



Coronavirus (COVID-19) Risk Assessment

Review Dates	Date Completed	Completed by (Name and Title)
Initial assessment carried out	14th May 2020	Sue Hinton Operation Manager

This risk assessment should be completed in conjunction with the Coronavirus (COVID-19) control guidance policy.

Control Requirements	Yes	No	N/A	Comments / Further controls	Action Required (Tick)
Section 1: Office / administration areas					
Proximity and layout of desks / workstations – Identify how best to separate and reconfigure desks to ensure staff can sit apart in accordance with social distancing.				
Walkways and one way system to be introduced				
Utilise offices / meetings rooms as work areas if it assists in keeping staff apart in accordance with social distancing			Portacabin to be utilised as office	
Allocate employees their own workstation and area and make them responsible for own area, keeping it clear and clean daily. This includes making them responsible for cleaning their own keyboard, mouse, phones/PDA's etc			Workstation Hygiene sheet to be provided on back to work induction	
Discourage staff from visiting other areas of the office where it is not necessary – Wherever possible staff should only use kitchens and toilet facilities nearest to their workstations				

Utilise empty spaces/desks/offices to spread out staff in accordance with social distancing.	---				
If available and considered appropriate, consider the use of desk dividers	---			Office dividers used, perspex screen to be used (on order awaiting delivery)	---
Section 2: Meeting Rooms / Meetings					
Hold virtual meetings (internal, external, customers) via Microsoft Teams or other communication platforms	---				
Reposition desks and chairs where appropriate to allow social distancing	---				
Section 3: Reception and customer facing areas					
Discourage employees from visiting reception areas for non-essential purposes	---				
Encourage staff to use multiple access points to buildings, if available, to reduce foot traffic	---				
Where considered appropriate and effective consider floor markings to maintain social distancing for customers	---			Areas taped off	
Make hand sanitiser or hand washing facilities available for customers	---			Hand sanitiser units on order	---
Remove the offer of free drinks	---				
Adopt hands free signing in arrangements for all staff and visitors including contractors	---				
Remove seats or limit the number of seats to maintain social distancing	---				
Display signage indicating the maximum number of persons in the area at the same time and request that customers wait in their vehicle until called if the number of those waiting exceeds the number permitted for social distancing	---				
To help limit the number of persons in reception ensure customers are given clear and accurate attendance times	---				
Remove magazines/light reading for customers	---				
Provide suitable and sufficient information signage (See point no.26)	---				
Section 4: Kitchens / Staff rest areas					

Encourage employees to provide, use and clean their own cutlery, crockery and drinking vessels	----				
Additional tea making stations to be provided	----				
Staff should only prepare their own food and drink	----				
Staff must clean all cutlery and crockery following use	----				
Encourage people to eat at their desks to avoid social gatherings during breaks	----				
Identify the number of staff who can safely use facilities considering social distancing guidelines. Display signage to indicate the maximum permitted number of persons at any one time.	----			One in one out policy implemented	
Where appropriate cordon off /remove furniture to allow for social distancing	----				
Encourage employees to clean touch points after use, e.g. fridge door, kettle etc	----			Wipe down signage displayed	
Where it is not possible to implement social distancing safely, close the facility and if available consider a temporary alternative	----				
Section 5: Toilets					
Consider limiting footfall to maintain social distancing, consider a one in one out system	----				
Regularly inspect staff and customer toilets to ensure they are clean and suitable	----			Daily cleaning implemented	
Display suitable and sufficient information signage (See point no.26)	----				
Section 6: Doors					
If possible, keep internal doors open for heavy pedestrian traffic areas to prevent others coming into contact with doors handles or push plates	----				
fire process to include shutting of doors during an evacuation and last thing at	----				

night before leaving a building.				
Encourage staff not to hold doors open for others	---			
Section 7: Entrances/exits points to the building (Excluding fire exits)				
Make hand sanitiser or hand washing facilities available	---		Hand sanitiser units on order	---
Display suitable and sufficient information signage (See point no.26)	---			
Section 8: Smoking Area				
Assess the suitability of the facility and identify the maximum number of persons who can use when following social distancing rule.	---			
Where it is not possible to ensure the above consider a temporary closure or removal of the smoking area	---			
Display signage indicating maximum numbers and the need to maintain social distancing	---		Signage required	---
Section 9: Shared office electrical equipment, e.g. desk phones, TV's, clocking in machine, bank card reader, TV remotes				
Encourage staff to clean key touch points following use	---			
Limit the number of persons using the equipment where possible	---			
Section 10: Staff Breaks				
Where possible, managers are encouraged to split, and stagger staff breaks throughout the working day to consider and maintain social distancing.	---			
Plastic chairs to be provided for breaks	---			
Section 11: Cleaning				
Ensure facilities continue to operate with regular and robust cleaning schedules. This incorporates a thorough cleaning of facilities paying attention to common areas of "touch points" such as door handles, push pads, light switches, kitchens, toilets, canteens and welfare areas etc.	---		Daily cleaner implemented	
Section 12: External eating / break areas				
Create an additional outside break/eating area whilst maintaining social distancing	---			
Ensure this area is cleaned regularly				
Section 13: External Skips / Waste Storage Areas				

One person, or a nominated person, to use facilities at any one time – unless required for manual handling purposes	---				
Section 14: Workshop / valet bay					
One person to be designated their own vehicle lift/work bay	---				
Walkways and one way system to be introduced	---				
Ensure social distancing is in place in the workshop, wash bay and valet bay	---				
Provide technicians with their own box of gloves etc where stock levels permit	---			Provided at back to work induction	
Reduce the need for staff to share equipment / tools where possible	---				
Staff should not share personal protective equipment (PPE)	---				
Encourage staff to clean key touch points of workshop/valet bay equipment e.g. vacuum cleaner switches, tyre changer machine etc, following use	---				
Two person required tasks – such as manual handling, may require completion of works without maintaining social distancing. This should only be completed if required and ensure this is kept to a minimum. These tasks are to be shared with the same individuals each time and hands are to be thoroughly washed following the task	---				
Section 15: Parts					
Technicians to ensure they have all parts to minimise the need to visit parts desk.	---				
Follow social distancing	---			Signage displayed	
Section 16: Delivering/collecting of vehicles					
Keep the window open for ventilation and staff should avoid facing each other to reduce the risk of transmission, taking care to avoid touching their face. On leaving the enclosed space, staff should wash their hands with soap and water	---				
Vehicles that are used by people from multiple households should be cleaned regularly using standard cleaning products with emphasis on handles and other areas where passengers may touch surfaces	---				
For sanitising purposes provide cleaning boxes in runners and key vehicles. The boxes must contain general cleaning products blue roll, nitrile gloves and antibacterial wipes where available	---				
Booking in procedure to include full clean before entering the workshop	---			VVP to be updated	---

Staff to clean common 'touch points' of vehicles on collection e.g. door handles, steering wheel, gear sticks etc	---				
Section 17: Face to face communications with a customer					
Hands free handover – Ensure keys and other items passed between customers and employees are done so without contact. Place the items in an agreed area, for the person to step away from the item, for the collector to pick up.	---				
Encourage communications to kept brief between staff member and customer	---				
Follow social distancing requirements at all times	---				
Section 18: Swapping over of vehicles with customers					
Employees should not be permitted to assist the customer	---				
Follow social distancing guidelines	---				
Section 19: Vehicle keys handover					
Complete contactless hand over, by placing keys down on a surface whilst following social distancing guidelines	---				
Clean the key with a suitable cleaning product	---				
Regularly clean the key cupboard	---				
Section 20: Workshop Vehicle Checks					
One person at a time to complete. Or if available to do so, multiple persons to complete following social distancing guidance.	---				
Section 21: Preventative planned maintenance / inspections of facilities, plant and equipment					
All statutory inspections must be completed at frequencies in accordance with legislation.	---				
All inspection and maintenance contractors visiting our locations must be informed of our social distancing requirements they must observe.	---				
All contractors must be signed in / out by staff	---				
As is expected department manager will be expected to manage and monitor the contractor whilst on site.	---				

Section 22: Health and Safety checklists, inspections and compliance records					
To ensure the continued protection of employees all locations are expected to complete all health and safety inspections and checklists as they would normally.				
Fire Evacuations – Ideally these should be completed as normal however, where this is not possible to complete, due to difficulties in maintaining social distancing, employees should be reminded of the fire safety controls and evacuation procedures				
Fire Evacuations – During a fire evacuation the absolute priority is to ensure employees can exit the building as soon as possible, therefore any one-way systems or other measures should be disregarded during the evacuation. Wherever possible social distancing should be followed at fire assembly points.				
Safety briefings / Toolbox talk / Staff Meetings etc – Ensure social distancing is completed whilst hosting sessions. If possible, request employees to utilise virtual meetings via Microsoft teams, etc.				
Section 23: Employee Inductions					
Employee health and safety inductions should be conducted as normal maintaining social distancing				
Staff back to work induction pack				
Section 24: Signage and floor markings – The below signage must be displayed at the areas detailed below:					
Wash hands signage – toilets, kitchens, staff canteens				
Customer poster – on reception and entrance doors – social distancing				
One-way posters – where deemed required				
Entrance and exits doors – availability of hand sanitiser			Awaiting delivery
Identify what further information signage may be necessary on the site				
Section 25: Hand sanitiser - If available, make hand sanitiser available at the below key locations:					
Entrances and exits

Office entrances
Break areas				
Meeting Rooms				
Communal areas				
Section 26: Supply of cleaning materials - If available provide spare cleaning items, for employee usage at the below key locations. Cleaning items should include suitable cleaning agent to clean surfaces.					
Reception / front desk				
Kitchen / Break areas				
Main office areas				
Workshops				
Valet bays				

If further assistance is required for completion of this risk assessment or additional controls please contact Sue Hinton.

Actions Raised

Date	Concern	Action	Date Action completed
14.05.20	Hand sanitiser units	Awaiting delivery	
14.05.20	Perspex Screening	Awaiting delivery	