



BELRON® UK LIMITED t/a Autoglass® Laddaw®

AUTORESTORE® LTD t/a Autoglass® Body Repair

CORONAVIRUS (COVID-19) RISK ASSESSMENT



This **risk matrix** is a tool used during the Coronavirus (COVID-19) pandemic to define the level of risk by considering the category of probability or likelihood against the category of consequence severity. This mechanism increases visibility of risks and assists Belron® UK Limited and AutoRestore® Limited in the decision-making process to mitigate the impact of the coronavirus.

This Coronavirus (COVID-19) Risk Assessment is a systematic method applied to examining our work activities, considering what could go wrong, and deciding on suitable control measures and implementing those measures effectively to mitigate the impact of coronavirus. These control measures are designed to effectively eliminate and reduce the risks of loss, damage, injury and or harm to our colleagues in our workplace and our customers. This risk assessment is part of our ongoing duty of care and commitment to our employees and customers.

This risk assessment ensures that in relation to Coronavirus we have:

- i. identified all hazards in our workplace,
- ii. established who might be harmed and how whilst undertaking their tasks in our operations,
- iii. evaluated and decided on the suitable and appropriate precautions to be taken to reduce risk and protect our people,
- iv. recorded and shared our findings with all our stakeholders, and
- v. continually review this risk assessment as well as all other task and workplace risk assessments.

DATE OF FIRST ASSESSMENT: 2ND APRIL 2020

DATE OF LAST ASSESSMENT REVIEW: 8TH FEBRUARY 2021

DATE OF NEXT FORMAL REVIEW: 8TH AUGUST 2021

THIS RISK ASSESSMENT WILL BE CONTINUALLY REVIEWED AS SIGNIFICANT CHANGES REQUIRE DUE TO THE FLUID NATURE OF THE CORONAVIRUS PANDEMIC

	HAZARD	RISK RATING	CONTROL MEASURES	RESIDUAL RISK RATING	PERSONS AT RISK
1	Coronavirus exposure from other people:	4 x 3 = 12	<p>Employees must follow the governments' guidance including physical/social distancing, especially in enclosed spaces where social distancing is not always possible, testing, as well as observing self-isolation rules as a form of mitigating infection and infection control.</p> <p>Employees are advised to follow governments' guidance, limit contact with other people and stay alert. This includes:</p> <ul style="list-style-type: none"> i. Exercise outdoors in accordance with the current government guidelines, ii. Follow all issued work instructions and standard operating procedures including the Belron Way of Working instructions iii. All employees that can work from home have been set up to work from home and follow the governments' guidance on home working, physical distancing and self-isolation, iv. Apply all other task and workplace risk assessments already in place (e.g. Homeworking Risk Assessment, Display Screen Risk Assessment, Mobile Working Risk Assessment, Lone Working Risk Assessment, New and Expecting Mothers Risk Assessment) v. Employees must maintain contact with line management, People Team and follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron® Way of Working/ fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections. vi. When travelling, all staff must abide by the Government message to stay alert and to ensure that they practice physical/social distancing, vii. If returning from countries on the government's red list one must follow the governments' rules (e.g. quarantine hotel for 10 days with 2 covid tests in England), viii. If returning from a country not on red list one must follow the governments' rules (e.g. self-isolate at home for 10 days and take 2 covid tests in England), ix. Employees must not travel as a group or share company vans/vehicles, x. No unnecessary face to face meetings to be carried out during this period of the coronavirus pandemic, xi. Employees must not attend GP surgeries when feeling unwell. They must phone the NHS helpline 111 for further medical advice xii. Vulnerable employees with serious underlying medical conditions must shield themselves and follow the specific medical advice given to them and must also work from home, xiii. All employees must practice good personal hygiene by washing hands with soap and/or sanitising their hands, 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers

1.1	Living with someone who has been confirmed as positively infected with coronavirus	4 x 3 = 12	<p>Employees must follow the Governments' guidance including physical/social distancing, especially in enclosed spaces where social distancing is not always possible, testing as well as observing self-isolation rules as a form of mitigating infection and infection control.</p> <p>Employees are to comply with governments' guidance and company advice:</p> <ul style="list-style-type: none"> i. Follow the governments' guidance on home working, physical/social distancing, and self-isolation where applicable, ii. Following all issued work instructions and standard operating procedures including the Belron Way of Working instructions iii. All employees that can work from home have been set up to work from home, iv. Apply all other task and workplace risk assessments already in place (e.g. Homeworking Risk Assessment, Display Screen Risk Assessment, Mobile Working Risk Assessment, Lone Working Risk Assessment, New and Expecting Mothers Risk Assessment) v. Employees to maintain contact with line management, People Team and to follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron Way of Working/fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections vi. Employees must not attend GP surgeries when feeling unwell, however one must phone the NHS helpline 111 for further medical advice vii. Vulnerable employees with serious underlying medical conditions must shield themselves and follow the specific medical advice given to them and must also work from home and be alert viii. All employees must practice good personal hygiene by washing hands with soap and/or sanitising their hands 	4 x 1 = 4	<p>Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers</p>
1.2	Having been in close contact (within 2 metres for 15 minutes or more) with someone who has been confirmed to be positively infected with coronavirus	4 x 3 = 12	<p>Employees must follow the Governments' guidance including physical/social distancing, especially in enclosed spaces where social distancing is not always possible, testing, as well as observing self-isolation rules as a form of mitigating infection and infection control.</p> <ul style="list-style-type: none"> i. Follow the governments' guidance especially those on testing, home working, physical/social distancing and self-isolation where applicable, ii. Following all issued work instructions and standard operating procedures including the Belron Way of Working instructions iii. All employees that can work from home have been set up to work from home, iv. Apply all other task and workplace risk assessments already in place (e.g. Homeworking Risk Assessment, Display Screen Risk Assessment, Mobile Working Risk Assessment, Lone Working Risk Assessment, New and Expecting Mothers Risk Assessment) 	4 x 1 = 4	<p>Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers</p>

			<ul style="list-style-type: none"> v. Employees to maintain contact with line management, People Team and to follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron Way of Working/fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections vi. When travelling, all staff must abide by the Government message to stay alert and to ensure that they practice physical/social distancing vii. Employees are not to travel as a group or share company vans/vehicles viii. No unnecessary face to face meetings to be carried out during this period of the coronavirus pandemic ix. Employees must not attend GP surgeries when feeling unwell, however one must phone the NHS helpline 111 for further medical advice x. Vulnerable employees with serious underlying medical conditions must shield themselves and follow the specific medical advice given to them and must also work from home and be alert xi. All employees must practice good personal hygiene by washing hands with soap and/ or sanitising their hands 		
1.3	An employee being advised by a Public Health Body that he/she has been in contact with someone who has been positively diagnosed as being infected with coronavirus has occurred Employee contacted through the new NHS track and Trace system as having been in close contact with someone who tested positive for coronavirus	4 x 3 = 12	<p>Any employee contacted as having been in contact with a confirmed case of coronavirus will immediately return home and follow the latest government guidance especially regarding self isolation and testing. This may include:</p> <ul style="list-style-type: none"> i. Follow the government guidance including self isolation, testing, home working, physical/social distancing and self-isolation where applicable, ii. Following all issued work instructions and standard operating procedures including the Belron Way of Working instructions iii. All employees that can work from home have been set up to work from home, iv. Apply all other task and workplace risk assessments already in place (e.g. Homeworking Risk Assessment, Display Screen Risk Assessment, Mobile Working Risk Assessment, Lone Working Risk Assessment, New and Expecting Mothers Risk Assessment etc v. Employees to maintain contact with line management, People Team and to follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron Way of Working/fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections vi. Employees must not attend GP surgeries when feeling unwell, however one must phone the NHS helpline 111 for further medical advice vii. All employees must practice good personal hygiene by washing hands with soap and/ or sanitising their hands 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers

1.4	Mobile working at a customer location, customer car and or public premises which the employee is not familiar	4 x 3 = 12	<p>Employees must follow the Governments' guidance including physical/social distancing, especially in enclosed spaces where social distancing is not always possible, testing as well as observing self-isolation rules as a form of mitigating infection and infection control.</p> <p>This also requires employees to be alert and follow guidance:</p> <ul style="list-style-type: none"> i. Following all issued work instructions and standard operating procedures including the Belron Way of Working instructions especially regarding touch point sanitisation and face coverings, ii. Follow the Government guidance on physical/social distancing, and self-isolation where applicable, iii. Apply all other task and workplace risk assessments already in place (e.g. Mobile Working Risk Assessment, Lone Working Risk Assessment) iv. Employees to maintain contact with line management especially regarding an unsafe situation, the People Team and to follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron Way of Working/fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections v. When travelling, all staff must abide by the Government message to stay alert and to ensure that they practice physical/social distancing vi. Employees are not to travel as a group or share company vans/vehicles vii. No unnecessary face to face meetings to be carried out during this period coronavirus pandemic viii. Vulnerable employees with serious underlying medical conditions must shield themselves and follow the specific medical advice given to them and must also work from home and be alert ix. All employees must practice good personal hygiene by washing hands with soap and/or sanitising their hands 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
1.5	Lone working during the coronavirus pandemic	4 x 3 = 12	<p>Employees must follow the Governments' guidance including physical/social distancing, especially in enclosed spaces where social distancing is not always possible, testing as well as observing self-isolation rules as a form of mitigating infection and infection control.</p> <p>This also requires employees to be alert and follow guidance from the Government:</p> <ul style="list-style-type: none"> i. Apply Lone Working Risk Assessment and all other task and workplace risk assessments already in place, ii. Following all other issued work instructions and standard operating procedures including the Belron Way of Working instructions iii. All employees that can work from home have been set up to work from home and follow the government guidance on home working, physical/social distancing, and self-isolation where applicable iv. Employees to maintain contact with line management, People Team and to follow the company's health and safety policies, PPE policy, Standard Operating Procedures, Work Instructions, the Belron Way of 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers

			v. Working/fitting and all the issued working instructions addressing the risks pertaining to coronavirus infections Mobile and Lone working employees' mental health may suffer from a lack of human interaction to mitigate this the company provides the Employee Assistance Programme and Occupational Health Service support.		
2.	Suspected case announced whilst working on site	4 x 4 = 16	If an employee develops a high temperature and or persistent cough while at work, then the employee or individual must: <ul style="list-style-type: none">i. Inform their leader and return home immediately,ii. Avoid touching anything on site or in the workplace,iii. Cough or sneeze into a tissue and dispose of the tissue responsibly into a bin/if the individual does not have a tissue, he/she must cough and or sneeze into the crook of his/her elbowiv. Immediately follow the government's instructions regarding self-isolation, testing and not return into work until their recommended period of self-isolation has come to an end	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
3.	General travel – including foreign travel	4 x 4 = 16	<ul style="list-style-type: none">i. Employees must not share company vehicles and or cabs in a van (HGV)ii. Employees must not travel if it is not essential. Those workers that cannot work from home must practice physical/social distancing in their travels to and from work including working timesiii. Teleconference meetings are to be used as default for meetings (e.g. Teams, Zoom, Skype)iv. Where an employee has travelled abroad, they should follow the Government's guidance regarding quarantine, testing and self-isolationv. All employees must uphold and comply with the current travel rulesvi. Employees that travel on public transport must wear face coverings as per government's guidancevii. Single occupancy in company vans is requiredviii. In company cars only immediate family members of the company car driver must be in the vehicle and stay alert at all timesix. Employees must follow all the work instruction issued including all the safe working practices issued (Belron Way of Working, Belron Way of Fitting – Covid, MDC / DC Covid-19 Working Practices etc)x. Where business travel is essential single occupancy in the company vehicle is mandatory	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
4.	Accessing and egressing (entering and exiting the workplace)	4 x 4 = 16	<ul style="list-style-type: none">i. Employees must follow all working instructions and standard operating procedures issuedii. Employees must follow all safety signage and barriers in place at all sites including observing maintaining the social distancing rules,iii. Follow all good hygiene procedures issued in the workplace like washing hands with soap, carry out sanitisation of equipment,iv. Employees must take careful safety precautions when they have visitors inside their homes as per government guidance on physical/social distancing	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members

			v. Employees must avoid contact with delivery drivers at home and at workplaces vi. Clinically vulnerable employees must work from home vii. No unnecessary face to face meetings to be held viii. All task and workplace risk assessments have been carried out and are continually reviewed in line with the current guidance given by the respective governments ix. All common contact surfaces and touch points in company premises like passenger lift buttons, handrails on stairs etc must be cleaned regularly x. Employees accessing office sites must be for essential purposes, monitored, authorised by a director and kept to a bare minimum xi. Work start and finishing times are staggered where appropriate to minimise congestion at the access and egress points (including locker rooms at sites with locker rooms) xii. Employee body temperature checks will be carried out before accessing the company sites (this includes contractors) xiii. Workplace coronavirus testing may be carried out in line with government guidelines to detect the virus in people accessing the workplace even if they do not show symptoms.		Office based staff Contractors Customers
5.	Poor hygiene: 1. Coughing 2. Hand washing 3. Cleaning and refuse disposal	4 x 4=16	i. Employees are advised to cough and or sneeze with a tissue or into the crook of their elbow following the Government guidance ii. Handwashing facilities are available on company sites including sanitisation stations. Employees are instructed to wash hands frequently. Communications posters strategically placed around the building / sites to raise awareness on good hygiene including in welfare facilities. Employees advised not to touch face, eyes nose, mouth with unwashed hands and advised to regularly clean their hands and or sanitise iii. The site is continually cleaned throughout the worktimes and on a daily basis and bins are emptied regularly. All touch points are regularly cleaned	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
6.	Welfare facilities – canteen- washing facilities: 1. Congestion in welfare facilities 2. Use of Changing WC and other common areas 3. Provision and use of Personal Protective Equipment 4. Staying on site during breaks	4x4=16	i. Follow government guidance at all times. This includes staggering break times to reduce the number of people in the welfare facilities, removing some tables and chairs to enable physical/social distancing, cleaning table surfaces regularly before during and after use and no shared cutlery in use. Colleagues are encouraged to bring their own food, ii. Staggered start and finishing work times are in force to allow a minimum number of people in the locker room and at the entrance and exit points at the same time ensuring physical and social distancing. There is enhanced cleaning in these areas. iii. Suitable and appropriate PPE has been issued to employees including sanitisers, handwashing facilities, nitrile gloves, cut resistant gloves, safety shoes, visors (facemasks) in battery changing areas and uniform. The issued personal protective equipment depends on the task carried out and may	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers

			<p>pertain to particular operations as operational tasks vary from offices, warehousing, distribution and logistics, vehicle windscreens repair and replacement, cosmetic vehicle repairs to damaged body panels etc. Therefore, personal protective equipment provided depends on the task and work environment</p> <p>iv. Employees at all Belron® UK and AutoRestore® sites are advised to follow all the site rules issued at their particular place of work (e.g. Bardon DC COVID-19 Working Practices, the Laddaw MDCs COVID-19 Working Practices , The Belron Way of Fitting , etc). Employees not working from home but working at fixed sites are encouraged to stay onsite throughout their shifts or worktimes to mitigate contact with people from outside the site. Mobile employees who deliver glass fitting services and or glass products off site are advised to take necessary precautions outlined in their various work instructions (i.e. Bardon DC COVID-19 Working Practices , Laddaw MDCs COVID-19 Working Instructions , the Belron Way of Fitting instructions etc) as well as follow social distancing rules at all times</p>		
7.	Two person working, picking, packing, loading and or fitting of windscreens	4 x 3 = 12	All manual handling tasks like heavy windscreens picking packing and loading, windscreens fitting and replacement of heavy glass that require two person handling of the product whereby they may be required to work in close proximity and social distancing cannot always be maintained. The team members must follow the given instructions provided in their departmental Standard Operating Procedures to mitigate infection and the wearing of appropriate PPE. Deliveries are limited to nights where possible to minimise human contact with many people	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
8.	Glass drop boxes – congestion	4 x 3 = 12	<ul style="list-style-type: none"> i. Access to the CE/glass drop facilities is staggered so that technicians and delivery drivers do not meet at these facilities ii. UK COVID-19 related Work Instructions and Standard Operating Procedures are implemented and must be followed at all times iii. All employees must follow Government guidance on physical/social distancing iv. All employees trained on new work processes and procedures to mitigate the risk of coronavirus infections 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers
9.	Customer premises	4 x 4 = 16	<ul style="list-style-type: none"> i. Technicians and driver warehouse team members must always carry out a dynamic risk assessment as trained to ensure the maintenance of physical/social distancing rules 	4 x 1 = 4	Technicians Warehouse team members CEC staff DST staff

			<ul style="list-style-type: none"> ii. Technicians/drivers/warehouse team members must follow the processes and procedures issued to them and iii. Must always adhere to the guidance given including the new working processes they have been trained on 		CE staff Management Driver warehouse team members Office based staff Contractors Customers
10.	Home working	4 x 4 = 16	<p>All employees that were office based have now been made home workers in compliance with the Government's advice apart from authorised exceptions based on a risk assessment.</p> <p>Autoglass® Autoglass® Body Repair and Laddaw® have issued safe systems of work, trained all home working employees on homeworking, good use of display screen equipment and risk assessed DSE and homeworking environments in compliance with Section 2 of the Health and Safety at Work etc. Act 1974. This includes:</p> <ul style="list-style-type: none"> i. providing safe systems of work and working equipment, ii. providing relevant information, instruction, supervision, and training on homeworking, and iii. ensuring that our employees are working safely at home and in a safe working environment iv. We have made arrangements for employees' welfare at work; and we have prepared suitable and appropriate risk assessments for all home working colleagues which are continually monitored and revised, v. Employees are continually advised to follow the Governments' guidance including those on physical/social distancing, testing, self-isolation and also to ensure general good hygiene of washing hands with soap thoroughly and or the use of hand sanitisers vi. All homeworking employees are advised to break up long spells of DSE work with rest breaks (of at least 5 minutes every hour) or change in activity, vii. To avoid awkward, static postures by regularly changing position whilst working on Display Screen Equipment viii. Home working employees are advised to getting up and moving or doing stretching exercises and to avoiding eye fatigue by changing focus or blinking from time to time as per the training recently rolled out, ix. Homeworking employees must take careful safety precautions when they have visitors inside their homes as per Government guidance on physical/social distancing and stay alert, x. Working from home involves lone working for majority of the day. If employees are doing this for extended periods of time, their mental health may suffer from a lack 		Technicians Warehouse team members CEC staff DST staff CE staff Management Driver warehouse team members Office based staff Contractors Customers



			of human interaction. The Employee Assistance Programme and the Occupational Service provided for by the company offers support to mitigate mental health related challenges.		
	Risk Assessment Carried Out By		Lameck Sithole Health and Safety Manager	8 th February 2021	
	Risk Assessment Authorised By		Taxiarchis Konstantopoulos Managing Director	8 th February 2021	