

| Likelihood         | Severity                                    |   |
|--------------------|---|---|
| Extremely unlikely | 1 Minor injury (first time visit)           | 1 |
| Unlikely           | 2 Moderate injury (lost time accident)      | 2 |
| Likely             | 3 Serious LTA injury (RIDDOR > 3 day)       | 3 |
| Extremely likely   | 4 Major injury (RIDDOR reportable)          | 4 |
| Almost certain     | 5 Catastrophic injury (fatality / multiple) | 5 |

|            | Severity |    |    |    |    |
|------------|----------|----|----|----|----|
| Likelihood | 1        | 2  | 3  | 4  | 5  |
| 1          | 1        | 2  | 3  | 4  | 5  |
| 2          | 2        | 4  | 6  | 8  | 10 |
| 3          | 3        | 6  | 9  | 12 | 15 |
| 4          | 4        | 8  | 12 | 16 | 20 |
| 5          | 5        | 10 | 15 | 20 | 25 |

Risk Assessment - Covid 19 - Workplace

| Location                                      |     | Dept. / Area                         |  | Activity / process being assessed |   |   | Assessors  |   |    | Date   |   |   | Reference  |                                  |            |
|---|-----|--------------------------------------|--|-----------------------------------|---|---|--|---|----|--|---|---|------------|----------------------------------|------------|
| Any Trust Ford / Parts Plus Location          |     | Dealership, Parts Warehouse - Office |  | Generic Activities                |   |   | Group Safety   |   |    | 03/08/2021   |   |   | TF-RA-P501 |                                  |            |
| Hazard  | Y/N | Affected                             | Risk   | Control Measures                  |   |   | Revised / Additional Control Measures If PPE or Work Method involved |   |    | Person Risk Rating   |   |   | Resp.      | Date Completed                   |            |
|   |     |                                      |  | L                                 | S   | T | L  | S | T  | L  | S | T |            |                                  |            |
| Customer / Contractor Interaction             | Y   | All Persons                          | * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus  | 1                                 | As of July 19th 2021, the Government has relaxed its guidelines on social distancing, however we ask all colleagues, customers and visitors to respect others and keep a safe distance.<br>Regular cleaning regime with warning signs placement.<br>Screens to be used at Desks if Colleagues are facing a Customer or another colleague, side screen will also be used in colleague areas.<br>Station on entry which will provide hand sanitizer<br>A one way system in operation for Customers - one door for entry to the building and another door for exiting the building.  | 2 | 3  | 6 | 2  | Cleaner on site for up to 8 hours per day<br>3 Single screens or, for an office environment, larger divided screens may be used.   | 1 | 3 | 3          | * Departmental Manager           | * On going |
| Customer / Contractor Interaction (continued) | Y   | All Persons                          | * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus  | 6                                 | Face masks as of 19th July 2021 are now not compulsory and are the choice of the colleague and or customer. When the colleague is with a customer then it will compulsory to wear a face covering.<br>Separate bins will be provided to dispose of PPE.   | 2 | 3  | 6 | 7  | Bins will have bin bags in, when they get to 3/4 full they should be double-bagged and disposed of in the general waste skip.<br>8 Waiting area chairs to be spaced for respectful distancing.<br>9 Set of cleaning instructions sent to all GMs 19th July 2021  | 1 | 3 | 3          | * Departmental Manager           | * On going |
| Customer / Contractor Interaction (continued) | Y   | All Persons                          | * Colleagues and Visitors may come into contact with a person whom is carrying the Covid 19 Virus  | 12                                | Payments to be made either online, contactless or with push buttons on the PDQ machine.<br>13 It is discretionary for colleagues to wear gloves when handling the customers keys.<br>14 For any Documents passed between Colleagues and a Customer, wallets must be used.   | 2 | 3  | 6 | 12 | PDQ machine to be cleaned after each use.<br>14 Purpose made anti- bacterial wallets to be used.   | 1 | 3 | 3          | * Departmental Manager           | * On going |
| Service Reception / Sales Areas               | Y   | All Persons                          | * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus               | 15                                | Clear desk policy in place, work areas must be cleaned on a frequent basis, including phones, keyboards, screens and desks.<br>Process in place for the handover of Keys and documents.<br>17 Process for test drives - Test drives can be accompanied or unaccompanied. If an accompanied test drive the Sales Executive or customer has to sit in the back of the car using the transferable car screen divider face coverings to be worn by both parties.<br>18 Showroom cars & Used cars to be cleaned after a customer has entered them, in accordance with the valet policy. Cars on display must be locked, a Customer will need to ask to view the interior of the vehicle.   | 2 | 3  | 6 | 15 | Disinfectant and roll supplied for the cleaning of work areas<br>16 nitrile gloves to be worn when handling keys (discretionary) and anti -bacterial wallets used for documentation.<br>17 Sales Executives to be fully conversant with both test drive processes.   | 1 | 3 | 3          | * Departmental Manager           | * On going |
| * Administration Areas                        | Y   | All Persons                          | * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus               | 19                                | Regular hand washing including on arrival & departure from site.<br>20 Maintain a safe distance.<br>21 Adhere to the designated break times which have been allocated.<br>22 Adhere to all instructions regarding walkways and one way systems.<br>23 Toilets - Maintain a safe distance.<br>24 Operate a clear desk policy.<br>25 Work stations to be cleaned on a regular basis and a clear desk policy to be observed.   | 2 | 3  | 6 | 23 | Paper towels removed, hand dryers to be used<br>25 Disinfectant and roll supplied for the cleaning of work areas   | 1 | 3 | 3          | * Departmental Manager           | * On going |
| * Dealership Parts Departments                | Y   | All Persons                          | * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus               | 26                                | Avoid contact between Colleagues & Technicians at the Parts Counter.<br>27 System in place to ensure only Parts Colleagues can enter the Parts Department.<br>28 Only one Colleague per aisle at one time.<br>29 One way system in operation.<br>30 Maintain a safe distance.   | 2 | 3  | 6 | 26 | Screens to be used at all times at the parts counter.<br>29 Floor marking used to show one way system.   | 1 | 3 | 3          | * Departmental Manager           | * On going |
| Technicians - All                             | Y   | All Persons                          | * Colleagues may come into contact with a person whom is carrying the Covid 19 Virus               | 31                                | Regular hand washing including on arrival & departure from site.<br>32 Overalls - These must be changed on a regular basis and not worn to go home or taken home to be washed.<br>33 When entering a customers vehicle, turn off the air conditioning or heater.<br>34 Ensure the correct PPE is applied inside the car. After use, dispose of in the correct manner.<br>35 Moving immobilized vehicles whilst observing safe distance working.<br>36 Work areas to be sanitised on a regular basis.<br>37 Mobile technicians to observe a safe distance from customers.<br>38 Mobile Technicians to ensure nitrile gloves are worn when handling keys (discretionary)<br>39 Where possible, Technicians must restrict the sharing of tools,. Any shared tools must be cleaned down with disinfectant before and after use.<br>40 When a Technician has finished working on a vehicle, it will then need to be transferred to the Valet department for cleaning (interior and exterior)<br>41 Mobile Technicians ensure documentation is handled in a safe manner.<br>42 When a workshop has been closed, before a ramp is used, it must be raised and lowered and a visual inspection carried out. | 2 | 3  | 6 | 32 | Overalls - refer to contract with overall company for cleaning.<br>34 PPE to be used inside the car to consist of seat covers, steering wheel covers, gear knob covers and handbrake covers.<br>35 To move immobilized vehicles a tow bar device or wheel skates to be used.<br>39 Mobile Technicians - bags to be supplied for used PPE which must be returned to base for disposal.<br>41 For documentation anti bacterial wallets to be used. | 1 | 3 | 3          | * Departmental Manager           | * On going |
| Valet Operations                              | Y   | All Persons                          | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 43                                | Ensure a safe working distance is in place.<br>44 Wear nitrile gloves when handling keys (discretionary)<br>45 Any PPE used inside the car must be disposed of in the correct manner.<br>46 For external and Internal cleaning, disposable materials to be used.<br>47 TrustFord Valetors should follow guidance given on the internal cleaning of vehicles.<br>48 Contract cleaners should follow guidance given by the valet company<br>49 Valet Companies to ensure their Colleagues are aware of TrustFord's guidelines, i.e. hand cleaning etc.  | 2 | 3  | 6 | 46 |  | 1 | 3 | 3          | * Departmental Manager           | * On going |
| * Parts Warehouses.                           | Y   | All Persons                          | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 50                                | Regular hand washing including arrival & departure from site.<br>51 Drivers to use nitrile gloves when entering site or a customers location and dispose of in the correct manner.(discretionary)<br>52 Safe distance to be observed.<br>53 Only authorised personnel allowed in the warehouse.<br>54 One way system to be in operation in the warehouse aisles.<br>55 Where possible parts to be placed in sealed bags.<br>56 Process in place for drivers allocated arrival / departure times and collection of parts.  | 2 | 3  | 6 | 51 | Bin bags provided for drivers to dispose of PPE and returned to base for disposal.<br>55 Bags to be supplied and used for placing parts in once picked.  | 1 | 3 | 3          | * Departmental Manager & Drivers | * On going |



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| Any Trust Ford / Parts Plus Location                            | Dealership, Parts Warehouse - Office | Generic Activities   | Group Safety  | 03/08/2021   | TF-RA-P501                       |                |
| Hazard  | Y/N                                  | Risk   | Control Measures  | Revised / Additional Control Measures If PPE or Work Method involved   | Resp.                            | Date Completed |
| * Bodyshop - Workshop colleagues                                | Y                                    | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 57 Regular hand washing including on arrival & departure from site.<br>58 Disposable overalls can be worn by workshop colleagues if desired<br>59 Overalls - These must be changed on a regular basis and not worn to go home or taken home to be washed.<br>60 When entering a customers vehicle turn off the air conditioning or heater.<br>61 Ensure the correct PPE is applied inside the car & after use dispose of in the correct manner.<br>62 Moving immobilized vehicles whilst observing safe distance working.<br>63 Work Areas to be sanitised on a regular basis.<br>64 Where possible, Bodyshop Colleagues must restrict the sharing of tools. Any shared tools must be cleaned down with disinfectant before and after use.<br>65 When a Bodyshop colleague has finished working on a vehicle, it must then be transferred to the valet department for interior and exterior cleaning.<br>66 Ensure all PPE is disposed on in the correct manner.<br>67 Mobile SMART to observe safe distancing<br>68 Mobile SMART to ensure nitrile gloves are worn when handling keys(discretionary)<br>69 Mobile SMART ensure documentation is handled in a safe manner.<br>70 When a workshop has been closed, before a ramp is used, it must be raised and lowered and a visual inspection carried out. | 58 Separate PPE bins available for disposal of used disposable overalls<br>59 Overalls - refer to contract with overall company for cleaning<br>61 PPE to be used inside the car to consist of seat covers, steering wheel covers, gear knob covers and handbrake covers.<br>62 To move immobilized vehicles a tow bar device or wheel skates to be used.<br>64 disinfectant and roll supplied for the cleaning of shared tools<br>66 Separate PPE bins available for disposal of used PPE<br>68 Mobile Technicians - bags to be supplied for used PPE which must be returned to base for disposal.<br>69 For documentation anti bacterial wallets to be used. | * Departmental Manager           | * On going     |
| * All Locations - General                                       | Y                                    | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 71 If passenger lifts (elevators) are used they must be cleaned on a regular basis.<br>72 Each location will have an allocated Health & Safety Representative. In addition, the Health & Safety Team will carry out periodic site inspections to check the site is complying with the Covid-19 Rules and Regulations.<br>73 Regular hand washing, including on arrival & departure from site.<br>74 Correct PPE supplied for the role.<br>75 General PPE supplied.<br>76 Sanitizer stations at entrance for colleagues and customers.<br>77 Safe distancing in place.<br>78 One way system in operation in the showrooms.<br>79 Toilets - Social distancing to be observed.<br>80 Customer waiting areas - all vending machines, coffee machines and water machines can be used but must be cleaned on a regular basis.<br>81 All work stations to be sanitized on a regular basis with a clear work bench / desk policy in place.<br>82<br>83 Canteens - Toasters, microwaves and kettles can be used but must be wiped down before after each use. Crockery can be used but not shared. No dirty pots to be left in the sink. Any personal cutlery and crockery must be kept away from others .i.e. stored in the colleagues locker, desk, bag etc.   | 75 General PPE will consist of, but is not exhaustive, nitrile gloves, face masks (optional)   | * Departmental Manager           | * On going     |
| * All Locations - General - continued                           | Y                                    | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 84 Be aware of the risks of using sanitizer gel - allow to dry as it contains alcohol.<br>85 Use nitrile gloves for any customer interaction (discretionary)<br>86 Posters to be displayed advising of the correct way to wash hands and any other Covid 19 actions needed.<br>87 No gatherings in communal areas, do not arrive at work early and leave the premises when your shift has finished.   | 86 Relevant posters to be provided.  | * Departmental Manager           | * On going     |
| * All locations - cleaning general                              | Y                                    | * Colleagues may come into contact with a surface which is carrying the Covid 19 Virus             | 88 Each site will have an additional cleaner for up to 8 hours a day, who will concentrate on high footfall areas.<br>89 Cleaners should use nitrile gloves and face masks (discretionary)<br>90 Cleaners must use disposable cleaning cloths.<br>91 Bins supplied for PPE should be emptied when 3/4 full, double bagged and disposed of in the correct manner   | 94   | * Departmental Manager           | * On going     |
| * Drivers - Collection and Delivery at Fleet customers premises | Y                                    | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 92 Observe safe distancing.<br>93 Wear nitrile gloves to handle keys (discretionary)<br>94 Documentation to be handled in a safe way.<br>95 Remove any seat covers etc. when handing over the keys and dispose of in the correct manner.  | 94 Documentation to be handled in anti - bacterial document wallets.<br>95 Bin bags for returning used PPE to site.  | * Departmental Manager & Drivers | * On going     |
| * Collection & Delivery of Retail Customers vehicles            | Y                                    | * Colleagues may come into contact with a person or a surface which is carrying the Covid 19 Virus | 96 For car movements, 2 drivers can be in 1 car, they must be sit diagonal, wearing of face masks is as per company policy and the vehicle being used must be fitted with a safety screen   | 96 Review on a monthly basis   | * Departmental Manager & Drivers | * On going     |
| * All Locations at all Times                                    | Y                                    | * Colleagues may come into contact with a person which is carrying the Covid 19 Virus              | 97 It is discretionary for colleagues to wear face masks unless they are customer facing.   |  | * Departmental Manager           | * On going     |
| <b>Date Revised.</b>  | <b>Reason for Revision.</b>          | <b>Name</b>  |   |  |                                  |                |
| 15/05/2020  | New Covid - 19 Risk Assessment       | Richard Sowter   |   |  |                                  |                |
| 07/08/2020  | Updated                              | Richard Sowter   |   |  |                                  |                |
| 23/03/2021  | Reviewed and Updated                 | Richard Sowter   |   |  |                                  |                |
| 03/08/2021  | Reviewed and Updated                 | Richard Sowter   |   |  |                                  |                |