



Hippo Motor Group Ltd

Trident Way, Blackburn

Doc Ref: **HMG103** Risk Assessment Reference: **RA025** Risk Assessment Title: **Covid-19 (Return to the Workplace)**
Date of Initial Assessment: **9 May 2020**
Date of this Review: **22 May 2020**
Date of Next Review: **Weekly basis or to reflect changes in Government requirements & recommendations**
Assessment undertaken by: **Philip Snell, Green Man Health & Safety**

The UK Government is now urging a return to work for many Companies adversely affected by the current Coronavirus pandemic. However, a return to work should only be considered when working from home is not possible and where suitable health and safety precautions can be introduced to effectively prevent the potential spread of Covid-19. Although the risk of contracting Covid-19 in the workplace is low, the Company also has a wider role to play in preventing spread more generally in society. It is acknowledged that there is no precedent to follow for this pandemic and that many facts or clear and definitive data surrounding contracting the virus and spread of infection are not currently known.

However, this risk assessment has been formulated after a comprehensive evaluation of the risk element and considers any information that may have been provided to the assessor by the Directors, Managers, Supervisors or other relevant persons as to the ability to introduce appropriate controls. Any information that may have been provided has been taken in good faith. This assessment takes into consideration the latest Government requirements and recommendations relating to safeguarding the workplace from Covid-19 infections and has also relied extensively on published advice from the HSE, NHS, PHE and IOSH. This assessment is considered suitable and sufficient and has been formulated by a competent person. Review is to be undertaken if there are significant changes to workplace activities, equipment or staff, when legislation changes or when Government, NHS or PHE recommendations are revised. Notwithstanding any of these events, this risk assessment will have a review period of no more than one week and continued until the need for health controls are fully relaxed.

This risk assessment details the additional controls required to ensure the risks associated with the spread of covid-19 are adequately controlled to safeguard Company staff, members of the public, visitors and contractors. It is essential that this risk assessment is considered in conjunction with the general site, activity or machinery specific risk assessments appropriate to the work being undertaken.

	Hazard/Risk	Additional Control Methods Required	Comments/Observations
1	Health of the Individual	<p>Employee screening</p> <p><i>Only employees who do not exhibit the published symptoms for Covid-19 should be permitted to return to work. Symptoms should be identified on workplace posters and through individual e-mail communication (or other effective means)</i></p> <p>Temperature checks</p> <p><i>An infrared scanner is on site for anyone that that requires their temperature checking. This is available for anyone who requests a check or feels unwell. Anyone with a temperature in excess of 37.8 C will not be permitted to enter the workplace</i></p> <p>Quarantine</p> <p><i>Any employee who self identifies their symptoms as potentially that of Covid-19 must quarantine themselves and contact their medical practice, NHS or dial 111 for additional health advice. Quarantine requirements may change and should reflect the latest advice from the Government, NHS or PHE. Quarantine requirements to be exhibited on workplace posters and through individual e-mail communication (or other effective means). Quarantine must also be effected if any virus testing indicates a positive result</i></p> <p>Testing</p> <p><i>In line with the Governments current advice, all employees who need to leave home to work and exhibit Covid-19 symptoms can be tested (through contact with the NHS services or via Hippo as their employer, postal tests can also be applied for). The results</i></p>	<p><i>The need to stay away from the workplace if symptoms are exhibited must be repeatedly stressed</i></p> <p><i>Temperature checks may be self-administered (and recorded) or the task allocated to a responsible and trained individual(s)</i></p> <p><i>Should an individual be identified by others in their workplace environment as being 'of concern' they should be invited to leave in order to allow other employees to have confidence in continuing to work</i></p> <p><i>It may be beneficial to try and make sure all testing requests are channelled through HR so that a comprehensive</i></p>

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	<p><i>of such tests must be made known to the Hippo HR department in order to monitor any quarantine that is required or to be invited to return to work</i></p> <p>Members of the public</p> <p><i>It is hoped that members of the public who are confirmed as having Covid-19 or exhibit typical symptoms will not be present in the Hippo workplace. However, should anyone appear distressed or be 'of concern' then maximum social distancing techniques should be undertaken. Signs should be affixed to normal public entry points asking people not to enter if they have symptoms of Covid-19</i></p> <p>Visitor and contractor health</p> <p><i>All visitors should be made aware of any additional risk assessments or visit protocols related to Covid-19 in place within the Hippo workplace. They should not be permitted on site if they exhibit clear symptoms. When Employees arrange meetings with external visitors, they should take responsibility of ensuring the visitor is aware they should not enter if they have symptoms. Social distancing must be maintained at all times</i></p>	<p><i>picture of testing activity can be maintained</i></p> <p><i>There is a potential for public aggression or violence if someone believes they are being discriminated against or treated badly. Hippo employees must be vigilant to this potential</i></p> <p><i>When visitors or contractors make appointments with Hippo personnel it is important they are made aware of current workplace entry requirements</i></p>
2	<p>Social Distancing</p> <p><i>On arrival or departure (employees)</i></p> <p><i>Where possible, start and finish times should be staggered to diminish the opportunity to come into close contact with others, queuing or congregating in entrance areas or car parks is to be avoided</i></p> <p><i>Within the workplace</i></p> <p><i>Wherever possible, the 2m rule should be adhered to at all times within the workplace. Temporary lines, markings and gauges etc should be utilised to help employees and others reliably estimate a distance of 2m. These should also be in place at customer facing locations (sales and reception desks etc). Where it is not possible to separate employees from customers then consideration should be given to the implementation of spit screens (clear dividers) or other barriers</i></p>	<p><i>Staff have been made aware they must stick to social distancing guidelines at all times, including on arrival and departure. Currently there is not enough staff in to require staggering start times.</i></p> <p><i>The 2m is an arbitrary measure but is consistent with Government, NHS and PHE advice</i></p>

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	<p>One-Way systems</p> <p><i>It is unlikely that excessive numbers of the public will be present in the showrooms so a one way system or controlled route is superfluous but suitable systems should be in place for more crowded employee areas (sales floor, valet bays etc)</i></p> <p>Use of desks</p> <p><i>At least every other desk should remain unoccupied within the call centre/sales area (and other office areas where appropriate). The 2m distance rule should be maintained wherever possible</i></p>	<p><i>For instance, the telesales area could be accessed (entry) by way of the spiral staircase and exited by the side stairs to eliminate the need for passing each other in narrow or restricted areas</i></p> <p><i>This could also be introduced with offset staggering for those using 'opposite' desks</i></p>
3	<p>Vulnerable Persons</p> <p><i>Those who should not return to work</i></p> <p><i>Anyone who is identified as requiring shielding (as advised by their GP or local NHS trust) should not be permitted to return to work until the shielding requirement has expired. Additionally, anyone who has not received a shielding notification but has long term underlying health conditions, a weakened immune system, are pregnant or over 70 years of age should be advised not to return</i></p>	<p><i>This information may already be in the possession of the HR department. If not, the need for vulnerable persons to stay away from the workplace must be communicated to all employees</i></p>
4	<p>Personal Hygiene / Welfare</p> <p><i>Hand washing procedures</i></p> <p><i>Handwashing procedures of 20 seconds should be promoted throughout the workplace, ideally this will mean at least three times daily as well as after visits to the toilet facilities</i></p> <p><i>Hand drying</i></p> <p><i>To prevent the possibility of viruses being spread in water droplets via hot air hand dryers all such dryers are to be isolated. Hand drying to be undertaken utilising paper towels only</i></p>	<p><i>Use of NHS reminder posters will help</i></p> <p><i>This will increase waste and the need to dispose of it correctly</i></p>

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	<p>Hand sanitisers</p> <p><i>In line with Government advice, the use of hand sanitisers is secondary to the need for washing hands. However, they are useful at strategic locations throughout the workplace and at individual's desks. Hand sanitisers are to be at least 60% alcohol. Encourage, by the use of generic posters, the recommendations that employees try to stop touching their face, mouth or eyes</i></p> <p>Use of toilet facilities</p> <p><i>It is not possible to 'rota' toilet use, however, where possible every alternate urinal or wash basin should be put out of use. Adjacent self-contained cubicles may still be used</i></p> <p>Use of restroom facilities</p> <p><i>Social distancing of 2m is to be observed at all times. Breaks for employees must be staggered to avoid overcrowding in restrooms</i></p> <p>Bins</p> <p><i>Waste bins (tissue and personal waste) are to be emptied daily and monitored to ensure they do not overflow. Waste bins that are suspected of containing contaminated waste (see cleaning protocol) are to be treated differently to standard waste</i></p> <p>Smoking</p> <p><i>Smoking can only be undertaken in approved areas and with social distancing in place. This may result in there being no room under the smoking shelter during inclement weather</i></p>	<p><i>Hand sanitisers are useful secondary methods to clean hands and should be used to supplement handwashing or where handwashing is not possible</i></p> <p><i>This is to retain the desirable 2m social distancing requirement</i></p> <p><i>Encouraging employees to bring in their own food limits the potential for infection spread on kitchen equipment</i></p> <p><i>Government catch it/bin it campaigns have championed the use of disposable tissues for respiratory hygiene. Bins need to be emptied safely without coming into contact with contents</i></p> <p><i>Careful management and supervision of smoking breaks will be required</i></p>

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<p>5</p> <p>Cleaning Regime</p>	<p>New cleaning protocol</p> <p><i>A revised cleaning protocol based on PHE advice is to be introduced detailing cleaning activities and processes associated with safeguarding the workforce and others from Covid-19. This is to be introduced for all sites and operations. The cleaning protocol identifies what PPE must be worn and when</i></p> <p>Routine cleaning</p> <p><i>Regular or standard cleaning is to concentrate on areas of greatest potential infection, e.g. toilets, welfare areas and office areas where employee concentrations or touching of objects is greatest. A new cleaning schedule should be devised to clearly identify all aspects of the new cleaning regime with frequencies (including touch zones and making reference to any new cleaning protocol)</i></p> <p>Touch zones</p> <p><i>Regular and thorough cleaning off all touch zones is to be implemented with suitable cleaning materials. Touch zones are door handles, stair rails, push bars, locks, telephones, keyboards, headsets etc. It is suggested that this is undertaken at least twice per day</i></p> <p>Effectiveness of cleaning products</p> <p><i>Upgrade any cleaner, anti-bac or hard surface cleaner to 'hospital' standard. Many commercial standard items are unlikely to effectively kill viruses (anti-bac is not necessarily suitable as an anti-virus. Disposable wipes, towels and mops are to be utilised in all areas in preference to more resilient cloths etc that require proper cleaning and sanitising before each individual use</i></p> <p>Deep Cleaning</p> <p><i>If any employee tests positive for Covid-19 or has a need to self-isolate due to contact with an infected person the immediate workplace is to be deep cleaned. This should</i></p>	<p><i>To be discussed/agreed with full co-operation and input from all cleaning personnel (including contractors)</i></p> <p><i>Cleaning staff must wear appropriate PPE (gloves, overall, apron). Eye protection and respiratory protection may be required depending on activity and cleaning materials used</i></p> <p><i>Items personal to individuals e.g. headsets, keyboards may be cleaned by the individual user proving they have suitable cleaning materials</i></p> <p><i>Common bleach is a very effective substance for killing viruses</i></p> <p><i>The use of mists and aerosols sanitisers may need to be considered for large</i></p>

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	<p><i>mean all contact surfaces thoroughly cleaned and sanitised along with other hard and soft surfaces up to and around a minimum 2m radius from the employee's main work position(s). Where the employee moves around an area it may require a full room deep clean</i></p> <p>Vehicle cleaning</p> <p><i>Vehicles that have been looked over/touched/sat in etc by prospective customers need to have touch zones sanitised (door handles, steering wheels etc) utilising suitable cleaners</i></p>	<p><i>areas. Alternatively, the use of ozone generators could provide a thorough deep clean. Ensure suitable risk assessments are developed if such systems are utilised</i></p> <p><i>A mechanism needs to be in place for sales staff to identify these vehicles and for identified employees to undertake the cleaning</i></p>
6	<p>Communication / Information</p> <p><i>New rules & regulations from Hippo</i></p> <p><i>Any newly introduced rules and regulations regarding the return to work needs to be published and made available, without exception, to all employees. This may mean individual e mails, letters and workplace posters etc. All supervisors and managers are to become well acquainted with any changes to allow the undertaking of adequate monitoring and enforcement. Any revised or newly introduced risk assessments (such as this) sis to be made available for all employees to read</i></p> <p>Consultation</p> <p><i>There is a requirement (legislative) to consult with the workforce about significant health and safety issues when changing working methods etc. It is important that employees are consulted and concerns or suggestions considered before implementing Significant workplace changes and methods of work</i></p> <p>Standard NHS / GOV advice</p> <p><i>Many of the new measures introduced at Hippo for the return to work are based on Government or NHS advice. Posters or references to the prevention of infection etc coming from these institutions should be utilised (with logos etc) to provide confidence in the information Hippo is providing. Advice will change from week to week and it is</i></p>	<p><i>It is important to spell out the Company's requirements for return to work clearly and without ambiguity</i></p> <p><i>Employees are often in a better position than management to advise on what changes may work and the changes that will not.</i></p> <p><i>Generic posters can be down ,loaded from various websites (.GOV, NHS & PHE amongst others) along with accurate interpretations of the current law and regulations</i></p>

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	<p><i>therefore very important that any Hippo advice reflects any alterations (this risk assessment is to be reviewed at least once per week)</i></p> <p>Monitoring and surveillance</p> <p><i>Supervisors and managers will undertake monitoring and surveillance of employees to ensure compliance to Hippo requirements. When available, all employees should be encouraged to utilise the NHS contact tracing app to help determine whether they have been in close association with an infected person</i></p> <p>Reporting non-adherence</p> <p><i>Supervisors and managers have a duty to report repeated non-adherence to any back to work requirements. HR is to formulate a process for cautioning or admonishing such employees</i></p> <p>Penalties for persistent non-adherence</p> <p><i>Repeated offenders are potentially putting other employees (and ultimately the wider public) at risk. Any employee who is not following the Company rules will not be permitted to enter the workplace. HR is to consider whether these employees continue to receive furloughing or are to receive any other disciplinary action</i></p>	<p><i>Self-policing of the workforce may help (peer pressure) but current evidence shows that young males (making up a good proportion of Hippo's workforce) are the most likely to flout lockdown requirements</i></p> <p><i>Education and information is key to compliance but a fall-back position has to be in place and seen to operate</i></p> <p><i>A temporary condition of employment could be introduced during the pandemic to ensure compliance with all health rules specifically related to Covid-19</i></p>
<p>7</p> <p>Personal Protective Equipment</p>	<p><i>When should it be worn</i></p> <p><i>PPE should always be worn where the workplace activity or machinery risk assessment identifies. Additionally, where there are two person operations that cannot be eliminated and the social distancing requirement of 2m cannot be maintained (and that other barriers of preventative measure cannot be introduced) then simple face masks or face coverings should be worn</i></p>	<p><i>No flesh contact (e.g. shaking hands etc) should be entertained. Although facemasks appear to offer limited protection it is important to review Government recommendations as these have the potential to change</i></p>

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	<p>Re-ordering PPE</p> <p><i>With current shortages and poor quality products flooding into the market it is important that sufficient and timely re-ordering takes place. Sourcing should only be undertaken from competent suppliers</i></p>	<p><i>Ensure all PPE products have met the appropriate BSI, CE or equivalent standards</i></p>
<p>8</p> <p>Civil Liberties / Data Protection</p>	<p>Keeping records safe</p> <p><i>The HR department is to keep all records related to Covid-19 safe and in accordance with DPA and GDPR requirements. Additionally, information from the Information Commissioners Office is to be incorporated, where appropriate, into the use or storage of collected data. All data is to be appropriately disposed of when 'normal' working resumes</i></p> <p>Notification to employees</p> <p><i>Notification of action or intended action is to be communicated to individual employees discretely where action needs to be taken in light of Covid-19. Where possible, the person will not be identified to colleagues or other workers but it is accepted that this may not be possible if Hippo is to keep everyone safe. Part of any programme of notification to the workplace should be the potential for sharing personal Covid-19 records with others</i></p>	<p><i>There is general concern about data protection and the inclusion of specific health data in Company and wider records may increase this concern</i></p> <p><i>HR should consider whether details of infected, quarantined or employees 'of concern' are kept private or released to better inform others, this may need individual agreement</i></p>
<p>9</p> <p>Miscellaneous</p>	<p>Shift working</p> <p><i>To limit the numbers of employees on site at any one time shift working patterns may need to be changed. This is also likely to include restricting the numbers of vehicles in the workshop, paintshop and valeting areas so that employees can work individually on cars whilst maintaining the 2m social distancing requirements</i></p> <p>Hot desking</p> <p><i>Hot desking or desk sharing is not to be undertaken unless a vigorous and deep cleaning regime is undertaken prior to the change of employee</i></p>	<p><i>It may be possible to undertake certain valeting tasks outside in the Company car parks and vehicle pounds</i></p> <p><i>Also ensure that chairs or seats remain dedicated to a particular desk or area</i></p>

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	<p>Fixed teams & partnering</p> <p><i>To limit interaction and employees mixing extensively with others, where possible employees should remain in 'teams' or 'partnerships'. Congregations of people and personal or work visits to other desks and workstations should be minimise wherever possible and if this is not possible then social distancing must be exercised. The wearing of face masks is now Government recommended in selected workplace areas when other controls are not suitable, however, PPE should continue to be used only as a last resort</i></p> <p>Other workplace risks</p> <p><i>The potential for contracting Covid-19 is low but does represent a significant risk to certain groups of people. Whilst employees undertaking normal workplace activity must be mindful of this it is important that other hazards are still adequately controlled and it is not acceptable to significantly increase the risk of these other hazards simply to better implement Covid-19 controls. It is therefore important that all existing risk assessments, method statement and other safe systems of work are adhered to at all times. Supervisors and managers are to be reminded of this fact</i></p> <p>Tracing contacts</p> <p><i>The Company may consider introducing an in-house contact tracing system, the details of this will be passed to all employees should the introduction be agreed. The NHS app, if successful in current trials, will be recommended to all employees and it's use may become a requirement of entry to the workplace</i></p> <p>Aggression / security</p> <p><i>There are some concerns amongst elements of the population about Covid-19 controls impinging on civil liberties. Whilst this can be understood the Company is only undertaking the additional controls to allow the business to continue running and provide employment security for a large number of people. Supervisors and Managers who will be monitoring compliance need to be aware of these concerns and should not invite</i></p>	<p><i>Make more use of telephone or digital communication rather than personal visits. Keeping fixed teams should provide confidence to the team members about the health of others within their team</i></p> <p><i>Ensure all Hippo risk assessments and other safety documentation is updated and appropriate. Where other hazard controls may interfere with the prevention of infection alternative control methods should be identified</i></p> <p><i>The results of NHS trials on the Isle of White are likely to be known in around 2 weeks</i></p> <p><i>Confrontation may also occur with customers who resent the additional controls or requirements</i></p>

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	<p><i>aggression or risk significant confrontation. Reports of problems should be made using the normal channels, or in an emergency situation, the police should be called</i></p> <p>Meetings</p> <p><i>All physical meetings, if essential, are to respect social distancing requirements. Where possible undertake meetings through digital means (Zoom, Skype etc). Customer interaction (signing documents, collecting vehicles etc) must also take notice of the 2m social distancing rules</i></p> <p>Deliveries</p> <p><i>Where possible, delivery drivers are to remain in their vehicles to minimise contact. Employees are to collect goods and bring into storage wherever possible although it is acknowledge that this may be impossible for some items</i></p> <p>Mental Health</p> <p><i>A positive Covid-19 case in the workplace (or even the prospect of it) is likely to adversely affect the mental health of many employees. There needs to be a quick referral method for affected employees to be given information or treatment and a mechanism to advise what their employment rights are if they believe they cannot work or should not work</i></p> <p>Reporting under RIDDOR</p> <p><i>Covid-19 cases only need to be reported under RIDDOR when:</i></p> <ol style="list-style-type: none"> <i>1 An incident in the workplace has led to potential or actual exposure or</i> <i>2 When there is reasonable evidence to suggest that someone has contracted Covid-19 from exposure in the workplace or</i> <i>3 If a worker dies as a result of occupational exposure</i> 	<p><i>Being in a vehicle in close proximity with a customer should be considered a risk not worth taking if any alternative courses of action exist</i></p> <p><i>Delivery drivers must be allowed to use welfare facilities if required</i></p> <p><i>There is the prospect that mental health illness is used as an excuse not to risk coming into work. Robust HR policies must be in place for reporting absences from work and any follow up</i></p> <p><i>Covid-19 is not classified as an occupational disease and therefore does not need to be reported as such. Full reporting requirements are contained within the HSE website</i></p>

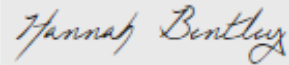
Signature & Review

Signed:



Philip Snell, Consultant, Green Man Health and Safety

Signed:



Hannah Bentley, HR Manager, Hippo Motor Group Ltd

Date of Original Assessment: 9 May 2020

Date of 1st Review: 13 May 2020

Date of 2nd Review: 19 May 2020

Date of 3rd Review: 22 May 2020

Date of 4th Review:

Date of 5th Review:

Date of 6th Review: