

# Risk assessment

Resources for motor dealers

# Introduction

With lockdown restrictions changing rapidly for parts of the UK, businesses will still need to prove they are meeting a new safety standard. The Prime Minister said;

**“ Everyone must obey social distancing and we’re going to have a lot more inspections by the Health and Safety Executive (HSE), we’ll have random spot inspections to check that companies are doing the right thing.**

Doing the right thing requires dealers looking to re-open after local lockdown restrictions (including for Click & Collect services) to undertake a full risk assessment and to implement all processes and controls necessary to keep staff and customers safe. We hope the following resource library assists dealers to create a safe and healthy operating environment to protect customers and staff. As well as the guides developed by the sources below, we have added a brief table of some of the areas dealers might consider including within their planning. This document is by no means exhaustive and is intended as a guide only.

## Support sources:

- HM Government
- Health & Safety Executive (HSE)
- Health & Safety Executive Northern Ireland (HSENI)
- SMMT/NFDA
- RAC
- Public Health England



**Disclaimer** - the information in this document is for guidance purposes only and should not be regarded as a substitute for taking legal advice.

Tool	Summary	URL
<b>NFDA &amp; SMMT</b> - Industry developed guidance	Guidance - COVID-19 Protective Measures: Automotive Retail Industry Guidance and Best Practice	<a href="https://www.smmt.co.uk/wp-content/uploads/sites/2/NFDA-SMMT-Industry-Guidance-COVID-19-Protective-Measures-for-Auto-Retail-280920">https://www.smmt.co.uk/wp-content/uploads/sites/2/NFDA-SMMT-Industry-Guidance-COVID-19-Protective-Measures-for-Auto-Retail-280920</a> .
<b>HSNEI</b> - Risk Assessment Template	An example risk assessment for businesses when carrying out a risk assessment for COVID-19	Word document downloadable at <a href="https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template">https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template</a>
<b>HSE</b> - Staying COVID-Secure Poster	To be downloaded signed and displayed prominently once a full risk assessment and new processes/controls have been implemented	<a href="https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bb6/staying-covid-19-secure.pdf">https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bb6/staying-covid-19-secure.pdf</a>
<b>HSE</b> - Working safely during the coronavirus outbreak - a short guide	Guide is aimed at all employers and those who are self-employed and work with or near other people. It explains how you can protect people from coronavirus (COVID-19) in your workplace, for example by putting in place social distancing measures, staggering shifts and providing additional handwashing facilities	<a href="https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf">https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf</a>
<b>HM Government</b> - Working safely during coronavirus (COVID-19)	Government guidance for people who work in or run shops, branches, stores or similar environments	<a href="https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#retail">https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#retail</a>  Health and safety is a devolved matter. See the guidance on social distancing and business in other nations of the UK:  <a href="#">Northern Ireland</a>  <a href="#">Scotland</a>  <a href="#">Wales</a>
<b>HM Government</b> - COVID-19: cleaning in non-healthcare settings	A useful tool for premises and stock cleaning	<a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a>
<b>RAC</b> - How to clean your car interior to reduce the risk of spreading coronavirus (COVID-19)	A useful tool to ensure cars are cleaned correctly to avoid spreading COVID-19	<a href="https://www.rac.co.uk/drive/advice/how-to/how-to-clean-your-car-interior-to-reduce-the-risk-of-spreading-coronavirus/">https://www.rac.co.uk/drive/advice/how-to/how-to-clean-your-car-interior-to-reduce-the-risk-of-spreading-coronavirus/</a>
<b>HM Government</b> - Working safely during COVID-19 in or from a vehicle	Government Guidance for people who work in or from vehicles, including couriers, mobile workers, lorry drivers, on-site transit and work vehicles, field forces and similar	<a href="https://assets.publishing.service.gov.uk/">https://assets.publishing.service.gov.uk/</a>

Potential Hazards	Potential Controls
<p><b>Social distancing communication and process</b></p>	<ul style="list-style-type: none"> <li>👉 Create customer confidence and awareness of social distancing measures across digital platforms, including details on car cleaning for aftersales customers</li> <li>👉 ‘By appointment’ – encourage sales/service customers to make appointments to visit at allocated time slots. For sales, seek information on any car the customer is interested in to ensure it is accessible and pre-sanitised</li> <li>👉 Ask people to visit the showroom solo or in a maximum party of two</li> <li>👉 Encourage one-way systems – Different entrance and exits to avoid congestion</li> <li>👉 Make gloves and masks available for customers and provide sanitizer at entry/exit points</li> <li>👉 Anyone walking into the showroom, should quickly be able to understand the guidance and how to adopt social distancing. - Greeting Area / Signs etc</li> <li>👉 Public areas - toilets – ensure clear access rules and cleaning regimes are established and sustained</li> <li>👉 ‘Drive-through’ service check-in/handover areas, to minimise showroom traffic and personal interaction (for now, a waiting area may not be appropriate)</li> <li>👉 Consider ‘sneeze-screens’ at customer contact points</li> </ul>
<p><b>Test drives</b></p>	<ul style="list-style-type: none"> <li>👉 Establish a policy on test drives with a plan for unaccompanied test drives that might include the use of trackers. Check insurance provisions.</li> <li>👉 Clean all cars after test drives as per the RAC cleaning guide.</li> </ul>
<p><b>Part-exchange valuation</b></p>	<ul style="list-style-type: none"> <li>👉 Provide customers with a vehicle condition tool (online or paper).</li> <li>👉 Rely upon external assessments only for a provisional valuation</li> </ul>
<p><b>Finance processes</b></p>	<ul style="list-style-type: none"> <li>👉 To minimise face-to-face contact dealers should move to use digital self-serve tools and e-signature options. The MotoNovo tools enable customers to complete all such processes remotely.</li> <li>👉 To avoid handling proof of ID documents; customers to take a ‘selfie’ of all evidence requested</li> </ul>
<p><b>Communal areas</b></p>	<ul style="list-style-type: none"> <li>👉 The availability of waiting areas/coffee/water stations and supply of journals etc should be discouraged</li> </ul>
<p><b>Workshops</b></p>	<ul style="list-style-type: none"> <li>👉 Consider flexible opening hours and collect/delivery services to minimise showroom traffic</li> </ul>
<p><b>Cleaning</b></p>	<ul style="list-style-type: none"> <li>👉 Establish and publicise a rigorous cleaning regime in the showroom/workshops/office areas etc.</li> <li>👉 Key Cupboards – a notable area to ensure that keys are cleaned after all usage</li> </ul>

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