

COVID-19 GUIDANCE FOR AUTOMOTIVE AUCTIONS

The National Association of Motor Auctions has developed this guidance and best practice to be used by automotive auctions for use during the COVID-19 outbreak. The guidance should be used alongside a full risk assessment of each business site. The risk assessment would normally be required to be carried out in cooperation with staff or workforce representatives ahead of (re) starting operations. This guidance reflects government guidance as at 29 March 2021.

This guidance is not final and will evolve as improvement and issue come to light and will reflect feedback from staff and customer.

The guidance is intended to compliment official guidance being issued by Government on a workplace specific basis.

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A. DISCLAIMER

Whilst NAMA endeavours to ensure that the content of the guidance is accurate and up-to-date at the date of publication, no representation or warranty, express or implied, is made as to its accuracy or completeness and therefore the information in the Industry Guidance should not be relied upon. It is each company's responsibility to comply with the current COVID-19 legislation and related government guidance. Therefore, NAMA information and guidance are not legally binding. Readers should always seek appropriate advice from a suitably qualified expert before taking and refraining from taking, any action. NAMA disclaims liability for any loss, however caused, arising directly or indirectly from reliance on the information in its industry guidance relating to COVID-19 as published on its website.

B. GOVERNMENT COVID-19 SECURE GUIDELINES

This statutory guidance to help employers, employees and the self-employed to understand how to work safely during the coronavirus pandemic and to ensure that workplaces are as safe as possible. There are eight specific guides to cover a range of different types of work: -

- [Construction and other work](#)

- [Factories, plants, and warehouses](#)
- [Labs and research facilities](#)
- [Offices and contact centres](#)
- [Other people's homes](#)
- [Restaurants offering takeaway or delivery](#)
- [Shops and branches](#)
- [Vehicles](#)

Automotive auctions are covered by sections of several of these guides including factories, plants and warehouses, offices and contact centres, shops and branches and vehicles. This guidance intends to consolidate this separate guidance into one working document.

C. OVERVIEW OF GOVERNMENT GUIDANCE

All the government's sector guidance has a number of common requirements for all businesses to undertake to reduce the risk of infection. This falls into the following broad areas: -

- **Thinking about risk**
 - Employers have a legal requirement to protect workers and others from health and safety risks.
 - Risk assessments must be undertaken on a regular basis to identify risks of COVID-19 infection to employees, contractors, customers, and suppliers across a business in terms of its activities and its working environments. The results of the assessments should be used to implement measures to help mitigate risks. On-going assessments ensure that processes and procedures can be adapted to a changing risk environment.
 - Employees should be consulted as part of the risk assessment process
 - [The Health and Safety Executive \(HSE\)](#) provide further information about risk assessments and have helpful tools for businesses.
 - It should be noted that HSE can take action against an employer for not taking action to mitigate risk and puts employee health and safety at risk
- **Managing Risk**
 - The Government set out a few steps to manage COVID-19 risk: -
 - Increasing the frequency of handwashing and surface cleaning
 - Make reasonable efforts to enable staff to work from home wherever possible
 - Maintain 2 metres social distancing where possible.
 - Where social distancing is difficult or impossible consider stopping the activity or reduce the time people are carrying it out
 - Implement measures to reduce transmission of the virus e.g. increase handwashing and surface cleaning, install screens and barriers, reducing staff contact on site.
- **Sharing you results of your risk assessment**

- Risk assessment results should be shared with the workforce
- Employers with over 50 staff will be expected by the government to publish the results on their website
- All employers will be expected to display a Covid-19 notice in their workplace.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

- **Protecting those at higher risk**
 - Clinically extremely vulnerable individuals have been strongly advised not to work outside home
 - Clinically vulnerable individuals have been asked to take extra care in observing social distancing and should be helped to work from home either in their current role or an alternative. If an individual cannot work from home, they should be offered the safest on-site roles
- **Use of Personal Protective Equipment (PPE) and face covering**
 - Since 24 September 2020 it is compulsory for retail staff including those in motor auctions to wear a face covering in areas open to the public where there is likely to be close contact. Businesses also have a legal obligation to protect staff which may necessitate the wearing of face coverings alongside Perspex screens and other protective measures.
 - In other indoor settings employers must assess the risks to employees and decide if face coverings give added protection. If your risk assessments

show that face coverings or other PPE is required, this should be provided free of charge.

- Since 24 July 2020 it has been compulsory for customers in a retail setting to wear a face covering.
- Government Guidelines on PPE and face covering can be found [here](#).

- **Workforce Management**

- Engagement of the workforce to agree new working practices and protocols is key to managing risk.
- Businesses should consider changes to working practices that enable social distancing and reduce the risk of infection such as:
 - Shift patterns – to reduce numbers of staff on site
 - Working Groups – to ensure staff are interacting with the same limited group of people
 - Minimising staff travel

- **Communication of policies and protocols**

- Clear policies and protocols must be developed and communicated clearly to employees
- Before an employee enters a site, they must be made aware of the requirements and what is expected of them once they enter a site.
- Use simple and clear messages to explain guidelines using images and clear languages. Be mindful of those where English is not their first language.
- Ensure that suppliers, contractors, and customers are aware of all policies and protocols.

D. GUIDANCE FOR AUTOMOTIVE AUCTIONS

Employees

Objective – To ensure a safe environment for all employees to work

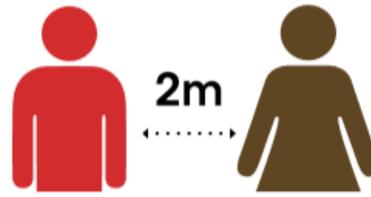
1. Make sure staff are aware of your rules and procedures for COVID-19 working.
 - Develop communication and training materials for workers around new procedures and protocol.
 - Engage staff and their representatives to explain and agree any changes to working arrangements. Also, to monitor any impacts of changes to working environments on employees.
2. Determine which staff should be working on site considering current government guidance and existing health and safety legislation. Where possible/practical encourage staff to work remotely.
3. Ensure staff are aware of the symptoms of COVID-19 and know not to come to work if they have any of the following:
 - High temperature
 - A new and continuous cough

- Loss or change in normal sense of taste or smell
4. Have a clear policy and procedure in place for those who have symptoms or live with someone who has and requires 'shielding'.
 5. Consider how people are getting to and from work
 - Stagger arrival and departure times for staff to avoid overcrowding in entrance and changing areas. Where possible increase the number of entrances to the site to ease overcrowding.
 - Introduce one-way flow systems in and around the building and mark clearly with signs.
 - Provide additional car parking and facilities for bike storage.
 - Implement procedures for staff parking. Staff should not share cars unless living at the same address. Have cars parked in the same direction to maximise space and social distancing.
 - Ensure company vehicles that are taken home are regularly cleaned and sanitised.
 - If transport is provided to staff, such as minibuses, limit the numbers using it at any given time.
 - Provide handwash facilities (or hand sanitisers where not practical) at all entrances and exits.
 - Review entry/exit processes to ensure limited contact e.g. deactivate pass readers or limit the use of signing in sheets.
 6. Ensure staff abide by sanitation measures.



- All staff should wash hands on entering the site and buildings.
 - Social distancing measures should be applied to toilets and washrooms
 - Hands should be washed every 20 minutes, for a recommended 20 seconds
 - Handshaking and other forms of touching should be forbidden
7. Staff to be made aware of social distancing on site.

SOCIAL DISTANCING



Please help us with social distancing in line with government recommendations on remaining **2 metres apart**.

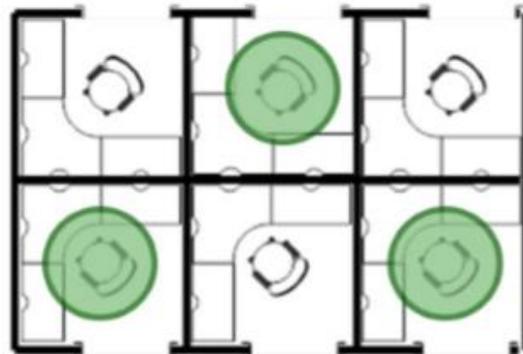


- Employees should remain 2m apart at all times.
- Narrow areas such as stairs should be used as an alternative to avoid employees passing
- Smoking areas should either be closed or have user numbers reduced to ensure 2m rule is adhered to.
- Staff at breaktimes should remain 2m apart. This includes kitchen and canteen areas (once allowed to reopen). This may mean one person per table only being allowed.
- You must display the Government notice – staying Covid-19 Secure in 2021



8. Consider how staff move around the site
 - Reduce movement around a site and discourage non-essential movements. Consider using radios and telephones to contact people across the site.
 - Reduce job and locations rotation
 - One-way systems should be introduced across a site and in buildings with signage and floor markers to aid their use.
 - Reducing maximum occupancy in lifts and encourage use of stairs instead. Hand sanitisers should be provided by lift controls.
9. Working areas and workstations
 - Where possible individuals should be allocated a workstation, they do not share with others and allows social distancing. If a workstation must be shared it should be limited to as few people as possible.

- Layouts of workstations should allow 2m social distancing and avoid face to face working. Layouts that allow side to side or back-to-back facing working are seen as having lower infection risk.



- The use of screens should be considered as a means to protect employees by putting a physical barrier around them.
- Minimising contact through payment transactions and paperwork. Use contactless and on-line payments instead of cash and cheques.
- Physical meetings of people should be avoided and only have the absolute minimum of participants who maintain 2m social distance. Hand sanitiser should be provided in any meeting space and areas should have signage and floor markings to encourage social distancing. Meeting materials and other objects such as pens should not be shared. If a physical meeting is necessary, consider holding in a well-ventilated room or outside.

10. Breaks and use of Common Areas

- Break-time should be staggered to avoid crowding in staff break rooms, kitchens and eating areas. Consider providing additional areas on site to be used at break times to give more space.
- Reconfigure seating in break areas to optimise spacing and avoid face to face interaction
- Encourage staff to keep social distancing in place during breaks
- Provide and encourage use of outside break areas where practical.
- Install screens in reception areas to protect workers particularly when meeting visitors to the site.
- Provide alternatives to staff canteens such as packaged meals or encourage staff to bring their own food on site. Currently staff canteens must remain closed.
- Provide single use items for refreshment areas.
- Encourage staff to remain on site and not leave during breaks.
- Use social distancing markers and signage in all common areas including toilets, showers, locker rooms and changing rooms etc.
- Where showers, lockers and changing facilities are available ensure they are kept clean and free of personnel items.
- Encourage staff to use lockers or other storage areas to store belongings so work and communal areas are kept clear.

11. Use of Protective Personal Equipment (PPE)

- The government are not encouraging use of PPE outside clinical settings.
- Need to assess if PPE is appropriate to the work setting. Gloves, wipes, and masks may be useful for certain job roles where there is close contact, or items are regularly passed between people or used by more than one person. First aiders should be issued with high performance PPE products.
- Consider alternatives to PPE such as clear glass/Perspex screens and disposable coverings.

12. Face Covering

- There is growing evidence that face covering may be beneficial in protecting individuals in enclosed spaces from Covid-19.
- A face covering is not the same as a face mask – see section 11 above on Use of Protective Personal Equipment PPE. A face covering can be very simple and needs just to cover the nose and mouth.
- A face covering should not be used to replace other risk management such as handwashing and social distancing, which still remain the most effective means of reducing Covid-19 transmission.
- Facing coverings are required for customers in indoor space; and for employees where customers and employees could come into close contact and there are no other precautions in place such as screens. They are not required in outdoor areas, offices, or other areas where there are only employees.

13. All new procedures and protocols must be developed in line with current equality laws, and it is also important to remember the impact on mental health of the pandemic and revised working patterns.

- Monitor staff that are working from home to ensure their wellbeing and help them stay connected to their colleagues
- The guidance should be applied to workers and individuals with regard to their specific needs and in line with discrimination laws.
- An individual's circumstance must be considered to see if particular measures are required for these individuals, so they are not disadvantaged or put a risk.
- Be mindful of those that are considered vulnerable and those that may have commitments such as carers or those looking after a vulnerable person.
- Where access has been restricted due to social distancing measures, for instance lifts, ensure disabled people get priority.

E. MANAGING VISITORS

Objective –

1. Until 12 April 2021 customers will not be allowed on an auction site unless collecting vehicles from a controlled environment.
2. Encourage remote connections to customers rather than have them visit the site.
3. Limit visitor numbers to the site at any given time.

4. Devise schedules for essential service providers and contractors to reduce overlap and interaction between people.
5. Maintain a record of all visitors.
6. Provide signage at entrances and through the site to inform visitors of protocols and procedures in place.
7. Ensure all visitors are given clear guidance on social distancing, face covering and hygiene, and understand COVID-19 protocols for the site.
8. Establish host responsibilities and provide training for anyone who may host visitors.
9. Review entry and exit routes for visitors and contractors to minimise contact with people.

F. SITE MANAGEMENT

Objective – To ensure a safe working environment

1. General

- Staff and visitors should be briefed on all protocols and procedures on site for social distancing and sanitation
- Ensure staff understand requirements for vehicle movements, storage, inspections, and other operations.
- Reduce movement around the site
- Reduce job and equipment rotation, this could mean a person doing the same task all day.
- Implementing one-way systems around the site
- Put in place walkways and use signage or ground marking to mark them
- Reduce occupancy of vehicles on site to allow social distancing
- Divide the site into work zones to keep different groups of workers separated
- Regulate high traffic areas to minimise person to person contact
- Ensure entrance and reception areas are properly signposted for social distancing and materials such as magazines, brochures and other promotional materials are removed.
- Review measures on site to take into account security risks from any contactless process implemented.
- Staff and visitors should be subjected to a temperature check before being allowed entry

2. Site and Building Cleaning

- Ensure any site that has been closed or partially operated is clean and ready for opening.
- Ventilation systems should be checked to see if they need servicing or adjusting for occupancy levels.
- The workplace should be kept clean at all times to prevent contamination from touching surfaces.
 - Introduce enhanced cleaning of all facilities regularly during the day and at the end of business.

- Frequent cleaning of work areas and equipment between uses with your usual cleaning products
- Frequent cleaning of objects and surfaces that are regularly touched e.g. hand-held devices, coffee machine and payment devices.
- Clearing workspaces at the end of shifts including removing waste and personnel belongings.

3. Hygiene

- Increase awareness of good hygiene using signs and posters. The need to wash hands, avoid touching the face and using a tissue for coughs and sneezes.
- Provide hand-sanitisers in multiple locations and not just in washrooms.
- Set clear guidance for use and cleaning of toilets that keeps them clean and allows social distancing
- Enhance cleaning of busy areas
- Provide more waste facilities and increase frequency of removals.
- Provide liquid soap instead of bars of soap
- Where possible provide paper towels as an alternative to hand dryers.

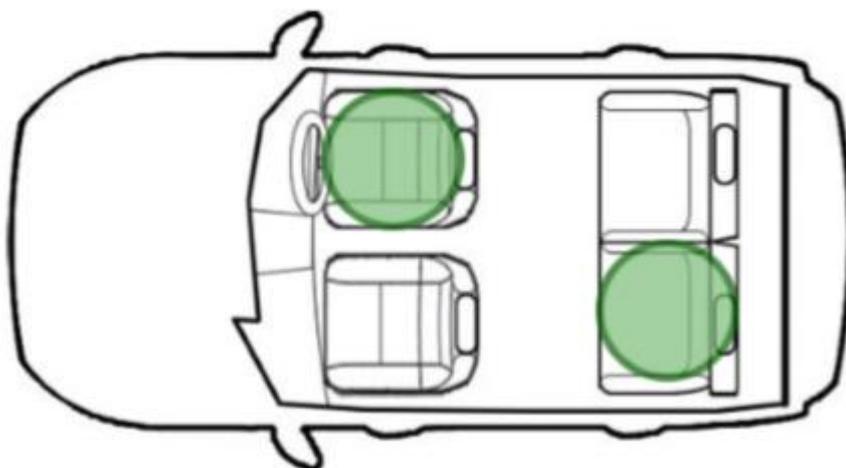
4. Safety

- In an emergency such as an accident the 2m rule does not need to apply as it could cause harm to individuals
- Individuals who have aided someone should take sanitation measures, such as washing hands, immediately.
- First aiders should be equipped with the appropriate PPE.

G. VEHICLES

Objective – to ensure social distancing and reduce the transmission of infection

1. Avoid multiple occupancy vehicles
2. Social distancing of 2m is not possible in vehicles, so consider other measures for implementing safety measures.



- Sitting diagonally, not side to side nor face to face
 - Use physical screening
 - Single person or contactless refuelling
 - Clear signage outlining social distancing measures in place
3. Use fixed pairing if people must work together
 4. Make sure vehicles are well ventilated e.g. open windows
 5. Vehicles should be regularly cleaned with attention given when there is a change of driver. This should include cleaning of: -
 - Steering wheels
 - Gear sticks
 - Controls
 - Door handles
 - Keys
 6. Use 'Stay secure notices' in vehicles, ideally fixed to windows.

H. VEHICLE DELIVERY AND COLLECTION

Objective – to allow the safe delivery and collection of vehicles whilst keeping social distancing reducing the risk of infection

1. Where possible reduce the number of collection and deliveries. Consider using a vehicle transporter rather picking cars up individually with a sperate driver.
2. Ensure employees, customer, contractors, and suppliers understand COVID-19 protocols for collecting and delivering vehicles and highlight where this may vary from site to site. Where possible this information should be given in advance of arriving at a site.
3. Regular briefings and in-vehicle information regarding protocols should be provided. This will be particularly important for temporary staff and contractors.
4. Provide guidance and explanation on social distancing and hygiene to vehicle passengers.
5. Encourage drivers to wash hands before boarding vehicles and after leaving them.
6. Ensure vehicle interiors are cleaned after use with all rubbish removed.
7. Ensure drivers have access to toilet and cleaning facilities during their journeys and at the destination to allow for hygiene.
8. Provide hand sanitiser and wipes to enable workers to clean hands after each delivery or collection. This is particularly important if drivers have limited access to cleaning facilities whilst away from the main site.

9. Schedule specific times for collection and delivery of vehicles to reduce interaction and overlap with other people.
10. Revise pick-up and drop off points, procedures, signage, and markings.
11. Use pre-agreed drop-off and collection points for vehicles.
12. Minimise unnecessary contact at gatehouse, yard, and warehouse.
13. Maximise use of electronic paperwork and review procedures where paperwork cannot be eliminated to ensure safe exchange.
14. Consider ways to reduce frequency of deliveries e.g. ordering larger quantities.
15. Schedule times for collection and delivery of vehicles.
16. Have where possible single workers load or unload vehicles.
17. Find alternatives to two or more person deliveries. If needs to be more than one person have the same pairs of people working together.
18. Put in protocols that prevent drivers interacting with others when loading and unloading vehicles.
19. Where staff are required to stay away from their home, this must be centrally logged, and the lodgings must be checked to ensure it meets social distance guidance.

I. AUCTION SALES AND VIEWINGS

Objective – to ensure a safe environment for staff and customers attending a physical auction and/or viewing vehicles

1. All customers to be registered prior to entering the site. A record of customers entering the site should be kept.
2. Limits should be set and imposed on the number of customers entering the site to ensure social distancing in areas such as the auction hall and viewing area.
3. Where possible arrange specific arrival times in advance for customers to avoid queues and crowding at the entrance and reception of the site.
4. Provide Signage:
 - At entrances to inform customers of protocols and procedures on site
 - Mark out and signpost walkways and other social distancing measures
 - Provide signage in reception, viewing areas, halls, toilets, and other areas customers may enter.



5. Prior to arrival on site ensure all customers are aware of protocols and procedures and what is expected of them on site. This can be sent to them individually and placed on a website.
6. Ensure all customers and visitors are given clear guidance on social distancing, hygiene, and Covid-19 protocols.
7. Set up walkways to enable social distancing for customers as they walk around the site.
8. Use floor markings in viewing areas and auction halls to ensure customers stand 2 m apart



9. Ensure hand sanitiser is provided in all customer areas
10. Put social distancing measures in place at reception counters including:
 - Signage

- Floor markings
11. Provide measures to protect counter staff
 - Glass Screens
 - Hand sanitisers
 - Key drop boxes
 - Reduce/remove paperwork
 - Make all payments electronic
 12. Protect rostrum employees
 - Consider putting in glass screens to the front (and sides) of the rostrum area
 - Introduce a zone, using floor markings or rails, of 2m around rostrum area that customers cannot enter.
 13. Ensure the auction hall is safe for customers and employees
 - Signage to show social distance and hygiene measures
 - Floor markings to space customers 2m apart
 - One-way systems for entering, exiting, and walking around hall
 - Ensure customers remain at least 2m away from cars being driven through the hall
 - Sale Drivers to keep windows closed.
 - Key and Paperwork collection
 - All keys arriving on site should be disinfected.
 - All keys for cars leaving the site should be disinfected
 - Keys should be handed to customers in a clear sealed plastic bag.
 - Paperwork should be kept to a minimum. Where not possible this should be handed over in a clear plastic bag/folder.
 - Consider using electronic signatures
 14. Keep close customer cafeterias until government advises changes to allow their opening. Takeaway facilities for hot and cold, drinks and food may operate providing social distancing and hygiene protocols are in place.
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J. FURTHER INFORMATION AND GUIDANCE

NAMA: www.nama-uk.com

Public Health England (PHE): <https://www.gov.uk/government/organisations/public-health-england>

Health & Safety Executive (HSE):
https://www.hse.gov.uk/news/coronavirus.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=coronavirus&utm_content=home-page-banner

Links to Government Guidance on COVID-19 and Workplaces:

Covid-19: guidance for employees, employers, and businesses:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Coronavirus (Covid-19): guidance:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

People who are shielding:

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/if-youre-at-very-high-risk-from-coronavirus/>

Respiratory hygiene:

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>"><https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

Vulnerable people:

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>