

Williams JLR

Risk Assessment: Prevention of exposure to Covid 19

Assessed by: Gary Nickson

Date:

Risk Assessment Objective: To provide a safe environment for employees, customers and other visitors to our premises

The risk assessment addresses the risks of COVID-19 to our business and has been created using advice and guidance from the Government, Motor Industry bodies, Health and Safety Representatives, HSE, PHE in addition to other valuable sources. The document will continue to evolve as improvements, changes and issues come to light and will reflect feedback and consultation with our employees and customers.

Hazard: Exposure to Covid 19

Risk: How likely it is that someone could be exposed and how seriously - marked as Low/Medium/High. If an activity provides a risk that cannot be managed the business will consider whether the activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between employees/customers/visitors.

Action: Action taken to eliminate the risk or if this is not possible control the risk as much as possible.

Who could be exposed: Employees, Members of the public, Contractors.

Site Customer Capacity: 45

Inbound and Outbound Delivery Drop Off Point: All workshop and parts related deliveries will be receipted in at parts goods inward, all other deliveries will be receipted in at delivery drop off point positioned on the side of Jaguar showroom

Location of First Aid PPE supply: Positioned in cabinets in accounts, accessible by First Aiders and Managers

Ongoing Assessment/Employee Involvement: Once the initial assessment has been carried out the HoB is responsible for carrying out a review as changes to government guidance is updated. In conjunction with this, employees have been provided with a Safe Working at Williams Employee briefing document, details of relevant COVID-19 processes as required for specific roles/functions and the staysafe@williamsgroup.co.uk email address to address any concerns or ideas they have to support safe working at work. All employees returning to work will be required to attend a safe working briefing from the HoB/Manager on site.

Government Guidelines covered in Williams Risk Assessment:

- 2.0 - Ensuring those that can work from home wherever possible.
- 2.1 - Protecting people who are at higher risk - Those who are shielded are strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness have been asked to take extra care in social distancing. If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, carefully assess whether this involves an acceptable level of risk. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.
- 2.2 - People who need to self-isolate.
- 2.3 - Equality in the workplace.
- 3.0 - Social Distancing - to maintain a 2m social distancing wherever possible, including whilst arriving at and departing from work, whilst in work and essential travel between sites.
- 3.1 - Coming to work and leaving work - Staggering times, parking facilities, reducing congestion, handwashing/sanitising facilities.
- 3.2 - Moving around buildings - Discouraging non-essential trips - one way signage in buildings, floor markings, reducing maximum capacity in areas, regulating high traffic areas.
- 3.3 - Workplace and workstations - Workstations assigned to individuals, if sharing required - smallest number of people, workstations 2 metres apart where possible, if not action - taken to reduce risk of transmission.
- 3.4 - Meetings - Minimise meetings - use remote working tools, no sharing of objects, hand sanitiser in meeting rooms, well-ventilated rooms.
- 3.5 - Common areas - staggering break times, screens for reception or similar common areas, closing canteens, 2 metre distancing, encouraging employees to remain on site, social distancing for all common areas.
- 3.6 - Accidents, security and other incidents - To prioritise safety during accidents. In an emergency people do not have to stay 2 metres apart.
- 4.1 - Managing customers and visitors - Site capacity level, reviewing pinch points, encouraging customers to shop alone and supervise any children, one way systems, accounting for any reasonable adjustments for those who may need them, customer hospitality suspended.
- 4.2 - Providing and explaining available guidance - Clear guidance for people on arrival - signage etc, providing written or spoken communication on latest guidance to employees and customers.
- 5.0 - Cleaning.
- 5.1 - Before Opening - ensuring site has been cleaned and is ready to re-open for business, reviewing cleaning procedures.
- 5.2 - Keeping the workplace clean - keeping the workplace clean to help prevent transmission. Frequent cleaning of high touch point areas, removing waste, cleaning after a known or suspected case.
- 5.3 - Hygiene - Handwashing, sanitation facilities and toilets. Using signs to build awareness, handwashing frequency, sanitiser, use of facilities, enhancing cleaning for busy areas, waste collection, hand drying facilities.
- 5.4 - Customer Fitting Rooms - One person only, cleaning of.
- 5.5 - Handling goods, merchandise and other materials - reducing transmission through contact with objects in store - encouraging increased handwashing, sanitisers, limiting handling of merchandise (locking all showroom cars), drop off points, staggered collection times, handling large purchase items, minimising touch points of open displays.
- 6.0 - Personal Protective Equipment and face coverings - current PPE for any work activities to continue.
- 6.1 - Face Coverings.
- 6.2 - Shift patterns and working groups - To create distinct groups and reduce the number of contacts. Identify areas where people pass things to each other and find ways to remove direct contact.
- 7.2 - Work Related Travel - Avoiding unnecessary work travel and keeping people safe when travelling between locations or customer premises via good practices, maintaining consistent pairings, minimising contact during payments.
- 7.3 - Communications and Training - making sure all employees understand COVID-19 related safety procedures. Providing clear, consistent, regular communication, engaging with employees to agree any changes. Developing Employee Briefing for return to work.
- 8.0 - Inbound and Outbound Goods - maintaining social distancing for goods entering and leaving the site - Pick up and Drop off points, signage, markings, order larger quantities to reduce frequency of deliveries, using same staff for loads as required, encouraging drivers to stay in their vehicles.

Assessment Points to consider to aid in completion of department review:

2 Metre rule distancing in all areas of the business wherever possible (any exceptions to be noted specifically on each tab).

Employees to work side by side or back to back if necessary.

Employees are to be 'paired together' where appropriate to have cohorting working to keep teams small.

Teams to have staggered arrival times as required to ease social distancing pressures.

Open up work place entrances so there are multiple workplace entrances.

Non essential trips/meetings must not take place.

Employees to keep their own area clean/sanitised.

Lifts - Signs will be in place allowing one person in lift at any time.

Canteens - Managed to ensure only one person per table and break times allocated to accommodate this - remove all extra chairs. Remove all cutlery, crockery in all kitchen areas.

No cash to be handled on site.

Parts Department Customer area - Sign will be displayed allowing only one customer at any one time.

Meeting Rooms - Sign will be displayed confirming Social Distancing rules.

Corridor Usage - consider all corridors that can be one way traffic only - signs to be used to control flow.

Review of employees using Public Transport.

No signing in or out required by contractors.

Entrance and Exits points will have sanitiser available.

Doors to be wedged open wherever possible - door locks not to be in use - where door entry keypads required staff to use gloves/sanitiser before and after use.

Where team work is required (i.e. moving cars/apprentice work/heavy lifting) keep the teams the same and side by side wherever possible.

Statutory testing of plant and equipment will continue as normal with social distancing rules applied to outside contractors.

Ensure Increased Risk/Vulnerable Staff have all appropriate measures in place to keep them safe.

Management of capacity onto site - Maximum numbers permitted on site and management of entrance area.

No hand shake policy throughout Company.

All customer hospitality to be removed - food/beverage, newspapers, magazines, brochures etc.

Remove Childrens play area.

Hand sanitiser to be at all entry and exit points, desks, customer service areas, waiting areas, toilets, changing areas, canteens, staff kitchen areas.

Only paper towels and hand dryers for toilet areas - all other towels removed.

Ensure audit of PPE/Cleaning equipment is carried out weekly.

No hospitality to be served in meeting rooms.

Microwaves to be removed from canteens.

First Aiders (see details in site overview).

Cleaning of contaminated areas and Waste Management (see details in site overview).

Williams JLR

The following points cover the areas of the business that affect everyone and the running of the business detailing the approach taken by Williams in these areas to minimise any risk. The list is not exhaustive and we will continue to consult the latest Government guidance to support our work. This document will continue to evolve as improvements and issues come to light and will continue to reflect feedback from staff and customers.

Maximum Customer Capacity: 50 customers at any one time

Management of Customer capacity:

Service - Customers will be invited to approach the drive-through facility at pre appointed interval times of 10 minutes. All customers shall be emailed their appointed time and company social distancing processes prior to arrival.

Service customers - Any customers waiting for work to be completed will be managed within the maximum customer capacity

Parts - Retail counter shall be opened for one customer at a time, parts collections shall be arranged at a pre appointed time.

Sales - Customers to enter through the JLR entrance and directed to the destination by the reception attendant, Informed by the reception attendant to adhere to social distancing measures.

Sales Customers - The total volume of customers in the showroom and lounge area will be continually monitored and considered. If at any point the volume of people reaches the maximum customer capacity the front entrance doors will be switched to exit only and any new arrivals advised to wait outside until numbers reduce to a point that they can enter safely.

Suppliers / Visitors - Any supplier visitor waiting will be managed within the maximum customer capacity

Customer Capacity - The reception attendant shall be responsible for the recording of customer levels and any concerns raised to a line Manager

Social Distancing:

We have taken steps throughout all areas of the business to maintain social distancing wherever possible. If this has not been possible we have reviewed the activities involved to consider whether they need to continue for us to be able to operate. We have also ensured that we have sufficient washing and sanitising stations in place, activities are kept as short as possible, screens and barriers are used as necessary, employees work back to back or side to side where necessary and we use fixed teams/cohorts as necessary. This has been applied to all areas of the business alongside reviewing employee's arrival and departure from the business to reduce any congestion. Social distancing measures have also been applied to all front of house areas for customers and visitors who are encouraged to shop alone and supervise any children they are responsible for. The flow of each site has been reviewed and processes altered accordingly with signage applied to assist customers. Each site has a customer capacity that will be managed on site daily.

Protecting people at higher risk:

Williams took the decision early on to protect all their shielded employees and this will continue as they remain at home to follow the Government guidelines on shielding. Those who are able to work at home are currently doing so. We are also in communication with all our employees who are either classified as 'Increased Risk' or those who are living with/caring for family members/loved ones in either of those categories. With this in mind we can carefully navigate a safe return to work in consultation with each employee to ensure they are able to take extra care in observing social distancing if they are unable to work from home. Each individual will be offered the safest available on-site roles to ensure they can observe social distancing and if this is not possible the risk will be assessed to see if it is an acceptable level of risk.

For those employees who need to use public transport Managers will discuss this with them on an individual basis and ensure flexibility with their working hours/patterns wherever possible.

Self-Isolation:

Any employee required to stay at home/self-isolate will be required to do so to follow the current guidance for people who have symptoms or live with those who have symptoms.

Cleaning/Hygiene

During Opening Hours:

Signs and posters are displayed throughout the sites to build awareness of good handwashing techniques/catch it, kill it, bin it guidelines etc

All employees will receive the StaySafe Employee briefing including details for cleaning and hygiene required by the company.

All sites have sufficient hand washing facilities and hand sanitisation is provided in multiple locations.

Clear guidance and signage is provided for each toilet for employees and customers for good hand hygiene practice and paper towels/hand dryers only are permitted.

Any fitting rooms only permit one person at a time and will be cleaned after each use (bikes only)

All sites will have one employee cleaning all high touch point areas throughout the day. These areas will cover:

All washing facilities.

Toilet areas: Taps, sink bowls, flush handles, seats.

Door handles and push plates.

Handrails on stairs and corridors.

Keypad entries.

Lift Controls.

Customer Area surfaces.

Staff kitchen areas and all touchpoints within.

Employees:

Employees are responsible for keeping their own work stations and equipment clean and sanitised throughout the day.

Employees are required to clean 'communal' equipment down after usage i.e. photocopiers etc.

Managers:

Managers are responsible for ensuring all communal equipment within their department is being cleaned and sanitised throughout the day and that employees are cleaning their own areas throughout the day. Managers will ensure that all employees have the necessary equipment available to them.

Contract Cleaners:

A cleaning company have been contracted to carry out a deep cleanse to the entire business using the necessary cleaning materials. Currently cleaning is carried out daily and during the phased back period and as we move towards more staff and customers on site we shall increase capacity. All staff shall to be made aware of contract cleaners responsibility as part of the back to work debrief pack.

Cleaning and Waste Management following a suspected case:

All Managers to be provided with the Government guidance for the principles for dealing with cleaning and waste management following a suspected case. All Managers trained in the procedures required. All sites to have a designated area for waste collection following any suspected case with correct signage.

Equality in the Workplace:

As is common practice in Williams we have been mindful of the particular needs of different group of employees or individuals whilst conducting this Risk Assessment. We are fully aware of our responsibility for those who are disabled and those who are new or expectant mothers and have understood and taken into account particular circumstances of those with different protected characteristics - age, sex, disability.

Communication:

All employees will receive a Williams 'Safe Working at Williams - Employee Briefing' before their return to work covering all points to ensure their safe return and safe working practices whilst at work.
All employees will receive a Covid-19 safety briefing on their first day back to work.
An employee briefing video is being created for all employees to view in addition to the written version of the Williams Safe Working at Williams briefing.
Weekly communication via Head of Business This Week's News to cover any additional COVID-19 updates as well as reminders of good practice.
Williams Employee Assistance Programme available for all staff requiring support.
Signs throughout the business, on noticeboards and on our website to be displayed regarding the Williams safe practices and processes required.
Weekly Management Meeting will cover and Covid related H&S issues that need to be addressed.

Moving around buildings:

All non-essential trips have been stopped throughout the company. Employees are also encouraged to use telephones to communicate with colleagues to reduce any congestion. Markings and signage have been placed throughout the sites to enforce social distancing wherever possible. High traffic areas have been regulated with signs and one way signs where possible and there is an availability of hand sanitisers. Where staff are required to travel together pairings will be kept together and usage of the vehicle will promote safe distancing i.e. one employee driving the second in the rear on the opposite side, effective cleaning, increased ventilation etc.

Meetings:

Remote working tools are being used wherever possible to avoid meetings in person. All meeting rooms will adhere to the social distancing rules with signs in place accordingly. Hand sanitiser has been provided in each room. Rooms are ventilated and no hospitality is to be provided.

Canteen/Kitchen Areas/Hospitality

For the time being Canteen food has been ceased. Employees are encouraged to remain on site and bring their own food and utensils to work. Employees are permitted to now eat their lunch at their desks (providing they are not customer facing). Canteens have been rearranged to ensure only one employee is permitted per table and surplus chairs have been removed. Social Distancing signs are in place in each canteen/kitchen area. Employees are required to clean/sanitise all areas used as they leave. All communal areas are also covered via the high touch point cleaning regime. All customer hospitality has been ceased with beverages, food, magazines and newspapers removed.

PPE:

PPE currently used for work activity will continue. Additional PPE above and beyond what is usually worn is not seen as beneficial according to government guidelines. This is because COVID-19 is a different type of risk normally faced in the workplace and needs to be managed through social distancing, hygiene, fixed teams etc, not the use of PPE. Employers are advised that these measures are the best ways to manage risk in the workplace. We have been advised not to encourage the use of PPE. We have been advised to reflect the fact that the role of PPE in providing additional protection is extremely limited. However if any risk is seen to be high and that PPE is required we will provide the relevant PPE and ensure it fits properly. In some cases wearing a face mask may be marginally beneficial as a precautionary measure. Evidence shows it protects others if the wearer is infected. It can be worn if social distancing is not possible. If employees choose to wear a face covering of their own it will be supported as long as it is commensurate with the Williams standards and worn according to the correct guidelines of how to use and remove a face covering safely as noted in the posters provided.

Inbound and Outbound goods:

Each site will have an agreed location for all deliveries made to site. Suppliers to be provided with social distancing rules and drivers will be asked to stay in their vehicles if possible. Any unnecessary contact will be minimised. Larger quantities of goods will be ordered to reduce the frequency of deliveries.

First Aiders

All First Aiders will have easy access to a Williams Covid-19 supply of PPE (disposable gloves, apron, face mask/visor) to be used for any First Aid situations as necessary. Kit to be stored in one agreed location. For Covid-19 situations all First Aiders to have been given the brief regarding Government guidance on how to deal with a suspected case and the required Waste Management process. Stock Management of the First Aider PPE managed by HoB to ensure adequate supply at all times.

Visitors/Non Essential Maintenance

All visitors/non-essential maintenance workers are to comply with the Williams Social Distancing rules and will be given a copy of the Visitors Safe-Working at Williams as they arrive.

Williams JLR

Reception - including Reception

First Assessment Date: 22nd May 2020

Department Capacity: 1

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Area has previously been operated by up to two Receptionists, Actions been to remove one work station chair and position a sneeze screen on the reception desk as a point of entry for all customers Directional signage positioned on floors for customers and staff All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves Receptionists briefed to inform all visitors that they must adhere to 2m social distancing rules Reception responsible for sanitising all customer touchpoints	LOW	Daily sanitising of work area	Reception	8am	

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other/ any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

JLR Reception - 1 x Contactless sanitiser station, 1 x Hand pump sanitiser on reception desk
JLR Customer Lounge - 1 x Contactless sanitiser station, 3 x Hand pump sanitiser
JLR Barista - 1 x Hand pump sanitiser & 1 x Disinfectant trigger spray
JLR Reception - 1 x Hand sanitising trigger spray for work and lounge areas

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Contactless sanitiser stations to be installed at Front Reception and Drive through reception Refills for sanitising products are situated in JLR Parts department, Contact: Alan Pannett Any employee using public transport to work shall be reviewed on a one to one basis Hours and staffing shall be reviewed to the business needs.	MEDIUM	All hand sanitisers topped up daily	Receptionist	8am	

Entrance and Exit to and from workplace:

Staff exit shall be through the main workshop door adjacent to main staff parking area

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
All staff are to be supplied with a Covid 19 briefing document at which time entrance and exit points shall be confirmed	Low	Communicate to all staff of entrance and exit points	Managers	Briefing	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
All staff are to be supplied with a Covid 19 briefing document at which time lunch breaks shall be confirmed Lunch breaks shall be time specific and fit within the demands of the business Staff shall be requested to remain in their cohort and to eat within a designated space Any staff exiting the workplace are advised on process	Low	Communicate to all staff on timing of their lunch break rota	Managers	Briefing	

Review Date: w/c 15th June
Actions Taken:

Review Date:
Actions Taken:

Review Date:
Actions Taken:

Service

First Assessment Date: 22nd May 2020

Department Capacity: 30

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Drive - Through: Customer appointments are pre booked in 10 minute time slots and only allowed into drive-through one at a time through each lane Customers are directed into the service drive one vehicle at a time for each lane Customers are directed to park vehicle in designated area and leave their keys in central cup holder. Customer then invited to either leave Customer has previously advised if waiting or arranged a alternative transport If customer chooses to wait they shall be invited to lounge area that adheres to social distancing rules Customers are made aware that no refreshments are available Service advisors to complete as much of booking in process as possible prior to customer arrival on pre call reducing wait time</p>	MEDIUM	Daily sanitising of work area	Customer Service staff	8am	
<p>Waiting Customers Customers drive car off in same manner and are then directed to customer lounge Drive through hosts briefed to inform all customers that they must adhere to 2m social distancing rules Layout of chairs rearranged to adhere to social distancing rules between staff and customers Sneeze screens introduced in customer lounge</p>	MEDIUM	Daily sanitising of work area	Customer Service staff	Every customer contact	
<p>Lane Cars All lane cars are sanitised at touchpoints prior to customer handover On return, vehicle parked in designated area and keys remain in cup holder. Vehicle handed over to valet team use all PPE issued Valet team complete a deep clean, sanitises and deactiv air conditioning bomb upon every return.</p>	MEDIUM	Daily sanitising of work area	Customer Service staff	Daily	
<p>Payment For existing customers, payment will be allowed to be taken over the phone to minimise contact and proximity between staff and customers No cash payments to be taken All jobs must be paid for using chip and pin or bank transfer, customers shall be notified prior Chip and pin machines regularly sanitised</p>	MEDIUM	Daily sanitising of work area	Customer Service staff	Every customer contact	
<p>Directional signage positioned on floors for customers and staff All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves Receptionists briefed to inform all visitors that they must adhere to 2m social distancing rules</p>					

2 Metre Distance with any exceptions noted: Sneeze Guards/Staff working side to side or facing away from each other / any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

- 1 contactless hand sanitiser station at customer entrance from drive through
- 3 hand sanitiser pumps in service advisor hub
- 1 hand sanitiser pump in service manager office
- 1 hand sanitiser at workshop control
- 2 hand sanitiser at workshop control (Technicians)
- 1 hand sanitiser pump in workshop kitchen
- 3 disinfectant trigger spray at drive through reception key cabinet
- 1 disinfectant trigger spray at workshop key cabinets

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Contactless sanitiser stations to be situated at drive through customer entry Hand pump sanitisers and disinfectant provided as detailed Refills for sanitising products are situated in JLR Parts department, Contact: Alan Pannett All staff are to be supplied with a Covid 19 briefing document Directional signage positioned on floors for customers and staff All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves All staff desks and positions reviewed to accommodate 2m social distancing rules All service staff briefed to inform all visitors that they must adhere to 2m social distancing rules</p>	LOW	Daily sanitising of work area	Service staff / contract cleaning	8am	

Number and location of sneeze awards:

- 4 sneeze guards: 3 fixed in customer lounge for customer / staff consultation
- Sneeze guards provided for Workshop Control

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Hours and staffing shall be reviewed to the business needs. All staff returning shall be consulted on staggered start times Assessment of staff having to use public transport and consideration given to their phased return to work Any employees using public transport to work shall be reviewed on a one to one basis</p>	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Entrance and Exit to and from workplace:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Entrance points around building clearly designated as either entry or exit points Staff wells - signage installed clearly indicating directional flow All staff returning are walked around the business to clarify staff movement Directional signage positioned on floors for all staff</p>	Low	Communicate to all staff of entrance and exit points	Managers	Part of return to work briefing pack	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Staggered lunch breaks implemented with dedicated desks for cohort groups Limited number at any time in the canteen limited to 12 Staff are permitted to eat pre prepared cold food at desks Staff shall be requested to remain in their cohort and to eat within a designated space Lunch breaks shall be time specific and fit within the demands of the business All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed Any staff exiting the workplace are advised on process</p>	Low	Communicate to all staff on timing of their lunch break rota	Managers	Part of return to work briefing pack	

Review Date: w/c 15th June

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Parts

First Assessment Date: 22nd May 2020

Department Capacity: 8

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Area has previously been operated by up to 6 Parts Advisors and a Manager, Actions been to space work stations in order to accommodate 2m social distancing rules Directional signage positioned on floors for staff Only one customer permitted into the parts retail counter at any one time All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves Parts Advisors briefed to inform all visitors that they must adhere to 2m social distancing rules	LOW	Daily sanitising of work area	Parts staff & contract cleaners	8am	

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other / any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

- 2 x hand sanitiser pumps at Parts workshop counter
- 1 x hand sanitiser pump in Parts Manager office
- 1 x hand sanitiser pump in workshop kitchen
- 1 x hand sanitiser pump at Parts retail counter
- 1 x disinfectant trigger spray at parts counter

Number and location of sneeze guards

- 4 x sneeze guards - Sited in customer lounge for customer / staff consultation
- Sneeze guards provided for Parts Workshop Control & Parts Retail counter

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Sneeze guards - Sited in customer lounge for customer / staff consultation 1 x Sneeze guard situated on Parts retail counter Directional signage positioned on floors and stairwells for staff	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Hours and staffing shall be reviewed to the business needs. All staff returning shall be consulted on staggered start times Assessment of staff having to use public transport and consideration given to their phased return to work Any employee using public transport to work shall be reviewed on a one to one basis	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Entrance and Exit to and from workplace:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Entrance points around building clearly designated as either entry or exit points Stairwells - signage installed clearly indicating directional flow All staff returning are walked around the business to clarify staff movement Directional signage positioned on floors for all staff	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Staggered lunch breaks implemented with dedicated desks for cohort groups Limited number at any time in the canteen limited to 12 Staff are permitted to eat pre prepared cold food at desks Staff shall be requested to remain in their cohort and to eat within a designated space Lunch breaks shall be time specific and fit within the demands of the business All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed Any staff exiting the workplace are advised on process	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Review Date: w/c 15th June

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Williams JLR

JLR Sales

First Assessment Date: 22nd May 2020

Department Capacity: 16

Action Taken:

Risk:
Low/Medium/High

What if any further action is required?

By whom?

By When?

Action Taken:

Area has previously been operated by up to 15 Sales Advisors and a 3 Managers, Actions been to space work stations in order to accommodate 2m social distancing rules

LOW

Daily sanitising of work area

Sales staff & contract cleaners

Ram

Directional signage positioned on floor for staff
Showroom is monitored to adhere to maximum customer capacity
All staff are to be supplied with a Covid 19 briefing document
All staff briefed on manage maximum customer capacity
All staff briefed on PPE equipment and First Aiders
As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves
Sales Advisors briefed to inform all visitors that they must adhere to 2m social distancing rules

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other/ any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

1 x contactless hand sanitiser station at customer reception area
2 x hand sanitiser pumps in sales office
1 x disinfectant trigger spray in sales office for key cabinet usage
1 x disinfectant trigger spray in sales kitchen area

2 x hand sanitiser pumps in sales den office

1 x disinfectant trigger spray in sales den kitchen to also use for key cabinet usage

Number and location of sneeze guards

4 x sneeze guards - Sited in customer lounge for customer / staff consultation

Action Taken:

Sneeze guards - Sited in customer lounge for customer / staff consultation
Directional signage positioned on floor and stairwells for staff

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:

Risk:
Low/Medium/High

What if any further action is required?

By whom?

By When?

Action Taken:

Hours and staffing shall be reviewed to the business needs.
All staff returning shall be consulted on staggered start times
Assessment of staff having to use public transport and consideration given to their phased return to work
Any employee using public transport to work shall be reviewed on a one to one basis

All staff returned are briefed by as a HOB

HOB / Manager

Part of return to work briefing pack

Entrance and Exit to and from workplace:

Action Taken:

Risk:
Low/Medium/High

What if any further action is required?

By whom?

By When?

Action Taken:

Entrance points around building clearly designated as either entry or exit points
Stairwells - signage installed clearly indicating directional flow
All staff returning are walked around the business to clarify staff movement
Directional signage positioned on floors for all staff

All staff returned are briefed by as a HOB

HOB / Manager

Part of return to work briefing pack

Lunch Breaks - Details of how this will be staggered:

Action Taken:

Risk:
Low/Medium/High

What if any further action is required?

By whom?

By When?

Action Taken:

Staggered lunch breaks implemented with dedicated desks for cohort groups
Limited number at any time in the canteen limited to 12
Staff are permitted to eat pre prepared cold food at desks
Staff shall be requested to remain in their cohort and to eat within a designated space
Lunch breaks shall be time specific and fit within the demands of the business
All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed
Any staff exiting the workplace are advised on process

All staff returned are briefed by as a HOB

HOB / Manager

Part of return to work briefing pack

Review Date: 15th June 2020

Action Taken:

Review Date:

Action Taken:

Review Date:

Action Taken:

Accounts

First Assessment Date: 22nd May 2020

Department Capacity: 12

Action Taken:

Area has previously been operated by up to 9 Administrators, Actions been to space work stations in order to accommodate 2m social distancing rules
 Directional signage positioned on floors for staff
 Showroom is monitored to adhere to maximum customer capacity
 All staff are to be supplied with a Covid 19 briefing document
 All staff briefed on managing maximum customer capacity
 All staff briefed on PPE equipment and First Aiders
 As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves
 Accounts staff briefed to inform all visitors that they must adhere to 2m social distancing rules

Risk:
 Low/Medium/High
LOW

What if any further action is required?

Daily sanitising of work area

By whom?

Accounts staff & contract cleaners

By When?

8am

Action Taken:

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other / any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

2 x hand sanitiser pump in office
 1 x disinfectant trigger spray in office

Action Taken:

Desks moved to accommodate 2m social distancing rules

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:

Hours and staffing shall be reviewed to the business needs.
 All staff returning shall be consulted on staggered start times
 Assessment of staff having to use public transport and consideration given to their phased return to work
 Any employee using public transport to work shall be reviewed on a one to one basis

Risk:
 Low/Medium/High
MEDIUM

What if any further action is required?

All staff returned are briefed by as a HOB

By whom?

HOB / Manager

By When?

Part of return to work briefing pack

Action Taken:

Entrance and Exit to and from workplace:

Action Taken:

Entrance points around building clearly designated as either entry or exit points
 Stairwells - signage installed clearly indicating directional flow
 All staff returning are walked around the business to clarify staff movement
 Directional signage positioned on floors for all staff

Risk:
 Low/Medium/High
Low

What if any further action is required?

All staff returned are briefed by as a HOB

By whom?

HOB / Manager

By When?

Part of return to work briefing pack

Action Taken:

Lunch Breaks - Details of how this will be staggered:

Action Taken:

Staggered lunch breaks implemented with dedicated desks for cohort groups
 Limited number at any time in the canteen limited to 12
 Staff are permitted to eat pre prepared cold food at desks
 Staff shall be requested to remain in their cohort and to eat within a designated space
 Lunch breaks shall be time specific and fit within the demands of the business
 All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed
 Any staff exiting the workplace are advised on process

Risk:
 Low/Medium/High
Low

What if any further action is required?

All staff returned are briefed by as a HOB

By whom?

HOB / Manager

By When?

Part of return to work briefing pack

Action Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Corporate

First Assessment Date: 22nd May 2020

Department Capacity: 4

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Area has previously been operated by up to 9 Administrators, Actions been to space work stations in order to accommodate 2m social distancing rules Directional signage positioned on floors for staff Showroom is monitored to adhere to maximum customer capacity All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves Corporate Advisors briefed to inform all visitors that they must adhere to 2m social distancing rules	LOW	Daily sanitising of work area	Corporate staff & contract cleaners	8am	

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other / any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:
1 x hand sanitiser pump in office

Action Taken:
Desks moved to accommodate 2m social distancing rules

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Hours and staffing shall be reviewed to the business needs. All staff returning shall be consulted on staggered start times Assessment of staff having to use public transport and consideration given to their phased return to work Any employee using public transport to work shall be reviewed on a one to one basis	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Entrance and Exit to and from workplace:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Entrance points around building clearly designated as either entry or exit points Stairwells - signage installed clearly indicating directional flow All staff returning are walked around the business to clarify staff movement Directional signage positioned on floors for all staff	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Staggered lunch breaks implemented with dedicated desks for cohort groups Limited number at any time in the canteen limited to 12 Staff are permitted to eat pre prepared cold food at desks Staff shall be requested to remain in their cohort and to eat within a designated space Lunch breaks shall be time specific and fit within the demands of the business All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed Any staff exiting the workplace are advised on process	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Review Date: 15th June 2020

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Booking In/Reception Office

First Assessment Date: 22nd May 2020

Department Capacity: 10

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Area has previously been operated by up to 8 Telephony / Advisors, Actions been to space work stations in order to accommodate 2m social distancing rules Directional signage positioned on floors for staff Showroom is monitored to adhere to maximum customer capacity All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves Booking in Advisors briefed to inform all visitors that they must adhere to 2m social distancing rules	LOW	Daily sanitising of work area	Booking in Advisors & contract cleaners	8am	

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other/ any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

1 x hand sanitiser pump in office

Action Taken:
Desks moved to accommodate 2m social distancing rules

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Hours and staffing shall be reviewed to the business needs. All staff returning shall be consulted on staggered start times Assesment of staff having to use public transport and consideration given to their phased return to work Any employee using public transport to work shall be reviewed on a one to one basis	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Entrance and Exit to and from workplace:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Entrance points around building clearly designated as either entry or exit points Stairwells - signage installed clearly indicating directional flow All staff returning are walked around the business to clarify staff movement Directional signage positioned on floors for all staff	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
Staggered lunch breaks implemented with dedicated desks for cohort groups Limited number at any time in the canteen limited to 12 Staff are permitted to eat pre prepared cold food at desks Staff shall be requested to remain in their cohort and to eat within a designated space Lunch breaks shall be time specific and fit within the demands of the business All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed Any staff exiting the workplace are advised on process	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Review Date: 15th June 2020

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

CRM / Telephony

First Assessment Date: 22nd May 2020

Department Capacity: 8

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Area has previously been operated by up to 8 Telephony / Advisors, Actions been to space work stations in order to accommodate 2m social distancing rules</p> <p>Directional signage positioned on floors for staff Showroom is monitored to adhere to maximum customer capacity All staff are to be supplied with a Covid 19 briefing document All staff briefed on managing maximum customer capacity All staff briefed on PPE equipment and First Aiders As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves CRM / Telephony staff briefed to inform all visitors that they must adhere to 2m social distancing rules</p>	LOW	Daily sanitising of work area	CRM / Telephony staff & contract cleaners	8am	

2 Metre Distance with any exceptions noted: Sneeze Guards/staff working side to side or facing away from each other/ any required face to face work assessed to review if the work can proceed (i.e. technical work), reviewing fixed teams or partnering as necessary to reduce number of people in contact with each other.

Number and location of sanitisers available:

1 x hand sanitiser pump in office

Action Taken:
Desks moved to accommodate 2m social distancing rules

Staggered Start Times (including review of any employees needing flexibility due to use of public transport)

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Hours and staffing shall be reviewed to the business needs. All staff returning shall be consulted on staggered start times Assessment of staff having to use public transport and consideration given to their phased return to work Any employee using public transport to work shall be reviewed on a one to one basis</p>	MEDIUM	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Entrance and Exit to and from workplace:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Entrance points around building clearly designated as either entry or exit points Stairwells - signage installed clearly indicating directional flow All staff returning are walked around the business to clarify staff movement Directional signage positioned on floors for all staff</p>	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Lunch Breaks - Details of how this will be staggered:

Action Taken:	Risk: Low/Medium/High	What if any further action is required?	By whom?	By When?	Action Taken:
<p>Staggered lunch breaks implemented with dedicated desks for cohort groups Limited number at any time in the canteen limited to 12 Staff are permitted to eat pre prepared cold food at desks Staff shall be requested to remain in their cohort and to eat within a designated space Lunch breaks shall be time specific and fit within the demands of the business All staff are to be supplied with a Covid 19 briefing document of which time lunch breaks shall be confirmed Any staff exiting the workplace are advised on process</p>	Low	All staff returned are briefed by as a HOB	HOB / Manager	Part of return to work briefing pack	

Review Date: 15th June 2020

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken:

Pinchpoints

Action Taken:

Directional signage positioned on floors for staff
 Showroom is monitored to adhere to maximum customer capacity
 All staff are to be supplied with a Covid 19 briefing document
 All staff briefed on managing maximum customer capacity
 All staff briefed on PPE equipment and First Aiders
 Contactless sanitiser stations to installed at key focal areas Front Reception and Drive through reception
 As a communal area used by multiple staff, all staff briefed to sanitise keyboard, phone and desk area before using themselves
 All staff briefed to inform all visitors / customers that they adhere to 2m social distancing rules
 Weekly review with contract cleaning company
 Internal doors wedged open where appropriate
 Reception responsible for sanitising all customer touchpoints

Risk:
 Low/Medium/High
LOW

What if any further action is required?

Walkaround to ensure all compliances are in place

By whom?

HOB / Managers

By When?

Daily

Action Taken:

8am

Corridors:

Entrance points around building clearly designated as either entry or exit points
 Stairwells - signage installed clearly indicating directional flow
 All handrails and door plates regularly sanitised
 Reception responsible for sanitising all customer touchpoints
 All staff briefed to adhere to 2m social distancing rules

Risk:
MEDIUM

What if any further action is required?

All staff returning are briefed by HOB

By whom?

HOB / Manager

By When?

Part of return to work briefing pack

Review Date: 15th June 2020

Actions Taken:

Review Date:

Actions Taken:

Review Date:

Actions Taken: