

		<p>desks</p> <ul style="list-style-type: none"> • staff must continue to observe the two-metre rule in all their interactions with customers, colleagues & contractors • keys must be taken from customers & handed back to customers whilst observing the two-metre rule throughout • disposable pens should be made available to all customers for signing their paperwork, immediately disposed of after use. • staff must clean the keys thoroughly with antiseptic wipes before passing to customers & do the same when receiving keys • prior to working on a customer's car, service front desk staff will thoroughly wipe down all surfaces of the car including door handles, seats, steering wheels, indicators and gear levers etc, before it is passed on to the technicians • technicians must wear protective gloves throughout the process of working on a customer's car and change the gloves after each vehicle is worked on; switch off air-conditioning / climate control systems (unless absolutely necessary during servicing to avoid recirculation of potentially contaminated air within the vehicle) • parts personnel must take special care when handling both parts and paperwork. Disposable gloves must be worn when receiving parts & the associated paperwork • when receiving or handing over parts to either customers or colleagues, the two-metre rule must be strictly observed • throughout the above procedures all staff, contractors and customers must regularly and thoroughly wash their hands in line with Government guidelines • sales departments are now permitted to operate under the Government's recently revised guidelines. Customers can visit our showrooms & view our vehicles - but only in a controlled environment where social distancing is observed throughout • showroom cars and used cars remain locked. By request, cars will be opened for customers to view and sit in. The Sales Exec takes responsibility for ensuring the car is immediately re-sanitised once the 	
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		<p>customer has finished viewing (either personally or by engaging a member of the cleaning team)</p> <ul style="list-style-type: none"> • accompanied test-drives are still not permissible. Customers are insured to drive the vehicle alone if all insurance requirements have been met, and after a comprehensive demonstration of the vehicle controls to the customer. The returned vehicle is again the Sales Exec's responsibility for ensuring it is immediately re-sanitised (either personally or by engaging a member of the cleaning team) • signage on the all access doors warning customers only to enter if not displaying symptoms and maintain the safe distancing rules • servicing and maintenance should be limited to local key workers, emergencies and essential work only • 'Inter site transit' of personnel limited to emergencies and travel that is essential to maintain service and authorised by a senior manager • any work must be limited to work where it is impossible to conduct this work remotely. • our cleaning contractors must follow their own H&S rules. These rules have been presented to Duckworth for review and accept to be 	
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This exceptional risk assessment is to be followed & used in conjunction with all other risk assessments already in place. The Covid 19 virus is the most serious threat to life that any of us have ever seen. It is vitally important that the processes be thoroughly followed. Whilst the Managers of the business can oversee the installation of processes, it is for all colleagues to follow them. Equally, if any of our teams see any individual failing to follow process, they must immediately point out this failure to the individual concerned &, if necessary, bring it to Management attention. The Covid 19 crisis is evolving by the day. If new risks are identified this document will be updated.

Assessment Review Date: - New risk assessment required: NO

Completed by (Name): Signature:

Approved for issue in the workplace (on behalf of the Duckworth Group)

Approved by (Name): Ben Duckworth Signature: 

