

# Risk Assessment

# Arnold Clark

Exposure to COVID-19 within the Arnold Clark Group

**World Health Organisation status:**  
**UK overall risk status:**

**Pandemic**  
**Level 3 (Orange)**

**Overall risk rating:**

**MED**

## General comments:

The assessment considers the ongoing general risk in relation to the COVID-19 pandemic.

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.

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

The following aims to demonstrate to the reader how quantitative values are reached for hazards and risks identified within the assessment. 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. The risk assessment process shall always involve input from staff involved in relevant tasks, activities and work areas, to ensure all matters are given due consideration. Assessors must also liaise with manufacturer guidance where assessing the risk from machinery or equipment. The significant findings of the assessment process shall be recorded below.

Likelihood is the chance of the event occurring (1 in a million)

Severity shows the potential consequence (i.e. broken bones)

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

Before any controls are considered, you will have an 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. As such, any controls put forward should aim to reduce the likelihood or severity (both, preferably) of the potential overall risk. It is paramount to aim to eliminate risk in the first instance. The residual risk rating therefore represents the potential risk factor left after all reasonable controls are implemented. The RR should be as low as reasonably practicable.

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



16 – 25 High



9 – 15 Med



1 – 8 Low

### The following stipulations:

Risk assessments 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
Areas of the business being open, and used with direct access to the public.	Gathering in a non-essential work setting to conduct non-essential activities, increasing risk to UK-wide and local containment strategies.	Local, regional population	5	5	25	<p>Only approved operations shall be open and will operate in line with government (local) guidelines:</p> <ul style="list-style-type: none"> <li>Showrooms for sales shall remain closed during lockdown. (reopen as of July)</li> <li>MOT, servicing, repair and maintenance of vehicles</li> <li>Transportation and distribution</li> <li>Click &amp; Deliver/ Click &amp; Collect services</li> <li>Vehicle rental</li> </ul> <p>Essential operations support services: minimum sufficient numbers of staff from support functions shall be maintained to aid safe working practices of open operations and all essential workers:</p> <ul style="list-style-type: none"> <li>Employee Experience (Wages, People Team and Safety Support)</li> <li>Estates</li> <li>IT, Assure, and Garage Equipment field engineers</li> <li>Communications, Marketing and administrative staff</li> <li>Accounts</li> <li>Customer Services</li> <li>Wherever possible, these employees shall work from home; numbers will remain at the minimum levels required to support and ensure safe and efficient working practices of essential operations.</li> <li>Staff numbers will increase as we progress through differing phases in line with government guidelines.</li> </ul>	Showrooms, where linked to other areas, may still provide access routes to in-use areas of the building i.e. service, repair and rental, where essential.	2	5	10
Colleagues, contractors, customers or members of the public who are symptomatic, being present within the premises, work place/setting or exposed to	Individuals contracting or spreading the COVID-19 virus, resulting in acute/chronic ill health or fatality.	Employees Customers Contractors General public  Clinically	5	5	25	<ul style="list-style-type: none"> <li>Employees who are or have had symptoms in the last 14 days, should self-isolate for 10 days.</li> <li>Customers who are having or have had symptoms in the last 14 days, however mild,</li> </ul>		1	5	5

others who are.		<p>extremely vulnerable individuals</p> <p>Clinically vulnerable</p> <p>Young persons</p>				<p>will be expected/requested not to attend premises for 14 days from onset of symptoms.</p> <ul style="list-style-type: none"> <li>• Persons sharing the same household with individuals who are symptomatic shall be requested to remain at home and self-isolate for 14 days, starting from the day their household member's symptoms started. Should the individual develop symptoms, they should isolate for 10 days at home from when their symptoms start.</li> <li>• Those established as essential work employees will work from home wherever possible.</li> <li>• Any person displaying symptoms should book a test immediately, ideally within 5 days of onset of symptoms.</li> <li>• If as part of contact tracing you are contacted please follow government advice.</li> </ul>				
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<p>Close physical contact with colleagues, customers, members of the public or contractors who are asymptomatic</p>	<p>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.</p>	<p>Employees Customers Contractors General public</p> <p>Clinically extremely vulnerable individuals</p> <p>Clinically vulnerable</p> <p>Young persons</p>	<p>5</p>	<p>5</p>	<p>25</p>	<ul style="list-style-type: none"> <li>Essential workers will be maintained at the minimum effective levels to work safely and efficiently in line with each phase up to full return to maximum capacity where allowed.</li> <li>Work environments and practices shall be adjusted to support and facilitate 2-metre social distancing between individuals wherever possible.</li> <li>Changes to layout and environment to achieve social distancing shall be visibly depicted by use of directional arrows, waiting circles, signs and posters.</li> <li>Adjustments to work practices/environments will be clearly communicated to staff in division-specific risk assessments, training content and communications.</li> <li>All persons within Arnold Clark premises shall be required to maintain a 2-metre social distance from others wherever possible.</li> <li>Work routines shall be amended to allow and promote social distancing wherever possible.</li> <li>Customer, contractor and visitor levels shall be limited/restricted and controlled by appointment/approval schemes.</li> <li>Protective Perspex screens shall be installed at all customer interface stations, and in essential worker environments where a 2-metre distance cannot be achieved, but essential works remain critical to operations where practical to work activities (i.e. offices).</li> </ul>	<p>Staff who cannot maintain 2-metre social distancing during essential operations, and where there is no protective screen, shall work side-by-side or back-to-back.</p> <p>Where face-to-face contact is necessary, this should be for a limited duration (no more than 15 minutes) and a face visor should be worn or a non-surgical face covering. Note: where a visor is worn, staff shall also be required to wear a face covering underneath.</p>	<p>2</p>	<p>5</p>	<p>10</p>
<p>Individuals within the 'clinically extremely vulnerable' category attending work or premises</p>	<p>Extremely vulnerable / at risk staff, customers contracting COVID-19</p>	<p>Clinically extremely vulnerable</p>	<p>4</p>	<p>5</p>	<p>25</p>	<ul style="list-style-type: none"> <li>Clinically extremely vulnerable / at risk staff shall remain at home until government medical practitioners advise otherwise.</li> </ul>	<ul style="list-style-type: none"> <li>If you live with someone who is clinically extremely vulnerable follow</li> </ul>	<p>1</p>	<p>5</p>	<p>5</p>

						<ul style="list-style-type: none"> <li>Customers within this category shall be advised during the pre-appointment screening not to attend the branch until it is safe to do so and to follow government guidelines.</li> <li>Individuals living with clinically extremely vulnerable persons to work from home where possible (discuss with line manager). <ul style="list-style-type: none"> <li>Shielding individuals shall return to work from 1<sup>st</sup> August 2020, when directly requested and removed from furlough.</li> </ul> </li> </ul>	<p>government advice:</p> <ul style="list-style-type: none"> <li>Spend as little time as possible in shared rooms, for example, the kitchen and sitting areas.</li> <li>Open windows to let fresh air into shared spaces.</li> <li>Keep 2 metres (3 steps) away from the person who's at high risk – avoid sharing a bed, if possible.</li> <li>Use separate towels, including hand towels and tea towels.</li> <li>Clean cutlery, dishes and pans thoroughly.</li> <li>Clean a shared bathroom each time you use it, for example, by wiping the surfaces you have touched.</li> <li>Clean objects and surfaces you touch often (such as door handles, kettles and phones) using your usual cleaning products.</li> </ul>			
Individual within the vulnerable category attending work or premises	Individuals within the vulnerable category	Vulnerable people	4	5	20	<ul style="list-style-type: none"> <li>Individuals within this category shall be requested to work from home (where practical).</li> <li>Where vulnerable workers cannot work from home, but remain essential to operations, work routines and areas shall be allocated to limit unnecessary crossover or interaction with others.</li> <li>During pre-screening calls, customers shall be requested to follow government guidelines regarding vulnerable individuals.</li> </ul>	<p>Speak to your line manager if you are vulnerable and require consideration of workplace adjustments.</p>	2	5	10

<p>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.</p>	<p>Inadvertently touching surfaces and spreading and or catching the COVID-19 virus, resulting in acute/chronic ill health or fatality.</p>	<p>Employees Customers Contractors General public Vulnerable people Young persons</p>	<p>4</p>	<p>5</p>	<p>20</p>	<ul style="list-style-type: none"> <li>• Third-party cleaning services increased to carry out at least one thorough clean within our premises each day, including deep clean of toilets, kitchen and communal areas, and disinfecting of frequently used surfaces and key touchpoints. Door handles, banisters, taps, light/air conditioning switches, desks and TMS machines.</li> <li>• Creation of 'Clean as you go' stations with provisions provided to allow disinfecting and sanitising of work areas, surfaces and equipment by staff.</li> <li>• 'Clean as you go' stations set up in communal areas to allow ease of access to provisions and encourage adherence.</li> <li>• Staff encouraged and expected to maintain their own workspace, equipment and environment and key touchpoints within their immediate areas, using the provisions provided e.g. Disinfectant wipes or sprays and disposable blue roll/paper towels.</li> <li>• 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. ( min of 6 times a day on average)</li> <li>• Hand sanitiser provided where access to sinks is limited (Hand sanitiser provisions must be at least 60% alcohol).</li> <li>• Hand sanitising stations set up at main entry and exit points and within differing departments/areas.</li> <li>• Unnecessary travel to and from differing departments, floors or zones restricted to</li> </ul>	<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 touchpoints, along with hand washing instructional video.</p> <p>Individuals cleaning shared areas should wear disposable gloves and discard after use; please wash hands thoroughly. Training video showing the correct way to put on and take off PPE made available on ACE Learning platform.</p>	<p>1</p>	<p>5</p>	<p>5</p>
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						<ul style="list-style-type: none"> <li>reduce footfall in occupied essential work areas.</li> <li>Doors held open to reduce touchpoints.</li> <li>Non-essential shared equipment isolated/removed from work environment.</li> </ul>				
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	5	20	<ul style="list-style-type: none"> <li>Staff shall be encouraged to work from home wherever possible. Where essential workers cannot work from home, layouts shall be amended to reflect a side-by-side, back-to-back diagonal layout rather than face-to-face.</li> <li>Staggered or alternated workspace shall be restricted in use where possible to achieve social distancing of 2 metres.</li> <li>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.</li> <li>Shared items shall be wiped down pre/post use.</li> <li>Rooms or areas that are non-essential shall be prohibited from use. Essential areas/rooms shall be so restricted/limited in occupancy levels as necessary i.e. meeting rooms, key cupboards, smaller offices etc.</li> <li>Staff are encouraged to use Teams/Skype (where available) including screen share, email and phone communications to avoid face-to-face or close interactions. Physical greetings (i.e. handshakes) are prohibited.</li> <li>Protective Perspex screens shall be in place at workspaces where distancing is restrictive (i.e. banks of desks in larger offices and call center environments.) where 2m spacing is</li> </ul>	<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 of fans should be avoided to prevent recirculation of air.</p>	1	5	5



						<p>not always possible.</p> <p>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>				
Temporary home working	Inadequate access to work provisions, risk of fatigue, work-related upper limb disorders, feelings of isolation	Home workers	3	4	12	<ul style="list-style-type: none"> <li>Staff working from home shall be given VPN to allow access to work systems.</li> <li>During temporary homeworking requirements set out by government, staff should use an appropriate space that allows for support of arms, forearms and back.</li> <li>Staff shall take regular breaks away from screen.</li> <li>Good ventilation and natural lighting to be optimised by windows and doors.</li> <li>Manage workload and self-monitor breaks and screen time.</li> <li>Communicate regularly with line manager and colleagues.</li> </ul>	Staff who cannot work effectively from home should alert their line manager.	1	4	4
Essential workers 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	5	15	<ul style="list-style-type: none"> <li>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.</li> <li>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</li> </ul>	<p>Thermal thermometers made available.</p> <p>Deep cleans of work environment should be arranged via Procurement for any known positive cases of individuals in work premises. Isolate and disinfect dedicated work zones i.e. desks, workstations until deep cleaned.</p>	2	5	10

						of symptoms.				
Positive Cases coming to light from individuals who have been in attendance at work	Onward spread or exposure to contaminated surface from the symptomatic individual that gives rise to infection.		4	5	20	<ul style="list-style-type: none"> <li>Any person to self-isolate immediately on displaying symptoms however mild.</li> <li>All persons to sanitise surfaces regularly throughout the day and maintain high levels of personal hygiene and handwashing.</li> <li>Any person contacted via track and trace or test and protect to adhere to government instructions</li> <li>Unless told otherwise you do not need to self-isolate.</li> <li>Close contact defined as less than 2m for prolonged periods with individual.</li> <li>Deep clean carried out of department, communal areas where individual works.</li> <li>Immediate work area i.e. desk, ramp, toolbox should be cordoned and prohibited from use, sanitised whilst awaiting deep clean.</li> <li>Alert People Team, Procurement and Safety Support without delay.</li> <li>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)</li> </ul>	Line managers must instruct staff who report symptoms to self-isolate and not attend work or return home if at work at the onset. Arrange a deep clean via procurement.  Any non-routine areas used by the individual should be highlighted to procurement to be included in deep clean schedule.  Where fogging is used as part of deep clean branch or area must be vacated for 6hrs and sanitized to remove residue prior to re occupation. No one should enter an area under deep clean without proper training and PPE.	2	5	10
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	5	15	<ul style="list-style-type: none"> <li>Existing work practices shall be risk assessed and reviewed to increase controls and eliminate risks wherever possible.</li> <li>Homeworking adopted wherever possible.</li> <li>Staff levels shall be limited to minimum</li> </ul>	If you have further suggestions for work place adjustments please speak to your line manager, safety support champion or directly with the Safety Support Team: <a href="mailto:Safety.support@arnoldclar">Safety.support@arnoldclar</a>	1	5	5

						<p>levels of essential workers only, to allow works to be carried out safely and effectively and only increased in line with government easing of restrictions.</p> <ul style="list-style-type: none"> <li>• Work tasks and processes shall be, wherever possible, revised, zoned, allocated and structured to support social distancing.</li> <li>• Colleagues shall work from home, at a distance or back-to-back and side-by-side instead of face-to-face, where they cannot work from home.</li> <li>• Start and finish times, as well as breaks, shall be staggered to reduce crowding at entry/exit points, staff break out areas and in work areas.</li> <li>• Essential staff shall work in smaller dedicated groups, teams and pairs where essential and when works cannot be completed alone.</li> </ul>	<a href="#">k.com</a>			
Poor personal hygiene standards	Lack of handwashing, discarded tissues and overreliance on hand sanitiser increase 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	<ul style="list-style-type: none"> <li>• 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. (min of 6 times a day on average)</li> <li>• All persons should 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.</li> <li>• Hand sanitisers shall be available for use where there is no ready access to running water and soap. (minimum 60% alcohol content)</li> </ul>	<ul style="list-style-type: none"> <li>• All premises shall display handwashing posters in relevant areas to remind and encourage all employees and visitors of the new measures.</li> <li>• Hand and forearm washing with liquid soap for 20 seconds or more throughout the day is a priority.</li> <li>• Handwashing video available on the ACE Learning platform.</li> </ul>	2	5	10

						<ul style="list-style-type: none"> <li>Hand sanitiser stations shall be set up at main entry/exit points and in differing areas/zones.</li> <li>Hand sanitiser should have minimum 60% alcohol content in order to be effective.</li> <li>Travel-size hand sanitisers will be available to drivers and field-based employees.</li> <li>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.</li> </ul>				
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	5	20	<ul style="list-style-type: none"> <li>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.</li> <li>Staff encouraged to monitor and report on stock levels.</li> </ul>		2	5	10
Use of canteen areas, customer cafés, waiting areas and children's play areas	Individuals contracting or spreading the COVID-19 virus	Employees Customers	4	5	20	<ul style="list-style-type: none"> <li>In-branch customer cafés and staff canteens (provision of food for sale) shall remain closed. Restricted or limited access signs should be displayed.</li> <li>Customer coffee machines and reusable corporate cups should be taken out of service from waiting areas during social distancing restrictions.</li> <li>Children's play areas shall remain closed during social distancing restrictions and be segregated from use.</li> <li>Staff welfare areas shall be reconfigured to allow social distancing, with tables and chairs spaced/removed as necessary to accommodate social distancing.</li> <li>Shared utensils, equipment, vending</li> </ul>		1	5	5

						<p>machines shall be isolated or removed from use. Only essential items i.e. microwaves and water dispensers with disposable cups (where tap water is deemed not fit for consumption classed as non-potable).</p> <ul style="list-style-type: none"> <li>• Breaks shall be staggered to prevent congregating in break areas.</li> <li>• Staff shall be encouraged to bring pre-prepared lunches and refreshments to work.</li> <li>• Smoking shelters shall be limited in occupancy to enable social distancing.</li> </ul>	Changes to requirements at local level under manager control and must have stringent cleaning regimes in place.			
Use of car parks, external areas	Uncontrolled environments giving rise to lack of social distancing	All patrons	4	4	16	<ul style="list-style-type: none"> <li>• Parking area(s) – each bay as standard is a minimum of 2.4 metres wide. However, due to parking/reverse parking techniques and the potential for more than one person to be in a car at any one time, it will be important to monitor drop-off and pick-up zones and traffic management arrangements.</li> <li>• Requirements shall be clearly established with customers during pre-appointment screening calls giving site-specific instructions – for example, customers should be advised to reverse park and that they will be called forward when there is suitable space available at the branch.</li> <li>• Staff are advised to reverse park and to alternate use of parking spaces where possible.</li> <li>• During the Click &amp; Collect in branch handover, sufficient empty spaces shall be required externally at either side of the collection vehicle to allow socially distanced handover between advisor and customer to take place. Staff shall assess and allocate available spacing in advance of customer arrival.</li> </ul>		2	4	8

Welfare: Toilets, locker rooms and showers facilities	Lack of social distancing and poor hygiene	Any individual using facilities	4	5	20	<ul style="list-style-type: none"> <li>• Disposable hand towels and blue roll shall be available to limit use of electrical hand dryers.</li> <li>• Toilets shall be available; individuals are required to respect social distancing and wait in dedicated areas where facilities are in use to prevent overcrowding.</li> <li>• Where toilet seats are fitted with lids, staff shall ensure the lids are closed prior to flushing to reduce droplet spray.</li> <li>• Soap levels will be monitored and replenished.</li> <li>• 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 and 2-metre social distancing must still be achieved.</li> <li>• Where shower, toilets and sinks are in areas not deemed essential, these shall remain out of action during this time. However, these will be regularly flushed or isolated to maintain a safe water hygiene level in line with normal routine.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean as you go stations shall be available for staff to facilitate wipe downs.</li> </ul>	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	<ul style="list-style-type: none"> <li>• Increase natural ventilation by opening windows and doors wherever possible.</li> <li>• Only use Air Con systems that draw external fresh air. Avoid recirculating spilt air systems where no fresh air sources are available.</li> <li>• Avoid using desk fans.</li> <li>• Use windows in shared vehicles.</li> <li>• Isolate in vehicle air con systems and vents prior to starting ignition or conducting works for shared or customer vehicles.</li> </ul>	<p>Ensure secured at end of day/shift. Do not wedge open fire doors, hold open with auto release self-closing devices</p> <p>Contact Group Estates for more info on your mechanical ventilation systems/setup..</p>	1	4	4

						<i>COVID-19 is NOT currently categorized as air borne. Subject to change*</i>				
Narrow workplace entrance/exit/circulation routes	Bottlenecks, overcrowding, passing within 2 metres of others	Employees Customers Contractors General public Vulnerable people Young persons	4	4	16	<ul style="list-style-type: none"> <li>Where available, separate entry and exit points shall be used to navigate safely in and out of the premises.</li> <li>One-way, marked routes shall be identified to lead individuals safely around the buildings</li> <li>Staffing and customer levels shall be limited to manage and maintain social distancing measures.</li> </ul>	Eye level signage shall also be utilized in high traffic areas where floor signs are not appropriate.	2	4	8
Confirmed case from member of staff, contractor, customer or member of the public who has attended work/branch	Contaminated surfaces increasing risk of spread and contamination resulting in acute/chronic ill health or fatality from COVID-19 virus	Employees Customers Contractors General public	4	5	20	<ul style="list-style-type: none"> <li>Third-party deep clean of the workplace shall be arranged to include disinfectant solution with a dilution rate of 1,000 parts per million.</li> <li>Cleaning will be in line with full government guidelines at the time.</li> </ul>	<p>Contact Procurement to arrange this service.</p> <p>Known case: COVID-19, ill health attributed to the workplace will be RIDDOR reportable only in the following circumstances:</p> <p>An unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.</p> <p>A worker has been diagnosed as having COVID-19 and there is <b>reasonable evidence</b> that it was caused by exposure at work. This must be reported as a case of disease.</p> <p>A worker dies as a result of occupational exposure to coronavirus.</p> <p>More info:  <a href="https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm">https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm</a></p>	2	5	10

Attendance and corporate or social events	Individuals contracting or spreading the COVID-19 virus	Employees	4	5	20	<ul style="list-style-type: none"> <li>Non-essential travel/large gatherings shall remain prohibited during lockdown restrictions and only be introduced in line with easing of government restrictions.</li> </ul>	Speak to your line manager or The People Team for clarification at any given time.	1	5	5
Travel outside of the business network	Individuals contracting or spreading the COVID-19 virus	Employees	4	5	20	<ul style="list-style-type: none"> <li>Non-essential travel shall remain prohibited during lockdown restrictions and shall only be introduced in line with government guidelines.</li> </ul>		1	5	5
Essential workers travelling for essential business purposes	Individuals contracting or spreading the COVID-19 virus.	Employees	4	5	20	<ul style="list-style-type: none"> <li>Where travel is deemed essential, employees shall travel alone for limited times and distances to allow them to return home the same working day. As measures ease, accommodation and overnight stays shall be reintroduced.</li> <li>Accommodation booking shall be with approved providers and staff must adhere to social distancing guidelines.</li> <li>Single occupancy in work vehicles wherever possible.</li> <li>Using 7-9-seater vehicles where available to transport staff in groups/pairings ensuring seats are left vacant in between.</li> <li>Pairing and teams shall be established to limit unnecessary exposure to various individuals.</li> <li>Drivers shall be provided with cleaning materials to allow regular sanitising of touchpoints at regular intervals through the day morning, night and after each complete journey where groups vary.</li> <li>Travel-size hand sanitiser provided to essential mobile workers to promote personal hygiene standards.</li> <li>Face coverings shall be mandatory in company shuttle buses and in shared vehicles.</li> </ul>	<p>Where more than one person travelling in a vehicle is essential, and distancing cannot be achieved individuals shall wear a face covering (non-surgical) drivers must not wear items that impede visibility (i.e. face visors). Any passenger wearing a face visor must also wear a face covering underneath.</p> <p>If you have a valid medical reason for not wearing face covering speak to your line manager.</p>	2	5	10
Localised lockdown imposed in area due to	Heightened risk of contamination or spread within a local	Employees	4	5	20	<ul style="list-style-type: none"> <li>Non-essential travel shall be restricted to areas under localized lockdown.</li> </ul>	<a href="#">Contact People Team for further instructions:</a>	2	5	10



increased risk of infection	vicinity of branch.					<ul style="list-style-type: none"> <li>Social distancing controls in branch may be increased to reduce residual risk i.e. increased use of face coverings, reduced staffing levels, temperature checking.</li> <li>This will be assessed on a case by case basis.</li> </ul>	<a href="mailto:thepeopleteam@arnoldclark.com">thepeopleteam@arnoldclark.com</a>			
Rising panic, stress, worry and anxiety regarding uncertainty during pandemic in relation to health and also job security, living standards, finances	Employees suffering from stress/anxiety	Employees	4	4	16	<ul style="list-style-type: none"> <li>Regular communication and updates shall be sent to staff collectively and individually via the <b>ACE</b> employee portal on the ongoing situation and direct individual impact, with implications communicated clearly and concisely.</li> <li>Two-way communication streams shall be in place to allow staff to raise concerns and address questions or queries.</li> <li>Where applicable, employees have access to support via: BEN <a href="https://ben.org.uk/">https://ben.org.uk/</a> and AXA Stronger minds</li> </ul>	<a href="mailto:asktheboss@arnoldclark.com">asktheboss@arnoldclark.com</a>  <a href="mailto:Safety.support@arnoldclark.com">Safety.support@arnoldclark.com</a>  <a href="mailto:thepeopleteam@arnoldclark.com">thepeopleteam@arnoldclark.com</a>	2	4	8
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	5	20	<ul style="list-style-type: none"> <li>Customers by appointment, staggered based on average interaction times to manage volumes in branch.</li> <li>Pre-appointment screening calls in place to communicate changes and expectations to customers in advance.</li> <li>Queue management systems marked and operated within customer facing areas, spaced at 2-metre distances.</li> <li>Demonstrations and test drives will be unaccompanied and priority given to digital services (i.e. video demonstrations). Handovers done only where 2-metre 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.</li> </ul>	Customer info posters to be displayed.  The wearing of face coverings by customers in retail and other environments is mandatory. Signage displayed in branch and provisions on request (stock levels permitting)	2	5	10

						<ul style="list-style-type: none"> <li>➤ Protective screens in place and customer interface areas.</li> <li>➤ Dedicated host in branch to communicate practices to be followed.</li> <li>➤ Areas disinfected between customer interactions.</li> <li>➤ Face covering requirements communicated during pre-screening calls.</li> </ul>			
Handover and documentation signing procedures	Individuals contracting or spreading the COVID-19 virus	Employees Customers Bystanders	4	5	20	<ul style="list-style-type: none"> <li>• The requirement for signatures (both handwritten and digital) shall be minimised and proof gathered by other means such as via email, a photograph or another suitable alternative that remains compliant as appropriate.</li> <li>• Where signatures are contractually necessary (i.e. finance agreements) customers shall be guided to a dedicated handover desk, where new pens, gloves and hand sanitiser shall be readily available for use.</li> <li>• 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.</li> <li>• Maintain 2-metre social distancing at all times.</li> <li>• Document signing at a customer's house shall follow a similar process.</li> <li>• Employees should wear gloves and place signed documents in a clear wallet that is wiped down between exchanges.</li> <li>• Ask the customer to use their own pen and always step back 2 metres between</li> </ul>	2	5	10

						<p>exchanges.</p> <ul style="list-style-type: none"> <li>Where documents are printer, shared printers shall be sanitized between use. Avoid handling other documents on the printer.</li> </ul>				
Working on vehicles	Individuals contracting or spreading the COVID-19 virus	Employees Customers Contractors General public	4	5	20	<ul style="list-style-type: none"> <li>Vehicles to be disinfected at key touch points prior to works. All vehicles to be disinfected and washed prior to return to customer.</li> <li>Vehicles wash sanitizer to be applied pre wash and left for 5mins (minimum) prior to wash and rinse.</li> </ul>		2	5	10
Compromised mental wellbeing of home and essential workers	Employees suffering from stress/anxiety, feeling of isolation	Employees	3	4	12	<ul style="list-style-type: none"> <li>Line managers will maintain good communication with their teams throughout the period where restriction measures remain in place for coronavirus.</li> <li>Regular updates to all staff.</li> <li>Employees will be encouraged to raise concerns with their line manager or the People Team.</li> </ul>	<p>Online support links:</p> <p><a href="https://arnoldclarkemployee.com/space">https://arnoldclarkemployee.com/space</a></p> <p><a href="https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/</a></p> <p><a href="https://ben.org.uk/">https://ben.org.uk/</a></p>	2	4	8
Equipment or building services not used for prolonged periods due to continuing lockdown	Equipment breaking down/becoming faulty, injury to staff	Employees	4	4	16	<ul style="list-style-type: none"> <li>Equipment to be thoroughly examined prior to being brought back into service. Manager to determine at each site and arrange via Garage Equipment services.</li> <li>LOLER</li> <li>LEV</li> <li>PAT</li> <li>Written Schemes of Examination</li> <li>Calibration</li> <li>Estates to schedule and coordinate pre planned maintenance regimes in line with legal requirements/best practice inclusive of: <ul style="list-style-type: none"> <li>Gas</li> <li>Asbestos</li> <li>Electrics</li> <li>Oil Heating</li> <li>Fire Systems</li> <li>Water Management</li> <li>Electric Doors</li> <li>Air Con</li> </ul> </li> </ul>	<p>Check Smartsheet for Pre Planned maintenance reports.</p> <p>Garage Equipment EMS for Equipment reports.</p>	1	4	4

						(lists not exhaustive)				
Increase fatigue of essential workers due to reduced workforce	Employees being overworked and suffering stress, exhaustion, anxiety and or physical ill health.	Employees	4	3	12	<ul style="list-style-type: none"> <li>➤ Shift patterns and times will be monitored.</li> <li>➤ Line managers shall allocate and actively monitor employee workload, work activities, shift timing and duration in consultation with staff.</li> <li>➤ Work will be planned and programmed to reflect reduced staffing levels and taking possible fatigue into account.</li> </ul>		2	3	6
Stagnant water in mothballed properties or infrequently used outlets restricted to maintain social distancing measures	Legionella and other associated water hazards which give rise to ill health	Employees Customers Contractors General public Vulnerable people Young persons	4	4	16	<ul style="list-style-type: none"> <li>➤ Sanitising and flushing of water systems before reopening.</li> <li>➤ Weekly Legionella check and flushing of infrequently used outlets: <ul style="list-style-type: none"> <li>▪ Taps</li> <li>▪ Toilets</li> <li>▪ Pressure washers</li> <li>▪ Hose taps</li> </ul> </li> </ul>		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	5	20	<ul style="list-style-type: none"> <li>➤ Branches shall be provided with a digital thermometer in order to undertake routine temperature checks.</li> <li>➤ Temperature checking alone won't identify people who have COVID-19 but no fever and as a result taking a person's temperature should not be relied upon to indicate a person's health.</li> <li>➤ 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>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.</p> </li> </ul>		2	5	10

						<p>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 surgical face mask, face visor and disposable apron).</p> <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. Arrange professional cleaning as necessary via Procurement.</p> <p>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. Thereafter, the first aider MUST monitor themselves for symptoms and self-isolate for 10 days.</p>				
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	5	15	<ul style="list-style-type: none"> <li>➤ Contractor vetting and permit issuing will be completed electronically.</li> <li>➤ Works in branch shall be limited to essential repairs and maintenance.</li> <li>➤ The controlling of contractors shall be managed by Group Estates.</li> <li>➤ Clear communication will be provided to branches and contractors to induct on any changes or amendments to current processes.</li> </ul>		2	5	10
Lack of knowledge and understanding of controls	Incorrect practices and procedures adopted	Employees	4	5	20	<ul style="list-style-type: none"> <li>➤ General and area specific guidance, training and communications developed.</li> </ul>	Regular communications and	2	5	10

required to safeguard one's self and others within the workplace	increasing risk of contamination and spread to others may give rise to ill health	Customers Contractors General public Vulnerable people Young persons				<ul style="list-style-type: none"> <li>➤ Staff will complete training, in full, demonstrating and confirming knowledge and understanding prior to returning to work.</li> <li>➤ Posters with key messages, in clear and easy-to-follow manner (including pictograms) shall be displayed in prominent areas, including on internal screens.</li> <li>➤ Routine ongoing checks shall be implemented in branch by management and safety champions to ensure controls continue to be efficient and effective.</li> <li>➤ Group Safety Support area advisors to monitor compliance and provide advice and assistance.</li> <li>➤ Visible markers and route indicators to be installed to make controls prominent and easy to follow.</li> </ul>	updates issued via ACE employee portal and AC intranet.			
Unease and uncertainty amongst customers and staff that the business has failed to assess risk and is not implementing adequate controls	Loss of confidence from customers and staff	Customers Staff General public	5	4	20	<ul style="list-style-type: none"> <li>➤ Risk assessments shall be made available (where appropriate) on the intranet, website and Staying COVID-19 Secure government poster displayed in all open workplaces.</li> </ul> <p>Employees shall be encouraged to raise concerns and to feedback suggestions for improvement.</p> <ul style="list-style-type: none"> <li>➤ Branch safety champions in place to provide advice and assistance.</li> <li>➤ Area-specific risk assessments shall be in place for all essential works.</li> </ul>	Where safety champions remain on furlough branch shall nominate stand in.	1	4	4
Unannounced walk-ins, group attendance, early or late arrival for appointments	High volumes of staff and customers in workplace making social distancing unachievable, increasing risk of spread and contamination.	Employees Customers Contractors General public Vulnerable people Young persons	4	5	20	<ul style="list-style-type: none"> <li>➤ Pre-screening calls shall be used to highlight that customers should attend branches individually and will be discouraged from attending with other family/household members or friends, unless they require assistance for medical/health reasons.</li> <li>➤ Customers shall be processed by appointment and requested during pre-screening calls to adhere to appointment</li> </ul>		2	5	10

						<p>times.</p> <ul style="list-style-type: none"> <li>➤ Branch hosts shall be allocated to coordinate access to branches and aid in communicating measures to be adopted when in the branch.</li> <li>➤ Customers shall be asked to wait in their cars until called forward if volumes are at risk of breaching distancing measures and they should be made aware of this during the pre-call.</li> </ul>				
Accidents, incidents, emergencies (i.e. fire, flood, structural issues)	Immediate danger to life/health, confusion over evacuation and social distancing restrictions	All patrons	5	5	25	<ul style="list-style-type: none"> <li>➤ Such circumstances shall take precedent and all reasonable precautions would prevail, therefore, in these circumstances social distancing would not apply. Individuals should evacuate premises without undue delay.</li> </ul>	Congregation at assembly points should follow social distancing requirements.	2	4	8
Misuse of Personal protective equipment as control mechanism	Unnecessary Use of: disposable gloves, facemask, visor, provisions resulting in depleted stocks and strain on UK resource. False sense of security on protection afforded above other control measures may give rise to ill health.	Employees	5	4	20	<ul style="list-style-type: none"> <li>➤ PPE requirements covered in existing workplace risk assessments remain unchanged.</li> <li>➤ Additional requirements shall be made available only for first aiders who require treatment.</li> <li>➤ In limited circumstances where 2-metre social distancing cannot be achieved or maintained.</li> <li>➤ PPE required for work purposes shall be provided free of charge.</li> <li>➤ Physical distancing, handwashing and respiratory hygiene are the most important and effective measures we can adopt to prevent spread and must be prioritised wherever possible.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Individuals who wish to wear a face covering whilst maintaining social distancing are free to do so; this should be non-surgical mask and can be a homemade covering or scarf that covers nose and mouth.</li> <li>➤ You should wash your hands before touching your face and coverings should be washed regularly at 60 degrees.</li> <li>➤ The use of facial coverings is currently mandatory for customers and staff visiting retail premises or using staff shuttle bus or in shared vehicles.</li> </ul>	1	5	5
Use of lifts	Persons within 2 metres within an enclosed space risk	All patrons	3	5	15	Personal lifts restricted in use to persons with disability/mobility/health conditions and will be disinfected after use.		1	5	5

	spreading contamination which may give rise to ill health									
Waste	Additional waste generated due to new working practices and cleaning regimes	Employees Customers Members of the public Contractors	4	4	16	<ul style="list-style-type: none"> <li>Additional waste bins will be provided throughout the work environment.</li> <li>Third-party uplifts will be increased as required based on waste levels.</li> <li>Any waste generated from known symptomatic individuals will double-bagged, set aside and disposed of after 72 hours.</li> </ul>	Contact Procurement department for additional uplift requirements.	1	4	4



**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.*

<b>Control measures</b>	<b>Responsible person</b>	<b>Date to be actioned by</b>	<b>Date completed</b>

**Comments:**

**Induction table:  
AC RA COVID-19**

- ✓ This table is deemed to be an official training record and must be kept indefinitely.
- ✓ Please ensure that all relevant employees are made aware of the contents of the document within 6 weeks from receipt and sign the table.

<b>Print employee name</b>	<b>Employee signature</b>	<b>Date</b>	<b>Manager's initials</b>