Risk assessment COVID-19

Company name: Ocean Automotive Group -

Ocean Automotive (Bodyshops) Limited

Assessment carried out by: Sue Batterson

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Reviewed: Nov 2020, Feb 2021, Nov 2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
Working safely within the Business both during and after a Lockdown As more staff return to work the business must ensure their safety by making premises "COVID" secure – unsafe workplace premises raise the risks of virus transmission	There is a direct threat to staff health and wellbeing from transmission of the COVID-19 coronavirus while at work. People can catch the virus from others who are infected in the following ways: - virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales - the virus can survive for up to 72 hours out of the body	Ensure that the business complies with its duty to provide a safe and healthy workplace /working conditions for staff in the workplace during the coronavirus pandemic by: • Circulating "COVID secure" coronavirus policies and safety procedures to all staff and managers; these set out how staff should behave & the precautions they must adopt during the pandemic to keep them safe • Requiring staff to practice effective social distancing while in and around the workplace, while	No further action required – ongoing review of effectiveness of these measures to be conducted	Senior Management	Ongoing

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	on surfaces which people have coughed on, etc - people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth	travelling to work and in all work business • Wearing of masks when working in close proximity to colleagues and customers. Managers should pass on and reinforce key Government public health messages to all staff: • cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it) • put used tissues in the bin straight away • wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available) • avoid close contact with people who are unwell (insist unwell people stay home) • clean and disinfect frequently touched objects and surfaces. Do not touch face, eyes, nose or mouth if hands are not clean. In all departments, fully implement			

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		Public Health England (PHE) *Guidance for Employers and Businesses on Coronavirus*, including the following key safety precautions: • Keep all risk assessments under review to ensure that a safe place of work is maintained • Ensure good communications with the entire workforce at all stages of the pandemic • Make any adjustments to the workspace/ rotas/ work patterns/ procedures as necessary to facilitate effective infection prevention and social distancing at work • Follow government health and travel advice • Provide hand sanitiser as required • Provide infection control personal protective equipment (PPE) such as gloves, masks and eye protection if required in departmental risk assessments • Increase environmental cleaning in the workplace; review and discuss cleaning method statements with contract cleaners to ensure			

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		cleaning staff have access to suitable detergents, disinfectants and PPE • Display appropriate public health posters and notices around the workplace and on websites			
Preventing the spread of COVID-19 on all business sites Minimising risk to all employees and customers Staff working together in the workplace premises inevitably raises the risk of virus transmission Hot desking and the sharing of equipment present hazards that raise the risk of virus transmission further	All employees and customers are at risk of exposure to coronavirus if steps are not taken to counter against this	• Clear signage provided throughout each premises detailing social distancing and the importance of regular hand washing • All tea towels and hand towels removed; only blue roll to be used when handling crockery & kitchen items • Anti-bacterial wipes, sprays and hot steamers with disinfectants provided for all employees to wipe down each area after a customer has visited • Employees responsible for the cleaning and sanitisation of their own work spaces • Employees procedures circulated out setting out clear expectations on working together safely during lockdown and whilst the COVID-19 threat remains	Continue to revisit employees procedures and policies on a regular basis and ensure these remain fit for purpose at all times	HR Manager and Managing Director	Under continuous review

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		• Shared equipment such as key cabinets wiped down with anti-bacterial wipes after every use • Gloves and PPE provided such as face masks if employees require these but this must not be relied upon solely and the procedures set out for social distancing must be adhered to at all times • Equipment should not be shared between staff – limit the use of high-touch equipment in the workplace • Regular sanitisation of shared equipment e.g. photocopiers to be wiped down with an antibacterial wipe after each use • A review of all work premises to identify suitable adaptations which will support social distancing • Offices and work spaces to be set up to support social distancing, e.g. layout changes, appropriate signage, stickers and floor markings if still deemed appropriate to denote safe distances, etc • Workstations and desks to be arranged with a minimum separation between them – where			

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		necessary screens will be fitted • Establishing maximum occupancy limits for offices and work areas • Reducing the need for staff to move around within the workplace • Not allowing hot desking if equipment is being shared • Wearing of masks when away from immediate work station • Staff Protocols Policy published and sent to all members of staff to sign electronically and confirm they acknowledge, understand and will follow the policy.			
Social Distancing – Customers Customers visiting our premises for vehicle repairs and collection – risk of infection transmission	Customers visiting need to be clearly guided and allowed to socially distance 2m from our employees and other customers Risk of infection transmission	• All Reception areas reviewed for social distancing and rearranged as required. • Clear customer communications sent out prior to any visit including clear messages on what to expect when visiting our premises • Clear signage throughout to guide customers and employees • Protective screens on reception desks • Clean pen system in use • Hand sanitiser available for	Continuous review to ensure service area remains socially distant and safe for all waiting and visiting customers	General Manager / Bodyshop Manager	Under constant review

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		customer and employees use • Employees instructed to clean down area after each customer visit with anti-bacterial spray, wipes and disinfectant • Socially distanced areas for waiting customers clearly designated and marked out			
Social Distancing - Employees Employees working on site - risk of infection transmission	Employees must be kept at a 2m distance from each other at all times to adhere to Government guidelines to minimise risk of spread of infection Sharing of tea towels and hand towels can increase the risk of infection Sharing of common use areas such as kitchens / canteens, toilets and other facilities can increase the risk of infection	• Clear signage provided throughout the premises to advise re social distancing • Clear signage on the importance of regular hand washing and use of hand sanitiser • Employees procedures clearly setting out expectations and working together during any periods of lockdown and beyond • Employees training and briefings to ensure clear guidance and what policies and procedures are in place for their safety • Kitchen / canteen areas clearly marked out to ensure only one person at a time can use tea/ coffee making facilities or microwaves / toasters.	Continue to revisit employees procedures and policies on a regular basis and ensure these remain fit for purpose at all times Procedures reviewed end June; agreed to retain 2m social distancing even though Government changes from 04.07.20 allow for 1m plus. **UPDATE** this remains effective as at Feb 2021 and will continue. **UPDATE** removed requirement for mandatory mask	HR Manager and Managing Director	Ongoing review

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		• Tables & chairs clearly spaced out 2m away from each other with only one person at a time to use these within the kitchen/ canteen area • Staggered lunch breaks in place to minimise the number of employees taking breaks at the same time • Daily temperature and symptom checks are in place to ensure that no employees are displaying a high temperature or any other symptom and are allowed to come into the building • Wearing of masks no longer compulsory when away from your work station but can choose to wear one through personal choice	wearing but will wear if customer prefers to or through personal choice and continue to conduct meetings with Perspex screens and usual protocols.		
Vulnerable Employees Employees who have previously received a shielding letter being asked to return to work with no additional protection in place from risk of infection Some staff may have	Vulnerable employees who require shielding have a higher risk to themselves if exposed to COVID-19 Those who are classified by PHE as being at greater risk from COVID-19 include people in the vulnerable (moderate risk) and	• All vulnerable employees clearly identified and contacted by HR to check whether they have received a shielded letter • All employees in receipt of this letter must state to HR how long they are to be quarantined for • No employees who are shielded will be asked to return to work during their quarantine period • Employees living with a shielded	No further action required but policy will be reviewed by HR to ensure it remains relevant and effective	HR Manager	Ongoing

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pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection	extremely vulnerable (high risk) categories Vulnerable (moderate risk) people include those who: • are 70 or older • are pregnant • have a lung condition such as asthma, COPD, emphysema or bronchitis (not severe) • have heart disease, diabetes, chronic kidney disease or liver disease (such as hepatitis) • are taking medicine that can affect the immune system (such as low doses of steroids) • are very obese Extremely vulnerable (high risk) people include those who: • have had an organ transplant • are having chemotherapy	person will have to follow the guidelines within that person's letters whilst at home • Managers and HR should identify and be aware of staff who fall into vulnerable and extremely vulnerable categories so they can ensure that they are given adequate protection and support to enable them to comply with government health recommendations Vulnerable Staff Policy published			

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	for cancer, including immunotherapy • are having an intense course of radiotherapy for lung cancer • have a severe lung condition (such as severe asthma or severe COPD) • are taking medicine that makes them much more likely to get infections (such as high doses of steroids) • have a serious heart condition and are pregnant				
Premises Access and Travel Staff who are required to attend for work must be given safe access to the workplace	Travel to and from work may lead to greater risk of virus transmission Public transport may be restricted in order to achieve social distancing on trains, buses, etc Access to buildings may create a virus transmission	The following safety arrangements should apply to workplace access and travel arrangements: • Ensure that sufficient access points to the workplace are provided so that staff do not congregate at entrances and exits – ensure that all access points have supplies of sanitiser available • Review disabled access policies and arrangements to ensure safe	Continue to review ongoing staffing levels and access to ensure no bottlenecks to entrances or exits occur.	General Manager	Ongoing

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	risk if staff all seek entrance at once or are channelled through single points of entry Risks may be increased for disabled or injured staff who may have reduced options for access	entrance or exit for disabled / injured staff • Use floor markings and signage at entrances and exits and introduce one way flow systems at entry and exit points where appropriate. • Enable flexible/staggered working arrangements if required so that staff can avoid travelling at peak times or all arriving or leaving at the same time if this proves necessary as staff numbers increase • Provide hand sanitiser at entrances and exits • Ask staff not to use public transport if at all possible – where they do use public transport they should conform with all requirements, eg wearing face coverings if required, social distancing, etc • In all cases non-essential travel for work purposes should be minimised			
People becoming unwell while on-site A symptomatic person using a site	High risk of transmission	Our policy on 'People with Symptoms' has been sent to all employees and they have to acknowledge and sign the document to confirm they have read and understood this.		General Manager / Bodyshop Manager	When need arises

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		• All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high contact areas such as toilets • Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal • Cleaning staff must wear appropriate PPE • Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be double-bagged and tied off and disposed of in the general waste containers situated outside of the buildings.			
Technicians Working Together Technicians needing to	Technicians are at a higher risk of transmission of infection if they cannot practice social distancing	• Social distancing measures are in place to allow technicians to work 2m apart when working on vehicles alone	Continue to revisit employees procedures and policies on a regular basis and	General Manager / Bodyshop Manager	Ongoing review

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work together less than 2m apart	Shared use of tools and other equipment such as spray paint guns, gun cleaners, paint mixers etc Utilising small areas such as paint mixing	• If there is a requirement to work together on a vehicle or in an area less than 2m apart, all technicians have been provided with full PPE in the form of face masks, face shields and gloves. • Daily temperature checks are in place to ensure that no technicians displaying a high temperature or other symptoms are allowed to come into the building • Technicians have their own stations, tools and equipment – all techs wear gloves at all times and replace these each time they work on a new vehicle • Shared equipment must be sanitised and work stations kept clean and clear by the technicians at the end of every shift • Technicians protocols policy published	ensure these remain fit for purpose at all times		
Customer Vehicles Risk of infection both by and from customers and employees	Use by customers after visiting and use by assessors, technicians and valeters	• All customers are asked beforehand not to go ahead with their visit if they are displaying any symptoms of COVID-19 or have been near anyone else who has • Vehicle keys are disinfected and	No further action required – process to continue to be reviewed on an ongoing basis	General Manager / Bodyshop Manager for Accident Repair	Ongoing review

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		placed in a plastic bag or key tray • Technicians wipe down high contact areas with anti-bacterial spray before commencing any work on a customer's vehicle • Seats covers, steering wheel covers and floor mats are used for each vehicle • Technicians are mandated to wear a fresh pair of gloves at all times for each customer vehicle • Technicians are mandated to wear a face mask when conducting any road tests • Technicians / valeters to fully sanitise all high contact areas as detailed on a mirror hanger Technician Protocols policy published		Centres	
Courtesy Cars Risk of infection both by and from customers and employees	Customers sharing vehicles and employees driving these are exposed to a greater risk of infection transmission Valeters using the anti-bacterial bactericide spray canister and not ventilating the vehicle sufficiently	• All loan cars to be thoroughly sanitised by way of an initial valet followed by either an anti-bacterial bactericide spray released within each vehicle prior to use, an anti-bacterial / ozone machine or an anti-bacterial disinfectant delivered through use of a steamer or via Ozone treatment	Continue to review processes to ensure both effective and practical Ensure all new staff / valeters are fully trained in using the bactericide spray	General Manager / Bodyshop Manager	Ongoing review

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	afterwards or immediately getting into the car after use – could cause coughing or eyes to water (P260 do not breathe vapour/spray). H222 extremely flammable aerosol H229 Pressurised container; may burst if heated	• All loan cars are to be sanitised in this way every time they are used by a customer. **Valeter Use** • Clear instructions on use and Safety Data Sheet provided • Instructions on inhalation provided – if spray/mist inhaled, move affected person to fresh air and rest in a position for comfortable breathing. Get medical attention if discomfort continues • If ingested – rinse mouth thoroughly with water • Skin contact – wash skin thoroughly with soap and water • Eye contact – rinse immediately with water or use eye stations provided • Store in a safe environment which is cool and away from excessive temperatures			
Vehicle Collections Customers must be socially distanced when collecting their repaired	Allowing customers to collect their repaired vehicle whilst keeping a safe distance and ensuring the vehicle is fully sanitised to prevent	• A contactless handover procedure is in place to allow customers to collect their new vehicle from a safe distance of not less than 2m • Vehicles are fully sanitised prior to	No further action required – processes to be reviewed on an ongoing basis	General Manager / Bodyshop Manager	Ongoing

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vehicle and the vehicle must be sanitised to prevent any risk of infection	transmission of infection	handover • Paperwork to be handled remotely wherever possible • Use of a clean pen system if customers need to complete any final paperwork • Hand sanitiser and gloves available for customer and employees use • Customer communications to be sent out in advance of any handovers taking place to ensure all customers are clear on the process and what to expect when arriving to collect their vehicle Vehicle handover protocols published for best practice use by all Accident Repair Centres			
Deliveries and Suppliers Risk of spread of infection	Employees receiving deliveries if driver or anyone handling the parcel is infected with COVID-19	• Drivers entering the building must must not enter if they have any symptoms of COVID-19 • Employees instructed to use their own pen if signing for delivery; a contactless delivery is preferable • If an electronic signature is required, employees instructed to wash hand thoroughly for at least 20 seconds or use hand sanitiser	All new employees to be made of our processes New suppliers to be advised we are following COVID-19 Government guidelines and social distancing must be adhered to	General Manager and all manager's with supplier relationships	Ongoing

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		after signing or handling the parcel Protocols published and distributed to all employees on deliveries and suppliers	when entering our premises		
Sub-Contractors on site Risk of spread of infection	Employees and or customers if sub-contractors enter the premises as there is an increased risk of infection transmission Safety issues surrounding sub-contractors at work whilst on site	• All sub-contracted work agreed beforehand and made aware of our COVID-19 protocols • No sub-contractor will be allowed on site if they show any signs of COVID-19 or appear to be unwell • All sub-contractors must follow the social distancing policy • They must show clear ID and necessary paperwork on arrival and sign the visitor book • Their onsite contact must arrange to have their temperature taken. If this exceeds 37.5°C the sub-contractor will immediately be asked to leave the premises • The onsite contact must arrange for any areas to be sanitised where the sub-contractor may have touched prior to their temperature being taken • If their temperature is OK, the sub-	No further action required – processes to be continued to be reviewed on an ongoing basis	On site Manager / Commercial Manager and / or Maintenance Controller	Ongoing

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		contractor must be given our Group Policy on sub-contractors being on our premises and adhere to this at all times. This clearly documents all safety and security issues. • The onsite contact will take the sub-contractor around the building and advise how social distancing works and the use of our facilities including the wearing of face masks at all times • All employees aware of our Group Policy and the new processes in place to minimise the risk of infection transmission			
Business Continuity Crisis management and business continuity hazards caused by the pandemic emergency	The crisis threatens business continuity and ability to deliver essential services to our customers	Senior Management Team should refer to business continuity policies (BCP) and procedures and BCP updated and amended to reflect the pandemic. After lockdown the following safety arrangements should be applied to establish business recovery: • Establish overall coronavirus risk management team • Ask all departments to review and refresh business continuity plans as necessary	Update BCP to reflect a pandemic scenario and post lockdown safety arrangements **Update** BCP now updated to reflect pandemic scenario	Commercial Manager	Updated

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		• Devise appropriate business recovery plans and keep under constant review			
Information Hazards caused by lack of information or inaccurate information being circulated	The pandemic has been accompanied by a large amount of official guidance, some of which needs interpretation, and also by misinformation, rumour and "fake news" or "myths". If these are allowed to gain traction within the organisation they can obscure and confuse vital health and safety measures.	After any lockdown the following safety arrangements should be applied to mitigate risks caused by misinformation and "fake" news: • To ensure the safety and wellbeing of staff business strategies must be based on accurate information and staff must be given consistent, simple and clear messages • Senior management team to monitor official advice carefully and Commercial Manager to update all policies and procedures • Ensure leadership teams/local managers are briefed and kept up to date • Managers to be wary of fake news and discourage the circulation of misinformation • Keep staff informed – key messages and regular updates sent directly from the Managing Director which include the need for unwell staff or homeworking staff to stay at home, for frequent handwashing	No further action over and above current activities	Managing Director and Commercial Manager	Ongoing

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		and for social distancing			
Communication Threat to effective communications	The pandemic crisis threatens communications with clients/customers/ suppliers – such communications are vital in the re-establishment of business activities and procedures after lockdown	After a lockdown the following safety arrangements should be applied to mitigate risks to communication systems: • Marketing Specialist to oversee all outward facing communications (eg on customer website etc) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation • Senior Management to revise and review communications strategies and plans	Senior Management Team to discuss all communication requirements	Marketing Specialist / General Manager / Bodyshop Manager	Ongoing
Cyber Security Cyber Security Risks	Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related "ransomware" With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff	The following safety arrangements should be applied to mitigate cyber risks: • Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place • Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages • Ensure that staff working from home	Group IT Manager to review all cyber security risks and threats and take action to mitigate further against these risks Review cyber security insurance cover requirements	Group IT Manager Managing Director / Commercial Manager	Ongoing Review at next renewal August 2021

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Health and Safety Executive

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	working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever	and using remote working systems are covered by cyber-risk protections • Ensure any homeworking arrangements maintain standards of data protection and IT security • Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus • Assess cyber risks to new supply chain connections developed during the crisis			

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/