

# Risk Assessment

Exposure to COVID-19 whilst undertaking business and learning activities within GTG Training Ltd



World Health Organisation status: **Pandemic**

UK overall risk status: **High**

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 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. **All persons** are responsible for adhering to operational 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 current medical and government guidance where assessing the risk from work activities. 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. becoming infected)

Likelihood	Severity (consequence)
1 = Rarely	1 = No risk of infection
2 = Unlikely	2 = Low risk of infection
3 = Probable	3 = Increased risk of infection
4 = Very Likely	4 = High risk of infection, critical to ill-health or death
5 = Certainty	5 = Extremely high risk of infection, critical to 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	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 5px;"> <span style="width: 15px; height: 15px; background-color: red; margin-right: 5px;"></span> 16 – 25 High         </div> <div style="display: flex; align-items: center; margin-bottom: 5px;"> <span style="width: 15px; height: 15px; background-color: yellow; margin-right: 5px;"></span> 9 – 15 Med         </div> <div style="display: flex; align-items: center;"> <span style="width: 15px; height: 15px; background-color: green; margin-right: 5px;"></span> 1 – 8 Low         </div> </div>
	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)						

The following stipulations:

This risk assessment shall be inducted to staff at least monthly, or more frequently in evolving situations 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
GTG training services/premises, being operational and open to customers during the COVID-19 pandemic.	Individuals from differing regions or areas travel to and attending an education and conferencing setting, increasing risk to UK-wide and local containment strategies.	Local, regional population	5	5	25	<p>Only approved operations shall be permitted to be undertaken, in-line with government (local) guidelines, and aligned with our awarding body partners (where applicable) i.e. DVSA, SQA, OCR, RTITB, and FAIB etc.</p> <p>Class sizes shall be restricted in numbers to ensure social distancing, and during time in training center delegates and apprentices shall be managed in cohorts relevant to the course being undertaken to limit interaction with other center users.</p> <p>Set cohorts once established shall be limited to a maximum of 15 persons, in-line with government guidelines in an educational setting. (space allowing)</p> <p>Staff in sales and administrative areas of the center(s) numbers shall be reduced with consideration to government guidelines in line with the national or local tier restrictions in place at the time, prioritising home working where possible.</p> <p>Remote and SMART learning and assessment techniques will be deployed wherever possible across the GTG portfolio.</p>	Review of current teaching, exam and assessment practices to incorporate remote learning environment shall be done in Liaison with awarding bodies for support.	2	5	10
Colleagues, contractors, training delegates, apprentices 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 Delegates Apprentices Contractors Visitors Young persons	5	5	25	<p>Employees who are or have had symptoms in the last 14 days, should self-isolate for 10 days</p> <p>Delegates and apprentices whom have, or have had symptoms in the last 14 days, (however mild) must not attend any GTG premises, for 14 days from onset of symptoms</p> <p>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 members' symptoms started. Should the</p>	Employers, apprentices and delegates must inform their line manager when they being to feel unwell, with COVID-19 symptoms.	1	5	5

						<p>individual develop symptoms, they should isolate for 10 days at home from when their symptoms start</p> <p>Joining instructions shall be updated to alert delegates in advance of attendance to center.</p> <p>Any symptomatic individual, who has booked or had a test must not attend center whilst awaiting results.</p>				
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 Delegates Apprentices Contractors Visitors Young persons	5	5	25	<p>Work environments and practices shall be adjusted to support and facilitate 2-metre social distancing between individuals wherever possible.</p> <p>Changes to layout and environment to achieve social distancing shall be visibly depicted by use of directional arrows, waiting circles, signs and posters.</p> <p>Adjustments to work practices/environments will be clearly communicated to staff in division-specific risk assessments, training content and communications.</p> <p>All persons within GTG premises shall be required to maintain a 2-metre social distance from others wherever possible [check local government guidelines for latest updates]</p> <p>Work routines shall be amended to allow and promote social distancing wherever possible. Incorporating home working</p> <p>Delegate, apprentice, contractor and visitor levels shall be limited/restricted and controlled by appointment/approval schemes.</p> <p>Protective Perspex screens shall be installed at all customer interface stations e.g. reception, 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. open plan offices).</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>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.</p> <p>Please see the attached videos for control measures implemented; <a href="https://www.gtg.co.uk/about/newsroom/coronavirus-information.html">https://www.gtg.co.uk/about/newsroom/coronavirus-information.html</a></p>	2	5	10

						<p>Face coverings shall be mandated when travelling throughout communal areas, with the exception of the classroom.</p> <p>Practical class elements shall be adjusted to ensure controls are in place to mitigate close proximity contact.</p>				
Individuals within the 'clinically extremely vulnerable' category attending work or premises	Extremely vulnerable / at risk staff, delegates/apprentices contracting COVID-19	Clinically extremely vulnerable	4	5	25	<p>People in this category should follow government guidelines; shielding guidance has changed as at 1<sup>st</sup> August 2020, see the link below  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p>	<p>People in this category should also follow guidance in the event of a local lockdown  <a href="https://www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19">https://www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19</a></p> <p>Please note that as of 1<sup>st</sup> August 2020 employees are not eligible for statutory sick pay on the basis of being advised by the government to Shield.</p>	1	5	5
Individual within the vulnerable category attending work or premises	Individuals within the vulnerable category	Vulnerable people	4	5	20	<p>Government guidance for vulnerable individuals has been withdrawn. However we recognise that some additional measures may be required for people with specific health conditions, we will address these on an individual basis.</p> <p>We also recognise that some people with asthma may feel nervous using a face covering, therefore we would recommend the advice provided by asthma UK prior to attending training; due to the necessity for this type of PPE whilst undertaking workshop based apprenticeship programmes and driver training/testing.</p> <p><a href="https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/what-should-people-with-asthma-do-now/should-i-wear-a-face-mask-or-face-covering/#Do">https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/what-should-people-with-asthma-do-now/should-i-wear-a-face-mask-or-face-covering/#Do</a></p>	<p>Specific vulnerabilities may impede access to training / services. GTG will aim to support any additional control measures as and when required.</p> <p>We would also ask any person that is unable to wear a face covering (workshop practical or driver training/test) to provide evidence of the reason why, as quickly as possible.</p>	1	5	5

Narrow workplace entrance/exit/circulation routes	Bottlenecks, overcrowding, passing within 2 metres of others	Employees Customers Contractors General public Young persons	4	4	16	Separate entry and exit points shall be used to navigate safely in and out of the premises. Marked routes shall be identified to lead individuals safely around the building. We have adopted 1-way routes where possible. Personnel levels shall be limited to manage and maintain social distancing measures. Face coverings are to be worn when travelling around premises, to ensure that is an area does become congested that mandated use of PPE is in place.	Persons on site will be safely routed around the premises by dedicated walkways, to achieve a 2-metre distance. Those failing to adhere to these walkways will be removed from the premises.	2	4	8
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-19 virus, resulting in acute/chronic ill health or fatality.	Employees Delegates Apprentices Customers Contractors Visitors Young persons	4	5	20	<p>Cleaning practices shall be increased, to carry out at least one thorough clean within our premises each day, including; A deep clean of toilets, classrooms and communal areas. Shared Key touchpoints shall be disinfected frequently throughout the day, using EN 1446 solution, such as; door handles, banisters, taps, light and air conditioning switches. (list not exhaustive)</p> <p>Creation of 'Clean as you go' stations available with provisions provided to allow disinfecting and sanitizing of work areas, surfaces and equipment by staff.</p> <p>Staff must clean and maintain their own immediate workspace, equipment, training rooms and key touch points using the provisions provided e.g. Disinfectant wipes or sprays and disposable blue roll/paper towels.</p> <p>All Individuals will undertake routine personal hygiene; washing hands and forearms thoroughly, using soap and warm 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 six times a day recommended)</p> <p>Hand sanitiser provided where access to sinks is limited (Hand sanitiser provisions must be at least 60% alcohol). However we recommend prioritizing thorough hand washing where possible.</p>	<p>Posters displayed to visually remind staff of key touch surfaces to be cleaned.</p> <p>Training videos added to staff internal employee portal to cover use of disinfectant products and key touch points, along with hand washing instructional video.</p> <p>Individuals cleaning shared areas should wear disposable gloves and discard after use; please wash hands thoroughly.</p> <p>Training video is available to show the correct way to put on and take off PPE, within the ACE employee portal</p>	1	5	5

					<p>Hand sanitising stations are available at main entry and exit points, outside toilets and within all departments/training areas.</p> <p>Unnecessary travel to and from differing departments, floors or zones restricted to reduce footfall in occupied essential work areas. Doors held open to reduce touch points (non-fire doors). Non-essential shared equipment isolated/removed from work environment.</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>Any classrooms not in use shall be locked to prevent unauthorized access or touching of surfaces.</p>							
Shared, open plan work environments, offices and meeting rooms with limited social distancing in current layout	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 Apprentices Delegates	4	5	20	<p>Staff shall be encouraged to work from home wherever possible. Where essential workers cannot work from home, workstation layouts shall be amended to provide side-by-side, back-to-back or diagonal working, rather than face-to-face. Protective Perspex screens will be in place where social distancing is restricted. Staggered or alternated workspace shall be restricted in use where possible to achieve social distancing of 2 meters. Unnecessary use of shared equipment shall be prohibited. Where sharing is essential and unavoidable you must 'clean as you go'. Disinfecting materials are readily available for all staff. Shared items shall be wiped down pre/post use. Essential areas/rooms shall be so restricted/limited in occupancy levels as necessary i.e. meeting rooms, cupboards, smaller offices etc. Staff are encouraged to use Teams/Smart rooms, email and phone communications to avoid face-to-face or close interactions. Physical greetings (i.e. handshakes) are strictly prohibited.</p>	In restricted/limited access areas, equipment should be labelled to ensure compliance.	'Clean as you go' stations in place to allow regular cleaning and disinfecting of the work environment.	All persons will don face coverings when travelling around the premises. Face coverings are not mandated in classrooms or dedicated essential work areas that achieve 2-metre social distancing.	1	5	5

						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.				
Temporary home working	Inadequate access to work provisions, risk of fatigue, work-related upper limb disorders, feelings of isolation	Employees - Home workers	3	4	12	Staff working from home shall be given access to company VPN, to allow ease of use of workplace systems. During temporary homeworking requirements set out by government, staff should use an appropriate space that allows for support of arms, forearms and back. Staff shall take regular breaks away from screen. Good ventilation and natural lighting to be optimised by windows and doors. Manage workload and self-monitor breaks and screen time. Communicate regularly with line manager and colleagues.	Staff who cannot work effectively from home should alert their line manager immediately.	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 Delegates Apprentices Contractors Young persons	3	5	15	Anyone displaying symptoms, however mild, must not attend the workplace. If however your symptoms begin whilst at work then you will be sent home immediately, travelling (where possible) alone. Inform your line manager quickly and avoid contact with any other persons. Don your face covering and a pair of gloves, and move safely to exit the premises.  Any first aider (wearing appropriate PPE) has provided help to a person feeling unwell (of COVID-19 symptoms) will not need to go home unless they develop symptoms themselves. They should, however, wash their hands and forearms thoroughly for 20 seconds, closely monitor their health for any changes or onset of symptoms and follow the guidance for self-isolation and testing;	Thermal thermometers are available	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 Delegates Apprentices Contractors Young persons	3	5	15	Existing work practices shall be risk assessed and reviewed to increase controls and eliminate risks wherever possible. Homeworking adopted wherever possible; <ul style="list-style-type: none"> <li>Staff levels shall be limited to minimum levels of workers only, to allow works to be carried out safely and effectively.</li> </ul>		1	5	5

						<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 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>				
Poor personal hygiene standards	Lack of hand washing, discarded tissues and Over-reliance on hand sanitiser increase risk of contamination and spread resulting in acute/chronic ill health or fatality from COVID-19 virus.	Employees Customers Delegates Apprentices Contractors Visitors Young persons	4	5	20	<p>Individuals must increase their 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. All persons should discard tissues immediately after use. If tissues are not readily available, sneeze or cough into the crease of the elbow and immediately wash your hands and forearms, as above.</p> <p>Hand sanitisers shall be available for use where there is no ready access to running water and soap.</p> <p>Hand sanitiser stations shall be set up at main entry/exit points and in differing areas/zones. Hand sanitiser should have minimum 60% alcohol content in order to be effective.</p> <p>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 near hand sanitiser stations/bottles.</p>	<p>All premises shall display hand washing posters in relevant areas to remind and encourage all employees and visitors of the new measures.</p> <p>Hand and forearm washing with liquid soap for 20 seconds or more throughout the day is a priority.</p> <p>Hand washing videos shall be made available to all staff on internal employee portal</p>	2	5	10
Insufficient supplies of soap, hand sanitiser, paper towels, blue roll and	No supplies available to maintain good hygiene and	Employees Customers Delegates	4	5	20	Stock levels shall be maintained, monitored and replenished accordingly, via approved procurement streams. Stocks shall be reordered	Safety champions to complete weekly check to	2	5	10

disinfectants being available during the pandemic	cleanliness standards, increasing risk of contamination.	Apprentices Contractors Young persons				to maintain requirements, and to avoid running out. Staff are asked to monitor and report on stock levels.	assist with monitoring an controlling measures.			
Use of canteen areas, customer cafés, waiting areas	Individuals contracting or spreading the COVID-19 virus	Employees Customers Delegates Apprentices Contractors Visitors Young persons	4	5	20	Breakout areas shall be restricted through limited access, and controlled by staff. Access to clean drinking water and hot drinks will be available, with appropriate cleaning materials place. Employees, delegates, contractors and visitors shall be told to bring their own food and additional refreshments. Break out areas shall be reconfigured to allow social distancing, with tables and chairs spaced/removed as necessary and occupancy numbers restricted. Shared utensils, equipment, vending machines shall be isolated or removed from use.  Breaks shall be staggered to prevent congestion at breakout areas. Smoking shelters/areas shall be limited in occupancy to enable social distancing  Delegates shall be encouraged to eat lunch within their dedicated classrooms and to clean down surfaces after use.	Hands will be sanitized prior to use of urns, water taps or outlets in order to access refreshments. The equipment/area will also be disinfected routinely throughout the day by staff.	1	5	5
Use of car parks, external areas	Uncontrolled environments giving rise to lack of social distancing	All patrons	4	4	16	Parking area(s) – each bay is a minimum of 2.4 metres wide. However, due to parking/reverse parking techniques and potential for more than one person per vehicle, it will be important to monitor drop-off and pick-up zones and traffic management arrangements.  Requirements shall be clearly established with apprentices/delegates during pre-appointment screening calls, to provide site-specific instructions i.e. all drivers are advised to reverse park, use alternate use of parking spaces, exit when safe and join the queuing system.		2	4	8

Welfare: Toilets, locker rooms and showers facilities	Lack of social distancing and poor hygiene	Any individual using facilities	4	5	20	<p>welfare facilities are available; individuals are required to respect social distancing and wait in dedicated areas until facilities are ready for use, to prevent overcrowding. Only 2 persons per facility.</p> <p>Soap levels will be monitored and replenished, to maintain required levels.</p> <p>Where showers, locker rooms and changing facilities are in use, clear guidance and an enhanced cleaning regime shall be in place to ensure that they are at the highest standards of cleanliness.</p> <p>Where shower, toilets and sinks are in areas not deemed essential, these shall remain out of bounds, during this time. However, these will be regularly flushed or isolated to maintain a water hygiene level in-line with regulations.</p>	<p>'Clean as you go' stations are available for staff to facilitate regular wipe downs of key touch points, and in-between routine cleaning.</p> <p>DO NOT attempt to clean bodily fluids, inform the PPE alert clean team (AC procurement dept.) to thoroughly clean the area.</p>	2	5	10
Confirmed case from member of staff, contractor, training delegate, apprentice 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	<p>On notification of a positive case the immediate are shall be sanitised and isolated.</p> <p>A third-party clean of the premises shall be undertaken where a person having been in attendance has tested positive for COVID-19 in line with government guidelines for non-healthcare settings.</p> <p>Time will be in- line with UK government guidelines.</p> <p>Any person having contracted the virus should cooperate with governments tracing programmes – links below;</p> <p><a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing</a></p> <p><a href="https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works">https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works</a></p> <p>any persons contacted as being in close personal contact with the confirmed case should isolate in line with government guidelines.</p>	<p>Immediately contact group 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>	2	5	10

						Anyone displaying symptoms, however mild, will be sent home, travelling (where possible) alone, and asked to self-isolate for 10 days. If the symptoms persist then no later than the 5 <sup>th</sup> day it is advised to arrange a test, using the following link; <a href="https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name">https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name</a>	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>			
Attendance/hosting of corporate or social events	Individuals contracting or spreading the COVID-19 virus	Employees	4	5	20	Events and gatherings shall take place for work reasons, but will remain limited to the maximum number of persons able to meet indoors in accordance with lockdown restrictions.		1	5	5
Travel outside of the business network/or UK	Individuals contracting or spreading the COVID-19 virus	Employees	4	5	20	Non-essential travel shall remain prohibited during lockdown restrictions.		1	5	5
Essential workers travelling for essential business purposes	Individuals contracting or spreading the COVID-19 virus.	Employees	4	5	20	Where travel is deemed essential, employees shall travel for limited times and distances to allow them to return home the same working day.  Single occupancy in-work vehicles will be provided where possible. Larger vehicles will be made available, to achieve 2-metre spacing for more than one person when required to travel.  Drivers shall be provided with cleaning materials to allow regular sanitising of touch points at regular intervals throughout the day.  Plastic boxes will contain PPE supplies, for each vehicle; gloves, sanitiser, disinfectant, tissues and waste bags	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) The vehicle must be well ventilated. Take regular rest breaks and socially distance throughout any rest period. If possible on a rest break wash hands and forearms for a minimum of 20 seconds and dry them thoroughly with a clean cloth/hand towel/blue roll.	2	5	10
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	Regular communication and updates shall be sent to staff collectively and individually via the <b>internal</b> employee portal on the ongoing situation and direct individual impact, with implications communicated clearly and concisely.  Two-way communication streams shall be in place to allow staff to raise concerns and address questions or queries.	<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>  <a href="mailto:help@gtg.co.uk">help@gtg.co.uk</a>	2	4	8

<p>Ineffective social distancing of 2 metres or more by apprentices/training delegates,</p>	<p>The failure to implement and adhere to government-recommended appropriate social distancing resulting in individuals contracting or spreading the COVID-19 virus</p>	<p>Employees Customers Delegates Apprentices Contractors Visitors Young persons</p>	<p>4</p>	<p>5</p>	<p>20</p>	<p>Apprentices and delegates start times shall be staggered, based on average interaction times to manage volumes on premises. Information shall be communicated to apprentices and delegates, of all requirements. Queue management systems marked and operated within customer facing areas, spaced at 2-metre distances. Protective screens in place at customer interface areas. Dedicated host in branch to communicate practices to be followed. Areas disinfected between customer interactions. Please check local government guidelines for updated social distancing requirements Close contact training i.e. Driver training, First Aid training and workshop activity shall be addressed in their own RA.</p>	<p>Customer info posters to be displayed.</p>	<p>2</p>	<p>5</p>	<p>10</p>
<p>Handover and documentation signing procedures</p>	<p>Individuals contracting or spreading the COVID-19 virus</p>	<p>Employees Customers Delegates Apprentices Contractors Visitors</p>	<p>4</p>	<p>5</p>	<p>20</p>	<p>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. Where signatures are contractually necessary (i.e. apprenticeship agreements) delegates/apprentices/contractors shall be guided to a dedicated induction desk, or may use their own classroom desk, where new pens, gloves and hand sanitiser shall be readily available for use. Visitors will no longer sign in to our premises, a dedicated host will do so. Staff shall use signature tabs and give a concise explanation of the key points to avoid unnecessary passing back and forth of documents. Employees must use their own pen at all times. Maintain 2-metre social distancing at all times. Document signing at a delegates/apprentices workplace shall follow a similar process. Employees should wear gloves and place signed documents in a clear wallet that is wiped down between exchanges. Ask the customer to use their own pen and always step back 2-metres between exchanges.</p>		<p>2</p>	<p>5</p>	<p>10</p>

Working on vehicles	Individuals contracting or spreading the COVID-19 virus	Employees Delegates Apprentices Contractors	4	5	20	Vehicle key touch points to be disinfected before and after practical training/use. Instruction/teaching of repairs or maintenance of vehicles must be carried out in-line with 2-metre social distancing, or strict use of PPE undertaken i.e. instructor wearing a face mask and visor, gloves and disinfects all touched parts before and after activity.		2	5	10
Compromised mental wellbeing of home and essential workers	Employees suffering from stress/anxiety, feeling of isolation	Employees	3	4	12	Line managers shall maintain good communication with their teams throughout the period where restriction measures remain in place for coronavirus. Regular updates to all staff is provided by the Main Board. Employees will be encouraged to raise concerns with their line manager or the People Team.	Online support links: <a href="https://arnoldclarkemployee.com/space">https://arnoldclarkemployee.com/space</a> <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> <a href="https://ben.org.uk/">https://ben.org.uk/</a>	2	4	8
Equipment not used for prolonged periods due to continuing lockdown	Equipment breaking down/becoming faulty, injury to staff	Employees	4	4	16	Equipment to be thoroughly examined prior to being brought back into service. Managers to determine and plan maintenance for each site, and consult with Garage Equipment Services.		1	4	4
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	Line managers shall allocate and actively monitor employee workload, work activities, shift timing and duration, in consultation with staff. Work will be planned and programmed to reflect reduced staffing levels and taking possible fatigue into account.		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 Young persons	4	4	16	Sanitising and flushing of water systems before reopening. 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>		2	4	8
Provision of first aid to potentially symptomatic/asymptomatic individuals	Individuals contracting or spreading the COVID-19 virus	First Aiders Injured persons Bystanders	4	5	20	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:  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.		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 group 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 life-saving 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>				
Contractor attending site using normal routine	Increasing footfall and potential to be in areas reducing social distancing, existing measures affect social distancing controls	Employees Customers Delegates Apprentices Contractors Visitors Young persons	3	5	15	<p>Contractor vetting and permit issuing will be completed electronically.</p> <p>Works on premises shall be limited to essential repairs and maintenance.</p> <p>The controlling of contractors shall be managed by Group Estates, and site personnel having been trained in how to issue permits and manage contractors at work.</p> <p>Clear communication will be provided to GTG sites and contractors, to induct change or amendments to normal processes.</p>		2	5	10
Lack of knowledge and understanding of controls required to safeguard one's self 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 Delegates Apprentices Contractors Visitors Young persons	4	5	20	<p>General and area specific guidance, training and communications have been developed.</p> <p>Staff and apprentices will complete training, in full, demonstrating and confirming knowledge and understanding prior to returning to work.</p> <p>Posters with key messages, in clear and easy-to-follow manner (including pictograms) are</p>		2	5	10

						displayed in prominent areas, including on internal screens. Routine ongoing checks shall be implemented on sites, by management and safety champions to ensure controls continue to be efficient and effective. Group Safety Support advisors will monitor compliance and provide advice and assistance. Visible markers and route indicators to be installed to make controls prominent and easy to follow.				
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	Employees Customers Delegates Apprentices Contractors Visitors Vulnerable people Young persons	5	4	20	Risk assessments shall be made available (where appropriate) on the website and 'Staying COVID-19 Secure' government poster displayed in all open workplaces (England). Employees, apprentices and training delegates shall be encouraged to raise concerns and to feedback suggestions for improvement. Specific risk assessments are in place for driver training and young persons.		1	4	4
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	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.		2	4	8
Misuse of Personal protective equipment as control mechanism	Unnecessary use of: disposable gloves, facemask/covering, 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	PPE requirements covered in existing workplace risk assessments remain unchanged. Additional requirements shall be made available only for first aiders who require to provide treatment and in limited circumstances where 2-metre social distancing cannot be achieved or maintained. PPE required for work purposes shall be provided free of charge. Physical distancing, hand washing and respiratory hygiene are the most important and effective measures we can adopt to prevent spread.	It is now mandatory to wear a face covering in communal areas; this should be a non-surgical mask and can be a homemade covering or scarf that covers nose and mouth. You should wash your hands before touching your face and coverings should be washed regularly at 60 degrees. The use of facial coverings is not currently mandatory.	1	5	5
Use of lifts	Persons within 2 metres within an enclosed space risk spreading contamination which	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

	may give rise to ill health									
Waste	Additional waste generated due to new working practices and cleaning regimes	Employees	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 group procurement 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.

Control measures	Responsible person	Date to be actioned by	Date completed

## **GTG contingencies for a future National lockdown**

It is deemed necessary that in the event of a future National lockdown all delegates, apprentices and employees will leave the premises in a controlled manner, and in-line with current government guidelines on travelling safely.

GTG undertake robust property, vehicle and equipment close down procedures so as to avoid associated and future risks i.e. fire, legionella, PUWER, LOLER

GTG will expect that all essential staff will undertake a risk assessment of their home working set-up and practices, and adhere to all control measures i.e. DSE assessment.

GTG will invoke the COVID-19 contingency plan; to include review of potential ongoing business activities, remote and on-line learning tools, adjust curriculum and learning targets/outcomes and re-assess KPIs.