



H.R.O W E N

HR Owen Group

Covid 19 - Sales Risk Assessment

Location: All Sites


Date: 1st May 2020


Covid 19 Employee - Risk Assessment


Location: **All Sites**


Assessment Carried Out By: **Raymond Riley /Jeff Batchelor**


Hazards:	Control Measures:	Level of Risk	Level of Risk	Overall Risk	Who might be harmed?	What further action is necessary to control the risk?
Look only for hazards that you could reasonably expect to result in significant harm under the conditions of operation. Check for the following possible hazards:	Is the risk adequately controlled? What precautions have already been taken	Likelihood	Severity	Risk Rating	List the groups of people who are specifically at risk from the hazards identified.	
<p>General Hygiene Standards</p> <p>Risk of coming into contact with surfaces that contain the Covid 19 virus</p> <p>Items Needed</p> <ol style="list-style-type: none"> 1. Hand sanitiser and disinfectant wipes or spray 2. Sealed Bins 3. Nitrile/latex gloves 	<p>Do not share work stations</p> <p>Frequently clean and disinfect work equipment and surfaces that are touched regularly, using your standard cleaning / anti-bacterial cleaning products. This should be completed as a minimum at the end of each shift or immediately after each customer transaction</p> <p>Use suitable nitrile/latex gloves during the cleaning and dispose of in covered bins</p> <p>Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water if not available.</p> <p>Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the covered bin.</p> <p>Reception desk and each workstation should be issued with a hand sanitiser and disinfectant wipes or spray.</p>	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> <div style="background-color: yellow; width: 20px; height: 15px; margin: 0 auto;"></div>	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.


<p>Showroom Self Distancing</p> <p>Items Needed</p> <ol style="list-style-type: none"> 1. Hand sanitiser and disinfectant wipes or spray 2. Sealed Bins 3. Plastic trays 	<p>A 2 meter line or barrier should be placed in front of the showroom reception desk and a hand sanitiser dispenser made available for customer use as soon as they enter the showroom. Alternatively, a Perspex barrier should be fitted to the desk and cleaned after each customer transaction.</p> <p>All sales desks should also have a 2 meter line of barrier from the desk to the customer seating. Alternatively, a Perspex barrier should be fitted to the desk and cleaned after each customer transaction.</p> <p>Any documents passed between the customer and sales executive should be issued on a plastic tray ensuring that the 2 meter rule is observed.</p> <p>Any documents that need to be signed should be completed with different pens, ideally the customers own pen, and if not, then a pen issued by the sales executive which should be retained by the customer.</p> <p>On completion the plastic tray, customer seating and anything else touched by the customer should be cleaned and sanitised. Using standard cleaning products appropriate for the purpose.</p> <p>Showroom door handles should be cleaned and sanitised after each customer use.</p>	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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<p>Display Vehicles</p> <p>Items Needed</p> <p>1. Appropriate cleaning products</p>	<p>Showroom & Used Car display vehicles should be cleaned and sanitised using products appropriate for materials used. Some alcohol or products containing bleach will not be suitable for some interior surfaces.</p> <p>Showroom and used car display vehicles should be locked when cleaned and only opened at the request of a customer.</p> <p>Where customers touch vehicles both inside and outside they will need to be cleaned and sanitised immediately afterwards and prior to anyone else accessing the vehicle.</p>	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<p>1. Adhere to latest government guidelines on self distancing</p> <p>2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.</p>
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<p>Test Drives</p> <p>Items Needed</p> <ol style="list-style-type: none"> 1. Face masks to FFP 2 level for general use. 2. Face masks to FFP 3 level for test drive use. 3. Disposable overalls for test drive use 4. Sealed Bins 	<p>Demonstrator & Test Drive Vehicles should be cleaned and sanitised using products appropriate for materials used. Some alcohol or products containing bleach will not be suitable for some interior surfaces. This should be completed immediately prior to a test drive.</p> <p>Keys should also be cleaned and issued to customers on a plastic tray observing the 2 meter self distancing rule.</p> <p>Any paperwork and documents required to complete the test drive should be completed using the plastic tray principal and using own pens. Driving licence copies should be cleaned and sanitised prior to copying.</p> <p>Wash or sanitise hands immediately after touching driving licences or other customer items such as keys etc.</p> <p>Both the sales executive and the customer must wear face masks during test drives. The sales executive must use FFP 3 level masks. These should be disposed of afterwards in sealed bins or the customer can retained his mask and take away for personal use.</p> <p>Sales executives should also wear disposable overalls and place in sealed bin after use.</p> <p>It may be possible to offer unaccompanied test drives or vehicle loans to known customers provided this is agreed by company insurer.</p> <p>Test drive vehicle must be fully cleaned and sanitised after each test drive.</p>	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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<p>Vehicle Handover</p> <p>Items Needed</p> <ol style="list-style-type: none"> 1. Appropriate cleaning products 2. Plastic Trays 3. Nitrile gloves 	<p>Sold vehicles should be cleaned and sanitised using products appropriate for materials used. This should be completed immediately prior to handover.</p> <p>Keys should also be cleaned and issued to customers on a plastic tray observing the 2 meter self distancing rule.</p> <p>Any paperwork and documents required to complete the handover also should be completed using the plastic tray principal and using own pens.</p> <p>Demonstration of the vehicle functions and under bonnet should be completed by the sales executive using nitrile gloves & face masks to a minimum of FFP2 standard and observing the 2 meter self distancing rule with the customer.</p> <p>Nitrile gloves should be disposed of after each handover and placed in sealed bins ready for disposal.</p>	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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<p>Canteen, toilets and kitchen areas</p> <p>Items Needed</p> <ol style="list-style-type: none"> 1. Anti-bacterial cleaning products. 2. Sealed Bins with bin liners 3. Hand sanitisers 	<ol style="list-style-type: none"> 1. Tables and chairs and kitchen surfaces should be cleaned at the start of each shift using your standard cleaning / anti-bacterial cleaning products. 2. Cups, plates, kitchen utensils etc should be washed on the hottest dishwasher cycle after each use. 3. Any paper plates or packaging should be disposed off in bins with lids. 4. All bins should be fitted with bin liners and sealed, and removed daily or more often if required. 5. Only one person at a time should be using kitchen work surfaces, kettles, microwaves etc. 6. Access doors should be left open to avoid constant contact with door handles. If it is a fire door then an automatic release devise should be fitted to close if the fire alarm is activated. 7. Alternatively door handles should be cleaned after each use. 8. Seating should be organised to ensure 2 meter distancing is provided at rest room tables. 9. We encourage all employees to bring your own lunch in and must be eaten on your own or observe the 2 meter rule. 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self and Work colleagues</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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<p>Self Distancing & Ventilation and personal items</p> <p>Risk of coming into contact with surfaces that contain the Covid 19 virus</p>	<ol style="list-style-type: none"> 1. Ensure that workstations in office and any chairs in rest rooms are set 2 meter apart. 2. Add as much natural ventilation to offices as possible by leaving doors open to promote fresh air circulation and to minimise use of door handles. 3. Only one person at a time should be using kitchen work surfaces, kettles, microwaves etc. 4. All personal items to be taken home at the end of each day eg, Mugs, tea/coffee, pens, bags, jackets. 5. Do not share work items such as pens, staplers, rulers etc. Each works station should have its own personal supply. 6. Hot desking is not permitted. 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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<p>Exposure from others due to:</p> <p>1) Living with someone with a confirmed case of COVID-19.</p> <p>2) Have come into close contact (within 2 meters for 15 minutes or more) with a confirmed case of COVID-19.</p> <p>3) Being advised by a public health agency that contact with a diagnosed case has occurred.</p>	<ol style="list-style-type: none"> 1. Update Human Resources with absence identifying Coronavirus and manage absence in line with company HR policies / procedures. 2. Social distancing encouraged and limit non essential travel where possible. 3. Do not come into work where someone you live with has been diagnosed. 4. Follow NHS / 111 advice as required. Do not attend GP surgery or public places if confirmed to help reduce spread of the disease. 5. Company to ensure vulnerable persons (elderly, pre-existing health condition, lower immunity) employed are individually assessed and should not be available for working during this period. 6. Follow good hygiene measures at all times. 7. Colleagues must not come to work if they are showing any kinds of symptoms; <ul style="list-style-type: none"> • Temperature exceeds 37.5 degrees • Feeling feverish • Muscular pains • Dry Cough • Shortness of breath • Loss of taste and smell • Intense tiredness 	<p>Possible</p> <p>(3)</p>	<p>Moderate Injury</p> <p>(3)</p>	<p>Medium</p> 	<p>Self, Work Colleagues & Customers</p>	<ol style="list-style-type: none"> 1. Adhere to latest government guidelines on self distancing 2. Inform your manager immediately if feeling unwell with any of the recognised Covid 19 symptoms.
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Comments

Please ensure a manager's brief has been completed alerting to company specific process / procedures

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

<https://www.who.int/teams/risk-communication/employers-and-workers>

Management

- Please ensure all employees are aware of reporting requirements and that all confirmed cases are escalated to your HR Department.
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce.
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- Assessments to be reviewed every 6 months or where significant change has occurred

Overall Risk Assessment is Medium based on the above assessment and control measures

Likelihood		Severity		Risk Level	(Likelihood x Severity)
1	Very Unlikely	1	Very Minor Injury	1 - 3	Very Low
2	Unlikely	2	Minor Injury	3 - 5	Low
3	Possible	3	Moderate Injury	6 - 11	Medium
4	Probable	4	Serious / Disabling Injury	12 - 16	High
5	Certain	5	Fatal	17 +	Very High