



Car Care Plan  
An AmTrust Financial Company

## COVID 19

**From:** Darren Fletcher, Group Health, Safety & Facility Manager  
**To:** Car Care Plan employees (Jubilee House)  
**Date:** 1<sup>st</sup> June 2020

**The World Health Organisation** has identified that COVID-19 is not an airborne virus.

Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are above a certain size they are referred to as respiratory droplets, and when they are below a certain size, they are referred to as droplet nuclei.

According to current evidence, COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes including touch points. What this means in practice is, the droplets are of a weight that they will fall to the ground at around 1 metre, thus the 2 metre social distancing rule.

They can remain on surfaces for some time depending on type of material. Therefore the two main methods of preventing the spread of infection being hygiene measures and social distancing.

# 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 from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer Car Care Plan Date 1<sup>st</sup> June 2020

Who to contact: Darren Fletcher  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

What are the hazards	Who might be at risk and how	What are we already doing	What additional actions can we take to control the risks	Action required by who	Action required by when	Completed
Employers Liability Insurance provides insufficient cover	Employees & business reputation	Suitable Employers Liability Insurance is in place	Informed insurer of our return to work by following all government guidelines.	No further action required	n/a	15 <sup>th</sup> May 2020
External customers coming to Jubilee House	Employees External visitors could pass on and spread the virus to internal employees	No customers are planned to be visiting Jubilee House	Continue and take advantage of virtual and telecommunication meetings	No further action required	n/a	25 <sup>th</sup> May 2020
Employees coming to work if they think they or anyone in their household has COVID 19 symptoms.  The symptoms are: <ul style="list-style-type: none"> <li>A high temperature</li> <li>A new, continuous cough</li> <li>A loss of, or change to, your sense of smell or taste</li> </ul>	Employees working within the business Business operations due to the spread of the virus	Each manager will discuss COVID 19 symptoms with their team member prior to returning to work  If the employee or anyone in their household has COVID 19 symptoms the employee will not return to work  Car Care Plan will share this risk assessment with all employees	<ul style="list-style-type: none"> <li>All employees intending to work from the office will be required to complete an attestation in relation to self-isolating where they have any symptoms</li> <li>Monitor the employees situation</li> <li>Provide the employee with the following advice lines</li> <li><a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a></li> <li>Use the NHS 111 online coronavirus service</li> </ul>	Management team / department head	The action will be discussed with the returning employee on each return to work	25 <sup>th</sup> May 2020
Building Environment – Ventilation System	Employees working within the business Business reputation Fresh air from the external environment	The ventilation system will be operational throughout the office to provide a continuous supply of fresh outside air and maintain the office humidity	Monitor the external environment for fires or smoke	No further action required	n/a	2020

	into the internal office space					
Building Environment – Air Conditioning	<p>Employees working within the business</p> <p>Business reputation</p> <p>The air conditioning system pushes air from the ceiling ventilation system around the office which could increase respiratory infections</p>	<p>The air conditioning system is isolated and will not be in use reducing any spread of the virus internally</p>	No further action required	No further action required	n/a	2020
Building Environment – Water Hygiene	<p>Employees working within the business</p> <p>Business reputation</p> <p>Poor water hygiene controls can create water bacteria and legionella</p>	<p>A weekly programme is in place to turn each sink water tap on, turn each shower on and flush each toilet. This prevents stagnant water within the plumbing systems</p>	<p>Monthly water inspections and temperature checks are currently in place. Car Care Plan follows the approved code of practice L8</p>	No further action required	n/a	2020
No induction process implemented or no employee guidance provided prior to the employee returning to work	<p>Employees working within the business</p> <p>Business reputation</p> <p>Limited or no induction on arrival back to the working environment may cause anxiety and unrest</p>	<p>A return to work induction will take place with each employee at an agreed time and prior to the employee arriving at his / her workstation. The induction process will cover;</p> <ol style="list-style-type: none"> <li>All employees must wash their hands with water and soap by using the reception facility</li> </ol>	<ul style="list-style-type: none"> <li>Monitor employees arrival to work to ensure hand washing / hand sanitiser controls are being actioned</li> <li>Daily hand sanitising gel monitoring to ensure gel bottles do not run empty</li> <li>Review the workstation risk assessment and discuss with the employee</li> </ul>	H&S Manager	<p>The action will be discussed with the returning employee on each return to work</p>	25 <sup>th</sup> May 2020

		<ol style="list-style-type: none"> <li>2. All employees must use the hand sanitiser gel provided</li> <li>3. The 'one way' walk system will be introduced and in use</li> <li>4. PPE – face masks, hand sanitiser and disposable gloves</li> <li>5. Workstation risk assessment</li> </ol> <p>Employees will be required to sign a return to work form confirming they have been made aware of the increased health and safety requirements implemented.</p>				
Limited or poor office cleaning	<p>Employees working within the business</p> <p>Car Care Plan's duty of care</p> <p>Limited or poor office cleaning increases the risk of infection to all employees and business operations</p>	<p>Increased office cleaning has been implemented across Jubilee House. The office cleaning will focus on all 'touch points' from entry to the premises, vending / photocopier machines, internal doors etc. The cleaning operational times will be;</p> <ol style="list-style-type: none"> <li>1. One cleaning operative to work Monday to Friday from 10am to 12pm</li> <li>2. One cleaning operative to work Monday to Friday</li> </ol>	<ul style="list-style-type: none"> <li>• Monitor the cleaning operatives performance to ensure hot spots are cleaned regular</li> <li>• Daily stock checks of cleaning equipment to ensure supplies do not run out</li> </ul>	Cleaning operative, cleaning supervisor & H&S Manager	25 <sup>th</sup> May 2020	25 <sup>th</sup> May 2020

		from 14:00 to 16:00				
Receptionists at increased risk due to passing traffic	Receptionists due to employees coming into and exiting of Jubilee House	A transparency screen will be fixed to the reception desk which offers protection to the receptionists	<ul style="list-style-type: none"> <li>• Cleaning of the reception area, entrance door and door handle will be carried out regular daily basis</li> <li>• Monitor the cleaning operatives performance to ensure hot spots are cleaned regular</li> </ul>	Cleaning operative, cleaning supervisor & H&S Manager	25 <sup>th</sup> May 2020	5 <sup>th</sup> June 2020
Limited or poor directional signage	<p>Employees working within the business</p> <p>Business reputation</p> <p>No controls will allow employees to walk in any direction and increase the risk of infection</p>	<p>Clear signage is visible on arrival at Jubilee House with one 'entry system' and one 'exit system'.</p> <p>A one way walk system is fully implemented with clear directional signs visible along each part of the implemented system.</p> <p>Social distancing signs are placed on key 'hot spots' areas of the vending and water machines, toilets, pit stop and along the one way walk system</p>	Monitor the signage to ensure they remain clean and visible	H&S Manager	25 <sup>th</sup> May 2020	25 <sup>th</sup> May 2020
Unlimited access of all toilet areas which could spread the virus	Employees working within the business	<ul style="list-style-type: none"> <li>• Urinals within the gent's toilets are no longer in use. Only 2 users at any one time</li> </ul>	Monitor the signage to ensure they remain clean and visible	H&S Manager	25 <sup>th</sup> May 2020	25 <sup>th</sup> May 2020

		<ul style="list-style-type: none"> <li>• 2 of the 4 toilets within the ladies toilets facility are no longer in use. Only 2 users at any one time</li> <li>• Hand wash signs are clearly visible at each toilet flush point</li> <li>• Hand wash signs are clearly visible at each sink and water point</li> </ul>				
Employees working too close together at their workstations	<p>Employees working within Jubilee House</p> <p>Working closer than 2 meters goes against government guidelines and risks the spread of infections</p>	Car Care Plan is adopting government guidelines by placing employees workstations 2 metres (6ft) apart from other people	Monitor and limit the number of employees working from Jubilee House	Management team weekly meetings	1 <sup>st</sup> June 2020	1 <sup>st</sup> June 2020
Unlimited use of the Pit Stop and 1 <sup>st</sup> floor kitchen which could spread the virus	Employees working within the business	<ul style="list-style-type: none"> <li>• All furniture has been removed from the Pit Stop to encourage social distancing</li> <li>• 1<sup>st</sup> floor kitchen is no longer available for use</li> <li>• Social distancing and hand wash signs are clearly visible within the Pit Stop</li> </ul>	Monitor the signage to ensure they remain clean and visible	H&S Manager	1 <sup>st</sup> June 2020	1 <sup>st</sup> June 2020

Unlimited use of meeting room which could spread the virus	Employees working within the business	<ul style="list-style-type: none"> <li>Meeting rooms are no longer available. Each meeting room is locked with 'no entry' signage placed on the door</li> </ul>	Check each meeting room door to ensure they remain locked. Monitor the signage to ensure they remain clean and visible.	H&S Manager	1 <sup>st</sup> June 2020	1 <sup>st</sup> June 2020
Use of local printer	Employees working from the office	<ul style="list-style-type: none"> <li>Clear signage is placed on each machine to advise the user to clean the machine prior to use</li> <li>Hygiene wipes provided on each machine</li> </ul>	<ul style="list-style-type: none"> <li>Monitor the signage to ensure they remain clean and visible</li> <li>Monitor the hygiene wipes to ensure we maintain stock levels</li> </ul>	H&S Manager	9 <sup>th</sup> June 2020	9 <sup>th</sup> June 2020
Postal deliveries received by the post room employees	<p>Post room employees</p> <p>Mail received by the post room team could be infected</p>	<ul style="list-style-type: none"> <li>Each post room employee accepts the post by wearing disposable gloves and face mask</li> <li>The employees manage the post by the use of disposable gloves and face mask</li> <li>Employee personal deliveries will be banned to reduce the level of post received</li> </ul>	<p>Monitor the employees process on a regular basis</p> <p>Monitor PPE stock levels</p>	H&S Manager	1 <sup>st</sup> June 2020	1 <sup>st</sup> June 2020



Smoking area	<p>Employees working within Jubilee House</p> <p>Employees not adhering to the 2 meter rule and increasing the risk of spreading any infection</p>	<ul style="list-style-type: none"> <li>• Clear social distancing signage is visible around the smoking area</li> </ul>	<ul style="list-style-type: none"> <li>• Employees must wash their hands with water and soap by using the reception facility on return back into the Jubilee House premises</li> <li>• All employees must use the hand sanitiser gel provided</li> </ul>	All employees using the smoking shelter	1 <sup>st</sup> June 2020	1 <sup>st</sup> June 2020
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