

COVID-19

Risk Assessment

Document Control Reference

Issue 01 - May 2020

What is the hazard?	Who might be harmed?	Controls in Place <i>(What must be implemented to ensure a Covid Secure workplace)</i>	Additional Controls <i>(Company specific additional controls that need to be implemented)</i>	Action by who?	Action by when?	Done
<p>Spread of Covid-19 Coronavirus in the workplace</p>	<p>Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.</p>	<p>Information for Affected Parties on COVID-19 Control Measures</p> <p>Clear signage will be used to inform customers, contractors and visitors on the social distancing practices and on which areas are closed.</p> <p>All employees are to be trained on COVID-19 control measures.</p> <p>Regular checks to be run to ensure compliance with the Government Guidelines.</p>	<p><i>Posters, leaflets and other materials are available for display.</i></p> <p><i>Rigorous checks must be carried out by managers to ensure that the procedures detailed in the assessment are being followed.</i></p> <p><i>Once Centres have complied with the relevant guidance regarding managing the risk of Covid-19, the Covid Secure poster should be completed and displayed on site.</i></p> <p><i>Regular checks will be carried out by members of the management until social distancing requirements are in place.</i></p> <p>https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf</p>	<p>General Managers Compliance Manager Line Managers</p>	<p>30th May 2020</p>	<p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Symptoms of Covid-19 - Suspected Cases</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.</p> <p>Managers will maintain regular contact with staff members during this time.</p>	<p><i>Temperature check will be implemented at all centres.</i></p> <p><i>Detailed instruction will be issued to all Managers on recognising suspected COVID-19 infection and control the situation.</i></p>	<p>General Managers Compliance Manager Line Managers</p>	<p>30th May 2020</p>	<p>Done</p>
		<p>If the company is advised that a member of staff of another company or a visitor to site has developed Covid-19 and were recently on site the management team will identify people who have been in contact with them and will take advice on any actions or precautions that should be taken (Call NHS 111).</p>	<p>Information on the actions required in such cases will be shared with all Line Managers in the form of an instruction document.</p>	<p>Compliance Manager</p>	<p>30th May 2020</p>	<p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>A report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) will be made when:</p> <ul style="list-style-type: none"> · An unintended incident at work has led to someone's possible or actual exposure to coronavirus. This will be reported as a dangerous occurrence. · A worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This will be reported as a case of disease. · A worker dies as a result of occupational exposure to coronavirus. 		Compliance Manager	As and when required	

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Hand Washing</p> <p>Suitable quantities of hand washing facilities with soap and water will be in place, with hand washing guidance clearly indicated.</p> <p>Handwashing facilities provided and hand sanitiser to encourage visitors to wash their hands regularly.</p> <p>Stringent and regular hand washing taking place.</p> <p>Hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p> <p>Drying of hands with disposable paper towels instead of air dryers.</p>	<p>All non-disposable towels to be removed and replaced with paper towels.</p> <p>Hand cream provided in all washrooms.</p> <p>Purchase hand sanitising stations, pump flasks and suitable amount of sanitiser liquid/gel.</p>	General Manager	30 th May 2020	Done
		<p>Staff encouraged to protect the skin by applying emollient cream regularly.</p>		General Manager	30 th May 2020	Done
		<p>Gel sanitisers provided in any area where washing facilities are not readily available e.g. meeting rooms and any remote locations.</p>		General Manager Compliance Manager	30 th May 2020	Done

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	Workplace Cleaning				
		Frequently cleaning and sanitisation of objects and surfaces that are touched regularly. Particularly high use items such as door handles, light switches, office equipment, coffee machines, or staff handheld devices, etc, using appropriate cleaning products and methods.	Prepare sanitising guidelines for centres determining the method, frequency and recording requirements.	Compliance Manager	30 th May 2020	Done
		Waste and belongings removed from site/work areas at the end of the shift / workday.	Done regularly as a part of the daily cleaning regime. Site waste removal carried out weekly.	General Manager	Ongoing	Ongoing
		Adequate disposal arrangements in place for used cleaning materials and other wastes.	Hazardous and Non-hazardous waste compounds available.	General Manager	Ongoing	Ongoing
		Where shower or changing facilities are provided, clear use and after use cleaning guidance for showers, lockers and changing rooms will be provided to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Guidelines on preparation and management of welfare facilities provided to General Managers. Safe operating procedures (SOP) covers the use of wellbeing facilities for all employees. Management regularly check the welfare areas to ensure that safe procedures are being followed.	Compliance Manager General Managers Line Managers	30 th May 2020	Done
		Introduced enhanced cleaning of all facilities regularly during the day and at the end of the day.	Prepare sanitising guidelines for centres determining the method, frequency and recording requirements.	Compliance Manager	30 th May 2020	Done

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	Handling Goods & Merchandise				
		Encouraged increased handwashing and introduced more handwashing facilities for workers and customers and provided hand sanitiser where this is not practical.	Implement SOP and custom warning signs to encourage increased handwashing. Purchase hand sanitising stations, pump flasks and suitable amount of sanitiser liquid/gel.	General Manager Compliance Manager	30 th May 2020	Done
		Limited customer handling of merchandise, for example, through different display methods, new signage and rotation of high-touch stock.	Merchandise to be removed from open showroom areas, make it available on request only.	General Manager	30 th May 2020	Done
		Pick-up and dropping-off collection points in place where possible, rather than passing goods hand-to-hand.	Cars picked-up or collected by appointment only to manage social distancing. At Parts Departments collection points have already been in place.	General Manager	30 th May 2020	Done
		Staggered collection times implemented with a queuing system in place to ensure a safe distance of 2m.	Any car collection is by appointment only.	General Manager	30 th May 2020	Done
	Guidance provided to staff how they can safely assist customers with handling large item purchases.	SOP provided on presenting cars. Any parts available for on-site purchase are suitable for handled by one person.	General Manager Compliance Manager	30 th May 2020	Done	

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		Consideration given to who is essential on site. Those not in customer-facing roles such as administrative staff will work from home if possible.		General Manager HR Manager	30 th May 2020	Done
		Reduced the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended so each person works with only a few others.	New layout designed and set up at all centres.	General Manager	30 th May 2020	Done
		Provided clear guidance on social distancing and hygiene to customers and staff on arrival, for example, signage, floor demarcation, visual aids etc and before arrival, such as on the website or by email.	Signage in place, and SOP available via Junction for all employees. COVID-19 Management Guidelines sent to site managers.	General Manager Compliance Manager	30 th May 2020	Done
		Encouraged use of contactless payments where possible.		General Manager	30 th May 2020	Done
		Asked customers to order online, via apps or over the telephone to reduce queues and use staggered pick-up times.	Information available via company website.	Digital & Social Media Manager	30 th May 2020	Done
		Regulation of entry so that the premises do not become overcrowded and placing 2m markers on the floor to maintain social distancing inside the premises.	New layout designed and set up at all centres.	General Manager	30 th May 2020	Done
Used cleanable screens and barriers to separate staff from customers	Determine where screens are to be used, install screens.	General Manager	30 th May 2020	Done		
Used back-to-back or side-to-side working (rather than face to- face) whenever possible.						

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		<p><i>Social Distancing cont.</i> Reduced the number of people each person has contact with.</p> <p>Work schedules reviewed including start & finish times/shift patterns, working from home etc. to reduce number of staff on site at any one time.</p> <p>Where staff are working from home, provided suitable equipment for people to work at home safely and effectively, for example, adequate equipment and access to work systems.</p> <p>Redesigned work processes where appropriate to ensure social distancing is in place.</p> <p>Reconfigured seating and tables to maintain spacing and reduced face-to-face interactions.</p> <p>Conference calls to be used instead of face to face meetings. Only necessary participants will attend meetings and will maintain 2m separation throughout.</p> <p>Cleaning procedures in place after each use for the parts of shared equipment staff may touch.</p> <p>Social distancing to be implemented and adhered to in rest rooms, smoking areas, exits and entrances.</p> <p>'One way' traffic flows implemented where possible to minimise contact.</p> <p>In an emergency, for example, an accident or fire people do not have to stay 2m apart if it would be unsafe.</p>	<p>Implement shift systems to reduce the number of employees on site at the same time.</p> <p>Provide hardware and secure log-in for all home working employees.</p> <p>Supply SOP to employees on redesigned processes.</p> <p>New layout designed and set up at all centres.</p> <p>Set up secure conference call systems on all company PC's and laptops.</p> <p>Supply SOP and sanitising guidelines to employee.</p> <p>Create guidelines and SOP on use of welfare facilities.</p> <p>New layout designed and set up at all centres.</p>	<p>HR Manager General Manager</p> <p>IT Manager Line Managers</p> <p>Compliance Manager General Managers</p> <p>General Manager</p> <p>IT Manager</p> <p>Compliance Manager</p> <p>Compliance Manager</p> <p>General Manager</p>	<p>30th May</p> <p>25th March 2020</p> <p>30th May</p> <p>30th May</p> <p>25th March 2020</p> <p>30th May</p> <p>30th May</p> <p>30th May 2020</p>	<p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>When Social distancing guidelines cannot be followed</p> <p>In some rare occasion guidelines cannot be followed in full in relation to a particular activity. In such cases the management should consider whether that 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 their staff.</p> <p>General Control Measures:</p> <ul style="list-style-type: none"> Increasing the frequency of hand washing and surface cleaning. Keeping the activity time involved as short as possible. Using screens or barriers to separate people from each other. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment. In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19. 	<p>Instruction on Technician Apprentices working their Mentor will be issued to Line Managers.</p> <p>Line managers to ensure that each case will be assessed to eliminate risk of exposure to both Apprentices and Mentors.</p>	<p>Compliance Manager</p> <p>Line Managers</p>	<p>30th May 2020</p> <p>30th May 2020</p>	<p>Done</p> <p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Clinically Vulnerable Employees</p> <p>Clinically vulnerable individuals, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.</p> <p>If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they will be offered the option of the safest available on site roles, enabling them to stay 2m away from others.</p> <p>If they have to spend time within 2m of others, it will be assessed whether this involves an acceptable level of risk. As for any workplace risk you must consider specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.</p>	<p>Clinically vulnerable employees will be identified and their work situation assessed. Make every reasonable arrangement to ensure their home working possibilities.</p> <p>If home working is not available, all staff will follow strict social distancing regime working with vulnerable employees.</p> <p>Tasks, not following the social distancing guidelines must not be carried out by clinically vulnerable employees.</p> <p>Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. However, if they do come to work, additional steps will be taken to ensure the highest level of isolation during the working day (i.e. single occupancy office with entry restriction).</p>	General Manager Line Managers HR Manager	30 th May 2020	Done

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Clinically Vulnerable Customers</p> <p>The company must follow the Government Guidelines to protect all customers, including those clinically vulnerable.</p>	<p>For vulnerable customers, or anyone who insists on no physical contact the company will offer Delivery and Disinfect Service:</p> <ul style="list-style-type: none"> • Offer to pick-up the vehicle and return to their home • Send work order electronically prior to collection • Scan completed work order and send this electronically prior to delivery • Sanitise the vehicle in front of them at collection and at delivery 	General Managers Service Managers Customer Service Manager	30 th May 2020	Done
		<p>PPE - Wearing of Gloves</p> <p>Where risk assessment identifies wearing of protective gloves as a requirement of the job to control risk, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p>The precautionary wearing of gloves to protect against Covid-19 is not recommended. Good hand hygiene as described above is preferred.</p>	Supply information to employees and management in the form of SOP and PPE guideline.	Compliance Manager	30 th May 2020	Done

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>PPE - Face Masks/Coverings</p> <p>The evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk.</p> <p>However, a face covering may be worn in enclosed spaces where social distancing is not possible.</p> <p>Where wearing a face covering is optional, e.g. not a PPE requirement, the company will support their workers in using face coverings safely. This information will be provided:</p> <ul style="list-style-type: none"> · Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. · When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. · Change the face covering if it becomes damp or if you have touched it. · Continue to wash hands regularly. · Change and wash face coverings daily. If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in the usual waste. · Practise social distancing wherever possible. 	Add information to Junction intranet site to make information available for all employees.	HR Manager	30 th May 2020	Done

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Heating Cooling & Ventilation</p> <p>Checked whether there is a need to service or adjust heating, cooling or ventilation systems so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.</p> <p>Windows and doors will be opened frequently to encourage ventilation, where this is possible.</p>		General Managers	30 th May 2020	Done
		<p>Deliveries</p> <p>Procedures in place to minimise person-to-person contact during deliveries to other locations including home deliveries.</p> <p>Where possible and safe, single staff member to load or unload vehicles.</p> <p>Maintained consistent pairing where two-person deliveries are required.</p> <p>Minimised contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed documents.</p>	<p>Include home deliveries of vehicles in SOP for employees.</p> <p>Include offering of sending document in electronic format in SOP for employees.</p>	<p>Compliance Manager</p> <p>Compliance Manager</p>	<p>30th May 2020</p> <p>30th May 2020</p>	<p>Done</p> <p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>General Travel Including Foreign Travel</p> <p>All staff to limit their use of public transport where possible. Where travel is essential, use private single occupancy vehicles where possible.</p>				
		<p>Staggered arrival and departure times to reduce crowding into and out of the site, taking account of the impact on those with protected characteristics.</p> <p>Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.</p> <p>Limited passengers in any corporate vehicles, for example, work minibuses. This will include leaving seats empty.</p> <p>Reduced congestion, for example, by having more entry points to the site.</p> <p>Used markings and introduced one-way flow at entry and exit points.</p> <p>Provided handwashing facilities, or hand sanitiser where not possible, at entry and exit points.</p>	<p>Introduce shift system to avoid crowding.</p> <p>Check if there is adequate parking or bicycle racks on each site.</p>	<p>HR Manager</p> <p>General Managers</p>	<p>30th May 2020</p> <p>30th May 2020</p>	<p>Done</p>
		<p>Provided alternatives to touch-based security devices such as keypads where appropriate, for example, deactivating pass readers in favour of showing a pass to security personnel at a distance.</p> <p>Where meetings can take place via phone or teleconferencing this will be done instead of face to face meetings.</p>	<p>Install sanitising stations at the entrance/exit points.</p>	<p>General Managers</p>	<p>30th May 2020</p>	<p>Done</p>

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		<p>Where work related travel is necessary the following will be considered.</p> <ul style="list-style-type: none"> Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face. Cleaning shared vehicles between shifts or on handover. <p>Foreign travel is prohibited at this time.</p>	<p>Only one person allowed in one car.</p> <p>Write and Implement vehicle sanitisation procedure.</p>	<p>All Jemca Employees</p> <p>General Manager Compliance Manager</p>	<p>30th May 2020</p> <p>30th May 2020</p>	<p>Done</p>

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Spread of Covid-19 Coronavirus in the workplace	Staff Visitors to the premises Cleaners Contractors Delivery Drivers Vulnerable groups Members of the public Anyone else who physically comes in contact with staff in relation business/work.	<p>Communications and Training</p> <p>Ongoing engagement with staff will take place, to monitor the controls in place and any problem areas or areas for improvement.</p> <p>We will use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p> <p>We will use of visual communications, for example signage, to explain distancing, hygiene, and other controls to be implemented.</p> <p>Provision of signage at entrances to the site to remind the public and workers to maintain social distancing.</p>		HR Manager Compliance Manager General Managers	Ongoing	Ongoing
		<p>Mental Health</p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.</p> <p>Managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Managers have an open-door policy for those who need additional support.</p> <p>Managers will monitor the wellbeing of people who are working from home and help them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.</p>		HR Manager General Managers Line Managers	Ongoing	Ongoing