



# COOKE HOWLISON TOYOTA

## SAFE WORK PLAN DURING COVID-19 LEVEL 3

### Company details:

Business name: Cooke Howlison Toyota	Manager approval: 23 <sup>rd</sup> April 2020	
Date completed: 23 <sup>rd</sup> April 2020	Name of Manager: Adrienne Ensor	
Date distributed: 24 <sup>th</sup> April 2020		
Revision date:		

	WHAT WE WILL DO	WHO IS RESPONSIBLE
<b>What will be done to manage risks from restarting business after lock-down?</b>	<p>Our cleaners will be cleaning the premises on Monday 27<sup>th</sup> April.</p> <p>Cleaners will clean the premises nightly, including high touch areas, door handles and hand rails.</p> <p>Managers will put up appropriate signage on Friday 24<sup>th</sup> April.</p> <p>CEO (Adrienne Ensor) will send all workers a copy of this Safe Work Plan by end of day Friday 24<sup>th</sup> April. All workers will be required to sign a Safety and Operational Protocols document (ref to COVID-19 Document 1), prior to starting work on Tuesday 28<sup>th</sup> April.</p> <p>Workers will wash their hands prior to starting work each day and after each break.</p> <p>Workers roles may change slightly to help with sanitation requirements, customer car pick up and drop off and other duties as may be necessary and as delegated by their Manager.</p> <p>Vehicle Sanitation Procedure will be followed by Workers (ref to COVID-19 DOC 4), process will be explained and shown to workers and must be adhered to.</p> <p>One in, one out procedure for shared toilets and smaller tea rooms.</p> <p>Meal break times may be staggered to ensure physical distance is kept.</p> <p>Any desk or seating arrangements where workers are within 1-meter of another worker, will be rearranged or moved.</p> <p>Staff gatherings or meetings are to be conducted in larger areas, such as showroom, workshop, upstairs tea rooms, to ensure appropriate social</p>	<i>CEO, Management and Health and Safety</i>

	<p>distancing.</p> <p>Machinery maintenance will continue as normal where possible.</p> <p>Where a job requires two workers for safety reasons, they will aim to keep contact time under 15 minutes.</p>	
	<b>WHAT WE WILL DO</b>	<b>WHO IS RESPONSIBLE</b>
<p><b>How will you ensure all your workers know how to keep themselves safe from exposure to COVID-19?</b></p>	<p>Department Managers will hold a meeting with workers on Tuesday 28<sup>th</sup> April to discuss new working protocols, including physical distancing and hygiene. This will be monitored by the Manager throughout the days.</p> <p>Health and Safety Manager will monitor physical distancing and hygiene is maintained by workers, and will be speaking with Managers and workers if changes need to be made.</p> <p>Checking the Ministry of Health and Worksafe guidelines regularly to keep informed of any changes.</p> <p>Posters and information will be provided to Workers and will be updated regularly.</p> <p>Managing Director and CEO will send out important communications via email to all staff updating them on any changes.</p>	<p><i>CEO, Management and Health and Safety</i></p>
	<b>WHAT WE WILL DO</b>	<b>WHO IS RESPONSIBLE</b>
<p><b>How will you gather information on the wellness of your staff to ensure that they are safe to work?</b></p>	<p>To find out if workers are well when they come to work, Managers will ask each worker basic questions about their physical and mental health.</p> <p>Workers are advised to contact their Manager immediately if they are unwell, or have been in contact with anyone who has COVID-19.</p> <p>Workers with medical conditions, need to ask their GP if they are able to return to work while in Alert Level 3.</p> <p>Contact Register is a Google doc (COVID-19 Contact Register DNE) available to all Managers and frontline staff to ensure contact tracing can be done if a worker becomes unwell with COVID-19.</p> <p>Workers will not return to work until cleared by a medical professional or is symptom free.</p>	<p><i>Workers, CEO Management and Health and Safety</i></p>
	<b>WHAT WE WILL DO</b>	<b>WHO IS RESPONSIBLE</b>
<p><b>How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?</b></p>	<p><b>PPE will be available for all workers.</b></p> <p><b>Service Department:</b> Customer vehicle drop offs to the dealership will be contactless, keys will be placed by the customer either in the drop box (if no staff on site) or on the table outside Service Reception.</p> <p>We will be offering vehicle pick up's, one staff member will drive a loan vehicle to the customers home or workplace, have contactless handover of customer vehicle and keys, for example the keys left in letterbox.</p> <p>The loan vehicle will remain at the customers site, but not for the customers use. (Keys retained by worker).</p> <p>PPE including gloves, disposable seat covers, and face mask to be worn by vehicle collection staff.</p> <p>Customer vehicle to be driven back to the Store and sanitized, by the driver, on</p>	<p><i>Workers, CEO, Management and Health and Safety</i></p>

return and prior to being given to the technician to work on (Refer to COVID-19 Document 4 for sanitising).

After the service the vehicle is to be sanitized and the worker will drive the car back to the customer in full PPE gear and return to work in the loan vehicle.

No customers are to enter the building, workshop and building doors will be closed, and turned on exit only.

Payments will be contactless, cash is not to be accepted. When the EFTPOS machine is used for a payment the machine must be wiped down afterwards.

Vehicle Sanitation Procedure (refer COVID-19 Document 4) will be followed before and after work on a vehicle.

All Technicians will wipe their tools at the end of each day with the antibacterial spray provided. When using tools from the tool room the worker is required to wipe the tools with antibacterial spray before and after use.

Customer lounge and waiting areas will be closed, customers will be informed of this when they make a service booking. We will not be offering loan vehicles or drive backs, unless approved by Management.

Technicians will order parts through the door by the workshop entrance and the parts department will place them on a table for collection, no technicians will enter the parts department.

Service advisors are to wipe their desks, phones and high touch areas down with antibacterial wipes, before the start of their shift and twice more throughout the day, Workers are not to share pens, phones or another office equipment.

#### **Parts Department:**

Where possible couriers will drop off inward freight prior to 7.30 am each morning. All delivery drivers will need to be added to the Contact Register, if they enter the building or leave parcels outside.

Table to be placed inside courier entrance for couriers to leave parts on so parts can be sanitized as necessary also to restrict access of couriers.

Management will co-ordinate the unpacking of the inwards goods to ensure at least 1-metre of separation. Workers will wear gloves while unpacking all parts.

One worker at a time is to enter the smaller parts storage areas.

Service Technicians are not to enter the Parts department. As per above under Service Department.

Under COVID-19 Level 3 we will not operate face to face retail parts sales. We can offer contactless pick up or deliveries, with contactless payments, cash is not to be accepted. A table will be placed outside the Parts entrance for customers to collect from. When the EFTPOS machine is used for a payment the machine must be wiped down afterwards.

#### **Sales**

All interactions with customers must be contactless, customers cannot enter the showroom.

Workers can communicate with customers, via phone, email, zoom etc.

Test drives, vehicle appraisals and vehicle sales can operate but must be contactless and vehicles must be sanitised as per the COVID-19 Document 4 procedure, before and after customer contact.

Delivery of vehicles can occur from the sales yard but must be contactless. No deliveries are to be done from inside the showroom.

Workers must follow the 2-metre physical distancing rule when talking to customers outside the dealership.

### **Grooming**

Workers to wear masks where required.

Workers must not work on a vehicle together.

When grooming a police vehicle full PPE gear, including disposable overalls must be worn.

When vehicles are delivered or picked up by CDG the requirements in COVID-19 Document 5 must be followed.

If a vehicle is to be collected from or delivered to the main Store workers will have to walk, they cannot be dropped off or picked up by another Worker.

### **General**

No worker is to go into another department unless absolutely necessary. Communication with other departments is to be by phone or email or zoom.

Only one worker in any vehicle at a time. In extreme circumstances if it is necessary for two workers to travel in the one vehicle masks must be worn and one worker is to sit in the rear on the left-hand side, farthest away from the driver.

All workers have access to PPE.

All workers must practice the correct cough and sneeze etiquette.

Wipe down keyboards, phones and laptops regularly – disinfectant wipes will be provided for this.

All external contractors coming onto site while we are under the Alert Level System, will have to make appointment times.

They will report to reception or the department Manager, who will make sure all the correct paperwork is filled out and has been emailed back.

The Manager will check they have appropriate PPE for keeping themselves and our workers safe.

They will have to be signed in and out of the Contact Register by the Manager or Frontline Worker they are dealing.

We will not have contractors onsite after hours, unless it is deemed essential.

Cleaning contractors will resume normal hours from Monday 27th April.

Only one person to use bathroom at a time.

Normal health and safety standards must be adhered to, as per Oakwood Motor Group Health and Safety Manual.

If you feel unwell, particularly if you have a fever or sore throat, do not come to work, advise your Manager and call Healthline 0800 611 116 for advice or ring your regular GP.

When workers return home from work each day, they will wash their hands

immediately to mitigate the risk of introducing the virus into their households, the same applies in reverse to stop introducing the virus into the workplace from their household bubble.

**Meal Breaks**

Wash hands regularly throughout the day and/or use hand sanitiser after making a coffee or taking a break, upon entering and leaving the building.

All workers are to use disposable cups but it is recommended that they bring their own cup, which must be kept in the workers locker or drawer. No-one is allowed to use the shared cups. Please bring your own lunch utensils. It is the workers responsibility to wash their own cup and utensils

If you use the oven, microwave or toasted sandwich maker etc. please ensure you clean them afterwards.

Smokers will observe the 2-metre physical distancing requirements.

Meal breaks may be staggered to ensure physical distancing is kept.

**How will you manage an exposure or suspected exposure to COVID-19?**

A worker with suspected case or close contact of someone with a suspected case shall stay home from work and immediately contact Healthline (**0800 611 116**).

*CEO, Health and Safety*

All members of the suspected cases work bubble shall also stay home.

If directed to by Healthline or their GP the worker shall go for COVID-19 testing. Until the test results have returned the worker and all close contacts shall stay in isolation.

Should the test result be negative the worker may return to work once they have recovered, the remainder of their work bubble shall return to work immediately upon receipt of the negative test.

Following from the above 'suspected case' protocol, should a positive test result be returned:

The worker shall remain in isolation for at least 14 days from the day they first noticed symptoms.

Close contacts of the worker shall be deemed to be 'probable' cases and isolate for a minimum of 14 days from the day they last had contact with the confirmed case.

Workers who are in isolation and don't develop any symptoms must see out the full 14 days of self-isolation before returning to work.

Workers who develop symptoms may only return to work if it's been a minimum of ten days since you first had symptoms and you have been symptom free for at least 48 hours.

	<b>WHAT WE WILL DO</b>	<b>WHO IS RESPONSIBLE</b>
<b>How will you evaluate whether your work processes or risk controls are effective?</b>	<p>Department Mangers will hold weekly meetings with workers.</p> <p>Workers will be encouraged by Management and Health &amp; Safety Manager to share any new ideas.</p> <p>CEO will be sending out regular communication by email to all workers and will be asking for feedback (this way workers can share with top Management their ideas if they are not comfortable doing it face to face).</p> <p>CEO, Managers and Health and Safety Manager will be assessing the risks daily to ensure workers are adhering to the controls put in place.</p>	<i>CEO, Management and Health and Safety</i>
<b>How do these changes impact on the risks of the work that you do?</b>	<p>Workers will not be exposed to any more risks at this time, should they arise CEO, Health and Safety and Management will address these.</p> <p>All equipment will be serviced as normal.</p> <p>All tasks requiring two workers will try and keep the close contact time to under 15 minutes.</p>	<i>Workers, CEO, Management and Health and Safety</i>

**Notes: Other Documents to be used in conjunction with this Safe Work Plan**

**COVID-19 Document 1 – Safety & Operational Protocols**

**COVID-19 Document 4 – Vehicle Sanitising**

**COVID-19 Document 5 – CDG Delivery Guidelines**