

Risk Assessment

Arnold Clark

Exposure to COVID-19 within the Arnold Clark Group

World Health Organisation status:
UK overall risk status:

Pandemic
United Kingdom – Medium

Overall risk rating:

MEDIUM

General comments:

The document has been revised to take account of the reduced level of Omicron threat and removal of final legal restrictions within Scotland and England.

Due to the fluid nature of the pandemic which can change daily, this risk assessment will be treated as 'live' and updated to reflect the advice of the UK government and localised government functions, NHS, the World Health Organisation, HSE, and relevant industry bodies. The government has removed remaining domestic restrictions. There are still steps you can take to reduce the risk of catching and spreading COVID-19. Please refer to the Government UK Coronavirus website for up to date information Link: <https://www.gov.uk/coronavirus>. And <https://www.gov.scot/coronavirus-covid-19/>

It is the site/area/department managers' responsibility to ensure working arrangements are implemented in line with COVID-19 risk assessment criteria to avoid transmission.

Staff are responsible for adhering to operation controls set within this risk assessment and site-specific controls implemented in light of the assessment to avoid transmission.

Risk matrix explained

Each risk and associated hazards are quantified with a numeric value from 1-5, based on how likely the assessor(s) believes the risk to be and the potential consequence thereof (i.e. severity), giving consideration to who might be harmed and how..

Likelihood is the chance of the event occurring

Severity shows the potential consequence

Likelihood	Severity (consequence)
1 = Rarely	1 = No injury
2 = Unlikely	2 = Minor injury (no lost time) cuts, bumps, bruises
3 = Probable	3 = Lost time up to 3 days. Abrasions, minor burns, swelling
4 = Very Likely	4 = Lost time over 7 days (RIDDOR reportable injury or ill health) broken bones
5 = Certainty	5 = Severe injury, critical ill health or death.

Risk rating

Calculation risk = likelihood x severity

Initial Risk rating (IR) (i.e., if nothing was done to make it safer). Residual Risk (RR) represents the risk rating when the outlined controls are implemented

The overall assessment risk rating for the area/task/equipment being assessed shall be based on the residual risk value of the single biggest risk factor. If all the risk factors identified are low, then the overall risk rating will be low. If, however, any of the remaining risk factors identified are high or medium, the overall risk rating shall remain high/medium respectively. This may be the case where it has not been possible through controls to reduce either likelihood or consequence, individually or collectively. Any assessment of risk coming out with a HIGH residual risk rating must be stopped immediately until the risk can be eliminated or made safer.

Overall risk rating:

Medium

	5	5	10	15	20	25
4	4	8	12	16	20	
3	3	6	9	12	15	
2	2	4	6	8	10	
1	1	2	3	4	5	
	1	2	3	4	5	
	Severity (S)					

- 16 – 25 High
- 9 – 15 Med
- 1 – 8 Low

The following stipulations:

This risk assessment shall be reviewed every two years, unless there is reason to suspect that they are no longer valid or there has been a significant change in the matters to which it relates. As a result of any such review, changes to the assessment are required. Risk assessments shall be inducted to staff at least annually, or more frequently in evolving situation following any major changes or events which deem further induction appropriate

Hazard(s)	Risk(s)	Persons at risk	Initial risk			Control measures	Further recommendations	Residual risk		
			L	S	IR			L	S	R
Colleagues, contractors, customers or members of the public who are symptomatic, being present within the premises, work place/ setting or exposed to others who are.	Individuals contracting or spreading the COVID-19 virus, resulting in acute/chronic ill health or fatality.	Employees Customers Contractors General public Clinically extremely vulnerable individuals Clinically vulnerable Young persons	5	5	25	<p>Employees with COVID are no longer legally required to self-isolate however you should stay at home if you feel unwell or have a fever for at least five full days.</p> <p>The official list of covid symptoms has recently been expanded:</p> <ul style="list-style-type: none"> • continuous cough • high temperature, fever, or chills • loss of, or change in, your normal sense of taste or smell • shortness of breath • feeling tired or exhausted • aching body • headache • sore throat • blocked or runny nose • loss of appetite • diarrhoea • feeling sick or being sick <p>Staff no longer need to take a PCR test and employees without symptoms are also no longer advised to take regular tests.</p> <p>All contact tracing has ended.</p> <p>Persons displaying covid symptoms shall immediately, alert their line manager and report onto ACE. This will be logged as normal sickness. Any persons displaying covid symptoms shall not attend work until the person feels better.</p> <p>Update: 1st of May 2022 - people with symptoms will no longer need to test</p>	<p>Outlined in coms to customer</p> <p>Free lateral flow tests for the general population have stopped however lateral flow testing kits are available from the parts department</p> <p>To keep you and the business safe, and although it is no longer a legal requirement from the governments to self-isolate, we do not wish for you to come to work if you have COVID-19.</p> <p>If you do not feel well after your self-isolation period, you should follow the normal absence reporting process.</p>	2	5	10

Close physical contact with colleagues, customers, members of the public or contractors who are asymptomatic.	Individuals displaying no symptoms inadvertently spreading the COVID- 19 virus from person to person or onto nearby surfaces. Resulting in acute/chronic ill health or fatality	Employees Customers Contractors General public Clinically extremely vulnerable individuals Clinically vulnerable Young persons	5	5	25	<p>Mandatory physical distancing and use of face covering have been discontinued nationally, reflecting lower inherent societal risk or harm.</p> <p>Although not a requirement, employees are encouraged to use face coverings/keep social distance in busy communal areas i.e., key rooms, lifts.</p> <p>Regular routine cleaning regimes are still in place.</p> <p>Changes to layout and environment to achieve social distancing shall be visibly depicted by use of waiting circles, signs, and posters.</p> <p>Posters to display and adhere to control measures listed to are:</p> <ul style="list-style-type: none"> • Clean as you go station • Surface Contamination and Cleaning Process – General, Parts/Delivery, Workshop/Bodyshop, Zap the germs • Please keep 2m apart floor circles. • Staying COVID Secure poster 	<p>Never stand leaning over screens. If your face is when standing above a screen, ensure to keep 2m distance.</p> <p>Open windows to let fresh air into shared spaces</p> <p>Additional signs/posters can be obtained via Intranet > Marketing Office > Digital Print Facility</p>	1	5	5
Individuals within the 'clinically extremely vulnerable' category attending work or premises	Extremely vulnerable /at risk staff, customers contracting COVID-19	Clinically extremely vulnerable	4	5	20	<p>The shielding programme ended on September 15th 2021. This means that people who were previously considered clinically extremely vulnerable will not be advised to shield.</p> <p>Follow government guidelines for updates and speak to the people team.</p>	If you live with someone who is clinically extremely vulnerable follow government advice.	2	5	10
Non-sanitised surfaces, or sanitised surfaces that may be or become contaminated with bodily fluids from cough droplets, sneezing, unclean hands of symptomatic/asymptomatic individuals.	Inadvertently touching surfaces and spreading and/ or catching the COVID-19virus, resulting in acute/chronic ill health or fatality.	Employees Customers Contractors General public Vulnerable people Young persons	4	4	16	<p>Third-party cleaning services increased to carry out at least one thorough clean within our premises each day, including using product EN14476 to clean of toilets, kitchen, and communal areas, and disinfecting of frequently used surfaces and key touch points. Door handles, banisters, taps, light/air conditioning switches, desks and TMS machines list is not exhaustive. In branch cleaning by employees to supplement third party cleaning is imperative to drive down the risk of transmission.</p> <p>'Clean as you go' stations with provisions provided to allow disinfecting and cleaning of work areas, surfaces, and equipment by staff to supplement third party cleaning will be in place and readily available.</p> <p>To avoid confusion over products, clean as you</p>	<p>Posters displayed to visually remind staff of key touch surfaces to be cleaned.</p> <p>Clean as you go signage prominently displayed to depict sanitizing stations.</p> <p>Training videos added to ACE Learning platform to cover use of disinfectant products and key touch points, along with hand washing instructional video.</p> <p>Individuals cleaning shared areas should wear</p>	2	4	8

						<p>go stations should be situated away from sanitisation stations.</p> <p>'Clean as you go' stations set up in communal areas to allow ease of access to provisions and encourage adherence.</p> <p>Staff encouraged and expected to maintain their own workspace, equipment and environment and key touch points within their immediate areas, computer, iPad's etc. using the provisions provided e.g., COVID guard EN14476.</p> <p>Individuals to increase personal hygiene routine throughout the day by regularly washing hands and forearms thoroughly, using liquid soap and water for a minimum of 20 seconds on arrival, before and after breaks, when changing areas, tasks, or activities, prior to departure and after using welfare facilities/equipment. (Minimum of 6 times a day on average)</p> <p>Staff shall monitor their hands for dryness and cracking and use moisturising agents. If your symptoms persist seek medical assistance.</p> <p>Hand sanitiser provided where access to sinks is limited (Hand sanitiser provisions must be at least 70% alcohol).</p> <p>Hand sanitising stations set up at main entry and exit points and within differing departments/areas</p>	<p>disposable gloves and discard after use. If cleaning shared surfaces, please wash hands thoroughly.</p> <p>COVID guard should be used when cleaning surfaces and key touch points.</p> <p>Training videos showing the correct way to put on and take off PPE made available on ACE Learning platform.</p> <p>Clean as you go stations at key areas including shared printers.</p> <p>From 1st April 2022, we will be stopping the deep COVID cleans of branches and reverting to our normal cleaning schedules. Please continue using COVID Guard EN14476 to clean your workstations.</p>			
Ineffective social distancing of 2 metres or more by customers	The failure to implement and adhere to government-recommended appropriate social distancing resulting in individuals contracting or spreading the COVID-19 virus	Employees Customers Contractors General public Vulnerable people Young persons	4	4	16	<p>Queue management systems are no longer in operation however 2 metres floor markings shall remain. Aftersales customers have allocated time slots to avoid queues in branch.</p> <p>Demonstrations and test drives will be accompanied and unaccompanied, and priority given to digital services (i.e., video demonstrations).</p> <p>Handovers done only where 2-metres distances can be achieved (e.g. Staff to take vehicle outside, open all doors, boot, wipe down touchpoints, step back 2 metres and allow customer to view. (If accompanied, during the</p>	Customer info posters to be displayed	1	4	4

						<p>test drive, we will ask for both the driver and passenger to wear a face covering unless exempt for medical reasons).</p> <p>Vehicles shall be prepped and cleaned prior to pick up. Vehicle handovers at the customers home shall only take place if a trade-in is being processed to avoid requirement of two employees in the car at one time.</p>				
Shared, open plan work environments	Individuals in close proximity to others of less than 2-metre distance increasing risk of spread/contamination resulting in acute/chronic ill health or fatality from COVID-19 virus	Employees Contractors Visitors	4	4	16	<p>Layouts shall be amended to reflect a side-by-side, back-to-back diagonal layout rather than face-to-face.</p> <p>Staggered or alternated workspace shall be restricted in use where possible to achieve social distancing of 2 metres.</p> <p>Unnecessary use of shared equipment shall be prohibited. Where sharing is essential and unavoidable, clean as you go materials i.e., disinfecting materials should be readily available for staff.</p> <p>Shared items shall be wiped down pre/post use. Individuals are encouraged to adopt a clear desk/workspace policy and remove non-essential personal items to aid thorough cleaning of workplace</p> <p>Hot desking shall be avoided wherever possible. If essential, areas shall be cleaned before and after use by staff using clean as you go provisions</p>	<p>In restricted/limited access areas, equipment should be labelled to ensure compliance.</p> <p>'Clean as you go' stations in place to allow regular cleaning and disinfecting of the work environment and clearly signed.</p> <p>Use of desk fans should be avoided to prevent recirculation of air. Allowable where fresh air source.</p> <p>Do not lean over colleagues to view pc, mobiles, handheld devices.</p>	2	4	8
High touch points	Extremely vulnerable at-risk staff, customers contracting COVID-19	Employees	4	4	16	<p>Risk of significant harm from surface contact is considered low.</p> <p>In between third-party cleaning, staff shall disinfectant touch points, preferably with COVID guard spray.</p>	<p>Cleaning rota in place.</p> <p>http://healthnsafety.arnoldclark.co.uk/Covid/RoutineInspection?categoryId=33</p> <p>When cleaning shared areas wear gloves and dispose of after use.</p>	1	4	4

Attending meetings, groups, and training events	Harm due to spread of covid amongst participants	Employees Other trainees	4	4	16	<p>The necessity for face-to-face meetings is reduced by the availability of video meeting systems such as Zoom, Teams, etc. The suitability of these as an alternative to face-to-face meetings should be considered.</p> <p>If face-to-face meetings are to take place, all attendees should use a hand sanitiser or ensure hand washing in closest facilities.</p> <p>Avoid shaking hands, use other greeting methods.</p>	<p>Training events can be conducted under similar conditions. It is appropriate for such sessions to take place face-to-face where this is necessary for delivery of training content or where there are tangible training benefits in doing so. e.g., group activity, group interaction</p>	1	4	4
Homeworking	Inadequate access to work provisions, risk of fatigue, work-related upper limb disorders, feelings of isolation.	Home workers	3	4	12	<p>Staff working from home shall be given VPN to allow access to work systems.</p> <p>During homeworking, staff shall use an appropriate space that allows for support of arms, forearms and back. Homeworking tips link: http://healthnsafety.arnoldclark.co.uk/Covid/DownloadFile?fileId=2831</p> <p>Staff shall take regular breaks away from screen.</p> <p>Good ventilation and natural lighting to be optimised by windows and doors.</p> <p>Manage workload and self-monitor breaks and screen time.</p> <p>Communicate regularly with line manager and colleagues.</p>	<p>Staff who cannot work effectively from home should alert their line manager.</p> <p>Display screen info on safety support section of intranet.</p> <p>Link: http://healthnsafety.arnoldclark.co.uk/HealthAndSafetyManual/DSEAssessment?categoryId=17</p> <p>Contact IT in consultation with your line manager if you require essential equipment to facilitate home working.</p>	1	4	4
Employees developing/displaying potential symptoms during the pandemic – i.e., new continuous cough, fever higher than 37.8c, anosmia (Loss of taste and smell) while at work.	Becoming unwell, remaining in workplace giving rise to contamination and spread.	Employees Customers Contractors Vulnerable people Young persons	3	4	12	<p>Where a person(s) becomes unwell within the workplace, they shall be managed efficiently and effectively. Anyone displaying symptoms, however mild, will be sent home, travelling (where possible) alone.</p> <p>Where a member of staff (first aider wearing appropriate PPE) has helped someone who has taken unwell with a new, continuous cough or a high temperature, they will not need to go home unless they develop symptoms themselves. They should, however, wash their hands and forearms thoroughly for 20 seconds and closely monitor their health for any changes or onset of symptoms</p>	<p>Thermal thermometers made available</p>	1	4	4

Positive cases coming to light from individuals who have attended work.	Onward spread or exposure to contaminated surface from the symptomatic individual that gives rise to infection.		4	4	16	<p>All persons to sanitise surfaces regularly throughout the day using COVID guard EN14776 and maintain high levels of personal hygiene and handwashing.</p> <p>Close contact defined as less than 2 metres for prolonged periods with positive individual i.e., over 15 minutes. Direct face to face or skin to skin contact within less than 1 metre with a positive individual. Person(s) who have travelled in a small vehicle with someone who has tested positive or a large vehicle directly near someone who has tested positive. Persons who have spent a significant amount of time in a household either by living or visiting.</p> <p>Positive cases in multiple numbers, attributed to workplace may result in closures and period of collective self-isolation of all branch staff deemed to have been in close physical contact (advised by government).</p>	Line managers must instruct staff who report covid symptoms to self- isolate and not attend work return home if at work at the onset.	2	4	8
Current work practices and routines	Existing practices may not allow for adequate social distancing or may promote close interaction and sharing of items, giving rise to contamination and spread.	Employees Customers Contractors Vulnerable people Young persons	3	4	12	<p>Existing work practices shall be risk assessed and reviewed to increase controls and eliminate risks wherever possible.</p> <p>Work tasks and processes shall be, wherever possible, revised, zoned, allocated and structured to support social distancing.</p>	If you have further suggestions for workplace adjustments please speak to your line manager, safety champion or directly with the Safety Support Team: Safety.support@arnoldclarke.com	2	4	8
Poor personal hygiene standards	Lack of handwashing, discarded tissues and overreliance on hand sanitiser increased risk of contamination and potential spread resulting in acute/chronic ill health or fatality from COVID-19 virus.	Employees Customers Contractors General public Vulnerable people Young persons	4	5	20	<p>Individuals to increase personal hygiene routine throughout the day by regular washing of hands and forearms thoroughly using liquid soap and water for a minimum of 20 seconds, on arrival, before and after breaks, when changing areas, tasks, or activities, prior to departure and after using welfare facilities/equipment. (Minimum of 6 times a day on average)</p> <p>All persons shall discard tissues immediately after use in refuse bins. If no tissues are available, sneeze or cough into the crease of the elbow and immediately wash your hands as above. (Place in main refuse bins, not recycling or confidential waste).</p> <p>Hand sanitisers shall be available for use where there is no ready access to running water and soap. (Minimum 70% alcohol content)</p>	<p>All premises shall display handwashing posters in relevant areas</p> <p>Hand and forearm washing with liquid soap for 20 seconds or more throughout the day is a priority.</p> <p>Handwashing video available on the ACE Learning platform.</p>	1	5	5

						<p>Hand sanitiser stations shall be set up at main entry/exit points and in differing areas/zones.</p> <p>Hand sanitiser should have minimum 70% alcohol content to be effective. Travel-size hand sanitisers will be available to drivers and field-based employees.</p> <p>Please note that hand sanitiser is flammable and should not be used by anyone working with hot surfaces or heated equipment. If it is used, it needs to have fully evaporated before continuing with any routine works that involve heat. Keep hand sanitiser away from heat, hot surfaces, sparks, open flames, and other ignition sources. No smoking.</p>				
Insufficient supplies of soap, hand sanitiser, paper towels, blue roll, and disinfectants.	No supplies available to maintain good hygiene and cleanliness standards, increasing risk of contamination.	Employees Customers Contractors Vulnerable people Young persons	4	4	16	<p>Stock levels shall be maintained, monitored, and replenished accordingly via approved procurement streams. Stocks shall be reordered to maintain top-up and avoid running out.</p> <p>Staff are encouraged to monitor and report on stock levels to allow proactive stock replenishment.</p>		2	4	8
Use of canteen areas, customer cafés, waiting areas and children’s playareas.	Individuals contracting or spreading the COVID-19 virus.	Employees Customers Contractors	4	4	16	<p>Customer service representatives will be permitted to offer refreshments to customers seated within our customer waiting.</p> <p>Beverages can now be offered in either disposable or reusable cups. If using ceramic mugs and cutlery, regular cleaning is required.</p> <p>All refuel stations must be sanitised before and after use, using Covid Guard (EN1276/ 14476) routinely throughout the day. Staff must never spray COVID Guard directly onto electrical equipment, spray onto blue roll and then sanitise.</p> <p>Customers must be served by a dedicated staff member and are not permitted to self-serve; this includes access to the fridges for cold drinks.</p> <p>Staff welfare areas shall be reconfigured to allow social distancing, with tables and chairs spaced/ to accommodate social distancing (2 metres).</p> <p>Shared utensils, equipment and vending machines shall be cleaned or wiped down before</p>	Refer to procurement updates regarding the use of disposable cups/trays.	2	4	8

						and after every use.). Customer service representatives are permitted to open children's play areas through cleaning shall continue and details recorded on the branch cleaning rota.	Limit touch points by reducing the amount of toys			
Welfare and communal areas: Toilets, locker rooms and showers facilities, rest rooms, entry/exit points to facilities and other communal areas.	Lack of social distancing and poor hygiene.	Any individual using facilities	4	5	20	Disposable hand towels and blue roll shall be available to supplement use of electrical hand dryers. Toilets shall be available; individuals are required to respect social distancing and wait in dedicated areas where facilities are in use to prevent overcrowding. Where toilet seats are fitted with lids, staff shall ensure the lids are closed prior to flushing to reduce droplet spray. Soap levels will be monitored and replenished. Where shower, locker rooms and changing facilities are deemed a necessity, clear guidance and an enhanced cleaning regime shall be in place to ensure that these are kept to the highest standards of cleanliness. Personal items should not be left unattended in changing rooms.	Clean as you go stations shall be available for staff to facilitate wipe downs. Cleaning rota in place to ensure supplementary cleaning is taking place i.e., minimum twice a day. Toilet cleaning schedule and cleaning schedule are available to download on the intranet, safety support section. http://healthnsafety.arnoldclark.co.uk/Covid/RoutineInspection?categoryId=33	2	5	10
Poor ventilation lack of regular air change (fresh air) within work environment.	Recirculated air in potentially contaminated environments.	Employees	3	4	12	Increase natural ventilation by opening windows and doors wherever possible. Only use air con systems that draw external fresh air. Avoid recirculating spilt air systems where no fresh air sources are available. Avoid using desk fans unless there is no adequate natural ventilation. Offices with no natural air source or fresh air ventilation should be limited in number. Use open windows in shared vehicles. Isolate in vehicle air con systems and vents prior to starting ignition or conducting works for shared or customer vehicles	Ensure secured at end of day/shift. Do not wedge open fire doors, hold open with auto release self-closing devices. Contact Group Estates for more info on your mechanical ventilation systems/setup.	2	4	8

Rising panic, stress, worry and anxiety regarding uncertainty in relation to reduced face coverings, health, and job security, living standards, finances.	Employees suffering from stress/anxiety	Employees	4	4	16	<p>Regular communication and updates shall be sent to staff collectively and individually via the ACE employee portal on the ongoing situation and direct individual impact, with implications communicated clearly and concisely.</p> <p>Two-way communication streams shall be in place to allow staff to raise concerns and address questions or queries.</p> <p>Where applicable, employees have access to support via: BEN https://ben.org.uk/ and AXA Stronger minds: https://www.axahealth.co.uk/business/products/corporate-health-insurance/workplace-mental-health/</p>	<p><u>Support email addresses:</u></p> <p>asktheboss@arnoldclark.com</p> <p>Safety.support@arnoldclark.com</p> <p>thepeopleteam@arnoldclark.com</p>	2	4	8
Handover and documentation signing procedures.	Individuals contracting or spreading the COVID-19 virus.	Employees Customers Bystanders	4	4	16	<p>The requirement for signatures (both handwritten and digital) shall be minimised and proof gathered by other means such as via phone, email, a photograph, or another suitable alternative that remains compliant as appropriate.</p> <p>Whilst in branch, where signatures are contractually necessary (i.e., finance agreements) customers shall be guided to a sales desk, where hand sanitiser and cleaning material will be made available.</p> <p>Staff shall use signature tabs and give a concise explanation of the key points to avoid unnecessary passing back and forth of documents. Employees shall use their own pen and customers shall be offered a new pen.</p> <p>Document signing at a customer's house shall follow a similar process.</p> <p>Where documents are printed, shared printers shall be sanitized between use. Avoid handling other documents on the printer.</p> <p>Documents passed between admin/accounts should be placed in designated to do trays.</p>	<p>Signatures captured on electronic pads – regularly clean down key touch points.</p> <p>There should be dedicated clean as you go stations at printers</p>	1	4	4

Working on vehicles.	Individuals contracting or spreading the COVID-19 virus.	Employees Customers Contractors General public	4	4	16	<p>Vehicles to be disinfected at key touch points prior to works. All vehicles to be disinfected and washed prior to return to customer.</p> <p>Vehicles wash sanitizer (EN14476) to be applied prewash and left for 5mins (minimum) prior to wash and rinse</p>		2	4	8
Provision of first aid to potentially symptomatic/asymptomatic individuals	Individuals contracting or spreading the COVID-19 virus.	First aiders Injured parties and bystanders	4	4	16	<p>Branches shall be provided with a digital thermometer to carry out temperature checks when requested to do so.</p> <p>Temperature checking alone will not identify people who have COVID-19 and should not be relied upon to indicate a person's health where other known symptoms do exist. Anyone with a raised temperature must be sent home.</p> <p>In the event that first aid competent employees are required to provide first aid treatment to an individual(s) who are displaying symptoms consistent with COVID-19, they should:</p> <ul style="list-style-type: none"> Isolate the person displaying symptoms in a place away from others. Where a physically separate room is not available for this purpose,ask others who are not involved in providing assistance to stay at least 2 metres away from the individual. Before providing any first aid assistance which would require breaching 2-metre social distancing protocols, first aid providers MUST wear full PPE provided for this purpose (Disposable gloves and fluid repellent surgicalface mask, face visor and disposable apron). <p>Hands MUST be thoroughly washed before and after the provision of first aid (minimum 20 seconds with soap and hot water).</p> <p>In the event that there is blood or bodily fluids present, the area in question MUST be IMMEDIATELY segregated with entry to this area STRICTLY PROHIBITED, by an employee wearing PPE, who should then use a spill kit to absorb the fluids or cover with paper towels.</p> <p>Arrange professional cleaning as necessary via</p>	<p>Double bag any dressings or clean up materials usedand secure for 72 hours and then safely dispose of.Contact procurement dept.for advice.</p>	2	4	8

						Procurement. In the event that the recipient of first aid requires CPR, it is recommended that you do NOT provide rescue breaths and perform chest compressions only. If the person providing first aid determines that breaths are necessary, they MUST use a one-way face shield.				
Contractors, third party visitors i.e., franchise attending site using normal routine	Increasing footfall and potential to be in areas reducing social distancing, existing measures affect social distancing controls	Employees Customers Contractors General public Vulnerable people Young persons	3	4	12	Contractor vetting and permit issuing will be completed electronically wherever possible. Care shall be taken when handling contractor sign in and permit documents onsite. . The controlling of contractors shall be managed by Group Estates. Clear communication will be provided to branches and contractors to induct on any changes or amendments to current processes and highlight COVID controls	Contractor induction and site rules must be read and signed by the contractor: http://healthnsafety.arnoldclark.co.uk/Home/DownloadFile?fileId=2834	2	4	8
Lack of knowledge and understanding of controls required to safeguard yourself and others within the workplace	Incorrect practices and procedures adopted increasing risk of contamination and spread to others may give rise to ill health	Employees Customers Contractors General public Vulnerable people Young persons	4	5	20	General and area specific guidance, training and communications developed. Staff will complete training, in full, demonstrating and confirming knowledge and understanding prior to returning to work. Posters with key messages, in clear and easy-to-follow manner (including pictograms) shall be displayed in prominent areas, including on internal screens. (Where possible) Routine ongoing checks shall be implemented in branch by management and safety champions to ensure controls continue to be efficient and effective.	Regular communications and updates issued via ACE employee portal and AC intranet. This will include in branch visits remote inspections or CCTV spot checks. Group Safety Support Area Advisors to monitor compliance and provide advice and assistance.	2	4	8
Waste	Additional waste generated due to new working practices and cleaning regimes	Employees Customers Members of the public Contractors	4	4	16	Additional waste bins will be provided throughout the work environment. Third-party uplifts will be increased as required based on waste levels. Any waste generated from known symptomatic individuals will double-bagged, set aside and disposed of after 72 hours.	Contact Procurement department for additional uplift requirements.	1	5	5

Version No.: 016 – 1st May 2022. - Extensive modification of various sections to reflect removal of many Covid control measures. Some sections removed as no longer relevant

Additional hazards and risks

Please record hazards and risks which are not included within this risk assessment in the following table. Additional hazards and risks identified at branch level must be relayed to the Group Safety Support department immediately.

Hazard(s)	Risk(s)	Initial risk		
		L	S	IR

Additional control measures

Please record additional control measures pertaining to hazards and risks identified at branch level or introduced to help further reduce those identified within the initial assessment. Additional control measures must be relayed to the Safety Support department immediately.

Control measures	Responsible person	Date to be actioned by	Date completed

Comments: