

Staying COVID-19 Secure in 2020

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

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to help people work safely from a **COVID-19 Secure workplace** or work from home
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to **manage transmission risk**

Signed on behalf of employer

Employer representative signature

Employer Volkswagen Financial Services (UK) Limited

Date

23/09/2020

Who to contact: Paul Winter, 01908 486120

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

HASF 1001 RISK ASSESSMENT

Unique No:	Site: All sites for occupation by colleagues	Specific Location: All areas					
Description of Activity: Colleagues working during COVID-19 restrictions (was Returning Workers following COVID-19 lockdown)							
Name of Assessor: Paul Winter & Lisa Adams Consultation: Employee Forum Representatives				Date of Assessment: 06/05/2020 Reviewed 13/05/20, 09/09/20 & 11/01/21			
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 returning to our offices. Below are listed the identified hazards, along with the control measures required to manage the risks. Overarching all these hazards, are six key principles:</p> <ul style="list-style-type: none"> • Roles requiring a return to the office are in consultation with colleagues, and numbers controlled to maintain social distancing • Open, honest and collaborative colleague consultation is undertaken to minimise anxiety and provide assurance of effective risk control • 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 • Social distancing and effective housekeeping / hygiene measures remain core safety controls • Full guidance will be given to all colleagues returning to the offices, supported by clear signage 							
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 and government guidelines followed to ensure they are not selected for return • Minimal and critical roles only to return with continued home working for all others • Clear communications on expectations, expected behaviour issued prior to return • Training for Managers to ensure controls are fully understood • Trained Mental Health First Aiders • Employee Assistance Programme available to colleagues for reassurance 	2	2	4	<ul style="list-style-type: none"> • Ongoing support by line managers

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Infection due to inadequate social distancing	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Full space planning to ensure social distancing • Returning colleagues restricted to identified capacity • Perspex screens on desks closest to aisles 	2	5	10	<ul style="list-style-type: none"> • Ongoing supervision by Line Management and HR • Alternate working days to increase capacity whilst ensuring distancing
Infection from visitors / external contractors	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Restriction of non-essential visitors coming to site • Health declarations and visitor guidance on Reception • Sanitisation point in Reception • Perspex screen for Reception staff • Restriction of visitor access to common areas (no access to office spaces) • Requirement of visitors & contractors to wear masks around the sites (where personnel are permitted onsite) • Ensure safe distancing when in Reception (one visitor at the desk at a time) • Signage 	2	5	10	
Infection due to car sharing	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Suspension of car sharing where passengers are not from the same household • Suspension of pool vehicles • Ban on shared business travel 	1	5	5	<ul style="list-style-type: none"> • Special car sharing arrangements for specific cases where no alternatives exist

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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 	2	5	10	<ul style="list-style-type: none"> Returning colleagues who are first aid trained report daily to Reception
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 Closure of 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 Ensure full set of FCU filters onsite in the event of multiple confirmed infections in one office area 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 • Limiting entrance points • 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"> • Avoidance of face-to-face meetings (e.g. phone/ conference call, Skype, etc.) • Self-isolation if symptomatic • Restricted use of meeting rooms with clear signage on maximum occupancy (e.g. removing chairs / signage where remaining chairs should be) • Suspension of meeting room layout changes • Masks to be worn when moving around site and in meeting rooms • Single use wipes available in remaining meeting rooms • Hand sanitiser available in meeting rooms • Clear communication on expected behaviours 	1	5	5	
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 • Masks to be worn when moving around site • Clear communication on personal hygiene, and self-isolation if symptomatic 	2	5	10	

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Infection in Restaurant (when opened)	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Sanitisation point at Restaurant entrance • Masks to be worn when moving around site and purchasing items • Staged access to restaurant • Contactless payment • Screen or PPE for serving / payment staff • Prepacked food to minimise contact with surfaces • Cutlery to be packed by catering team • One way system round servery to facilitate social distancing • Remove sufficient seating to ensure distancing at tables, or consider eating as work desk only 	2	5	10	Seating removed when tier level dictates and restaurant closed during lockdown periods
Infection in Toilets	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> • Extraction systems in toilets on 24x7 • Regular cleaning & disinfection • Masks to be worn when moving around site • Regular paper towel disposal • Signage restricting simultaneous occupation • 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"> • One way system (e.g. up the main stairs and down the end-wings and goods area) • Masks to be worn when moving around site • Clear communications on expected behaviour • Directional signage • Regular sanitisation of handrails 	2	5	10	

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Infection at Desks	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Allocated desks to prevent cross-contamination No hot desking permitted Availability of desks restricted to maintain distancing whilst seated Desks located near walkways without Perspex screens not available for use Enhanced desk and chair arm cleaning each evening 	1	5	5	<ul style="list-style-type: none"> Ongoing monitoring by line managers to ensure distancing is maintained
Infection moving around office spaces	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Clockwise walkways where central lockers exist Masks to be worn when moving around site Removal of non-essential furniture to maximise distancing Closure of meeting pods restricted to one person use 	2	5	10	
Infection in shared spaces	Infection	Colleagues Contractors Visitors	<ul style="list-style-type: none"> Closure of non-essential shared spaces Lone access to print hubs & tea points Masks to be worn when moving around site Clear communications on expected behaviour Wipes or sanitisers Reduction of seating use in refreshment hubs that impacts distancing 	2	5	10	
Infection in Wellbeing suite	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Maintain suspension of all face-to-face appointments and shared wellbeing activities 	1	5	5	
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. print room, post room, security, maintenance office)	Infection	Colleagues Contractors	<ul style="list-style-type: none"> Lone working where at all possible Where not possible, 2m distancing to be maintained 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 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 	2	5	10	<ul style="list-style-type: none"> Where multiple confirmed cases of COVID-19 are identified within a 14 day period in the same office area, 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 	2	5	10	<ul style="list-style-type: none"> Ongoing monitoring by Facilities

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Short supply of PPE / RPE / sanitisation	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 • Potential restriction to workers coming to site to ensure maintained hygiene • Re-closure of site if PPE / RPE / sanitisation cannot be maintained 	2	5	10	<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