

# COVID-19 Risk Assessment

Company name: Countryman Vehicles

Assessment carried out by: AJW

Date of next review: 26/11/2020

Date assessment was carried out: 26/05/2020

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?	Done
<b>VEHICLE MOVEMENTS</b> Moving Cars	Customers could be injured if they are not aware of vehicles being moved on the forecourt and are struck by a car	Ensure that customers are told to stand clear at all times when vehicles are being moved	Only authorised people are allowed to move vehicles on the forecourt	Proprietor	26/05/2020	26/05/2020
<b>RISK OF CONTAMINATION OF COVID-19 FROM SALES VEHICLES</b>	Customers are at risk of contracting COVID-19 from touching sales vehicles on the forecourt	All vehicles on the forecourt are locked to prevent customers entering the vehicles  Vehicle exteriors are cleaned three times a week	Where possible work by appointment (after 1 <sup>st</sup> June 2020) so that cars can be cleaned and disinfected prior to the customer's arrival.  Cars to be parked in dedicated, cordoned off viewing/handover area until	Proprietor	26/05/2020	26/05/2020

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		At present, no physical viewings are allowed and all appointments are carried out 'virtually'	the customer has arrived.  Hand sanitiser and hand washing facilities (with paper towels for drying hands) to be made available to customers			
<p><b>RISK OF CONTAMINATION OF COVID-19 FROM SALES VEHICLES</b> (where the customer has arrived without an appointment)</p>	If customers were to arrive to view vehicles without prior arrangement, it is possible that the cars may not have been cleaned and disinfected prior to their arrival	At present we are closed for physical viewings so there is no risk	<p>From 1<sup>st</sup> June 2020, where customers arrive 'ad-hoc' to view vehicles without prior notice, we will arrange for the vehicle to be moved to our dedicated viewing/handover area and carry out a 40-point cleaning/disinfecting procedure prior to allowing the customer to inspect the vehicle</p> <p>We will wear disposable gloves whilst doing this to prevent cross-contamination from other surfaces/vehicles that we</p>	Proprietor	26/05/2020	26/05/2020

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			may have touched. The customer will be offered gloves prior to inspecting the vehicle and both hand washing facilities and hand sanitiser are available to them after			
<b>RISK OF CONTAMINATION OF COVID-19 DURING TEST-DRIVES</b>	Being accompanied whilst test-driving a vehicle could risk exposure to COVID-19	At present we are closed for vehicle viewings and no test-drives are permitted	From 1 <sup>st</sup> June 2020, test-drives will only be permitted if unaccompanied and the customer has appropriate insurance in place to allow this  After the test-drive the vehicle will be cleaned and disinfected using our 40-point cleaning procedure.	Proprietor	26/05/2020	26/05/2020
<b>RISK OF CONTAMINATION OF COVID-19 IN THE SALES OFFICE</b>	Customers are at risk of being contaminated both airborne (via proximity to staff in	At present we are closed to the public, so there is no risk.	From 1 <sup>st</sup> June 2020 we will ensure that all surfaces (including credit card terminal keypad) are cleaned and disinfected	Proprietor	26/05/2020	26/05/2020

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	the office) and from touching surfaces whilst in the office		<p>before the customer enters the office.</p> <p>Customers are not to pass the desk to ensure that they are a minimum of 2 metres from staff at all times.</p> <p>A maximum of two customers will be allowed in the sales office at any one time.</p> <p>Toilet facilities and tea/coffee will not be available.</p>			
<p><b>RISK OF CONTAMINATION OF COVID-19 FROM HANDLING VEHICLE KEYS AND PAPERWORK</b></p>	<p>If customers were to be allowed to touch paperwork or vehicle keys, there is a risk of contamination from COVID-19</p>	<p>At present we are closed to the public, so there is no risk</p>	<p>If possible, do not allow customers to touch vehicle paperwork or keys.</p> <p>Where it is necessary (or desirable) to allow customers to touch paperwork or keys as part</p>	<p>Proprietor</p>	<p>26/05/2020</p>	<p>26/05/2020</p>

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			of the sales process to ensure that they are cleaned and disinfected both before and after.			
<b>RISK OF CONTAMINATION OF COVID-19 WHEN COLLECTING A CAR</b>	There are a number of areas of risk during the vehicle collection process	We currently have a 'click and collect' process for customers collecting vehicles from us	Our existing 'click and collect' process will remain in place after 1 <sup>st</sup> June 2020. This process can be viewed via a YouTube presentation on our website, or a link can be sent should customers prefer.  No further action is required	Proprietor	26/05/2020	26/05/2020
<b>RISK OF CONTAMINATION OF COVID-19 WHEN APPRAISING PART-EXCHANGE VEHICLES</b>	There is a risk to me of contamination whilst appraising a customer's car to establish an accurate part-exchange valuation	At present we are closed to the public, so there is no risk	From 1 <sup>st</sup> June 2020, we will wear disposable gloves whilst appraising a customer's car. When driving, the window will be open and a disposable seat cover will also be used.  Upon return to the forecourt, the gloves and	Proprietor	26/05/2020	26/05/2020

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			the seat cover will be disposed of and the pen used disinfected.			
<b>RISK OF CONTAMINATION OF COVID-19 TO/FROM DELIVERIES AND DELIVERY DRIVERS</b>	There is a risk of cross-contamination (both airborne and from surfaces) both to and from delivery drivers and Royal Mail staff	At present, deliveries are left either outside the sales office when the weather is fine or just inside the office door when this is not possible.  Payment for deliveries is to be made, where possible, online or over the phone. Cash is not to be used	No further action is required	Proprietor	26/05/2020	26/05/2020
<b>RISK OF CONTAMINATION OF COVID-19 WHEN DELIVERING OR</b>	There is a risk of contamination to both me and sub-contractors (vehicle	Disposable seat covers and gloves are currently used when either delivering or	No further action is required	Proprietor	26/05/2020	26/05/2020

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<p><b>COLLECTING VEHICLES FROM SUB-CONTRACTORS</b></p>	<p>paintshops, repair garages etc) when collecting and/or delivering cars</p>	<p>collecting cars. The cars are driven with the window open and both gloves and seat covers disposed of safely upon return to the forecourt.</p> <p>When interacting with staff at the the supplier's premises, a 2 metre distance will be kept from them at all times.</p> <p>Where possible, payment will be made over the phone prior to arrival or using a debit card. Cash will not be used</p>				

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)