

COVID-19 RISK ASSESSMENT

Location:	Murray (Plymouth) Ltd	Signed:	<i>Keri Brisley</i>
		Date:	<i>19th May 2020</i>
		Review Date:	<i>Ongoing</i>

Hazard (Aspect)	Risk (Impact)	Uncontrolled Risk			Control Measures	Residual Risk			Person Responsible	Further Actions & References
		L	S	R		L	S	R		
Employee's being in the workplace	Increased risk of transmission of Covid-19	3	4	12	<p>Identify which staff members are required in the business.</p> <p>Assess if home working is an option to avoid physical presence at workplace.</p> <p>Monitor the well-being of all staff working from home.</p> <p>Where staff need to be in work, consider their mode of travel, limit public transport use where possible.</p> <p>Encourage walking/cycling to work and allow bicycles to be parked on site.</p>	1	4	4	<p>Head of Business</p> <p>Line Managers</p> <p>HR</p>	

Hazard (Aspect)	Risk (Impact)	Uncontrolled Risk			Control Measures	Residual Risk			Person Responsible	Further Actions & References
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Vulnerable/At Risk People	Greater impact of Covid-19 on people in higher risk groups.	3	4	12	<p>Identify status of individual staff members.</p> <p>Where people are classed as extremely vulnerable do not require attendance in workplace.</p> <p>Where a vulnerable person needs to access the workplace take extra care in implementing social distancing and hygiene measures.</p>	1	4	4	<p>Head of Business</p> <p>Line Managers</p> <p>HR</p>	
Bringing Covid-19 into the business.	Increased risk of transmission of Covid-19	3	4	12	<p>Ensure staff are aware of guidelines relating to symptoms of Covid-19.</p> <p>Ask customers questions relating to their health before allowing them to make an appointment.</p> <p>Ensure any staff displaying symptoms removes themselves from the premises immediately after advising their line Manager.</p> <p>Enhanced cleaning to be carried out if a member of staff displays symptoms in work.</p>	1	4	4	<p>Head of Business</p> <p>Line Managers</p> <p>HR</p> <p>Appointing Employee</p>	

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Maintain Social Distancing - General	Increased risk of transmission of Covid-19	3	4	12	<p>Establish if activity is necessary.</p> <p>Change internal setup to allow for 2 metre distance between people at all times.</p> <p>Provide visual instruction on maintaining social distance.</p> <p>Adapt processes to allow for reduced contact.</p> <p>Reduce number of people allowed in canteen.</p> <p>Stagger break times to avoid congestion.</p> <p>No tea rounds to be carried out and only one person making a drink at a time.</p> <p>No non-essential visitors to site.</p>	1	4	4	Everyone	
Maintain Social Distancing - Customer Contact	Increased risk of transmission of Covid-19	3	4	12	<p>Define numbers of customers that can safely be in the space available.</p> <p>Monitor number of customers in the showroom.</p> <p>Encourage lone visits where possible.</p> <p>Limit customer visits by making timed appointments.</p>	1	4	4	Everyone	

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					<p>Provide drop boxes for customers to deposit keys.</p> <p>Enable contactless payment where possible. Where not possible, provide hand sanitiser and access to hand washing facilities.</p> <p>Mark out flow of customer areas clearly indicating 2 metre spacing.</p> <p>Remove provision of refreshments within waiting area.</p> <p>Appointments for customer visits only. Appoint customer at the time of arrival if space allows.</p> <p>No physical greetings – no handshake, elbow bump etc.</p> <p>Encourage customers not to wait on site where possible.</p> <p>Clear visible signage.</p> <p>Fully trained staff to communicate with customers verbally.</p>					
Maintain Social Distancing -		3	4	12	Do not share workstations or equipment where possible.	1	4	4	Everyone	

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Workstations and Meetings					<p>Regularly clean workstations and equipment.</p> <p>Space workstations 2 metres apart where possible.</p> <p>Use screens where 2 metre separation is not possible.</p> <p>Hold meetings using remote tools where possible.</p> <p>If having a meeting maintain 2 metres distance with as few people as possible.</p> <p>Do not share equipment such as pens, paper, computers etc.</p> <p>Ensure a well -ventilated space.</p> <p>Provide hand sanitiser.</p>					
Cleanliness	Transmission of Covid-19	3	4	12	<p>Frequent cleaning of regularly touched areas including desk tops, door handles, tables, chairs etc.</p> <p>Frequent hand washing.</p> <p>Hand Sanitiser to be used regularly.</p>	1	4	4	Everyone	

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		L	S	R		L	S	R		
					<p>Bins to be emptied regularly and waste disposed of.</p> <p>Use signs to raise awareness of hand washing and sanitising facilities.</p> <p>Provide Sanitiser, hand washing facilities and disinfectant spray.</p> <p>Keep internal doors open (where not fire doors).</p> <p>Set out clear toilet usage guidance.</p> <p>Sanitisation process for vehicles when they arrive and before they leave.</p>					
Vehicles	Risk of Covid-19 virus present on surfaces	3	4	12	<p>Assess sanitisation requirements of vehicles.</p> <p>Clean all surfaces on vehicle prior to handover/return to customer.</p> <p>Use protective equipment whilst the vehicle is in our workshop or on road test.</p> <p>Ensure door handles, gear stick, dashboard, controls, mirrors and steering wheel are cleaned with appropriate disinfectant.</p>	1	4	4	<p>Line Managers</p> <p>Valeters</p> <p>Technicians</p> <p>Service Advisors</p> <p>Sales Executives</p>	

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Exposure	Increased risk of transmission of Covid-19	3	4	12	<p>Assess need for PPE.</p> <p>Gloves available where required.</p> <p>Provide face masks only for when social distance cannot be maintained, such as when two or more Technicians need to work together.</p> <p>Provide Perspex screens to separate people where the two-metre social distancing cannot be observed.</p> <p>Provide hand sanitiser for all employee's and customer use at entry and exit points and other points throughout the business.</p> <p>Supply disinfectant sprays for regular cleaning of surfaces.</p> <p>Provide disposable seat covers and steering wheel covers for the workshop and drivers.</p> <p>Provide clear plastic bags to place keys in after disinfecting.</p>	1	4	4	<p>Head of Business</p> <p>Line Managers</p> <p>HR</p>	
Driving to customer addresses	Increased risk of exposure to Covid-19	4	4	16	<p>Only one driver to attend addresses to collect/deliver customer vehicles.</p>	2	4	8	<p>Line Managers</p> <p>Drivers</p>	

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					<p>Where two people required in one car, one in front and one in opposite side at the back. Both to wear face masks.</p> <p>Dump cars to be used rather than two people.</p> <p>Drivers to carry hand sanitiser, clear plastic bag for keys and disinfectant spray/wipes.</p> <p>Drivers to have disposable seat covers and steering wheel covers.</p>					
Handing over Customer Vehicle	Increased customer contact	3	4	12	<p>Conduct electronic interactions where possible to convey information.</p> <p>Handover to be conducted outdoors.</p> <p>Keep two metre distance when dealing with customers.</p> <p>Arrange contactless payment where possible.</p> <p>Digital signatures where possible but new pen for customer to keep where this is not possible.</p> <p>Regular hand washing before and after each customer meeting.</p> <p>Sanitisation process of vehicles before handover.</p>	1	4	4	<p>Head of Business</p> <p>Line Managers</p> <p>Sales Executives</p> <p>Valeters</p>	

Likelihood

			Very Unlikely	Unlikely	Possible	Likely	Very Likely
			1	2	3	4	5
Severity	Negligible	1	1	2	3	4	5
	Minor	2	2	4	6	8	10
	Moderate	3	3	6	9	12	15
	Major	4	4	8	12	16	20
	Extreme	5	5	10	15	20	25