



Car Care Plan  
An AmTrust Financial Company

## COVID 19

**From:** Darren Fletcher, Group Health, Safety & Facility Manager

**To:** Car Care Plan Group Employees

**Date:** 30<sup>th</sup> November 2021 (updated from 18<sup>th</sup> October 2021)

**Locations:** Jubilee House, The Courtyard & Old Bank Chambers

**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 three main methods of preventing the spread of infection being hygiene measures, facemasks, 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)

## **COVID-19 Outbreak Plan**

Car Care Plans COVID-19 Incident Response process is well established and will be implemented where there is a confirmed COVID-19 outbreak within the workplace. The Single Point of Contact (SPOC) is Gavin Tinch, with Darren Fletcher as the alternate. The COVID-19 Incident Response Team has been meeting on a weekly basis since 17 March 2020. The members are: Chief Executive Officer, Chief Financial Officer, Chief Operations Officer, Chief Risk Officer, Health and Safety Manager, Head of Operations, HR Business Partner, and IT Business Partner.

In the event of a confirmed positive case in a Car Care Plan location, the SPOC will immediately communicate with all employees, contractors or visitors to the office who may have had contact with the individual testing positive, advising them to either remain at home, or to go home where they are in the office. The employees will be asked to self-isolate until they receive further information.

The SPOC will communicate with the appropriate Local Government Public Health departments:

- Jubilee House, The Courtyard and DWV locations – call 0113 222 4444 or [phrc@leeds.gov.uk](mailto:phrc@leeds.gov.uk)
- Manchester location – call 0344 225 0562 (select option 3) or email [mft.central.coordinationcentre@nhs.net](mailto:mft.central.coordinationcentre@nhs.net)

Car Care Plan's COVID-19 Incident Response Team will convene within 60 minutes of the confirmed COVID-19 case being communicated to the business and regularly thereafter. Template correspondence have been created to allow for consistent messaging with employees where there is an outbreak within the business. Next steps will be agreed by the Incident Response Team, which will include (as a minimum) agreement on:

- Staff communications
- Office closure(s)
- Office cleaning
- Client communications
- Customer communications
- Response from PHE / NHS
- Testing support for employees
- Communication with other stakeholders – e.g. regulators, press, suppliers etc.

Minutes of the Incident Response Team meetings will be taken and regular updates will be provided to the relevant Board(s) and shareholders.

What are the hazards	Who might be at risk and how	What are we already doing to control the risks	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  Commencement of Insurance – 1st March 2021  Date of Expiry – 28 <sup>th</sup> February 2022	Inform insurer of our return to work and following all government guidelines.	No further action required	n/a	Yes
No formal COVID return to work risk assessment completed and shared with all employees	Employees & visitors  Employers (CCPG) have a legal duty to assess the risks to the health and safety of employees and communicate with the employees	Car Care Plan hold COVID meetings each Monday morning to assess to the impact to the business operations, employee, and customer risks  This formal risk assessment has been produced on Government guidelines and the COVID meetings	Continue to follow Government guidelines with internal COVID meetings to manage the associated risks  Share the risk assessment with all employees and gain feedback  Continue to review and update the risk assessment	Darren Fletcher	Reviewed weekly	Yes
Risk assessments for Workstation, Home Working, Pregnancy and Fire Safety	Employees & visitors  Employers (CCPG) have a legal duty to assess the risks to the health and safety of employees and communicate with the employees	Risk assessments progress weekly with employees to remove or manage any risks. The risk assessments are reviewed, discussed, and agreed with the employee / manager to ensure the risks remain low	Fire officer training and the number of fire officers is being reviewed to ensure CCPG have a suitable number of competent officers to manage the safety evacuation in normal operational hours (Monday to Friday), late working and weekends.  A fire evacuation test will commence at each location when	Darren Fletcher	Reviewed weekly	Yes

			<p>employees return to the office or throughout July 2021.</p> <p>478 employee workstation risks assessments completed for employees WFH.</p>			
<p>Employees coming to work if they think they or anyone in their household has COVID 19 symptoms.</p> <p>The symptoms are:</p> <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>	<p>Employees and team members working within the business</p> <p>Business operations due to the spread of the virus</p>	<p>Employees are making their manager, HR, or Compliance aware prior to them coming to work.</p> <p>If the employee or anyone in their household has COVID 19 symptoms the employee will not return to the office</p>	<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 employee's 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>	<p>Compliance &amp; HR team / department head</p>	<p>The action will be discussed with the returning employee on each return to work</p>	<p>16<sup>th</sup> Sept 2021</p>
<p>No induction process or poor guidance provided to the employee's prior to returning to work</p>	<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 comprehensive one to one or group virtual return to work induction will take place with all employees at an agreed date / time prior to the employee arriving back to work.</p> <p>The induction process will cover.</p> <ol style="list-style-type: none"> <li>1. All employees must sanitise their hands on arrival to the office. Sanitising gel is</li> </ol>	<ul style="list-style-type: none"> <li>• Support and monitor employee's arrival back to work</li> <li>• Monitor PPE stock levels</li> </ul>	<p>Compliance &amp; H&amp;S team</p>	<p>Review daily</p>	<p>Ongoing with daily review</p>

		<p>available on arrival at each office and sanitising gel is situated in ad-hoc areas across the offices</p> <p>2. All employees must continue to social distance whilst in the office</p>				
<p><b>Hands</b></p> <p>Employees or visitors not washing or sanitising their hands on arrival to the office</p>	<p>Employees working within the business</p> <p>Not washing your hands with soap and water for at least 20 seconds, or not using hand sanitiser gel on arrival to the office and regularly throughout the day.</p>	<p>Washing and sanitising of hands is discussed with each employee at induction</p> <p>Employees and visitors must sanitise their hands on arrival to the premises</p> <p>Hand sanitising stations are placed throughout the office environment</p>	<p>While coronavirus is not likely to survive for long periods of time, it can live for more than 24 hours in indoor environment</p> <p>Suitable signage is visible to remind employee and visitors to sanitise their hands</p>	H&S team	Review daily	16 <sup>th</sup> Sept 2021
<p><b>Face masks / face coverings</b></p> <p>Employees or visitors not wearing a face mask or face cover when walking around the internal office space</p>	<p>Employees working within the business</p> <p>Coronavirus is carried in the air by tiny respiratory droplets that carry the virus</p> <p>Not wearing a suitable face covering will increase the risk of spreading the droplets to people and surfaces</p>	<p>Face coverings and face masks are discussed with each employee at induction</p> <p>Employees and visitors must wear a face mask when walking around the internal office space to protect themselves and others.</p> <p>Face masks are also available from the reception team if needed</p>	<p>Larger droplets can land on other people or on surfaces they touch while smaller droplets, called aerosols, can stay in the air indoors for at least 5 minutes</p> <p>Internal office cleaning will continue early morning, throughout the day and a deep clean each evening</p> <p>Suitable signage is visible around the office to remind employee and visitors to wear a face mask</p>	H&S team	Review daily	30 <sup>th</sup> November 2021

<p><b>Space</b></p> <p>Employees or visitors not maintaining the 2 metre space</p>	<p>Employees working within the business</p> <p>Not keeping the exact distance isn't always possible, remaining mindful of surroundings and continuing to make space has a powerful impact when it comes to containing the spread of the virus</p>	<p>Maintaining a 2-metre space (or 1m+ when wearing a facemask) is discussed with each employee at induction and prior to returning to the working environment</p> <p><b>Jubilee House – Ground Floor</b></p> <p>Removed the single access door to the Pit Stop which created greater space for movement.</p> <p><b>Jubilee House – First Floor</b></p> <p>Removed small tea point, 2 x break out areas and partitioning and created large open plan kitchen for greater space and movement</p>	<p>Transmission of the virus is most likely to happen within 2 metres, with risk increasing exponentially at shorter distances</p> <p>Suitable signage is positioned around the offices</p>	<p>H&amp;S team</p>	<p>Review daily</p>	<p>16<sup>th</sup> Sept 2021</p>
<p>Building Environment Ventilation System</p> <p>Ventilation system not suitable for the work environment.</p> <p>Poor management and maintenance</p>	<p>Employees working within the business</p> <p>Business reputation</p> <p>Poor ventilation or lack of maintenance could restrict the fresh air supply within the office environment</p>	<p><u>Jubilee House</u></p> <p>The mechanical ventilation system brings external fresh air into the internal office</p> <p>The mechanical system is fully maintained and serviced in accordance with manufacturer's guidelines</p> <p>The Courtyard &amp; Old Bank Chambers</p> <p>The offices each have opening windows to allow fresh air into the internal office environment.</p>	<p>Adequate ventilation reduces how much virus is in the air. It helps reduce the risk from aerosol transmission, when someone breathes in small particles (aerosols) in the air after a person with the virus has been in the same enclosed area.</p> <ul style="list-style-type: none"> <li>• Ensure continual fresh air is maintained throughout operational hours at each office location</li> <li>• Ensure the Jubilee House mechanical ventilation system is adequately maintained on a regular basis</li> </ul>	<p>Darren Fletcher</p>	<p>Monthly</p>	<p>16<sup>th</sup> Sept 2021</p>

Limited or poor internal air quality within Jubilee House	<p>Employees - due to greater number of employees returning to the working environment</p> <p>Visitors &amp; business reputation</p>	<p>Jubilee House does not have the benefit of opening windows and relies on the mechanical ventilation system</p> <p>Installed 2 x Co2 (SA1200P) Monitors across each floor at Jubilee House. The monitors are non-dispersive infrared (NDIR) CO2 monitors and comply with HSE recommendations.</p>	Weekly instantaneous 'data snapshots' of CO2 readings will be taken and monitored	Darren Fletcher	Weekly	18 <sup>th</sup> Oct 2021
<p>Building Environment – Air Conditioning</p> <p>Poor management and maintenance</p>	<p>Employees working within the business</p> <p>Business reputation</p> <p>A lack of building maintenance could restrict the clean air supply within the office environment</p>	<p>The air conditioning system brings cool air into the internal office space at each location</p> <p>The air conditioning system is fully maintained and serviced in accordance with manufacturer's guidelines</p>	<ul style="list-style-type: none"> <li>Ensure the chiller units and filters are adequately maintained and fit for purpose</li> </ul>	Darren Fletcher	Monthly	16 <sup>th</sup> Sept 2021
<p>Building Environment – Water Hygiene</p>	<p>Employees working within the business</p> <p>Business reputation</p> <p>Poor water hygiene controls can create water bacteria and legionella disease within the water system</p>	<p>Reviewing and updating the L8 risk assessments to ensure adequate controls are in place.</p>	<p>A weekly programme is in place to release the water from each tap and showers to prevent stagnant water build up in the plumbing systems. This arrangement commenced in March 2020 and will continue until greater number of employees return to the office throughout 2021</p> <p>Following the controls and guidance from the L8 water risk assessment</p>	Darren Fletcher	Monthly	16 <sup>th</sup> Sept 2021
Limited or poor office cleaning	<p>Employees and visitors working within CCPG premises</p>	<p>A new cleaning provider has been appointed to support the office cleaning within CCPG premises</p>	<p>Monitor the cleaning operative's performance to ensure hot spots are cleaned regular</p>	Cleaning operative, cleaning	Weekly	16 <sup>th</sup> Sept 2021

	Limited or poor office cleaning increases the risk of infection to all employees, visitors, and business operations	<p>The office cleaning team will also focus on all key 'touch points' from entry to the premises, vending machines, photocopier, toilets and kitchen areas</p> <p>The cleaning team will operate Monday to Friday and be cleaning throughout the day with a deep evening clean throughout the offices</p> <p>Cleaning equipment is available in all kitchen areas and employees are encouraged to wipe down tables and chairs after use.</p>	<p>Daily stock checks of cleaning equipment to ensure cleaning supplies are maintained</p> <p>Monthly meetings with the cleaning manager to review cleaning standards and contract</p>	supervisor & H&S Manager		
Limited or poor signage	<p>Employees working within the business</p> <p>Business reputation</p>	<p>Clear signage is visible on arrival all CCPG premises</p> <p>Social distancing and hand sanitising signs are placed in key 'hot spot' areas of the vending and water machines, toilets, and kitchen areas</p>	Monitor the signage to ensure they remain visible, clean and do not become a trip hazard	H&S team	Weekly	16 <sup>th</sup> Sept 2021
Removal of the transparency screen from the reception desk with large number of employees or visitors walking past the reception area could increase the risk of spreading COVID	Receptionists due to employees coming into and exiting of Jubilee House	<p>The removal of the transparency screen fixed to the reception desk allows free air movement and increases the circulation of air within the reception area</p> <p>Office cleaning is carried out by an external cleaning provider throughout the day with a deep clean each evening</p>	<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 operative's performance to ensure hot spots are cleaned regular</li> </ul>	Cleaning operative, cleaning supervisor & H&S Manager	Daily	16 <sup>th</sup> Sept 2021

		Universal hygiene wipes (99.99% kill rate) are used by the reception team to always manage hygiene				
Unlimited access of all toilet areas which could spread the virus	Employees working within the business	<ul style="list-style-type: none"> <li>All toilets will remain open due to the toilets having modesty board between each toilet</li> <li>Hand wash soap and sanitiser gel is available in each toilet</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>	<p>Monitor the hand soap and sanitiser gel to ensure usage levels remain adequate</p> <p>Monitor the signage to ensure they remain clean and visible</p>	H&S team	Daily	16 <sup>th</sup> Sept 2021
Shower areas	Employees working within the business	<p>Jubilee House</p> <p>Showers will be available for use throughout the day</p> <p>The cleaning team will continue to monitor the shower areas and carryout deep cleaning throughout the day</p> <p>Storage lockers are available for employees to store away personal items, clothing, and shower kits.</p>	Monitor the shower areas daily for cleanliness and hygiene	H&S team	Daily	16 <sup>th</sup> Sept 2021
Use of the kitchen and canteen areas which could spread the virus	Employees working within the business	<ul style="list-style-type: none"> <li>Limited furniture is in the kitchen and canteen areas with one person per desk</li> <li>Hand wash soap and sanitiser gel is available in each kitchen area</li> <li>Social distancing and hand wash signs are clearly visible</li> </ul>	<p>Monitor the hand soap and sanitiser gel to ensure usage levels remain adequate</p> <p>Monitor the signage to ensure they remain clean and visible</p>	H&S Manager	Daily	16 <sup>th</sup> Sept 2021

Unlimited use of meeting room which could spread the virus	Employees working within the business	Meeting rooms are available for use on a 50% reduced capacity Signage and seating availability is on view in each meeting room	Sanitiser gel and hygiene wipes are available in each meeting room	H&S Manager	Weekly COVID review	16 <sup>th</sup> Sept 2021
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 team	Daily	16 <sup>th</sup> Sept 2021

**PLEASE READ THE FOLLOWING STATEMENTS**

I confirm that I have had a formal induction and I have reviewed and agreed to the attached risk assessment

I confirm I understand the social distancing rules and that I will ensure consider work colleagues when I the office environment.

I confirm that if I choose to wear a facemask, either my own or one provided by the company, that I am comfortable with the correct protocol for its use and do not need training on appropriate use and disposal.

<https://www.who.int/images/default-source/health-topics/coronavirus/risk-communications/general-public/protect-yourself/infographics/masks-infographic---final.tmb-1920v.png>

I confirm that if I wear disposable gloves, either my own or ones provided by the company, that I am comfortable with the correct protocol for their use and do not need training on appropriate use and disposal.

I confirm that I will follow all Government advice in relation to coronavirus, in particular the requirements surrounding self-isolation should I or any member of my household display any of the symptoms. I will inform my line manager immediately should self-isolation be required.

In addition, where I am required to self-isolate due to the Government track and trace requirements, I will inform my line manager immediately.

Name:

Signed:

Date: