

VOLKSWAGEN FINANCIAL SERVICES

UNITED KINGDOM

HASF 1001 RISK ASSESSMENT

Unique No:	Site: All sites for occupation by colleagues	Specific Location: All areas					
Description of Activity: Colleagues working following relaxation of COVID-19 restrictions (was Returning Workers following COVID-19 lockdown)							
Name of Assessor: Paul Winter & Lisa Adams Consultation: Employee Forum Representatives					Date of Assessment: 15/09/2021 Reviewed: 13/05/20, 09/09/20, 11/01/21, 21/06/21, 13/07/21		
PRINCIPLES OF RISK MANAGEMENT							
<p>Volkswagen Financial Services (UK) Limited has undertaken a risk assessment to ensure, as far as reasonably practicable, the health, safety and welfare of VWFS and VW Bank colleagues working in our offices. Below are listed the identified hazards, along with the control measures required to manage the risks. Overarching all these hazards, are five key principles:</p> <ul style="list-style-type: none"> • Open, honest and collaborative colleague consultation is undertaken to minimise anxiety • Any colleagues who advise or are identified as vulnerable are protected and supported as required, whilst maintaining dignity at all times • The offices will be regularly cleaned and sanitised • Effective housekeeping / hygiene measures remain core safety controls • Full guidance will be given to all colleagues returning to the offices 							
Hazard	Risk Of	Risk To	Control Measures	LR	SR	RR	Further Action Required
Anxiety due to perceived risk of infection	Anxiety, failure to adhere to control measures	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Ensure vulnerable colleagues are consulted on a case by case basis, with ongoing reviews to ensure adherence with latest government guidelines • Clear communications on expectations, expected behaviour issued prior to return • Colleagues encouraged to ask questions or raise concerns with manager or Employee Forum • Trained Mental Health First Aiders • Employee Assistance Programme available to colleagues for reassurance 	3	2	6	<ul style="list-style-type: none"> • Ongoing support by line managers

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Infection due to inadequate distancing	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Face to face office seating exceeds a minimum of one metre distancing • Encouragement to maintain 1m distancing at all times • Perspex screens on desks closest to aisles • Clear communications on expectations, expected behaviour issued prior to return • Government vaccination programme offered to all colleague age groups onsite 	3	5	15	<ul style="list-style-type: none"> • Ongoing supervision by Line Management and HR
Infection from visitors / external contractors	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Use of online collaboration wherever possible to minimise non-essential visitors coming to site • Health declarations and visitor guidance on Reception • Sanitisation point in Reception • Perspex screen for Reception staff • Encourage visitors & contractors to wear masks around the sites • Signage • Government vaccination programme offered to all visitor age groups onsite 	3	5	10	
Infection due to car sharing	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Guidance on safe use of pool vehicles when brought back into service • Guidance on safe shared business travel • Government vaccination programme offered to all colleague age groups onsite 	2	5	10	

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Inadequate first aid provision due to insufficient first aiders	Delayed first aid treatment	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Security Officers and Facilities Team members first aid trained Manage number of sites and workers returning to maintain 100:1 first aider ratio Antiseptic wipes and gloves in first aid kits Clear communications on first aid arrangements Ensure all first aiders have read COVID-19 advice from St Johns Ambulance 	1	5	5	<ul style="list-style-type: none"> Colleagues who are first aid trained report daily to Reception Reception record first aiders on site for the coming week
Inadequate fire safety provision due to insufficient fire wardens	Confusion, trapped persons in event of fire	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Only open sites that can be safely operated Modified fire safety plan Clear communications on expected behaviour 	1	5	5	<ul style="list-style-type: none"> Ongoing monitoring by Facilities Monitor to ensure arrangements remain effective as quantity of returning colleagues increase
Contamination from HVAC systems	Multiple infections	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Extraction systems in toilets on 24x7 “Available / Awaiting Cleaning” mode of operation for showers Minimise recycling of air / maximise fresh air during occupied periods Maintain filter checks as per manufacturer recommendations Replace or clean FCU filters as per PPM out of hours to reduce risk of virus dispersal RPE / PPE for maintenance team 	2	5	10	

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Contamination of door handles, push plates, handrails, etc.	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Clear communication on personal hygiene, and self-isolation if symptomatic • Regular cleaning & disinfection • Sanitisation point at Reception, office wings, tea points and meeting rooms • Sanitisation wipes in common areas, such as printer hubs and refreshment hubs • Hand soap in refreshment hubs • Signage to enforce hand washing 	3	5	15	<ul style="list-style-type: none"> • Ongoing monitoring and review by Housekeeping and Facilities
Infection from shared meetings	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Use of online collaboration wherever possible • Self-isolation if symptomatic • Single use wipes available in remaining meeting rooms • Doors to be left open unless confidential • Hand sanitiser available in meeting rooms • Clear communication on expected behaviours 	3	5	15	
Infection from shared use of lifts	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Single use of lifts • Single use signage • Regular cleaning / disinfection • Clear communication on personal hygiene, and self-isolation if symptomatic 	2	5	10	
Infection in Restaurant	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Sanitisation point at Restaurant entrance • Contactless payment • Screen or PPE for serving / payment staff • Prepacked or served food to minimise contact with surfaces • Cutlery to be packed by catering team • One way system round servery • Reduced seating to enable distancing at tables • Regular cleaning by catering team • Disinfectant wipes available 	2	5	10	

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Infection in Toilets	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Extraction systems in toilets on 24x7 Regular cleaning & disinfection Regular paper towel disposal Isolation of adjacent urinals Isolation of hand dryers to prevent aerosol dispersal Signage for personal hygiene 	2	5	10	
Infection on Stairs	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Clear communications on expected behaviour Directional signage Regular sanitisation of handrails 	2	5	10	
Infection at Desks	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Desks located near walkways without Perspex screens not available for use Hot desking restricted to same team zone Disinfectant wipes to be used before and after use of desk by colleague Nightly general office cleaning 	3	5	15	<ul style="list-style-type: none"> Ongoing monitoring by line managers Weekly sanitisation / electrostatic cleaning
Infection moving around office spaces	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Removal of non-essential furniture to maximise distancing capability Reinstatement of meeting pods with reduced capacity due to ventilation 	3	5	15	
Infection in shared spaces	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Clear communications on expected cleanliness behaviour Wipes or sanitisers available 	2	5	10	
Infection in Wellbeing suite	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Wellbeing partner to ensure all activities are subject to risk assessment 	2	5	10	
Infection from deliveries / collections	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Essential deliveries / collections only "No mans zone" in delivery area to ensure distancing and contactless transactions Masks to be worn by Post Team when interacting with delivery agents 	2	5	10	

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Infection in confined spaces (e.g. post room, security, maintenance office)	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Masks to be worn when working in confined spaces where occupied by more than one person Restricted access Restriction of personal parcel deliveries Sanitiser / wipes PPE for handling incoming mail / parcels / archive boxes 	2	5	10	
Infected disposed PPE	Infection	Colleagues Contractors Housekeeping Visitors	<ul style="list-style-type: none"> “No touch” (i.e. pedal bin) disposal points adjacent to handwashing / sanitisation facilities at Reception, Restaurant and exit points Clear communications on expected cleanliness behaviour Training and PPE for housekeeping staff on waste handling 	2	5	10	
Attending colleague diagnosed with COVID-19	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Clear communications on expected behaviour to report to line manager & HR Immediate self-isolation Government guidance on deep cleaning following suspected or confirmed infection undertaken Encouragement for colleagues to take regular Lateral Flow test 	3	5	15	<ul style="list-style-type: none"> Where multiple confirmed cases of COVID-19 are identified within a 7 day period (or since last deep cleaning activity) <i>in the same team zone</i>, further hygiene measures will be undertaken
Deterioration of hygiene standards	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Daytime housekeeping presence including Supervisor Defined cleaning and sanitisation programme Regular quality checks 24x7 helpdesk available to colleagues to report issues 	1	5	5	<ul style="list-style-type: none"> Ongoing monitoring by Facilities

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Short supply of sanitisation products	Infection, inability to maintain control measures	Colleagues Contractors Housekeeping Visitors	<ul style="list-style-type: none"> • Maintain advanced stocks and regular orders appropriate for demand • Re-closure of site / restriction of occupancy if sanitisation supplies cannot be maintained 	1	5	5	<ul style="list-style-type: none"> • Ongoing monitoring by Facilities
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Description of risk rating process

Assuming all controls are in place, a measurement of the residual risk score is calculated as follows: Likelihood (LR) x Severity (SR) = Risk Score (RR)

The likelihood of an injury, ill health effect, or damage to property should be assessed using the following scale.

LIKELIHOOD	SEVERITY
1 = Never likely to occur / extremely unlikely	1 = Very Minor (e.g. not requiring any treatment)
2 = Unlikely, but could occur	2 = Minor (e.g. injury not requiring hospital treatment)
3 = Possibility of occurrence	3 = Medium (e.g. injury requiring hospital treatment)
4 = Might occur frequently	4 = Severe (e.g. major injury or disablement)
5 = Certain to occur	5 = Very Severe (e.g. a fatal injury)

The severity is the seriousness of an injury, health effect, or damage to property. Please note that a risk assessment should always look at the **worst case scenario** for severity.

e.g. 1 (Never likely to occur) x 3 (Medium Injury) = 3

In order to decide if any further action is required, the Risk Score is then given a Risk Level as per the table below:

Risk Score	Risk Level	Action
1-5	Very Low	No further action required
6-10	Low	Monitor activity, and reduce risk with simple control measures if possible
11-15	Medium	Risk should be reduced, taking into account the costs involved
16-20	High	Urgent action required to reduce risk
20+	Very High	Action Immediately - work must be prohibited unless risk is reduced