

BROCKLEY BIKES LIMITED

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Project: **CUSTOMER SALES (INCLUDING BIKE ASSEMBLY), REPAIR AND MAINTENANCE OF BICYCLES AT MAIN PREMISES - COVID-19 TRANSMISSION**

Dates: 5th January 2021

Date of issue: 5th January 2021

This Method Statement is produced so that the correct procedures are followed to ensure risks are eliminated or reduced to an acceptable level. They only cover activities where the existing physical controls are not adequate to reduce the risk to this level.

Reference Risk Assessments

C19-2021 Customer sales (including bike assembly), repair and maintenance of bicycles at main premises - covid-19 transmission.

Description of Works

Brockley Bikes Ltd will carry out normal running of workshop to include customer sales, repair and maintenance of customer's bicycles that may include final assembly.

Sequence – Repair/Service

Customer supplied with COVID-19 PROTOCOL. If customer agrees to safety conditions then makes appointment (agreed ½ hour slot) to drop off. Bicycle left in rack outside. Customer to make contact on arrival by ringing door buzzer or using telephone. Staff member washes or sanitises hands. Staff member greets customer after ensuring 2 metre distance from door is observed. Discussion regarding work to be carried out is done outside premises in fresh air. Staff member takes bicycle from rack to workshop for assessment whilst customer waits outside. Staff member returns to waiting customer to advise work and cost. This can also be done remotely via telephone and/or email. Door buzzer cleaned with alcohol if customer has used. Required work is carried out to be delivered at an agreed time/date. Hands cleaned or sanitised before work commences and once complete. If technician needs to touch another bike while carrying out the work hands must be washed or sanitised before and after each bike is touched. All tools cleaned with alcohol based industrial cleaner once work is complete. Bike is hung on rack and not touched again until customer picks up. Staff member advises customer of completed work electronically (email). Customer pays via BACS or by card over telephone. Customer makes appointment to pick up completed work (agreed ½ hour slot). Customer to make contact on arrival by ringing door buzzer or using telephone. Staff member washes or sanitises hands. Staff member greets customer after ensuring 2 metre distance from door is observed. Customer advised to stay

outside while the bicycle is brought from workshop rack. Bicycle is given to customer ensuring 2 metre distancing is observed. Door buzzer cleaned with alcohol if customer has used.

Sequence – Fitting unquarantined components

If components have been on the shop premises for more than 72 hours and no customer has been within 2 metres it is deemed no further action is required. Components that do not meet criteria will be wiped down with a suitable cleaner depending on the resilience of the component before fitting.

Sequence – Customer needs to enter premises, for example to make a payment that cannot be made remotely

Member of staff washes or sanitises hands and fits appropriate face covering. Customer must do the same before entering the premises. Customer is escorted to the counter area so payment can be made. Once transaction is complete customer is escorted to the door. All surfaces customer has touched must be cleaned with alcohol based cleaner. Any stock touched by customer to be quarantined for 72 hours before it can be offered to another customer.

Sequence – Customer needs to buy item

Assume the customer does not need to enter the premises. Customer tells staff member what is required. Staff member leaves customer outside whilst obtaining the item(s) customer is looking for. Customer is all owed to handle item if deemed necessary (to make a choice, etc). If item is not purchased and returned to staff member it is quarantined for 72 hours. It can then be placed back into stock. Customer can pay by BACS or by contactless card payment. If the card has to be offered to the PDQ machine staff member will take from customer using a clean pair of gloves to eliminate transmission in either direction. Dispose of gloves or quarantined for 72 hours. Hands washed or sanitised.

Sequence – Staff work in close proximity for assistance

If staff to work in close proximity to assist each other a suitable face covering should be worn as long as this does not affect that safety of any staff member. Common respiratory and eye safety equipment is deemed more than adequate as long as it's minimum standard is above what is required to be Covid-19 safe.

Location

The work is to take place at
Brockley Bikes Limited
Unit 30
Brockley Cross Business Centre
96 Endwell Road
London
SE4 2PD

Resource Planning and Brockley Bikes Contacts

The following skills are required on site:

Service Engineers:	Ian Harman
Service Supervisor:	Ashley Malcolm 020 7064 5222

Supervision

This is provided by the Brockley Bikes Ltd. Service Centre (as above) who will be on site whilst any work and customer service is being undertaken.

Equipment Details

Variable dependant on customer.

Delivery Information

N/A

Certification

N/A

Assessment of Risks:

Hazards that present significant Risk after existing physical controls are taken into account (these are taken from the risk assessment reference C19-2021 carried out for these operations):

Transmission Control

See reference C19-2021

Place of Work

Transmission of Covid-19 through close and/or interaction.

Persons at risk

Staff and contractors
Other contractors
Visitors to premises
Customers

Specific requirements for Risk assessment in addition to the Management Regs.

E.g. COSHH assessments – N/A

Personal Protective Equipment (PPE)

Hard Safety Hats – N/A
Steel toe capped safety shoes / boots – as issued
High Visibility vests N/A

Permit to Work

N/A

Monitoring & Compliance

As specified in C19-2021

Building Work

N/A

Temporary Protection / Support

N/A

Waste Disposal

All waste will be removed from each site and disposed in accordance with current legislation

Lifting Equipment

N/A

Emergency Arrangements

First Aid at work - nominated person on premises whilst all operations carried out.

Briefings and Sign Off

Installation Supervisor is to ensure that all personnel involved within the operations have fully understood this method statement – each evolution to have all individuals to be briefed and signed.

Note: Any queries on the content of this method statement contact the Author:

Mr A Malcolm
Head Technician
Brockley Bikes Ltd

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