

Likelihood	Severity	
Extremely unlikely	1 Minor injury (first time visit)	1
Unlikely	2 Moderate injury (first time accident)	2
Likely	3 Serious LTA injury (RIDDER > 3 day)	3
Extremely likely	4 Major injury (RIDDER reportable)	4
Almost certain	5 Catastrophic injury (fatality / multiple)	5

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Risk Assessment - Covid 19 - Workplace

Location		Dept / Area		Activity / process being assessed			Assessors			Date		Reference				
Any Trust Ford / Parts Plus Location		Dealership, Parts Warehouse - Office		Generic Activities			Group Safety			15/05/2020		TF-RA-P501				
Hazard	V	I	N	M	Risk	Control Measures	Current Risk			Revised / Additional Control Measures if PPE or Work Method Involved			Revised Risk		Resp.	Date Completed
							L	S	T	L	S	T				
Customer / Contractor Interaction	Y				All Persons * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus	1 Social Distancing as per Government guidelines (currently 2 metres). Floor markings in place at Service Reception Desks, Parts Counters and for customers. Floor markings outside the Dealership for any queuing Customers or Contractors. 2 Regular cleaning regime with warning signs placement. 3 Screens to be used at Desks if Colleagues are facing a Customer or another colleague. 4 Station on entry which will provide gloves, hand sanitizer & masks 5 A one way system in operation for Customers and colleagues - one door for entry to the building and another door for exiting the building. 6 Entry to the Dealership will be in limited numbers, preferably by appointment only. Walk-in Customers and contractors will need to wait outside until there is safe entry in accordance with the Social Distance guidelines.	2	3	6	1 Floor stickers in the showrooms 2 metres apart. (Current Government Guidelines) 2 Additional Cleaner on site for up to 8 hours per day 3 Single screens or, for an office environment, large split screens may be used. (Screens to be wiped down with disinfectant on a regular basis) 4 Entry station to be manned, anyone entering the building will be asked to use the hand sanitizer or gloves and wear a mask 5 One way system in place inside all Dealerships, anyone entering the building will be asked to follow the one way system,	1	3	3	* Departmental Manager	* Ongoing	
Customer / Contractor Interaction (continued)	Y				All Persons * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus	7 Any visitor to the location may be asked to have their temperature taken. If they refuse they will be asked to leave the premises and seek medical advice 8 Signage to be in place detailing Social Distancing Guidelines, How to use a face mask and Nitrile gloves. 9 Separate bins will be provided to dispose of PPE. 10 Customer waiting area - can be used alongside the social Distancing Guidelines. Items of furniture may need to be removed. Remove all magazines from Customer areas. 11 Vending machines coffee machines and water machines in the Customer area must be switched off to stop the spread of the virus. Vending Machines and Coffee machines must have 'out of use' signage displayed. 12 Customer Toilets - Signs in place detailing the washing of hands for at least 20 seconds with soap and water. 13 Customer Toilets - all hand dryers will be decommissioned and paper towels provided to dry hands.	2	3	6	7 Use of contactless thermometers to be used, these must be used in conjunction with the manufactures instructions and must be cleaned with disinfectant after each use. 9 Bins will have bin bags in, when they get to 3/4 full they should be double-bagged and disposed of in the general waste skip, this task will be under taken by the cleaners 11 Cups etc must also be removed from display next to any coffee or water machines. 12 Health & Safety Representatives to check customer toilets twice a day to ensure adequate supply of soap and blue roll	1	3	3	* Departmental Manager	* Ongoing	
Customer / Contractor Interaction (continued)	Y				All Persons * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus	14 Where possible no cash to be accepted. Payments to be made either online, contactless or with push buttons on the PDQ machine. 15 Colleagues must wear gloves when handling the customers keys. 16 For any Documents passed between Colleagues and a Customer, wallets must be used, The customer can be asked to use their own pen, if not a disposable pen can be used and disposed of after use. 17 Sufficient areas provided for Customer parking.	2	3	6	14 PDQ machine to be cleaned with anti-bacterial wipes or disinfectant spray after each use. 16 Purpose made anti- bacterial wallets to be used. Colleagues to wear gloves when handling any documentation to the customer 17 Customer Car Park - Cones to be used so customers park 2 metres away from the next car.	1	3	3	* Departmental Manager	* Ongoing	
Service Reception / Sales Areas	Y				All Persons * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus	18 Clear desk policy in place, work areas must be cleaned on a frequent basis, including phones, keyboards, screens and desks. 19 Process in place for the handover of Keys and documents. 20 Process in place for Courtesy cars. 21 Process for test drives 22 Showroom cars & Used cars to be cleaned after a customer has entered them, in accordance with the valet policy. Cars on display must be locked, a Customer will need to ask to view the interior of the vehicle. 23 Areas behind Service Reception desks should be marked off with tape showing the two metre distancing. (Current Government Guidelines) 24 Service Colleagues must be sat 2 metres apart and screens used to shield from Customers	2	3	6	18 Disinfectant and roll supplied for the cleaning of work areas 19 Nitrile gloves to be worn when handling keys and anti- bacterial wallets used for documentation. The customer can be asked to use their own pen, if not a disposable pen can be used and disposed of after use. 20 All courtesy cars must be cleaned inside and out before handing over to a customer, a tag should be displayed on the mirror detailing the interior parts which have been disinfected. 21 Test drives - all vehicles must be cleaned and disinfected before and after a test drive, only one customer per test drive, all customers and accompanying colleagues must wear a mask and gloves.	1	3	3	* Departmental Manager	* Ongoing	
* Administration Areas	Y				All Persons * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus	25 Regular hand washing including on arrival & departure from site. Nitrile gloves and masks supplied on arrival, to be disposed of in the bins allocated for PPE. 26 Maintain social distance guidelines. (Currently 2 metres) 27 Adhere to the designated break times which are allocated by the Departmental Manager. Microwaves and Toasters taken out of use. Kettles must be wiped down with anti- bacterial wipes after each use. Plastic 28 Adhere to all instructions regarding walkways and one way systems. There will be one way into the Building and one way out 29 Toilets - Maintain social distancing, do not use hand dryers. 30 Operate a clear desk policy. All pictures etc must be removed. 31 Work stations to be cleaned on a regular basis (every two hours) and a clear desk policy to be observed.	2	3	6	29 Paper towels provided, for use in toilets 31 Disinfectant and roll supplied for the cleaning of work areas	1	3	3	* Departmental Manager	* Ongoing	
* Dealership Parts Departments	Y				All Persons * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus	32 Avoid contact between Colleagues & Technicians at the Parts Counter. 33 System in place to ensure only Parts Colleagues can enter the Parts Department. 34 Only one Parts Colleagues per aisle at one time. 35 One way system in operation for the parts isles 36 2 Metre social distancing to be observed where practically possible within the Parts Department	2	3	6	32 Screens to be used at all times at the parts counter. 35 Floor marking used to show one way system.	1	3	3	* Departmental Manager	* Ongoing	
						37 Regular hand washing including on arrival & departure from site. 38 Disposable overalls to be used when entering a customers car. These can then be removed and normal overalls be worn for working on the vehicle 39 Overalls - These must be changed on a regular basis and not worn to go home to be washed.				38 Disposable overalls to be discarded in the correct manner after 3 days. 39 Overalls - refer to contract with overall company for cleaning.						

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Hazard	V/N	M/ H/ W/ Y	Risk	Control Measures	Current Risk			Revised / Additional Control Measures if PPE or Work Method Involved .	Revised Risk			Resp.	Date Completed	
					L	S	T		L	S	T			
Technicians - All	Y	All Persons	* Colleagues may come into contact with a person whom is carrying the Covid 19 Virus	40	When entering a customers vehicle, turn off the air conditioning or heater. Ensure the correct PPE is applied inside the car. After use, dispose of in the bags provided., All PPE ie Seat covers are single use and must not be re-used				41	PPE to be used inside the car to consist of seat covers, steering wheel covers, gear knob covers and handbrake covers.				
				42	Moving immobilized vehicles whilst observing safe distance working.				42	To move immobilized vehicles a tow bar device or wheel skates are to be used.				
				43	Work areas to be sanitised on a regular basis, at least every 2 hours, this includes work benches etc with disinfectant				44	Mobile Technicians - bags to be supplied for used PPE which must be returned to base for disposal. PPE used inside the vehicle is single use only and must not be transferred to any other vehicle.				
				44	Ensure all PPE is disposed of in the bins or bags provided, cleaners will then remove the bags when 3/4, double bag and dispose of in the general waste skip									
				45	Mobile technicians to observe social distancing from customers at all times	2	3	6						
				46	Mobile Technicians to ensure nitrate gloves are worn at all times									
				47	Where possible, Technicians must restrict the sharing of tools.. Any shared tools must be cleaned down with disinfectant before and after use.									
				48	To reduce Workshop density, operate a system where one ramp is used, the next taken out of use to reduce the risk of face to face working.									
				49	When a Technician has finished working on a vehicle, it will then need to be transferred to the Valet department for cleaning (interior and exterior)									
				50	Mobile Technicians ensure documentation is handled in a safe manner.									
				51	When a workshop has been closed, before a ramp is used , it must be raised and lowered and a visual inspection carried out. Any defects raised must be reported immediately to the Workshop Controller who will decide if the equipment is safe to use, in all cases Gemco must attend site and repair the defective equipment.									
Valet Operations	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	52	Ensure social distancing is in place, Breaks to be staggered, all Toasters and microwaves must not be used, kettles to be wiped down with anti - bacterial wipes after each use									
				53	Wear nitrate gloves at all times									
				54	Any PPE used inside the car must be disposed of in the bins or bags provided									
				55	For For external and Internal cleaning, disposable materials to be used. TrustFord Valetors should follow guidance given on the internal cleaning of vehicles.	2	3	6						
				56	Valeters from external companys should follow guidance supplied to the Valet Companies from TrustFord									
				57	Valet Companies to ensure their Colleagues are aware of social distancing policies and TrustFord's guidelines, ie one-way walk systems, hand cleaning etc									
				58	Valet colleagues must not sit in their cars for breaks with colleagues they do not live with.									
* Parts Warehouses.	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	60	Regular hand washing including arrival & departure from site.				61	Bin bags provided for drivers to dispose of PPE and returned to base for disposal in the general waste skip				
				61	Drivers to use nitrate gloves when entering site or a customes location and dispose of in the correct manner.									
				62	Social distancing to be observed , currently 2 metres.									
				63	Only authorised personnel allowed in the warehouse.									
				64	One way system to be in operation in the warehouse aisles.	2	3	6						
				65	One colleague per aisle in the warehouse.									
				66	Where possible parts to be placed in sealed bags.									
				67	Process in place for drivers allocated arrival / departure times and collection of parts.									
66	Bags to be supplied and used for placing parts in once picked (dependant on the size of the part)													

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* Bodyshop - Workshop colleagues	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	68 Regular hand washing including on arrival & departure from site. 69 Disposable overalls to be used when entering a customers car. These can then be removed and normal overalls be worn for working on the vehicle 70 Overalls - These must be changed on a regular basis and not worn to go home or taken home to be washed. 71 When entering a customers vehicle turn off the air conditioning or heater. 72 Ensure the correct PPE is applied inside the car., After use, dispose of in the bags provided., All PPE ie Seat covers are single use and must not be re-used 73 Moving immobilized vehicles whilst observing safe distance working. 74 Work areas to be sanitised on a regular basis, at least every 2 hours, this includes work benches etc with disinfectant 75 Where possible, Bodyshop Colleagues must restrict the sharing of tools. Any shared tools must be cleaned down with disinfectant before and after use. 76 When a Bodyshop colleague has finished working on a vehicle, it must then be transferred to the valet department for interior and exterior cleaning. 77 Ensure all PPE is disposed of in the bins or bags provided, cleaners will then remove the bags when 3/4 full, double bag and dispose of in the general waste skip 78 Mobile SMART to observe social distancing at all times 79 Mobile SMART to ensure nitrate gloves are worn at all times 80 Mobile SMART ensure documentation is handled in a safe manner. 81 When a workshop has been closed, before a ramp is used, it must be raised and lowered and a visual inspection carried out. Any defects raised must be reported immediately to the Workshop Controller who will decide if the equipment is safe to use, in all cases Gemco must attend site and repair the defective equipment.	2	3	6	69 Disposable overalls to be discarded in the correct manner after 3 days. 70 Overalls - refer to contract with overall company for cleaning 72 PPE to be used inside the car to consist of seat covers, steering wheel covers, gear knob covers and handbrake covers. 73 To move immobilized vehicles a tow bar device or wheel skates are to be used. 79 Mobile Technicians - bags to be supplied for used PPE which must be returned to base for disposal. 80 For documentation anti bacterial wallets to be used, Colleagues should use their own pens and not share for signing any documentation 81 If Workshops have been closed and the Statuary lifting inspections have become overdue, Zurich must be contacted and attend site to carry out the statuary inspections before the equipment can be used.	1	3	3	* Departmental Manager	* Ongoing
* All Locations - General	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	82 All Colleagues will undergo Covid-19 training via the Ingenious H&S system. Before returning to work if Furloughed 83 All locations will display the 'Staying Covid -19 Secure' posters: one in the reception area and one in the Colleague area. All posters will have the name of the site Health & Safety Representative 84 Locations with Passenger lifts should restrict their use or withdraw them from service. If used, the lifts must be part of the cleaning process and cleaned after each use by the cleaner 85 Each location will have an allocated Health & Safety Representative, who will have a check list which will be completed twice daily. All non compliance must be reported to the General Manager and the Group Health & Safety Manager. In addition, the Health & Safety Team will carry out periodic site inspections to check the site is complying with the Covid-19 Rules and Regulations. 86 Regular hand washing, including on arrival & departure from site. 87 Correct PPE supplied for the role. 88 General PPE supplied, ie, Nitrate gloves and masks 89 Sanitizer stations at entrance for colleagues and customers., these will maned and all visitors will be asked to use hand sanitizer or nitrile gloves and masks will be provided. 90 Social distancing in place. 91 One way system in operation, this will be explained to visitors and customers on arrival for the i showrooms and Parts customers areas - fire exits can be used for this but not fire doors. 92 Toilets - Social distancing to be observed. Hand dryers to be disconnected. 93 Customer waiting areas - all vending machines, coffee machines and water machines to be taken out of service, cups etc to be removed and signage in place stating machines out of use. 94 All work stations to be sanitized on a regular basis (every 2 hours) with a clear work bench / desk policy in place. 95 Breaks - to be taken on a rota basis as communicated by your Line Manager. Breaks taken in your car cannot be with someone that does not live with you. 96 Canteens - Microwaves and toasters to be taken out of service, kettles must be wiped after every use with anti bacterial wipes	2	3	6	88 General PPE will consist of, but is not exhaustive, nitrate gloves, face masks (optional) 89 Items on sanitizer station will consist of hand sanitizer, blue roll, nitrate gloves and face masks. 90 Social distancing markings in place consisting of floor marking and one-way system signs. 92 Disposable roll to be provided in toilets to dry hands. 96 Supply plastic disposable cutlery for use in canteens.	1	3	3	* Departmental Manager	* Ongoing
* All Locations - General - continued	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	97 Be aware of the risks of using sanitizer gel - allow to dry as it contains alcohol and can ignite 98 Use nitrate gloves for any customer interaction. 99 Posters to be displayed advising of the correct way to wash hands, social distancing and any other Covid 19 actions needed. 100 No gatherings in communal areas, do not arrive at work early and leave the premises when your shift has finished.	2	3	6	99 Covid-19 posters to be displayed in the relevant areas	1	3	3	* Departmental Manager	* Ongoing
* All locations - cleaning general	Y	All Persons	* Colleagues may come into contact with a surface which is carrying the Covid 19 Virus	101 Deep clean of all locations to commence. 102 Each site will have an additional cleaner for upto 8 hours a day, who will concentrate on high footfall areas. 103 Cleaners should wear nitrate gloves and face masks at all times 104 Cleaners must use disposable cleaning cloths. 105 Bins supplied for PPE should be emptied when 3/4 full, double bagged and disposed of in the general waste skip	2	3	6	102 External Cleaners should be made aware of the TrustFord Covid-19 Guidelines by the cleaning Company	1	3	3	* Departmental Manager	* Ongoing

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* Drivers - Collection and Delivery at customers premises	Y	All Persons	* Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus	106 Observe social distancing at all times 107 Wear nitrile gloves to handle keys. 108 Documentation to be handled in a safe way. 109 Remove any seat covers etc when handling over the keys and dispose of in the correct manner.	2	3	6	108 Documentation to be handled in anti - bacterial document wallets. 109 Bn bags for returning used PPE to site, these should then be placed in the general waste skip on arrival	1	3	3	* Departmental Manager & Drivers	* Ongoing
Date Revised.		Reason for Revision.		Name									
15/05/2020		New Covid - 19 Risk Assessment		Richard Sowter									