



Back To Work Guide For The Motor Industry

Helping your team to return to work safely

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PART OF  **pib Group**

Back To Work Considerations

The COVID-19 (Coronavirus) pandemic has disrupted daily life as we know it, presenting major challenges to organisations in balancing the safety of staff and customers with the need to keep their business running.

The content of this document has been designed as a resource to assist in the return to work and to support you in planning and the protocols to prepare and safeguard your employees and business.

We are committed to supporting our clients through this unprecedented period and with the UK remaining in lockdown until at least mid May, now is the time to prepare a robust return to work plan.

In this document we will focus on several areas you need to consider, including around your site, your colleagues, your customers and insurance implications.

Some key headlines to consider include:

Communicating with colleagues

- > Managing their anxiety
- > Health checking / occupational health
- > Action required if employees are unwell
- > Understanding specific needs such as:
 - > Vulnerable persons and pregnant women to remain working from home
 - > Domestic circumstances
 - > De-furloughing, e.g. who comes back and when? (People will need to know in advance so they can plan)
 - > Public Transport, e.g. is public transport available to colleagues who use this form of transport to come to work? Are there alternate ways to commute?
- > Break down of functions to improve social distancing and business resilience
- > Who can continue to work remotely?
- > Consider shift work

Infrastructure of the business looking at the various business functions

- > Customer interaction
 - > Viewing the product
 - > Sales
 - > Service and repair
- > Colleague working conditions

Introduction of controls

- > Social distancing
- > Cleaning
- > Facilities to wash
- > Personal Protective Equipment (PPE)
- > Appoint person(s) to control the COVID-19 risk
- > Adequate coverage for first aid and fire wardens (the Health and Safety Executive (HSE) have published guidance during the Coronavirus outbreak – see Further Reading)

Re-Opening Considerations

Cleaning	Deep cleaning the site, with products from approved lists from governing authorities	Addition of wash and gel stations at strategic points around the site including entrance and exit as well as key areas in sales and service	Review the on-going cleaning regimes on site e.g. children's play areas, vehicles in showrooms, vehicles outside etc (members of the public may be constantly touching door handles, steering wheels) etc. (see later comments)	Legionella checks following unoccupied period / tap running
Social Interaction	Avoiding making close contact with people e.g. do not shake hands	Setting up screens / barriers at desks / reception where possible	Consider the layout of sales and service reception and any staff areas behind the scenes	
Hygiene	Hygiene practices are important to prevent spread of COVID-19. Put up appropriate signage in your premises and communicate the recommendations to prevent infection spread	Wash hands properly and regularly and especially after coughing or sneezing, after toilet use, before eating, if in contact with a sick person (especially those with respiratory symptoms). It is important to follow good practices for hand washing, which includes using soap and water and washing for over 20 seconds.	Touching of the face should be avoided. Regular hand washing with soap and water is effective for the removal of COVID-19. Where washing is not available, use of hand sanitisers (70% alcohol base) is recommended.	Cover your mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into a sealed bin and then wash your hands.
Equipment	Plant and equipment thorough examination	Reinstate waste collections if suspended	Change security codes if any staff have left	

Colleague Considerations

Safe Distancing	Reducing office density / support staff through working from home or split shift arrangements	Reducing workshop density e.g. 2 lifting tables apart rather than occupying lifting tables next to each other	Altering working hour patterns to reduce worker numbers	Work areas could be divided into zones with personnel allocated to work within each zone. Movement between zones should be minimised and controlled	Isolating individual buildings
Social Interaction	Use of technology for video / virtual meetings	Limiting the number of meetings, including length and proximity of gatherings between colleagues / others	Shift handover arrangements should be altered to ensure the appropriate routines are followed	Refer to customer controls	
Facilities	Restricting / staggering the use of canteen facilities (bringing food / drinks to people)	Removing tables / chairs from the canteen and restricting the number of staff per table			
Vehicles Demonstrators Vehicles for sale Courtesy cars Customer vehicles	Ensure Personal Protective Equipment (PPE) is worn	Cleaning of vehicles including: >Handles >Doors >Steering wheels >Gears / handbrakes etc.	Review rules for loaning of vehicles	Key management – limit access and therefore reduce numbers of people handling them. Clean keys on receipt and prior to handover to customer	If accompanied test drive then Personal Protective Equipment (PPE) must be worn, position colleague in rear seat behind front passenger seat – however social distancing rules will be breached
Plant and Equipment	Thorough examination of plant and equipment. The HSE has published guidance on carrying out thorough examination and testing of lifting and pressure equipment during the Coronavirus outbreak (see Further Reading)			Internal inspections e.g. ladder checks. If the person who undertakes these is still on furlough who will complete these?	
First Aid and Fire Warden Cover	Will there be adequate first aid cover on site? The HSE have published guidance on first aid cover during the Coronavirus outbreak (see Further Reading)		Will there be an adequate number of fire wardens on site?	Internal checks e.g. fire call point checks, first aid box checks etc. If the person who undertakes these is still on furlough who will complete this work in their absence?	
RIDDOR	You must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:	1. An unintended incident at work has led to someone's possible or actual exposure to Coronavirus. This must be reported as a dangerous occurrence.	2. A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.	3. A worker dies as a result of occupational exposure to Coronavirus.	
Occupational Health Surveillance	The HSE have published further detailed guidance during the Coronavirus outbreak (see Further Reading).				

Customer Considerations

Safe distancing	Keeping 2 metres (6.5 feet) distance between you and others e.g. marking floors	Implementing a queue management system with correct distance markings	Control numbers: >Booking appointments >Collection and delivery times >Numbers of persons allowed in the building	Play areas will not encourage safe distancing, consider closing	
Social Interaction	Avoiding making close contact with people e.g. do not shake hands	Setting up screens / barriers at desks / reception where possible	Consider the layout of sales and service reception		
Facilities Waiting areas Vending machines Catering/café areas Toilets Play areas	Reduce seats and tables in the waiting / reception area	Ceasing all self-service activities such as provision of food that is pre-wrapped and remove vending machines or take vending machines out of service	Reduce catering facilities such as provision of food		
Vehicles Demonstrators Vehicles for sale Courtesy cars Customer vehicles	Cleaning of vehicles including: >Handles >Doors >Steering wheels >Gears / handbrakes etc	Revert to unaccompanied demonstration to ensure safe distancing	Collection and delivery of vehicles e.g. allocating times, hand over procedures, cleaning regime etc	Wearing of Personal Protective Equipment (PPE)	Key management – limit access and therefore reduce number of people handling them. Clean keys on receipt and prior to handover to customer

Insurance Implications

<p>Insurance Implications of Unaccompanied Demonstration</p>	<p>Motor Trade policies may be extended to include an 'Unaccompanied Demonstration'. However, policies are often restrictive in the following areas:</p> <ul style="list-style-type: none"> >Ages >Occupation >Time limit >Criteria – accident / convictions not just motoring related >Evidence of identity 	<p>It is important that information is recorded and maintained with evidence of the licence check.</p>	<p>If the vehicle is to be driven under a trade plate, then that would not be a lengthy demo, as the customer will only be able to use for the business of the dealer and not their domestic use.</p>	<p>Theft by deception can be included, however this is subject to a higher excess which could be as much as 20%.</p>	<p>Alternatively, you can purchase a separate insurance for the test drive:</p> <ul style="list-style-type: none"> >Fully ring fence your motor trade policy >Integrated, real time driving licence check removes need for manual validation through the 'View and Share My Licence' portal >Paperless e-signing of indemnity form, provides peace of mind that you are protecting your customers' data
<p>Other Insurance Implications</p>	<p>Is waste still being collected? Build up of waste is not ok, as still need to comply with insurance conditions.</p>	<p>Security codes need to be changed if any staff leave.</p>	<p>Management Liability Policy – consult with your professional advisors and / or insurer helplines as appropriate on changes to working conditions.</p>		





Further Reading

Government Coronavirus	https://www.gov.uk/coronavirus
HSE Website	www.hse.gov.uk/news/coronavirus.htm
First Aid	www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm
RIDDOR	www.hse.gov.uk/news/riddor-reporting-coronavirus.htm
Health Surveillance	www.hse.gov.uk/news/health-surveillance-coronavirus.htm
Examination (work equipment)	www.hse.gov.uk/news/work-equipment-coronavirus.htm
HSE PPE	www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm



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