

RISK ASSESSMENT



Exposure to COVID-19 risks at Trident Honda

Issue: 0.95

World Health Organisation status: Coronavirus disease (COVID-19) pandemic
UK overall risk status: Level 4 Transmission is high or rising exponentially

Overall Risk Rating:
Medium

General Comments:

The assessment considers the ongoing general risk in relation to the COVID-19 pandemic. Due to the fluid nature of the pandemic which can change daily, this risk assessment will be treated as 'live' and updated to reflect the advice of the UK government functions, NHS, the World Health Organisation, HSE, and relevant industry bodies. It is the site/area/department managers' responsibility to ensure working arrangements are implemented in line with COVID-19 risk assessment criteria to avoid transmission. Staff are responsible for adhering to operation controls set within this risk assessment and site-specific controls implemented in light of the assessment to avoid transmission.

Risk matrix explained

The following aims to demonstrate to the reader how quantitative values are reached for hazards and risks identified within the assessment. Each risk and associated hazards are quantified with a numeric value from 1-5, based on how likely the assessor(s) believes the risk to be and the potential consequence thereof (i.e. severity), giving consideration to who might be harmed and how. The risk assessment process shall always involve input from staff involved in relevant tasks, activities and work areas, to ensure all matters are given due consideration. Assessors must also liaise with manufacturer guidance where assessing the risk from machinery or equipment. The significant findings of the assessment process shall be recorded below.

Likelihood is the chance of the event occurring

- 1. Rarely
- 2. Unlikely
- 3. Probable
- 4. Very likely
- 5. Certainty

Risk Rating Calculation risk = likelihood x severity

Severity shows the potential consequence (i.e. broken bones)

- 1. No injury
- 2. Minor injury (no lost time) cuts, bumps, bruises
- 3. Lost time up to 3 days. Abrasions, minor burns, swelling
- 4. Lost time over 7 days (RIDDOR reportable injury or ill health) broken bones
- 5. Severe injury, critical ill health or death.

Before any controls are considered, you will have an Initial Risk rating (IR) (i.e. if nothing was done to make it safer). Residual Risk (RR) represents the risk rating when the outlined controls are implemented. As such, any controls put forward should aim to reduce the likelihood or severity (both, preferably) of the potential overall risk. It is paramount to aim to eliminate risk in the first instance. The residual risk rating therefore represents the potential risk factor left after all reasonable controls are implemented. The RR should be as low as reasonably practicable.

The overall assessment risk rating for the area/task/equipment being assessed shall be based on the residual risk value of the single biggest risk factor. If all the risk factors identified are low, then the overall risk rating will be low. If, however, any of the remaining risk factors identified are high or medium, the overall risk rating shall remain high/medium respectively. This may be the case where it has not been possible through controls to reduce either likelihood or consequence, individually or collectively. Any assessment of risk coming out with a HIGH residual risk rating must be stopped immediately until the risk can be eliminated or made safer.

Overall Risk Rating:
Medium

Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		Severity				

- 16 - 25 = High
- 9 - 15 = Medium
- 1 - 8 = Low

Max
15

The following stipulations:

Risk assessments shall be reviewed every two years, unless there is reason to suspect that they are no longer valid or there has been a significant change in the matters to which it relates. As a result of any such review, changes to the assessment are required. Risk assessments shall be inducted to staff at least annually, or more frequently in evolving situation following any major changes or events which deem further induction appropriate.

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection between customers and between customer and staff when moving around the showroom	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage requesting customers to wear a mask, in line with UK rules. Signage "STOP, are you feeling unwell?". One-way system through showroom, with signage directing customers and emphasising need to distance. Reduced number of cars in showroom, to increase space. All staff counselled on importance of maintaining 2 metre distance from staff and customers. Staff required to wear masks when moving around customer-facing areas. Hand sanitisers available at entrance and exit, and customers encouraged to use these. All staff advised to wash hands regularly, with reminder signs in every toilet. Showroom doors to be opened to maximise air-circulation, whenever weather permits. Showroom cars locked to discourage customers from wandering. Customers advised to attend in groups of one or two only.				5	2	10
Infection between staff at neighbouring sales desks	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Sneeze screens have been installed on all sales desks. Desks re-positioned to maintain distance between staff.				5	1	5
Infection between customer and staff at sales desks	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage requesting customers to wear a mask, in line with UK rules. Sneeze screens have been installed on all sales desks. Floor markings to show customers how close they are permitted. Staff counselled on need to ensure distance from customers, and no close-proximity greetings. Customers advised to attend in groups of one or two only.				5	1	5

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk		
			Sev.	Lik.	Risk			Sev.	Lik.	Risk
Infection between customers and staff at Service Reception	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage requesting customers to wear a mask, in line with UK rules. All staff counselled on importance of maintaining 2 metre distance from staff and customers. All appointments made by email or telephone only. Sneeze screens have been installed on service reception desks. Hand sanitisers available at entrance and exit, and customers encouraged to use these. All staff advised to wash hands regularly, with reminder signs in every toilet. Customers asked to stay 2 metres behind reception, as indicated by the floor markings. Customers advised to attend in groups of one or two only.	Consider how better to handle the key handover, and fabric items on keyring.	5	1	5
Infection between customer and staff at Parts Retail Counter	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage requesting customers to wear a mask, in line with UK rules. Retail and trade customers to be asked to stay 2 metres front the front counter, as indicated by floor markings. Sneeze screen installed. Card payment only.		5	1	5
Infection between customers in customer waiting area	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Customer waiting areas split into two separate areas, with screens between. Customers advised to attend in groups of one or two only. Customer chairs separated by 2 metre gaps. Showroom doors to be opened to maximise air-circulation, whenever weather permits.	Consider staggered arrival times to reduce possibility of more than two customers in each waiting area.	5	2	10
Infection from customer toilets	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Customer toilets locked and opened on request, and sanitised and re-locked after use. Staff are not permitted to use Customer toilets. Customer toilets sanitised at least three times per day. Signage requesting customers to wash hands thoroughly on every visit. Paper towel dispensers installed, as hand dryers in toilets are associated with greater risk of droplet spread than paper towels.		5	1	5

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection between technicians and parts staff at Parts Workshop Counter	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Sneeze screen installed an Parts Workshop Counter. Parts are prepicked and boxed and left on counter for collection by technicians without contact with Parts staff. Only one technician at parts counter at any one-time other technicians required to wait until current technician vacates counter.				5	2	10
Infection from workshop or upstairs toilets	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Staff toilets sanitised at least three times per day. Signage requesting staff to wash hands thoroughly on every visit. Paper towel dispensers installed, as hand dryers in toilets are associated with greater risk of droplet spread than paper towels.				5	2	10
Infection between staff behind Service Reception desks	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All staff counselled on importance of maintaining 2 metre distance. Sneeze screens installed between service advisers' desks. Service desks have been brought forward to maximise through space behind for better spacing for movement. Internal workshop door only to be used by Service Advisers. Technicians must take an external route to the front of Service Reception. Showroom doors to be opened to maximise air-circulation, whenever weather permits. All staff advised to wash hands regularly, with reminder signs in every toilet. Gloves and face-masks available for all staff, if required.				5	3	15
Infection between workshop staff	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All staff counselled on importance of maintaining 2 metre distance from staff and customers. Most vehicle lifts have space around to allow for distancing. Where that is not possible, then technicians have been advised to ensure a minimum 2 metre distance by cooperative working. All staff advised to wash hands regularly, with reminder signs in every toilet. Gloves and face-masks available for all staff, if required.				5	2	10
Infection from use of Showroom Coffee, Tea and Water facilities	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Hand sanitiser located at coffee machine, notice to use hand sanitiser, coffee machine being sanitised at least three times per day. Water dispenser does not require touching, but is sanitised at least three times per day as a precaution.				5	2	10

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk		
			Sev.	Lik.	Risk			Sev.	Lik.	Risk
Infection from use of staff messroom and equipment	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Only one person allowed in the messroom at a time (notice on door), for preparation of personal beverages and meals only. Staff not permitted to rest in the room. All touchpoints to be sanitised at least three times per day. Staff recommended to wash their hands before and after use of facilities (notice in messroom).		5	2	10
Infection from sharing a car	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Collection and delivery only being carried out where a spare car can be left at address, to ensure no more than one person in car, and staff driver should be in a low risk category, e.g. young. Customer taxi not being operated. Driver to sanitise car on entering and leaving. Accompanied test drives are not permitted. All test drives must be unaccompanied, being careful to comply with all our insurer's rules.		5	1	5
Infection from customer and courtesy cars	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All vehicle touchpoints inside and outside to be sanitised prior to entering or leaving a customer's car, before and after car washing. Staff advised to wash hands after driving a car. Technicians to wear gloves.		5	2	10
Infection from new and used display vehicles	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All new and used display vehicles are locked, to prevent unauthorised access, including cars displayed in showroom. Before every customer viewing or demonstration, all vehicle touchpoints inside and outside must be sanitised, and the vehicle re-locked afterwards.		5	2	10
Infection from parts delivery suppliers	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All goods inwards will always be left in the delivery enclosure and only brought inside once driver has left. Returns to be handled in the same way in reverse.		5	1	5
Infection through contamination of pump nozzles	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Pump nozzle handles sanitised every hour when double-manned, or at least every two hours for single-manning, or as time permits. Signs on every pump asking customers to wear the gloves provided.		5	2	10

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection through contamination of air and water machine	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Air and water machine is sanitised every shift. Staff must monitor use of machine and sanitise as soon as possible after every use. Customer notice stating that customers should wear gloves provided at the pumps.				5	2	10
Infection between forecourt staff working behind Forecourt Counter	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Sufficient distance exists between tills. Staff informed that they must wait for each other to move out of the way, and not to squeeze past. Wherever possible ensure same staff work together, to minimise the numbers of staff that each person is working alongside.				5	2	10
Infection through staff entering forecourt manager's office, when manager present	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Staff are not permitted to enter forecourt manager's office, when manager is present. Coffee and tea making facilities to be re-located to stockroom.				5	1	5
Infection through forecourt staff coffee and tea making facilities	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Equipment to be sanitised before every use.				5	1	5
Infection between customers and staff at Forecourt Counter	Infection and or death from the contracting Covid-19 from customers.	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage requesting customers to wear a mask, in line with UK rules. Sneeze screens installed. Staff informed that they must wear masks when not behind sneeze screens. Hand sanitiser and wipes are available for customer use. Customers are requested to use sanitiser. Signs stating preference for card payments.				5	2	10
Infection between customers and staff within Forecourt Shop	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Signage stating that customers must wear masks. Signage stating no more than 4 customers allowed in shop at a time. Fifth customer is asked to leave until a customer leaves the shop. Floor markings installed to indicate distance apart. One-way system in operation.				5	2	10

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection from shared use of coffee machines and microwave	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Equipment fascias sanitised at least once every shift. Gloves provided for customer use. Signage to request customers use gloves and/or sanitise hands before use.				5	2	10
Infection from shared use of pens for signing credit card receipts	Infection and or death from the contracting Covid-19 from customers.	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Encourage contactless payment wherever possible, and PIN entry otherwise. Where receipts have to be signed, pen must be sanitised between customers.				5	2	10
Infection from Forecourt Counter Top	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Sanitise counter top every hour on double-manned shifts, every other hour for single-manned shifts.				5	2	10
Infection from use of Forecourt Toilets	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Forecourt toilet locked. Toilet washed twice per day with hot water. As soon as possible after use, touchpoints are sanitised.	Consider installing paper towel dispensers, as hand dryers in toilets are associated with greater risk of droplet spread than paper towels. Hands should be dried with soft, absorbent, disposable paper towels from a dispenser which is located close to the sink but beyond the risk of splash contamination, as per national guidance.			5	2	10
Infection through accounts coffee and tea making facilities	Infection and or death from the contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Equipment sanitised at least three times per day, including storage jars. Staff to wash hands before using and after using equipment.				5	1	5
Infection between staff in upstairs offices, and other areas closed to customers (not covered elsewhere)	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	All staff counselled on importance of maintaining 2 metre distance. Staff who are able to work from home should do so whenever practical. Windows opened whenever and wherever possible. No-one permitted to work within 2 metres of anyone else.				5	2	10

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection between staff when emptying safe	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Emptying the safe must be carried out with two persons, which is not compatible with social distancing. During the pandemic the process should be changed as follows: Accounts staff collect pots from safe when Forecourt manager not in office and return to Accounts. Forecourt manager prepares cash sheets and provides to Accounts for checking. Both forecourt and accounts staff must wear masks.				5	2	10
Cash collection by security firm	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Staff must maintain distance from security staff at all times. Cash bags to be removed from safe and left on a desk for security staff to collect. A receipt will be left on the same desk.				5	1	5
Sundry deliveries made to reception	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Delivery staff are typically very careful to maintain their distance and typically no longer require signatures from staff. Staff to ensure that delivery staff follow the one-way system and maintain their distance at all times.				5	2	10
Infection spread by air-flow from air-conditioning	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	1	5	Our air-conditioning does not recirculate air and is therefore of minimal risk. A review of the position of each outlet has been carried out to ensure there is little potential for virus being wafted across those sitting in either the customer waiting area or at the various showroom desks. Showroom doors to be opened to maximise air-circulation, whenever weather permits.				5	1	5
Infection spread by sharing of office equipment, including phones, keyboards and mice	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Sharing of equipment is to be avoided, and where that is not possible, the equipment must be sanitised between each user.				5	2	10
Infection spread by sharing of workshop special tools and other equipment	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Technicians must wear gloves before using shared equipment or special tools.				5	2	10

Hazard	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk				
			Sev.	Lik.	Risk			Sev.	Lik.	Risk		
Infection spread from use of credit card terminals	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Contactless Floor Limit raised to £45 on both Shell Filling Station and Honda Dealership. The need for Reference Number to be keyed by staff has been removed. Dealership terminals to be sanitised after each use. This is not practical on the forecourt, which are sanitised hourly and sanitisation wipes are provided between the forecourt tills.				5	2	10
Infection by Parts deliveries	Infection and or death from contracting Covid-19	Staff, Customers, Contractors, General Public. Clinically extremely vulnerable individuals. Clinically vulnerable individuals.	5	4	20	Avoiding deliveries where possible, encouraging a Collection Only service. Driver equipped with gloves and mask and sanitisation wipes, and told to maintain social distance at all times.				5	2	10