

Lookers COVID-19 Colleague Safety Risk Assessment

V2 | 29.05.20



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**Lookers
SAFE
SYSTEM**

Keeping everyone safe

Please Follow the Key
Below for Required
Department:



Sales



Service



Parts



Help us protect our
employees and each other

Thank You

This document is intended for Lookers colleagues and in line with Government guidelines has been published on our website.

INTRODUCTION

Throughout the COVID-19 epidemic Lookers has continued to prioritise colleague wellbeing and safety. In doing this we have followed all UK Government guidance to date.

Following the UK Government announcement on 10th May 2020 that a gradual easing of the COVID measures would commence the government issued detailed guidance on the 11th of May for a variety of sectors. This guidance includes a requirement for businesses to perform a risk assessment and publish it on their website.

Lookers have undertaken this risk assessment. It has been performed in consultation with all relevant areas of the business and has been overseen by the Risk Function in line with the Lookers Risk Management Framework.

The risk assessment on the following slides summarises the government guidance by theme, and explains the measures that Lookers have in place. Where actions are ongoing to further reduce the risk they are also described.

Risk assessments are never static and the COVID-19 crisis remains a very fluid and constantly changing situation as such the risk assessment will be updated where required to reflect the progress against any actions and any changes in government guidance.

All colleagues are welcome to review the assessment. The Health and Safety team will continue to support the business and monitor progress. If you have any questions or concerns please raise them with you line manager or contact the Health & Safety Department using the following email address: HealthandSafetyDepartment@lookers.co.uk.

WHO SHOULD GO TO WORK?

Government Guidance Theme	Detailed Advice	Measures That Lookers Have Put in Place	Further Actions in Progress
<p><u>Who Should go to Work?</u></p> <ul style="list-style-type: none"> • That everyone should work from home, unless they cannot work from home. • To protect clinically vulnerable and clinically extremely vulnerable individuals. • People who need to self-isolate • To treat everyone in your workplace equally 	<p>Process in place to determine the colleagues who are required to work on site and colleagues who can carry out their roles remotely, to ensure on site staff numbers are minimised</p>	<p>As the business re-opens in stages each division is considering who they need to bring back in and only those who need to return at each stage will do so. Where employees are able to effectively continue working from home they will do so.</p>	<p>Lookers will continue to review staffing numbers and whether colleagues who return to work from furlough are able to work from home</p>
	<p>Process to communicate with all colleagues, remain in contact and monitor colleague well being</p>	<p>The business is communicating to its employees via workplace and email. We recognised the need for wellbeing support and employees have been provided with the details of BEN (the Motor Trade Charity) as well as links to the Samaritans and Mind. We also encouraged employees to engage in the social groups on Workplace. Lookers CEO has provided regular video updates to all employees.</p>	<p>Lookers will continue with its communications approach using all the available channels as appropriate</p>
	<p>Providing equipment for those colleagues who have to work from home</p>	<p>Where possible, employees have been provided with laptops and VPN access to enable them work from home effectively. Our IT support desk has remained active during this period to provide access support for those employees still working.</p>	<p>Lookers will continue to review the needs of colleagues returning to work and their equipment requirements</p>
	<p>Ensuring clinically extremely vulnerable individuals are able to work from home</p>	<p>The Company is following Government guidelines and if an employee provides medical evidence that they have been advised to shield the Company is supporting this and will look at the options available for that individual including working from home or furlough (where possible).</p>	<p>Lookers will continue to monitor and support in this area</p>
	<p>Providing support for workers mental health and wellbeing, including advice and telephone support</p>	<p>We recognised the need for wellbeing support and employees have been provided with the details of BEN (the Motor Trade Charity) as well as links to the Samaritans and Mind. We also encouraged employees to engage in the social groups on Workplace including cycle and chat, photography etc.</p>	<p>Lookers will continue to communicate this in colleague comm's</p>
	<p>Ensure colleagues who are advised to stay at home under existing government guidance to not return to work. This includes colleagues who have symptoms of COVID-19</p>	<p>Employees have been told to follow Government guidelines on self isolation. This is re-emphasised in the communications approach</p>	<p>Lookers will continue to communicate in line with government guidance</p>
	<p>Ensuring colleagues with protected characteristics including disabled workers and those who are new or expectant mothers have reasonable adjustments in place that have been assessed</p>	<p>Where a particular need or risk is identified this is given consideration and support or adjustments provided where possible. We do not condone any discriminatory practices. Lookers has an equality and diversity policy and eLearning module.</p>	<p>Lookers will continue to support all colleagues.. Line management guidance will continue to be issued</p>

SOCIAL DISTANCING AT WORK

Government Guidance Theme	Detailed Advice	Measures That Lookers Have Put in Place	Further Actions in Progress
<p>Social Distancing at work</p> <ul style="list-style-type: none"> To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites. To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival. To maintain social distancing wherever possible, while people travel through the workplace To maintain social distancing between individuals when they are at their workstations To maintain social distancing wherever possible between individuals when in vehicles To reduce transmission due to face-to-face meetings and maintain social distancing in meetings To maintain social distancing and avoid surface transmission when goods enter and leave the vehicle, especially in high volume situations, for example, distribution centres, despatch areas To maintain social distancing while using common areas To prioritise safety during incidents 	<p>Clear guidance and training to support the need to maintain social distancing wherever possible Clear signage outlining the need for social distancing and</p>	<p>Lookers has provided guidance and signage to promote and support social distancing in line with government guidance</p>	<p>Lookers will continue to refresh its guidance in line with government advice</p>
	<p>Where social distancing guidelines cannot be followed the business to review whether the activity needs to continue for the business to operate, managing occupancy levels</p>	<p>As the business re-opens in stages each division is considering who they need to bring back in and only those who need to return at each stage will do so.</p>	<p>Lookers will continue to review this in line with the government guidance</p>
	<p>Increasing the frequency of hand washing and surface cleaning. Providing handwashing facilities or hand sanitiser where not possible at entry and exit points.</p>	<p>Lookers have clearly communicated the need for regular handwashing and have provided additional hand sanitiser</p>	<p>This will be monitored and reviewed</p>
	<p>Where social distancing is not possible:</p> <ul style="list-style-type: none"> Using screens or barriers to separate people from each other Using back-to-back or side-to-side working (rather than face to-face) whenever possible 	<p>Lookers have provided sneeze screens as part of its PPE provision. Colleagues are able to order addition screen via the communicated procurement process. Detailed guidance has been issued to support this</p>	<p>Lookers is currently operating with a reduced number of staff across sites. It has issued detailed guidance and supporting materials to inform and protect colleagues as numbers increase. This will be monitored and reviewed</p>
	<p>Considering the physical environment to:</p> <ul style="list-style-type: none"> Reduce congestion, for example, by having more entry points to the workplace. Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible. Limiting passengers in corporate vehicles e.g. mini buses Providing alternatives to touch based security devices and at entry and exit points Using markings and introducing one-way flow at entry and exit points and regulating the volume of people Proving more storage for workers clothes and bags Reducing movement by discouraging non essential trips within sites Reducing maximum occupancy for lifts and providing hand sanitiser for lift users Considering the use of social distancing marking for other common areas such as toilets and other areas where queues may form 	<p>Lookers have provided signage packs and floor marking packs to enable better control of the physical environment. Detailed guidance has been issued to support this</p>	<p>Lookers is currently operating with a reduced number of staff across sites. It has issued detailed guidance and supporting materials to inform and protect colleagues as numbers increase. This will be monitored and reviewed</p>

SOCIAL DISTANCING AT WORK (Cont.)

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Social Distancing at work</u></p> <ul style="list-style-type: none"> To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites. To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival. To maintain social distancing wherever possible, while people travel through the workplace To maintain social distancing between individuals when they are at their workstations To maintain social distancing wherever possible between individuals when in vehicles To reduce transmission due to face-to-face meetings and maintain social distancing in meetings To maintain social distancing and avoid surface transmission when goods enter and leave the vehicle, especially in high volume situations, for example, distribution centres, despatch areas To maintain social distancing while using common areas To prioritise safety during incidents 	<p>Reviewing work practices to:</p> <ul style="list-style-type: none"> Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics. Staggering break times Reducing job and equipment rotation Consider a consistent cohorting / pairing system of people have to work in close proximity Use remote working tools where possible Reducing face to face meetings and maintaining 2m when meeting. Not sharing equipment in meetings Providing hand sanitiser in meeting rooms Holding meetings in well ventilated rooms or out doors where possible Encouraging workers to bring their own food, avoid the use of canteens Encouraging staff to remain onsite where possible but maintain social distancing if they leave the site <p>Workstations:</p> <ul style="list-style-type: none"> Should allow people to maintain social distancing where possible and be assigned to one person where possible Additional hygiene and cleaning of high touch point areas Using markings to help workers to maintain 2m distance Avoiding hot desking <p>To prioritise safety during incidents:</p> <ul style="list-style-type: none"> In an emergency, for example an accident or people do not have to stay 2m apart if it would be unsafe People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands. 	<ul style="list-style-type: none"> Lookers have issued detailed guidance for all colleagues to managers to promote social distancing and a safe work environment PPE has also been provided to sites including sneeze screens, optional face masks, additional hand sanitiser and latex gloves. Signage packs have been provided Additional guidance has been provided to encourage regular cleaning of high touchpoint areas Detail safe systems of work practices have also been developed for key tasks. <ul style="list-style-type: none"> Lookers have issued guidance for managers to promote social distancing PPE has also been provided to sites including sneeze screens, optional face masks, additional hand sanitiser and latex gloves. Signage packs have been provided Additional guidance has been provided to encourage regular cleaning of high touchpoint areas Detail safe systems of work practices have also been developed for key tasks. <p>Lookers have processes in line with HSE requirements to respond to all relevant accidents and emergencies</p>	<p>Lookers has provided detailed guidance. It will continue to monitor the situation</p> <p>Lookers will continue to update and provide guidance as government guidance develops</p> <p>Lookers are bespoking these arrangements in line with the new government guidance issued on 11th May</p>

MANAGING CUSTOMERS, VISITORS & CONTRACTORS

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Managing your Customers, Visitors & Contractors:</u></p> <ul style="list-style-type: none"> To minimise the contact resulting from visits to stores or outlets Providing and explaining the available guidance 	<ul style="list-style-type: none"> Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas. Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids. Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. Ensuring latest guidelines are visible in selling and non-selling areas. Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful. Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces Ensuring delivery and receipt confirmation can be made contactless and avoiding physical contact when handing goods over to the customer. Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines Introduce queue management or one-way flow, where possible Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers Using outside premises for queuing where available and safe, for example some car parks Maintaining a record of all visitors and contractors, if this is practicable Providing clear guidance to visitors and contractors Reviewing entry and exit routes for visitors and contractors to minimise contact with other people 	<ul style="list-style-type: none"> Lookers have provided detailed guidance to colleagues Lookers have provided front of house signage and transfer packs to promote and enable social distancing. Lookers is introducing a contactless sales process Lookers have produced safe working practices for processes that involve customer interaction 	<p>Lookers has provided detailed guidance. It will continue to monitor the situation</p>

CLEANING THE WORKPLACE

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Cleaning the workplace:</u></p> <ul style="list-style-type: none"> • To make sure any site or location that has been closed or partially operated is clean and ready to start • To keep the workplace clean and prevent transmission by touching contaminated surfaces • To help everyone to keep good hygiene through the working day • To minimise the risk of transmission in changing rooms and showers • To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite 	<ul style="list-style-type: none"> • Cleaning procedures in place for sites • Providing hand sanitiser in multiple locations in addition to washrooms • Using signs and posters to build awareness of good hand washing technique, the need to increase handwashing frequency, avoid touching your face and the need to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available • Frequent cleaning of work areas and equipment between uses, using your usual cleaning products • Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, pump handles and printers • Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. • Increased cleaning of busy areas • Where possible providing paper towels • Checking whether there is a need to service or adjust ventilation systems • Where aircon systems service multiple sites advice should be sought from the relevant engineers • Open windows and doors to encourage ventilation where possible • Clearing workspaces and removing waste and belongings from the work area at the end of a shift. • Providing more frequent rubbish collection • If you are cleaning after a known or suspected case of COVID-19 then you refer to the specific guidance • Encouraging workers to wash hands before boarding vehicles • Retaining sufficient quantities of hand sanitiser /wipes within vehicles to enable workers to clean hands after each delivery / drop-off 	<ul style="list-style-type: none"> • Lookers have cleaned all sites that have opened and continue to use regular sites cleaning • Communication and signage has been provided to promote regular hand washing • Hand sanitiser has been provided • Guidance on the regular cleaning of high touchpoint areas has been provided. • Regular rubbish disposal is in place 	<p>Lookers has provided detailed guidance. It will continue to monitor the situation</p>

PERSONAL PROTECTIVE EQUIPMENT

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Personal Protective Equipment (PPE)</u></p> <ul style="list-style-type: none"> • PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks. • Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so. • At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and staying 2m away from each other in the workplace if at all possible. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. • The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration enforcement officers. • Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. • Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly. Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. • Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly 	<ul style="list-style-type: none"> • Instigate all appropriate social distancing and hygiene measures • Additional PPE is not beneficial unless in clinical settings • Workplaces should not encourage the precautionary use of extra PPE outside clinical settings or when responding to suspected or confirmed cases of COVID-19 • Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. 	<p>At this time the Lookers risk assessment Lookers continue to follow the government guidance in relation to PPE</p>	<p>Lookers will continue to monitor the government advice in respect of PPE</p>

FACE COVERINGS

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Face Coverings</u></p> <p>There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.</p> <p>A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.</p> <p>It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.</p> <p>Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:</p> <ul style="list-style-type: none"> • Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible. <p>You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.</p>	<p>See government guidance theme section (previous column)</p>	<ul style="list-style-type: none"> • Lookers have provided all sites with optional face masks and additional guidance for safe usage. 	<p>Lookers has provided detailed guidance. It will continue to monitor the situation</p>

WORKFORCE MANAGEMENT

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Workforce Management</u></p> <ul style="list-style-type: none"> • To change the way work is organised to create distinct groups and reduce the number of contacts each worker has • To avoid unnecessary work travel and keep people safe when they do need to travel between locations • To help workers delivering to other sites such as factories, logistics sites or customers' premises to maintain social distancing and hygiene practices • To make sure all workers understand COVID-19 related safety procedures • To make sure all workers are kept up to date with how safety measures are being implemented or updated 	<ul style="list-style-type: none"> • Providing clear, consistent and regular communication to improve understanding and consistency of ways of working • Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements • Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language • Awareness and focus on the importance of mental health at times of uncertainty. The government has published • guidance on the mental health and wellbeing aspects of coronavirus (COVID-19). • As far as possible, where people are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people • Minimising non-essential travel – consider remote options first • Identifying areas where people have to directly pass things to each other, for example, job information, spare parts, samples, raw materials, and find ways to remove direct contact, such as through the use of drop-off points or transfer zones. • People who work together in one vehicle should be in a fixed pairing as far as possible • Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face • Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines • Putting in place procedures to minimise person-to-person contact during deliveries to other sites • Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience. 	<ul style="list-style-type: none"> • Lookers have issued guidance for managers to promote social distancing and safe working practices • PPE has also been provided to sites including sneeze screens, optional face masks, additional hand sanitiser and latex gloves. • Signage packs have been provided • Additional guidance has been provided to encourage regular cleaning of high touchpoint areas • Detail safe systems of work practices have also been developed for key tasks. 	<p>Lookers has provided detailed guidance. It will continue to monitor the situation</p>

INBOUND & OUTBOUND GOODS

Government Guidance Theme	Detailed Advice	What Lookers Have Put in Place	Further Actions in Progress
<p><u>Inbound & Outbound Goods:</u></p> <ul style="list-style-type: none">To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres or despatch areas.	<ul style="list-style-type: none">Revising pick-up and drop-off collection points, procedures, signage and markingsMinimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-bookingConsidering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.Where possible and safe, having single workers load or unload vehiclesWhere possible, using the same pairs of people for loads where more than one is neededEnabling drivers to access welfare facilities when required, consistent with other guidanceEncouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	<p>Lookers have developed safe working practices for drop off and collection this includes the relevant cleaning protocols.</p>	<p>Lookers is updating and providing further guidance to cover a more detailed range of subjects following the issuance of the detailed government guidance on 11th May</p>

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raise them with your line manager or contact the Health &
Safety team: HealthandSafetyDepartment@lookers.co.uk.**