

# 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 ongoing 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 all governing functions, NHS, WHO, HSE, and relevant health and industry bodies.

**All persons** are responsible for adhering to the control measure as set-out within this risk assessment, and other site/activity specific controls, implemented in light of the ongoing global health pandemic.

## 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="margin-bottom: 5px;"><span style="color: red;">■</span> 16 – 25 High</div> <div style="margin-bottom: 5px;"><span style="color: orange;">■</span> 9 – 15 Med</div> <div style="margin-bottom: 5px;"><span style="color: green;">■</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>Cohorts remain restricted to the lowest maximum numbers, to ensure social distancing. These are limited to a maximum of 15 persons, adhering with government guidelines in an educational setting.</p> <p>With consideration to government guideline, and in-line with national or local tier restrictions, we will prioritise all safety measures to reduce the spread of the virus. This may include the rescheduling of events, and moving to remote learning sessions.</p> <p>SMART learning and assessment techniques will be deployed, when required and wherever possible, across the GTG portfolio.</p>	Exam and assessment practice will be undertaken remotely, dependent upon any scale-up or scale-down of restrictions.	2	5	10
Individuals 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>Those having experienced symptoms must self-isolate immediately, and follow the links below for the most recent isolation rules;</p> <p><a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a></p> <p><a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection</a></p> <p><a href="https://gov.wales/self-isolation">https://gov.wales/self-isolation</a></p> <p><a href="https://www.nidirect.gov.uk/articles/coronavirus-covid-19-self-isolating-and-close-contacts">https://www.nidirect.gov.uk/articles/coronavirus-covid-19-self-isolating-and-close-contacts</a></p> <p>Persons that have had symptoms (however mild) must not attend any GTG premises, for 10 days from onset of symptoms. Or longer if they then test positive whilst in self-isolation.</p>	Please follow the enclosed links to keep ahead of the isolation rules across the UK. You must follow these rules to ensure that you reduce the spread of Covid-19.	1	5	5

						<p>Your local test center will inform you of when you can stop isolating.</p> <p>If you have booked, or had a PCR test and are awaiting the result you must not attend any GTG premises. If you have tested positive on an LFT (LFD) test you must not attend any GTG premises.</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 a safe social distance between individuals wherever possible.</p> <p>Changes to layout and environment to achieve social distancing shall be visibly depicted.</p> <p>Adjustments to work practices/environments will be clearly communicated to staff. All persons within GTG premises shall be required to maintain a safe distance from others wherever possible. Work routines have been amended to allow and promote social distancing wherever possible. Incorporating home working</p> <p>Protective Perspex screens have been installed at all customer interface stations and in essential worker environments where a safe distance cannot be achieved.</p> <p>Face coverings are mandated when travelling throughout communal areas. If a safe distance cannot be achieved in classrooms, workshops and other learning environments then face coverings must be worn.</p>	<p>Where there is no protective screen, staff shall work side-by-side or back-to-back.</p> <p>Where face-to-face contact is necessary, this should be for a limited duration and a face covering must be worn.</p> <p>Please note that to reduce the spread of Covid-19 in a learning environment we recommend that a 'safe distance' be no less than 2 metres.</p>	2	5	10
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 using 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-">https://www.gov.uk/government/collections/local-restrictions-areas-with-an-</a></p>	1	5	5

						<a href="#">outbreak-of-coronavirus-covid-19</a>				
Individual within the vulnerable category attending work or premises	Individuals within the vulnerable category	Vulnerable people	4	5	20	<p>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 restricted when applying a face covering, therefore we would recommend the advice provided by asthma UK prior to attending training. There is a necessity for this type of PPE whilst undertaking close contact learning e.g. workshop practical training, driver training and driver 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	<p>Marked routes shall be identified to lead individuals safely around the building. We have adopted 1-way routes, where required. Face coverings are to be worn when travelling around premises, they are a mandated PPE requirement.</p>	<p>Dedicated GTG personnel are on hand to guide all persons safely around the building.</p>	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 routines have been increased, to carry out at least one thorough clean within our premises each day, including; A deep clean of toilets, classrooms and communal areas. Key touch-points shall be disinfected frequently throughout the day, using EN 1446 solution, such as; Door handles, banisters, taps, light and air conditioning switches etc.</p> <p>'Clean as you go' stations are widely available with provisions provided to allow disinfecting and sanitising of work areas, surfaces and equipment.</p> <p>Staff must clean and maintain their own immediate workspace, equipment, training rooms and key touch points using the</p>	<p>Posters displayed to visually remind staff of key touch surfaces to be cleaned.</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>provisions provided e.g. disinfectant wipes, Covid-guard and disposable blue roll/paper towels.</p> <p>All Individuals will undertake routine personal hygiene; washing hands 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.</p> <p>Hand sanitiser provided where access to sinks is limited (at least 60% alcohol). However we recommend thorough hand washing whenever possible. Sanitising stations are widely available throughout all GTG premises.</p> <p>Doors on main routes are held open to reduce touch points.</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>Workstation layouts shall be amended to provide side-by-side, back-to-back or diagonal working, rather than face-to-face. Protective Perspex screens are in place where social distancing is restricted.</p> <p>Unnecessary use of shared equipment shall be prohibited. Where sharing is essential and unavoidable you must 'clean as you go'.</p> <p>Disinfectants are available to all staff. Shared items shall be wiped down pre/post use.</p> <p>Essential areas/rooms shall be so restricted/limited in occupancy levels as necessary i.e. meeting rooms, cupboards, smaller offices etc.</p> <p>Staff are encouraged to use Teams/Smart rooms, email and phone communications to avoid face-to-face or close interaction. Physical</p>	All persons will wear face coverings when travelling around the premises. Face coverings are mandated in classrooms and other dedicated essential work areas that cannot achieve a safe social distance.	1	5	5

						greetings (i.e. handshakes) are strictly prohibited.				
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 approved to work from home shall be given access to company VPN, to allow ease of use of workplace systems. During homeworking 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.	Home working will be approved on a case-by-case basis, to ensure continuity of critical business services.	1	4	4
Developing/displaying potential symptoms, during the pandemic, whilst attending GTG premises	Becoming unwell, giving rise to contamination and spread	Employees Customers Delegates Apprentices Contractors Young persons	3	5	15	Anyone displaying symptoms must not attend any GTG premises. Should the onset of symptoms begin, whilst on the premises, then you will be sent home immediately. You will travel (where possible) alone. Inform your line manager/GTG contact immediately and avoid contact with any other person. Wear a face covering and sanitise your hands.  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 thoroughly for 20 seconds, closely monitor their health for any changes or onset of symptoms and follow the guidance for self-isolation and testing; <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a>  <a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection</a>  <a href="https://gov.wales/self-isolation">https://gov.wales/self-isolation</a>	Thermal thermometers are available to support identification of Covid-19 symptoms. Please follow the link below for the most recent published list of potential symptoms;	2	5	10

					<a href="https://www.nidirect.gov.uk/articles/coronavirus-covid-19-self-isolating-and-close-contacts">https://www.nidirect.gov.uk/articles/coronavirus-covid-19-self-isolating-and-close-contacts</a>					
Unsafe 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. In event of a change to government guidance, due to a new variant or spike in cases; <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 at a safe distance or back-to-back and side-by-side instead of face-to-face.</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>Where works cannot be completed alone staff shall work in dedicated pairs/teams and adhere to the safety measures put in place.</li> </ul>		1	5	5
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	Individuals must increase their personal hygiene routine throughout the day; by regular washing of hands thoroughly using liquid soap and warm water for a minimum of 20 seconds. As a minimum; after breaks, when changing areas, tasks or activities 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. Hand sanitiser shall be available for use where there is no ready access to running water and soap. Hand sanitiser stations are widely available. . Travel-size hand sanitiser will be available to drivers and field-based employees. Please note that hand sanitiser is flammable and should not be used by anyone working on hot surfaces or hand-held heated equipment. When sanitizing ensure that it has fully evaporated before continuing with any routine	All premises shall display hand washing posters in relevant areas to remind and encourage all employees and visitors of the new measures.  Hand washing with liquid soap for 20 seconds or more throughout the day is a priority.	2	5	10



						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.				
Insufficient supplies of soap, hand sanitiser, paper towels, blue roll and disinfectants being available during the pandemic	No supplies available to maintain good hygiene and cleanliness standards, increasing risk of contamination.	Employees Customers Delegates Apprentices Contractors Young persons	4	5	20	Stock levels shall be maintained, monitored and replenished accordingly, via approved procurement streams. Stocks shall be reordered to maintain requirements, and to avoid running out. Dedicated Covid-19 safety champions are responsible for replenishing stock levels; however all staff are responsible for reporting low stock levels to ensure the safety for all persons at all times..	Safety champions to complete weekly checks, monitoring and replenishing all 'clean as you go' and 'sanitising' stations.	2	5	10
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	Access to clean drinking water and hot drinks will be available, with appropriate cleaning materials in place. 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 disinfected before and after use, 'clean as you go station' are widely available. Breaks times are staggered to prevent congestion at key areas.	Hands must be sanitiser prior to use of kettles, urns, water taps, vending machines and other equipment touch-points in order to safely access refreshments.  Equipment will also be routinely disinfected 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. Drivers are advised to reverse park, exit when safe and join the queuing system to safely access the premises.		2	4	8
Welfare: Toilets, locker rooms and showers facilities	Lack of social distancing and poor hygiene	Any individual using facilities	4	5	20	Welfare facilities are available; individuals are required to respect social distancing and wait until facilities are ready for use, to prevent overcrowding. . Soap levels will be monitored and replenished, to maintain required levels. Where showers, locker rooms and changing facilities are in use, clear guidance and an enhanced cleaning regimes are in place to ensure that they are at the highest standards of cleanliness.	'Clean as you go' stations are widely available to facilitate regular wipe downs of key touch points, and in-between routine cleaning. <b>DO NOT</b> attempt to clean bodily fluids; GTG staff will inform the PPE alert clean team (AC procurement dept.) to arrange a thorough clean of the area.	2	5	10

						All facilities will be regularly flushed or isolated to maintain water hygiene levels, in-line with regulations.	Immediately restrict access to the area until made safe.			
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>The PPE alert team will arrange for a deep-clean of the premises, in line with government guidance for non-healthcare settings.</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 a close personal contact with the confirmed case should isolate in line with government guidelines.</p>	<p>Immediately contact AV procurement to arrange this service.</p> <p>COVID-19 ill health attributed directly 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> <p>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></p>	2	5	10
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 only, but will remain limited to the maximum number of persons able to meet indoors in accordance with local/national restrictions.	Attendance at any such event will have to be approved by the GTG Operation Board.	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 may be prohibited during any local or national restrictions. Follow the link below for guidance on travel;		1	5	5

					<a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection</a>  <a href="https://www.gov.scot/topics/travel-and-quarantine/coronavirus">Coronavirus (COVID-19): international travel and quarantine - gov.scot (www.gov.scot)</a>  <a href="https://gov.wales/topics/health/conditions-and-diseases/coronavirus">Rules for international travel to and from Wales: coronavirus   GOV.WALES</a>  <a href="https://nidirect.gov.uk/coronavirus-travel-advice">Coronavirus (COVID-19): travel advice   nidirect</a>							
Essential workers travelling for essential business purposes	Individuals contracting or spreading the COVID-19 virus.	Employees	4	5	20	<p>In line with any local or national restrictions, where travel is deemed essential, employees shall travel for limited times and distances.</p> <p>Single occupancy in-work vehicles will be prioritised where possible.</p> <p>Drivers shall be provided with cleaning materials to allow regular sanitising of touch points at regular intervals throughout the day.</p> <p>Drivers will be provided with PPE supplies, for each vehicle; gloves, sanitiser, disinfectant, tissues and waste bags</p> <p>Take regular rest breaks and socially distance throughout any rest period. If possible on a rest break wash hands for a minimum of 20 seconds and dry them thoroughly with a clean cloth/hand towel/blue roll.</p>	Where more than one person travelling in a vehicle is essential, and distancing cannot be achieved, individuals shall wear a face covering.	However drivers must not wear items that impede visibility (i.e. face visors) Vehicles must be well ventilated.	Please see the dedicated 'Driver Training' risk assessment for specific control measures.	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 (ACE) on the ongoing situation and direct individual impact, with implications communicated clearly and concisely.	<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:quality@gtg.co.uk">quality@gtg.co.uk</a>			2	4	8

						Two-way communication streams shall be in place to allow staff to raise concerns and address questions or queries.				
Ineffective social distancing	The failure to implement and adhere to government-recommended appropriate social distancing resulting in individuals contracting or spreading the COVID-19 virus	Employees Customers Delegates Apprentices Contractors Visitors Young persons	4	5	20	Apprentices and delegates start times shall be staggered, to manage volumes entering and exiting all GTG premises. Information shall be communicated to all attendees via the GTG newsroom (website), joining instructions and in the social distancing policy.  Protective screens in place at customer interface areas will reduce the potential for spread at this key check in area.  Close contact training i.e. Driver training, First Aid training and workshop activity have defined control measure as part of the specific Risk Assessments, to include social distancing and other safety measures.	Persons not adhering to the social distancing policy shall be removed from the premises.	2	5	10
Handover and documentation signing procedures	Individuals contracting or spreading the COVID-19 virus	Employees Customers Delegates Apprentices Contractors Visitors	4	5	20	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 desk where new pens and hand sanitiser shall be made available for use. Visitors will no longer sign in to our premises, a dedicated host will do so. Individuals must use their own pen at all times. Maintain a safe distance at all times. Employees should wear gloves and place signed documents in a clear wallet that is wiped down between exchanges.		2	5	10
Working on vehicles	Individuals contracting or spreading the COVID-19 virus	Employees Delegates Apprentices Contractors	4	5	20	Vehicle touch points to be disinfected before and after practical training/use. Instruction/teaching of repairs or maintenance of vehicles must be carried out in a safe distance, 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 restrictions are in place.  Employees will be encouraged to raise concerns with their line manager or the People Team. Apprentices/delegates can make contact with the GTG Safeguarding team for any support required, on <a href="mailto:help@gtg.co.uk">help@gtg.co.uk</a> .	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.	This measure will only apply when local or national restrictions dictate that vehicles / equipment cannot be used for a prolonged period of time.	1	4	4
Increase fatigue of 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 consult with and monitor employee's workload, work activities and shift timing. Should there be reduce staff resources work will be planned and programmed to reflect these levels, 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> <li>• Showers</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.  Before providing any first aid assistance		2	5	10

						<p>which would require breaching 2-metre social distancing protocols, first aid providers <b>MUST</b> wear full PPE provided for this purpose (disposable gloves and fluid repellent surgical face mask, face visor and disposable apron).</p> <p>Hands <b>MUST</b> 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, <b>IMMEDIATELY STRICTLY PROHIBIT</b> access to the area. A trained person wearing PPE should then use a spill kit to absorb the fluids or cover with paper towels. Arrange professional cleaning as necessary via the PPE alert team (AC procurement).</p> <p>In the event that the recipient of first aid requires CPR, it is recommended that you <b>DO NOT</b> provide rescue breaths and perform chest compressions only. If the person providing first aid determines that life-saving breaths are necessary, they <b>MUST</b> use a one-way face shield. Thereafter, the first aider <b>MUST</b> monitor themselves closely for symptoms and self-isolate if necessary.</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>When there are local or national restrictions in place works on premises shall be limited to essential repairs and maintenance. The controlling of contractors shall be managed by AC Group Estates, and site personnel having been trained to issue permits.</p> <p>Clear communication will be provided to contractors, to change or amend normal practice, in line with the GTG social distancing policy.</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. Our social distancing policy is available on the GTG website for ease of access.</p> <p><a href="https://www.gtg.co.uk/about/newsroom/coronavirus-information/">https://www.gtg.co.uk/about/newsroom/coronavirus-information/</a></p>	Please note that staff receive electronically a copy of each updated Covid-19 general risk assessment, and specific work related RA's as necessary. These are issued routinely by the Group Head of Quality.		2	5	10

						Posters with key messages, in a clear and easy-to-follow manner (including pictograms) are displayed in prominent areas, including on internal screens. Routine ongoing checks shall be implemented on site, by management and safety champions, to ensure controls continue to be 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	This risk assessment shall be made available on the GTG website. <a href="https://www.gtg.co.uk/about/newsroom/coronavirus-information/">https://www.gtg.co.uk/about/newsroom/coronavirus-information/</a> Employees, apprentices and delegates shall be encouraged to raise concerns and provide suggestions for improvement. Specific risk assessments are in place for other business practices including; driver training and young person's etc.		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 a safe distance 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 mandatory to wear a face covering in communal areas and in close contact learning environments (less than 2 metres). The covering should be a non-surgical mask, or can be a homemade covering or scarf that covers both the nose and mouth. Face coverings should be washed regularly at 60 degrees.	1	5	5
Use of lifts	Persons within 2 metres within an enclosed space risk	All patrons	3	5	15	Lifts restricted in use to persons with disability/mobility/health conditions and will be disinfected after use.		1	5	5

	spreading contamination which 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 AC procurement for any 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 during the pandemic

GTG will adhere the COVID-19 contingency plan; to include routine review of potential ongoing business interruptions, moving to remote/ on-line learning, swiftly re-sequence curriculum and assess workloads, targets, KPIs and homeworking needs/environments.