

**Tamar Towing & Caravans Ltd**

The Warehouse, Marshal Road, Plympton, Plymouth, PL7 1YB

**Location: Tamar Caravan Centre**

<b>Title :</b> Covid 19 Risk Accessment	<b>Date of Assessment :</b> 14/05/2020	<b>Risk Assessor :</b> Simon Graham
<b>Risk Assessment Reference :</b> COVID19	<b>People involved in making this assessment :</b> Simon Graham	
<b>Task/ Process :</b> Risks from Coronavirus (Covid19)	<b>People at Risk :</b> Employees, Contractors, Members of the Public, Visitors, Sales Representatives	

<p><b>Hazard : Empolyees</b> Employees who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.</p>
<p><b>Control Measures:</b></p>
<p>1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.</p>
<p>2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.</p>
<p>3. HSE and Public Health warning posters displayed throughout the premises.</p>
<p>4. Lunch breaks will be staggered where practicable and the use of the staff room limited to ensure physical distancing guidelines are observed. Employees will be encouraged to take their lunch breaks in the open air when possible, weather permitting and observing social distancing guidelines.</p>
<p>5. Employees must only enter the work premises (Tamar Caravan Centre) through the pedestrian door into the workshop where a hand sanitising station will be situated to cleanse hands thoroughly prior to transiting through the premises to their normal workstation.</p>
<p>6. Employees working hours and business opening times have been adjusted for Workshop and Sales departments to allow for a staggered start/finish time to help manage social distancing.</p>
<p>7. Employees must use their own pens and not share bottles or cups that touch their mouths</p>
<p>8. A COVID-19 Business response plan, has been drawn up to address the potential level of risk (including for individual workers) and formulate procedures for responding to suspected cases.</p>
<p>9. Prior to returning to work, employees must complete a "pre-return to work" form confirming that to the best of their knowledge, they have not been in potential contact with the virus</p>
<p>10. Tamar Caravan Centre's risk assessment and finding, plans and procedures have been shared and coordinated with all of our employees, published on our website and a copy available upon request at Tamar Caravan Centre.</p>

<p><b>Hazard : Crew Room, Food and drink preparation areas</b> Potential risk or transfer of virus through cross contamination on surfaces, equipment, crockery or utensils.</p>
<p><b>Control Measures:</b></p>
<p>1. Clean tea towels are provided on a daily basis to ensure ongoing hygiene. Single use paper tissue is also provided.</p>
<p>2. To thoroughly wash crockery and cutlery after each use to put them away.</p>
<p>3. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.</p>

4. The microwave oven should be left in a clean condition and wiped out after each use.
5. Wash their hands thoroughly before using these facilities.
6. Keep their hands out of and not to touch waste bins as they may contain contaminated products, food or tissues, or if they do touch the lid of the waste bin then wash your hands immediately with soap and water.
7. Only prepare food and drinks for themselves and not for other members of staff.
8. Use their own drinking mugs and glasses to prevent cross contamination.
9. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
10. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
11. Only two members of staff are to use the crew room at any time and maintain social distancing measures at all times.

**Hazard : Communal facilities** Entrance, toilets, stairs, shelving, displays etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

**Control Measures:**

1. Staff are required to ensure that any personal items are stored separately avoiding contact with other people's personal items.
2. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
3. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc.) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
4. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
5. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. HSE and Public Health hand washing advice posters displayed.
6. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

**Hazard : Waste.** Risk of ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

**Control Measures:**

1. Cardboard boxes should be flattened/broken down and discarded into the exterior bulk cardboard bin as soon the contents has been emptied/used.
2. Waste bins are provided at employee desk areas, at each workshop bay, within kitchen areas and toilets.
3. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
4. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
5. All waste bins are carefully and safely emptied at the end of each shift by the employee into the outside bulk waste bins provided, followed by a thorough hand wash with soap and water for 20 seconds.
6. All waste should be deposited into the provided waste bin in their own workstation area.

7. Staff are required to have consideration for other members of staff with regards to discarded tissues, food, cardboard, disposable gloves, face masks etc. to prevent them from being accidentally contaminated.

**Hazard : Meeting Rooms** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

1. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.
2. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors.
3. Staff using Conference and meeting rooms instructed to follow Government advice and maintain a 2m separation distance.
4. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.

**Hazard : Workstations, IT and telephony equipment.** Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.
2. Staff instructed that they should not use each other's IT equipment, to prevent accidental cross contamination unless absolutely necessary, in which case disposable gloves should be worn or equipment cleaned before and after use.
3. Telephone equipment is deep cleaned at the end of each working day by the member of staff who has been using it.
4. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.

**Hazard : Close contact with others.** Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. are prohibited and policy in place.
3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Staff instructed to utilise perspex screening on counters and desks when it is not possible to follow the 2 metre self distancing rules.

**Hazard : Vulnerable employees** Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and wellbeing.

**Control Measures:**

1. In accordance with Government policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are working from home where possible.
2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working will be made in accordance with public health advice and are taken on a case by case basis.
3. A COVID-19 Health questionnaire has been given to all staff before returning to work to ascertain risk levels.

**Hazard : Cleaning and hygiene.** Inadequate cleaning and hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, building equipment buttons, switches, etc). A cleaning schedule has been produced and all staff have been instructed on individual responsibilities and areas for cleaning.
2. A deep clean was carried out before re-entering premises after COVID-19 and areas are cleaned a minimum of twice a day with touch points being more regular.
3. Suitable disinfectant cleaning products are used by staff.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.

**Hazard : Personal hygiene** Poor personal hygiene standards pose a risk of passing or contracting the infection.

**Control Measures:**

1. Induction process carried out in accordance with government protocols on return to work and new procedures for dealing with COVID-19 in the workplace.
2. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
3. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.
4. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
5. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
6. Following hand washing with soap and water, to prevent cross contamination staff have been instructed to dry hands under the hand dryers or using disposable paper roll provided and not use cotton.
7. Staff instructed on the use of hand sanitiser stations and their locations. Hand sanitiser stations to be located: Outside customer entrance double doors, inside staff entrance door within workshop, at the entrance to the workshop double doors and within the parts/warehouse double doors.

**Hazard : Symptoms of Covid-19** Risk of becoming unwell with a new continuous cough or a high temperature

**Control Measures:**

1. 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 government guidelines for self isolation. Line managers will maintain regular contact with staff members during this time.

2. If a member of staff or public has developed Covid-19 and were recently on our premises the Management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.

**Hazard : Driving / Vehicles** Drivers and passengers are unable to follow social distancing rules of 2 metres in a confined space and may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly

**Control Measures:**

1. Before using pool vehicles staff are instructed to sanitise the steering wheel, handbrake lever, gear stick and controls with suitable hard surface steriliser provided to reduce the risk of transmission of coronavirus.
2. Staff have been advised that as social distancing in vehicles is not achievable we will no longer be providing a customer collection or drop off service, customers should be encouraged to walk or cycle.
3. Staff are encouraged to avoid public transport or share vehicles and walk or cycle to and from work where possible.
4. Staff should not share vehicles or cabs, where suitable distancing cannot be achieved.

**Hazard : Customers & visitors to Tamar Caravan Centre** Customers and visitors entering and using Tamar Caravans Centre may be at risk of exposure to other customer, visitors and staff who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Social distancing notices to be displayed on customer entrance doors, showroom and shop walls and floors in prominent positions instructing customers to maintain the 2 metres social distancing rules.
2. A hand sanitiser station is positioned immediately outside the customer entrance doors with signage inviting customers to sanitise hands prior to entering.
3. Notice displayed advising contactless payments where ever possible. If unable to use contactless card machine should be used but cleaned regularly, cash should be avoided but if handled then wash hands immediately with soap and water for 20 seconds.
4. In the retail shop area, hazard tape is used to mark out 2 metre distances and signage utilised to remind customers to keep to the social distancing rules
5. Perplex hygiene screens fitted to all counter to prevent the spread of coronavirus from fine mists and droplets.
6. Within the showroom signage has been displayed in prominent positions advising customers that they should adhere to the 2 metre social distancing rules and entry into display caravans is limited to one family/household at a time.

**Hazard : Towbar vehicle safety** Risk from transmission of coronavirus from close contact with other members of staff or touching hard surfaces contaminated with coronavirus

**Control Measures:**

1. Pens used by customers should be wiped with hard surface steriliser after each use to avoid the transmission of coronavirus.
2. On customer collection advise customer on the precautions and cleaning routine carried out, prior to handing keys over wipe thoroughly with hard surface steriliser.
3. Following installation of Towbar, park vehicle in carpark, remove plastic film from steering wheel, handbrake lever and gear stick, wipe down with hard surface cleaner, after closing door and locking wipe handle with hard surface cleaner
4. Prior to engineer driving cars from drop off into workshop steering wheels, handbrake lever and gearstick should have plastic film covering applied to protect against transmission of coronavirus.

5. Cars being dropped off for Towbar fitment should be cleaned by service reception/aftersales staff as follows: With hard surface sanitiser wipe down keys, door handles, steering wheel, handbrake lever, gear stick and controls to avoid the transmission of coronavirus.

6. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule. Where this is not possible due to due to technical training or repairs where more that one engineer is required then face mask and eye protection should be worn.

**Hazard : Service Caravans drop off / collection** Risk from transmission of coronavirus from close contact with other members of staff, customers or touching hard surfaces contaminated with coronavirus.

**Control Measures:**

1. On caravan service customer drop off the aftersales advisor is instructed to carry out a vehicle inspection adhering to the social distance rules, customers are to sign job card to authorise work and completed vehicle inspection form.

2. Pens used by customers should be wiped with hard surface steriliser after each use to avoid the transmission of coronavirus.

3. Aftersales advisor instructed to wipe hitch, door handle and grab handles with hard surface sanitiser.

4. Prior to engineer towing caravan into workshop handbrake and grab handles should be covered this plastic film, caravan hitched onto tow tug and internal worktops wiped with hard surface sanitiser.

5. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule. Where this is not possible due to due to technical training or repairs where more that one engineer is required then face mask and eye protection should be worn.

6. On completion of service the engineer is to wipe down internal worktops with hard surface sanitiser then tow into carpark ready for collection. Plastic film removed from handbrake and grab handles, then the door handle, grab handles and hitch should be wiped with hard surface sanitiser.

7. On customer collection advise customer on the precautions and cleaning routine carried out, prior to handing keys over wipe thoroughly with hard surface steriliser.

8. Aftersales advisor should wear disposable gloves to hitch caravan to car ensuring that the customer observes social distancing rules. Carry out wheel bolt torque check in front of customer and ask customer to sign collection sheet.

**Documents Associated with this Risk Assessment:**

**Review Date :** 01/06/2021

**Reviewer :** Simon Graham