

Risk Assessment

Covid-19

Name	Hayselden VW & Skoda
Site address	York Road, Doncaster & Wilthorpe Road, Barnsley
Location	Forecourt/ Parking Bays/ Showroom
Phone	01302 364141 & 01226 299494
Date Created	08/05/2020
Duration of works	Ongoing
Description of Process/Activity	Covid-19 Prevention – Sales Process/ Sales Enquiries
Risk assessment author	Kenneth Weiss / Stephen Baldwin
Issue number	1
Users	Staff/Customers/Vulnerable Groups with pre-existing medical conditions
Review date	Ongoing

Risk assessment score table:

Severity/likelihood	Certain (5)	Probable (4)	Likely (3)	May Happen (2)	Unlikely (1)	Improbable (0.5)	Score	Rating
Death (score 5)	25	20	15	10	5	2.5	0.5-1.5	V. Low
Major - reportable injury (score 4)	20	16	12	8	4	2	2-3	Low
Up to 7 day injury (score 3)	15	12	9	6	3	1.5	4-7	Medium
Minor injury (treatment off site) (score 2)	10	8	6	4	2	1	8-11	High
Minor injury (first aid on site) (score 1)	5	4	3	2	1	0.5	12-25	V. High

Risk Assessment:

Identified hazards	Risk & severity	Persons at risk	Existing control measures	Risk rating	Conclusions or additional controls required	Projected risk rating
Spread of Covid-19 Coronavirus	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> • Hand sanitiser provided • Deep clean carried out across the site prior to work commencing • Latex gloves provided • Face masks & face shields available • Perspex screens erected to provide barrier in high contact areas • Signage and notices to display social distancing measures and enhanced covid-19 procedures • Handwash provided – employees reminded to wash their hands for at least 20 seconds on a regular basis • Used tissues to be disposed of in waste bins provided • Social distancing enforced by management – staff will be reminded on a daily basis to ensure they keep 2m apart to protect themselves and others • Staff encouraged to report any skin problems due to increased use of hand sanitiser • Staff encouraged to clean and disinfect objects and surfaces in their vicinity – Door handles, keyboards, phones. Cleaning products & wipes will be provided • If anyone becomes unwell with a continuous cough or high temperature/Covid-19 Symptoms, they will be sent home and advised to follow government stay at home guidelines 	<p>5 Medium</p>	Adequately controlled when all controls adhered to	
Test Drive Vehicles	Respiratory Illness leading to potential death	>2	<ul style="list-style-type: none"> • Test drives to be carried out unaccompanied • Staff to carry out licence/insurance check in line with VW & insurance guidance • Where available, test routes will be pre-loaded into the Satellite navigation system • Keys provided in a sealed bag at handover • Staff accompany customers to the vehicle ensuring social distance is observed • Test vehicle will be located in an assigned bay • When booking test drives, customers will be made aware of the covid-19 measures in place and to not attend if they or a member of their household develop COVID-19 symptoms • On return of the test drive, vehicle to be sanitised in line with introduced covid-19 measures 	<p>5 Medium</p>	Adequately controlled when all controls adhered to	

Vehicle handovers	Respiratory Illness leading to potential death	>5	<ul style="list-style-type: none"> Date, time and location is pre agreed with customer Staff provided with face masks and gloves Customers offered hand sanitiser and gloves Sales vehicles to be disinfected using anti-bac spray bomb prior to handover Area for vehicle handover is defined and available on site Vehicle preparation / sanitised prior to handover with visual seal to confirm process completed Clean handover procedure communicated to the customer in writing Demonstration of features and controls completed via virtual meeting Keys provided in a sealed bag at handover 	5 Medium	Adequately controlled when all controls adhered to	
Unauthorised access into the dealership	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Carpark attendant to be assigned Attendant to highlight customer parking/ available spaces No car sales permitted inside dealership at time of writing this document (08-05-20) Phone number will be provided to customers wanting to arrange an appointment Retractable barriers used in reception areas to create a one-way system Cars inside dealership will have tape over the door seal, if seal is broken, car will be re-sanitised 	5 Medium	Adequately controlled when all controls adhered to	
Vehicle collection/delivery	Respiratory Illness leading to potential death	>5	<ul style="list-style-type: none"> Vehicle to be sanitised prior to delivery Delivery/collection driver to wear masks and gloves Loan cars will be used to drive to customers location and left at their address locked until their car is returned Delivery drivers will wipe down all touch points as set out in VW guide prior to key handover 	5 Medium	Adequately controlled when all controls adhered to	
Sales Appointments/ Enquiries	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Sales enquiries by appointment only or via virtual meeting remotely Cars inside dealership will have tape over the door seal, if seal is broken, car will be re-sanitised Social media, web and email enquiries to be used as source of contact Customers visiting on foot will be asked to arrange an appointment by phone Enquiries in the forecourt will be actioned whilst ensuring social distancing measures are observed Gloves, Visors and Face masks will be provided for staff (Once Permitted) Sales appointments in showroom conducted at tables spaced out in line with social distancing guidelines Face Masks, Gloves and Sanitiser available 	5 Medium	Adequately controlled when all controls adhered to	

Social distancing not being adhered to at reception/ sales desks	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Perspex screens erected at reception and sales desks to create a physical barrier Graphics displayed on floors and doors to advise of social distancing measures in place No car sales permitted inside dealership at time of writing this document (08-05-20) Limited number of customers in the reception/service/sales area, by appointment only One-way entry/exit system into VW dealership to reduce social contact in showroom (Skoda expect less footfall and therefore will manage the main door as point of entry/exit) Visors available should staff require them Customers will be encouraged to use hand sanitiser provided and offered a face mask 	5 Medium	Adequately controlled when all controls adhered to	
Viral traces on desks, surfaces and objects	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Cleaning schedule by external contractor to be continued Staff provided with antibacterial wipes Management to encourage staff to regularly clean surfaces Hand sanitiser provided and located at reception areas, sales/ service desks, parts handover, toilets, workshop and rest areas 'Tea runs' to be stopped and staff to make their own hot/cold drinks and use their own cup – additional cleaning products will be provided 	5 Medium	Adequately controlled when all controls adhered to	
Contact with contaminated surfaces on customer vehicles (interior, steering wheel, door handles)	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Staff to be made aware of enhanced Covid-19 measures and have access to this document Gloves provided Used Car appraisals to be carried out by member of staff using the appropriate PPE Customers will be asked to make a conscious effort to clean/sanitise vehicles prior to drop off/appraisal Masks provided Seat, steering wheel and gear knob covers provided Hand sanitiser provided Management to encourage and remind staff to wash their hands for at least 20 seconds frequently 	5 Medium	Adequately controlled when all controls adhered to	

Sharing workstations, Tablets and paperwork	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Shared Tablets (iPad) to be wiped down with sanitiser wipe after use Hot-desking to be avoided Sanitiser wipes provided to clean desks, keyboards and surfaces Gloves to be worn and frequent hand washing to be encouraged Sanitiser provided and used before documents are handed over (where gloves are worn, these will be replaced after document` handover) 	5 Medium	Adequately controlled when all controls adhered to	
Handing over of customer car keys	Respiratory Illness leading to potential death	>50	<ul style="list-style-type: none"> Customer use of hand sanitiser will be encouraged Customers informed of Covid-19 measures Car keys will be placed in clear zip lock style bags and handed over to the Advisor/Customer 	5 Medium	Adequately controlled when all controls adhered to	

PPE Check Box:

SUMMARY OF PPE REQUIREMENTS:						
MANDATORY (M) RECOMMENDED (R) PROVIDED (P)						
Safety footwear		Gloves - general grip		Impact goggles		Gloves – anti oil & swarf
High vis vest	P	Gloves - anti-vibration		Face Shield	P	Respirator
Face mask	P	Gloves – latex free	P	Knee pads		Wellington boots
Kneeling pad		Ear protection		Overalls		
Sanitising wipes	P	Sanitiser	P	Disposable dust mask		

Issue or Review

Initial Issue or Review of Findings	
<p>Controls suitable and sufficient. This risk assessment will be subject to constant review.</p> <p>Increased number of staff may require additional control measures.</p>	
Date	08/05/2020

Date

Sign Off Sheet

I have read and understood the contents of this Risk Assessment (RA). Anything I did not understand has been explained to me to my satisfaction. I agree to follow the RA and understand that any instructions are provided for my safety and the safety of others.

PRINT NAME	SIGNATURE	DATE