibacterial wipes prior to being handed to service staff. • Customer keys to be sanitised and returned to customers by placing them in a designated area for them to pick up. • Service customer's asked not to wait inside the dealership where possible. If this is unavoidable, customers will be placed in socially distanced seating areas • Sales customers only to be let in the building in order to sign essential paperwork relevant to the purchasing of a vehicle that has occurred at a distance (phone/online). This must take place in service areas or at the entrance desk • Host responsibilities to be established relating to COVID-19 and providing any necessary training for people who act as hosts for customers and members of the public. • Limiting customer collection/drop off times to a specific time window in 15 minute increments and restricting access to required customers and members of the public only. • Test drives are now permitted • All vehicles and keys will be disinfected before handover to the customer • All employees will be issued with a package containing antibacterial spray, disposable gloves, face coverings, hand sanitiser and antibacterial wipes on their return to work. • Staff to receive training in how to maintain social distancing measures during collection and delivery of vehicles • Strict one way systems are in place in each showroom, which staff and customers must adhere to 		

		<ul style="list-style-type: none"> All staff should be wearing face coverings at all times in customer facing areas, including when sat at their desk. All employees that do not wear a face mask when required will be subject to disciplinary action Staying COVID-19 Secure poster displayed at the main entrance Poster stating customers should not enter if they or anyone in their household has tested positive/displayed symptoms in the past 10 days, displayed on all entrances Copy of the Covid-19 Risk assessment and our Covid Action Plan are detailed on the website for customers to view Track & Trace QR Codes displayed at the main entrance of all retail sites as well as on all desks and customer areas 		
Parts Department	Increased risk of infection	<ul style="list-style-type: none"> All parts rooms are restricted to parts employees only Counters are available in all parts rooms with parts distributed via the counter only Screens have been installed on all counters Mandatory and regular desk cleaning introduced Customers restricted to collection or delivery only and where possible this should take place outside the dealership at a social distance Parts employees communicate with service staff through messaging negating the need to go into common areas All parts will be sanitised on the shelves, when handed to another via the counter parts will be sanitised by the receiver. All employees will be issued with a package containing antibacterial spray, disposable gloves, hand sanitiser, face coverings and antibacterial wipes on their return to work. 		
Vulnerable persons	Increased risk of infection	<ul style="list-style-type: none"> New and expectant mothers risk assessment completed (where necessary). All shielding employees will not be coming into work in lines with government guidance Health and wellbeing (including mental health) support available for employees, through the Employee Assistance Programme Reasonable adjustments made for those staff with protected characteristics. Completion of the EW Vulnerable Persons Risk Assessment form and consideration of whether a person is 'extremely vulnerable'. Every effort will be made to ensure employees that live with a vulnerable person can work from home Any vulnerable employee that is exempt from wearing a face mask must make HR aware, maintain social distancing at all times and wear their exemption lanyard. 		
Emergency Procedures	Increased risk of infection	<ul style="list-style-type: none"> All emergency procedures currently in place will remain valid. In the event of an emergency, social distancing can be disregarded for the duration of the emergency. The common sense approach will override and persons should social distance if able to do so 		
First Aid	Increased risk of infection	<ul style="list-style-type: none"> First Aid kits are available to all employees; any cuts, minor injuries will be attended to by the injured staff member under direction of the First Aider 		

		<ul style="list-style-type: none"> • An ambulance will be called immediately following any serious injury or suspected heart attack. Staff members are instructed to maintain a physical distance of 2 metres at all times • First aiders to wear a mask and disposable gloves when treating a casualty • Extra resuscitation face shields have been supplied in all first aid boxes • If life saving intervention is required then the first aider will, without question treat the casualty in the way they deem to be most appropriate. If a first aider is not available 999 will be called and advice sought. • First aid box to be sanitised with anti-bacterial wipes after each use. 		
Working from home	Increased risk of welfare and lone working issues	<ul style="list-style-type: none"> • Homeworking policy created • Please refer to the separate Homeworking risk assessment 		

Key	Suggested Timeframe
High	As soon as possible
Medium	Within the next three to six months
Low	Whenever viable to do so

Site Contact:

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