

# RISK ASSESSMENT

<b>Company:</b>	Hilton Garage Ltd	<b>Date of Assessment:</b>	<b>06.04.2021</b>
<b>Area / Location:</b>			
<b>Description of work activity / process being assessed:</b>	Exposure to Covid-19 as a result of any work-based activities. This is a revision of our existing policies and processes with a view to re-opening to the general public on the 12 <sup>th</sup> April, 2021 in line with the government's road map.		

Persons exposed:	Type of assessment:
<b>Employees</b>	<b>Initial</b>
<b>Contractors</b>	<b>Change in process / activity / legislation / following an accident etc</b>
<b>Visitors / Members of the public</b>	<b>Operational review</b>

COVID – 19 (Corona Virus)

### Symptoms

- a high temperature – this means you feel hot to touch on your chest or back (staff checked daily upon arrival to work)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss of taste and/or smell.
- Contact from an NHS tracer informing you to self-isolate.



At the time of writing the following risk assessment includes Government guidance <https://www.gov.uk/coronavirus> This assessment will be subject to regular updates depending on Government guidance to ensure the control measures do not need to be adapted.

This risk assessment will focus on several areas that need to be considered, including around the site, our colleagues, our customers and insurance implications.

Some key headlines to be considered include:

### **Communicating with colleagues**

- Managing their anxiety
- Health checking / occupational health
- Action required if employees are unwell
- Understanding specific needs such as:
  - Vulnerable persons and pregnant women to remain working from home
  - Domestic circumstances
  - De-furloughing, e.g. who comes back and when? (People will need to know in advance so they can plan)
  - Public Transport, e.g. is public transport available to colleagues who use this form of transport to come to work? Are there alternate ways to commute?
  
- Break down of functions to improve social distancing and business resilience
- Who can continue to work remotely?
- Consider shift work

### **Infrastructure of the business looking at the various business functions**

- Customer interaction via Click & Collect/Deliver
  - Viewing the product
  - Sales
  - Service and repair
  
- Colleague working conditions

### **Introduction of controls**

- Social distancing
- Cleaning
- Facilities to wash



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Hazards:	Control measures already in place:	Additional control measures required to reduce the risk:	Who will complete ?	By when:	Date completed:	Reviewed:
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<p>Potential Exposure to Covid – 19 (corona Virus):</p>	<p>Guidance used from World Health Organization and NHS to ensure the risk assessment is following the latest advice.</p> <p>Follow UK Government guidelines in reducing the likelihood of exposure.  <a href="https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response">https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</a></p> <ul style="list-style-type: none"> <li>• Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.</li> <li>• Put used tissues in the bin straight away.</li> <li>• Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.</li> <li>• Try to avoid close contact with people who are unwell.</li> <li>• Clean and disinfect frequently touched objects and surfaces.</li> <li>• Do not touch your eyes, nose or mouth if your hands are not clean.</li> <li>• Limit travel where possible to reduce potential exposure.</li> <li>• Ensure vulnerable persons (elderly, pre-existing health condition, lower immunity etc.) are individually assessed. Employees who have a continuous need to remain away from the workplace due to shielding or living with someone who is shielded have been identified and catered for accordingly. The company remains committed to keeping a line of communication with such employees and will only permit a return following medical advice and commitment to ensuring a safe working environment.</li> </ul>	<p>Increased presence of hand sanitiser to be used in conjunction with hand washing. Increased signage at hand washing points detailing best practice.</p> <p>Regular cleaning of frequently touched areas such as canteens, toilets and door handles.</p> <p>The company are now working toward the safe reintegration of all remaining members of staff who have been Furloughed and/or shielding. Shielding restriction lifted 31.03.2021. Individual consultations taken place to assess individual needs.</p>	<p>IB</p> <p>IB</p> <p>IB</p>	<p>20.05.2020</p> <p>20.05.2020</p> <p>20.05.2020</p>	<p>20.05.2020</p> <p>20.05.2020</p> <p>20.05.2020</p>	<p>06.04.2021</p> <p>06.04.2021</p> <p>06.04.2021</p>
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<p>Staying at home if you, or someone in your household, has symptoms of coronavirus (COVID-19) on site</p>	<ul style="list-style-type: none"> <li>• If anyone becomes unwell with a new, continuous cough, high temperature or loss of smell/taste in the business or workplace they should be advised to follow the stay at home guidance for households with possible coronavirus (COVID-19) infection. If these symptoms develop whilst at work they should be sent home, they should return home quickly and directly. If they have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue.</li> <li>• Anyone identified as a potential close contact of someone who has tested positive regardless of how small the chance of infection is, is sent home to self isolate for the required period of time. This would also be the case if a negative test is returned.</li> <li>• As a precaution following a positive test the relevant workstations and potential contact points are deep cleaned and sanitised.</li> <li>• If anyone needs clinical advice, they should go to NHS 111 online, or call 111 if they don't have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.</li> <li>• If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the stay at home guidance.</li> <li>• If an employee is contacted by an NHS tracer then they must follow their instructions specifically and self-isolate regardless of whether symptoms are displayed or not.</li> </ul>	<p>All staff subject to daily temperature checks, anyone presenting with a high temperature sent home in accordance with guidance and ordered to book a test immediately.</p> <p>Currently reviewing approach to lateral flow testing in line with recently announced government plans to test people twice per week.</p>	<p>IB</p>	<p>20.05.2020</p>	<p>20.05.2020</p>	<p>06.04.2021</p>
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Preparing the workforce	<ul style="list-style-type: none"> <li>Employee expectations set, with an emphasis on making them feel secure:             <ul style="list-style-type: none"> <li>- Return to work and working from home policies and incentives</li> <li>- Guest and visitor policies</li> <li>- Employee travel policies</li> <li>- HR policies regarding illness, support for caregivers etc.</li> </ul> </li> <li>Anxiety of returning to the workplace has been mitigated through change management planning and communications.</li> <li>Consideration given on why people can benefit from returning to work – productivity from proximity to colleagues, socialisation, amenities and work tools and resources.</li> <li>Consideration given to why people can benefit from continued home working – health and family priorities, reduced commute time, technology enables working from home without loss of productivity.</li> <li>Detailed plan in place on how to return to work.</li> </ul>	Regular updates communicated to staff updating them on the situation and our plans moving forward.	IB	20.05.2020	20.05.2020	06.04.2021
		Specific return to work policy circulated amongst those returning to work giving further guidance.	IB	20.05.2020	20.05.2020	06.04.2021
		Detailed explanation of our processes detailed on our website.	GM	20.05.2020	20.05.2020	06.04.2021
		Phased return of employees drafted and ready to be called upon when conditions allow.	IB	20.05.2020	20.05.2020	06.04.2021
Control Access	<ul style="list-style-type: none"> <li>Entry points to site / buildings are controlled.</li> <li>Building protocols communicated through signage, floor markings, social distancing, cleaning protocols etc.</li> </ul>	Doors opened where possible to minimise contact points.	IB	20.05.2020	20.05.2020	06.04.2021
		Increased signage detailing accessibility. Signage detailing that where possible access to other areas should be obtained by using external routes.	IB	20.05.2020	20.05.2020	06.04.2021

Social Distancing / Barriers	<ul style="list-style-type: none"> <li>• 2 metres (6.5 feet) segregation in place e.g. marking floors.</li> </ul>	Showroom clearly marked with tape detailing route and distance. Chairs spaced sufficiently from desks.	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Screens / barriers in place at reception etc.</li> </ul>	Sneeze screens installed at all transaction points and where working face to face is unavoidable.	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Queue management system in place with correct distance marking.</li> </ul>	Strict outdoor queueing system prior to any access with 2m distancing.	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Numbers allowed in the building are controlled e.g. appointments booked, collection and delivery times agreed, number of persons allowed in the building monitored etc.</li> </ul>	Revision of existing practices in line with government road map. Social distancing to be maintained and customer interaction performed outside where possible.	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Work areas divided into zones, with personnel allocated to work within each zone. Movement between zones is minimised and controlled.</li> </ul>	Service/Valeting personnel work in individual workstations to maintain distancing. Masks to be worn by both parties where assistance is required. Further floor markings at rear of workshop around computer area.	IB	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• One- way system in place for showroom etc.</li> </ul>	Floor tape detailing route.	GM	20.05.2020	20.05.2020	
	<ul style="list-style-type: none"> <li>• Staff density reduced on site reduced by: <ul style="list-style-type: none"> <li>- Altering working hour patterns to reduce worker numbers.</li> <li>- Shift handover arrangements altered to ensure the appropriate routines are followed.</li> <li>- Reducing office density/support</li> </ul> </li> </ul>	Provision made for return of increased numbers by implementing a split shift arrangement. Only overlaps occur between members of	IB	20.05.2020	20.05.2020	06.04.2021
			IB	20.05.2020	20.05.2020	06.04.2021



Personal Protective Equipment (PPE)	<ul style="list-style-type: none"><li>• Disposable masks provided. Any further masks can be home made in accordance with government guidance.</li><li>• Disposable gloves (nitrile) provided.</li><li>• Increased supply of hand sanitisers.</li></ul>	Disposable face coverings provided to all staff members. In line with government guidance these are to be used on the rare occasions where social distancing is not possible this includes but is not limited to the following instances. <ul style="list-style-type: none"><li>• Where members of staff have to assist each other when working on a vehicle.</li><li>• By any staff member occupying a vehicle.</li><li>• When checking staff temperatures.</li></ul> Gloves must also be worn. Signage displayed throughout the building and at every workstation.	GM	20.05.2020	20.05.2020	06.04.2021
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Cleaning	<ul style="list-style-type: none"> <li>Site deep cleaned prior to opening with products from approved lists from governing authorities.</li> <li>On-going cleaning regimes on site have been reviewed e.g. children's play areas, vehicles in showrooms, vehicles outside / in the showroom etc (members of the public may be constantly touching door handles, steering wheels, gearstick, handbrake, keys etc.)</li> <li>Clear desk policy in place.</li> <li>High-touch shared tools such as whiteboard markers, remote controls etc.</li> </ul>	<p>Sanitation stations set up around collection areas providing sanitiser and nitrile gloves.</p> <p>Major contact points sanitised and covered (including gear knobs, seats and steering wheels)</p> <p>Increased stationary provision to negate the need for anything to be shared.</p>	GM/IB	20.05.2020	20.05.2020	06.04.2021
			GM	20.05.2020	20.05.2020	06.04.2021
			DW	20.05.2020	20.05.2020	06.04.2021



Hygiene	<ul style="list-style-type: none"> <li>• Additional wash and gel stations installed at strategic points around the site, including entrance and exit as well as key areas in sales and service.</li> <li>• Hygiene practices are important to prevent spread of Covid-19. Appropriate signage in place to prevent infection spread:             <ul style="list-style-type: none"> <li>- Wash hands properly and regularly and especially after coughing or sneezing, after toilet use, before eating, if in contact with a sick person (especially those with respiratory symptoms). It is important to follow good practices for hand washing, which includes using soap and water and washing for over 20 seconds.</li> <li>- Touching of the face should be avoided. Regular hand washing with soap and water is effective for the removal of Covid-19. Where washing is not available, use of hand sanitisers is recommended.</li> <li>- Cover your mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into a sealed bin and then wash your hands.</li> <li>- Avoiding making close contact with people e.g. do not shake hands, no elbow bumping.</li> </ul> </li> </ul>	<p>Implemented throughout the building at workstations, desks, canteens, toilets plus entry/exit points.</p>	GM	20.05.2020	20.05.2020	06.04.2021
		<p>Increased signage detailing correct practises put up in all the relevant areas.</p>	GM	20.05.2020	20.05.2020	06.04.2021

Facilities	<ul style="list-style-type: none"> <li>The use of canteen facilities (bringing food/ drinks to people) has been restricted/ staggered.</li> <li>The number of tables/chairs have been reduced in the canteen and number of staff per table is restricted.</li> <li>The number of seats and tables have been reduced in the waiting/reception area.</li> </ul>	Breaks to be staggered and to be taken in own vehicle, or outside. Tables and seating removed from communal areas.	IB  GM	20.05.2020  20.05.2020	20.05.2020  20.05.2020	06.04.2021  06.04.2021
Legionella	<ul style="list-style-type: none"> <li>Legionella checks undertaken prior to the site re-opening e.g. chlorination, flushing the system etc.</li> </ul>	Continual running of taps by those who remained on site.	RM	20.05.2020	20.05.2020	06.04.2021
Plant and Equipment	<ul style="list-style-type: none"> <li>Thorough examination and testing of lifting and pressure equipment during the Coronavirus outbreak are undertaken. Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading.</li> <li>Internal inspections e.g. ladder checks etc are undertaken.</li> </ul>	Statutory inspections of lifting equipment have remained unaffected amid the outbreak and all is in order.	IB	20.05.2020	20.05.2020	06.04.2021

<p>Vehicles e.g. demonstrators, vehicles for sale, courtesy cars, customer vehicles, collection / delivery etc.</p>	<ul style="list-style-type: none"> <li>• Cleaning regime in place for vehicles including external door handles, steering wheels, gearstick, handbrake, keys etc</li> </ul>	<p>Specific processes communicated to all departments detailing strict process once working on a vehicle is complete to include same process in preparation of demonstration.</p>	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Key management system in place e.g. limit access and therefore reduce numbers of people handling them. Clean keys on receipt and prior to handover to customer.</li> </ul>	<p>Traka key system enables effective quarantining of vehicles. Disinfect returning keys and sanitise prior and following access to key cabinets.</p>	IB	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Unaccompanied demonstrations (to ensure safe distancing) check the correct insurance is in place.</li> </ul>	<p>Unaccompanied test drives have been approved by our insurers subject to questionnaire completion to be done at a safe distance.</p>	IB	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Collection and delivery of vehicles reviewed e.g. allocating times, hand over procedures, cleaning regime etc.</li> </ul>	<p>Implementation of appointment system ensuring safe distancing can always be maintained.</p>	GM	20.05.2020	20.05.2020	06.04.2021
	<ul style="list-style-type: none"> <li>• Company policy has been adapted to ensure vehicles are locked after use.</li> </ul>	<p>(N.B. test drives are not being conducted in accordance with current rules)</p>				
	<ul style="list-style-type: none"> <li>• Removal of all price boards due to the fact that this is an unnecessary contact point.</li> </ul>	<p>Removal and storage of all price boards.</p>	DW	20.05.2020	20.05.2020	06.04.2021

First Aid and Fire Warden	<ul style="list-style-type: none"> <li>Adequate numbers of “first aiders” on site.</li> <li>Adequate number of fire wardens on site.</li> <li>Internal checks e.g. fire call point checks, emergency lighting, first aid box checks etc are undertaken.</li> </ul>	Three first aiders on site, HSE have implemented a 3-month extension to those courses coming to an end. This applies to one of our first aiders	IB	20.05.2020	20.05.2020	06.04.2021
		Usual processes are in place for other internal checks.	IB	20.05.2020	20.05.2020	06.04.2021
Waste	<ul style="list-style-type: none"> <li>Waste collections have been reinstated.</li> </ul>	Council have been instructed to resume as normal.	IB	20.05.2020	20.05.2020	06.04.2021
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	<ul style="list-style-type: none"> <li>Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading.</li> </ul>	Absence due to Covid-19 is now reportable under RIDDOR regulations.	IB	20.05.2020	20.05.2020	06.04.2021
Occupational Health Surveillance	<ul style="list-style-type: none"> <li>Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading.</li> </ul>					

Review period:

**After any UK Governmental Department announcement.**

### **Further Reading**

Government

<https://www.gov.uk/coronavirus>

HSE

[www.hse.gov.uk/news/coronavirus.htm](http://www.hse.gov.uk/news/coronavirus.htm)

First Aid

[www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm](http://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm)

RIDDOR

[www.hse.gov.uk/news/riddor-reporting-coronavirus.htm](http://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm)

Health Surveillance

[www.hse.gov.uk/news/health-surveillance-coronavirus.htm](http://www.hse.gov.uk/news/health-surveillance-coronavirus.htm)

Examination (work equipment)

[www.hse.gov.uk/news/work-equipment-coronavirus.htm](http://www.hse.gov.uk/news/work-equipment-coronavirus.htm)

PPE

[www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm](http://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm)

Signed: \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_