

# 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  \_\_\_\_\_ Date 22/5/2020

Signed by Alistair Shields on behalf of Volkswagen Group UK Ltd

Who to contact: Louise Goss - Group Health & Safety Manager  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

## **COVID-19 Risk Assessments**

Volkswagen Group UK has conducted Risk Assessments on the implications of returning to office based work as well as Technical Services and for our Field based teams.

These have been conducted in line with advice from the Government, HSE and Volkswagen Group's own guidelines as we respond to the COVID-19 pandemic.

As we have two distinct office locations in Milton Keynes, one Technical Services Centre and the Field based staff, there are four Risk Assessment documents within the enclosed.

## HSSOP14 RISK ASSESSMENT

### Section 1 – Risk Assessment Summary and Details

#### Assessors' Section

#### **ASSESSMENT TITLE: COVID-19 SITE RISK ASSESSMENT FOR PHASE 1 AND 2 RETURN TO WORK FOR THE BLAKELANDS OFFICE SITE**

A COVID-19 Site Risk Assessment has been produced to identify all controls in place at Volkswagen Group UK's office in Blakelands, Milton Keynes. This is to protect and manage the associated risks arising from COVID-19. The control measures specified to reduce risk are based on current Coronavirus (COVID-19) Government and HSE advice, as well as Volkswagen Group standards.

A full and detailed risk assessment of the Blakelands site has been conducted to ensure all necessary precautions have been taken in relation to the COVID-19 pandemic, prior to staff returning to the site.

#### **Prior to re-opening the site**

The following measures have been completed:

- Thorough full site deep clean.
- Air filters have been cleaned or replaced.
- Waste receptacles have been removed from all areas, sanitised and replaced.
- All drink hubs have been thoroughly cleaned; existing stock has been removed.
- All workstations have been cleared of items, both above and below the work surface.

#### **Upon re-opening the site**

The following measures will be in place:

- 2 metre social distancing measures will be implemented and clearly signed / marked.
- COVID-19 related posters will be prominently displayed throughout the building.
- Individuals have been instructed to avoid handshake greetings and have been informed not to attend site if they feel unwell or are experiencing any COVID-19 related symptoms.
- Hand washing facilities with soap and hot water are available throughout the site, along with hand sanitisers.

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- Desk wipes have been made available for use as well as wipes in high touch areas such as printers and drink making machines
- Employees have been reminded to follow the “Catch it, Bin it, Kill it” guide and to avoid touching face, eyes, nose or mouth with unclean hands. Additional tissues and bins have been provided.
- Frequent sanitising procedures of key high traffic touchpoint areas are in place throughout the day.
- Managers have been briefed to support the compliance with the necessary procedures and to assist with compliance from members of their teams.
- Regular checks are in place to ensure social distancing and one way traffic rules are adhered to.

Coronavirus (COVID-19) Government and HSE advice will be reviewed daily to ensure risk management and the necessary procedures are in line with any updated requirements. Documentation will be updated accordingly.

## Assessment Details

**Unique No:** CV-SPR 110520

**Date of Assessment:** 19/06/20

**Site:** Blakelands

**Specific Location:** All internal areas and car park, Security Gatehouses

**Who is at risk:** Employees, visitors, contractors, public

**Numbers at risk:** +900

## Assessor Details

**Group Facilities Manager**

**Anne-Marie Nelson**

**Health & Safety Manager**

**Louise Goss**

The assessors confirm that the undertaken risk assessment is suitable and sufficient.




**Dated:** 30/06/2020

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## 1.1 Development of Risk Assessment, Consultation & Approval

Phase 1, 2 and 2b – Return to Work Risk Assessment has been developed in consultation with the Employee Forum.

Name	Title	Signature
Alex Smith	Group Managing Director	
Penny Weatherup	HR Director	
Rob De Young	Chairman – Employee Forum	

## HSSOP14 RISK ASSESSMENT

### Section 2 – Making the Office a Safe Place

Risk Assessment		
What are the hazards?	Transmission of COVID-19 virus	
Who might be harmed?	All persons onsite	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and through sharing equipment	
Office Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Arriving & leaving site	<ol style="list-style-type: none"> <li>1. If staff are travelling to a country not included as a <a href="#">‘Travel corridor’</a>, line manager and HR Manager must be informed, and government guidance followed</li> <li>2. Staff residing in a town which is under a local <a href="#">‘lockdown’</a> will not be permitted on site(s), and line Manager to be informed</li> <li>3. Advice on assessing health before attending site is outlined in return to work packs</li> <li>4. Staff to initially return by phased approach.</li> <li>5. Phase 1 of the return commences 22<sup>nd</sup> June, and will be limited occupancy through a rota system</li> <li>6. Further increase in number of staff authorised to return to site will be voluntary at Phase 2 (6 July), and in line with Coronavirus (COVID-19) Government and HSE advice, and our current risk levels.</li> <li>7. Phase 2b (3 August) Our office based staff will return to our COVID-secure office on a rota basis, wherever possible</li> <li>8. All access to site managed by Security Officers at site entrance gatehouses.</li> <li>9. Temperature checks will be conducted upon entry to further ensure the safety of our staff.</li> </ol>	

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	<ol style="list-style-type: none"> <li>Those with body temperatures exceeding 38 degrees will not be permitted to enter through the speed lanes</li> </ol>	
<b>Parking</b>	<ol style="list-style-type: none"> <li>Parking is permitted within all areas of the car park.</li> <li><b>NOTE:</b> Parking of vehicles must allow for one free parking space between parked vehicles. Vehicles are to be reverse parked.</li> </ol>	
<b>Entering &amp; exiting the building</b>	<ol style="list-style-type: none"> <li>Four entrances are provided and allocated to specific floors to ensure minimal travel through other departments and communal areas.</li> <li>Any non-essential entry / exit points will be closed (unless in an emergency evacuation).</li> <li>Hand sanitiser is provided at all four entry points.</li> </ol>	
<b>Internal Movements</b>	<ol style="list-style-type: none"> <li>Minimum 2 metre distancing rule in place and clearly marked throughout site.</li> <li>Access for staff visiting the Facilities Office or the IT Helpdesk is restricted to one person at a time.</li> <li>All staff to keep to the left on walkways to ensure social distancing</li> <li>Allow one person at a time through corridors between departments to allow for social distancing</li> <li>Hand gels and tissues distributed at various points throughout the site.</li> </ol>	
<b>Breakout/ Common Areas</b>	<ol style="list-style-type: none"> <li>Breakout furniture that does not facilitate compliance with social distancing has been removed or taped off from use to prevent usage</li> <li>Breakout furniture that complies with social distancing measures is clearly marked for use, indicating which seats are available to use</li> </ol>	
<b>Holding Meetings</b>	<ol style="list-style-type: none"> <li>Those meeting rooms that have adequate natural ventilation will be available for Phase 2 and Phase 2b of the return to office</li> <li>The revised capacity of these identified rooms will be shown upon entry of each room via signage, and communicated within the return to work pack.</li> </ol>	

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	<ol style="list-style-type: none"> <li>Meetings in these rooms will be limited to 60 minutes and restricted to essential meetings only</li> <li>Signage will be in place to show hygiene measures and time restrictions when entering/exiting a meeting</li> </ol>	
<b>Workstations</b>	<ol style="list-style-type: none"> <li>Designated desks and thoroughfares have been allocated to allow 2 metre social distancing between individuals at all times.</li> <li>A desk number will be allocated for the day/period of use, which will be used for the duration on site., This is logged in advance to ensure staff can be tracked if contagion occurs</li> <li>All allocated workstations are set up with a docking station.</li> <li>All staff to collect their keyboard and mouse to relocate to assigned workstation, eliminating cross use of assets. All allocated desks are thoroughly sanitised on a daily basis.</li> </ol>	
<b>Use of Drinks Hubs</b>	<ol style="list-style-type: none"> <li>All hubs and touch points will be sanitised regularly throughout the day, and again each evening once offices are empty.</li> <li>Provision of cleaning equipment at drinks hubs for people to use (i.e. wipes)</li> </ol>	
<b>Post &amp; Parcel Collections / Deliveries</b>	<ol style="list-style-type: none"> <li>All non-business deliveries to site will be rejected at the point of attempted delivery.</li> <li>Individuals not authorised to work onsite must not attempt to visit site to collect deliveries.</li> </ol>	
<b>Use of Washroom Facilities</b>	<ol style="list-style-type: none"> <li>Cubicles/Urinals are limited to minimise occupancy</li> <li>Staff are requested not to congregate within washrooms as communicated within return to work pack</li> </ol>	
<b>Use of Changing Rooms &amp; Showers</b>	<ol style="list-style-type: none"> <li>All shower rooms will allow one person at a time with signage in place to show when in use.</li> </ol>	



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<p><b>Use of Restaurant Facilities</b></p>	<ol style="list-style-type: none"> <li>1. Restaurant services will open a limited offering at Phase 2</li> <li>2. When services commence, the offering will be limited to sandwiches, snacks and cold drinks only.</li> <li>3. Hot drinks will be available at Phase 2b, ensuring screening between customer and restaurant staff to protect both</li> <li>4. A maximum of five customers within the area to be authorised at any one time. Social distancing to be monitored by restaurant staff</li> <li>5. Communal microwaves removed from use.</li> <li>6. One way traffic system in operation and clearly signed.</li> <li>7. Seating in the Restaurant will not be accessible</li> </ol>	
<p><b>Use of Lifts</b></p>	<ol style="list-style-type: none"> <li>1. Lifts must only be used by one person at a time.</li> <li>2. Signage displayed on all lift doors to specify.</li> </ol>	
<p><b>Contractor &amp; Visitor Management</b></p>	<ol style="list-style-type: none"> <li>1. No visitors are permitted to site at this time.</li> <li>2. Only business critical service contractors will be authorised to attend site where pre-agreed with Health and Safety.</li> <li>3. Contractors must demonstrate the measures they are taking as a business to protect their employees working remotely and confirm they will adhere to all Volkswagen Group site guidelines.</li> </ol>	
<p><b>Work Related Travel</b></p>	<ol style="list-style-type: none"> <li>1. Business travel is only permitted between Wymbush and Blakelands, and supplier sites – Dordon, DHL and Ports.</li> <li>2. Where possible public transport should be avoided. Where this is not possible, start/ finish times for individuals will be adjusted to avoid travel at peak times.</li> <li>3. No Air travel is permitted at Phase 2b.</li> </ol>	
<p><b>Air Conditioning</b></p>	<ol style="list-style-type: none"> <li>1. During Phase 1 and 2 air conditioning will be turned off.</li> </ol>	

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	<ol style="list-style-type: none"> <li>2. Phase 2b will reintroduce heating and cooling systems, however air conditioning systems will remain off</li> <li>3. Employees will be encouraged to open windows, and 2<sup>nd</sup>/3<sup>rd</sup> floor windows will be left open over-night to ventilate the building.</li> </ol>	
<b>Catering Management</b>	<p>Eurest (catering provider) are based onsite and have conducted their own risk assessment of their working areas. Their control measures include:</p> <ol style="list-style-type: none"> <li>1. Ensure only one team member uses restricted space areas such as changing rooms, stores, fridges, freezers, etc.</li> <li>2. Zones are mapped and marked within kitchen, food preparation and servery areas for tasks and team members are allocated work areas using daily planner.</li> <li>3. Ensure team members enter identified zones i.e. cold food service, till areas one at a time and comply with 2 metre social distancing rules when preparing food.</li> <li>4. Queuing zones marked at servery floor to assist customers in observing with 2 metre social distancing rules.</li> </ol>	

## Section 3 – Keeping Safe While at Work

Risk Assessment		
<b>What are the hazards?</b>	Individuals becoming unwell, displaying COVID-19 symptoms whilst onsite	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Individuals Becoming Unwell		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Individuals Becoming Unwell</b>	<ol style="list-style-type: none"> <li>1. A dedicated “Isolation Room” is provided on each floor and clearly signed with a process in place for individuals to follow.</li> <li>2. Masks have been placed into Isolation Rooms to be worn on entry</li> </ol>	

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	<p>3. A 'Track and Trace' process is in place which staff should follow in case of any of the following, to help ensure potential or confirmed cases can be tracked :-</p> <ul style="list-style-type: none"> <li>a. Any Individual experiencing or displaying COVID-19 symptoms must not return to site without authorisation from the Health and Safety/Risk Management Team and ONLY after the Government recommended isolation period has been completed.</li> <li>b. All other persons who were within close proximity of the individual to be identified and further control measures taken to isolate if required.</li> <li>c. Isolation Room and all equipment which has come into contact with individual to be isolated from use immediately and sanitised before re-opening/re-use.</li> <li>d. Clear guidance is made available in the return to work pack to explain exactly what to do in the situation that somebody becomes unwell</li> </ul>	
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<b>What are the hazards?</b>	Administer first aid / CPR / use of automated heart defibrillators
<b>Who might be harmed?</b>	First aider(s) and injured / unwell person(s)
<b>How might they be harmed?</b>	Person to person contact and <2metre distancing – increased risk of exposure and transmission of COVID-19 virus

## Administering First Aid

Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Administering First Aid</b>	<ul style="list-style-type: none"> <li>1. First aiders provided with additional information relating to the treatment of individuals.</li> <li>2. First aider PPE kits have been provided for all first aiders.</li> </ul>	Review availability/spread of first aiders during each phase

<b>What are the hazards?</b>	Fire Safety – lack of fire wardens onsite
<b>Who might be harmed?</b>	All persons onsite
<b>How might they be harmed?</b>	Lack of guidance to staff and all clear reporting at Gatehouse

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Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Fire Wardens</b>	<ol style="list-style-type: none"> <li>1. Temporary emergency evacuation plan in place and cascaded to all persons onsite.</li> <li>2. Security Officers will take overall management of any emergency evacuation.</li> <li>3. Any existing Personal Emergency Evacuation Plans already in place will be reviewed when individuals return to work onsite.</li> </ol>	
<b>What are the hazards?</b>	Fire Safety – Potential lack of 2m social distancing during fire evacuation procedures	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Increased risk of exposure and transmission of COVID-19 virus	
Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Fire Safety</b>	<ol style="list-style-type: none"> <li>1. All persons must be mindful during an emergency evacuation to adhere to 2 metre social distancing so far as practicable but only where it is safe to do so.</li> <li>2. Once individuals have exited the building 2 metre distancing must be resumed.</li> <li>3. Whilst assembled at Gatehouse, 2 metre distancing to be adhered to, with individuals moving to a safe area away from the Gatehouse if required.</li> </ol>	

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## Section 4 - Employee Welfare

Risk Assessment		
<b>What are the hazards?</b>	Individual concern or anxiety with returning to work	
<b>Who might be harmed?</b>	Affected individual	
<b>How might they be harmed?</b>	Increased levels of stress / negative effect on personal wellbeing	
Employee Welfare Concerns		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Returning to Work</b>	<ol style="list-style-type: none"> <li>1. Line managers to discuss any concerns with individuals and make any necessary arrangements.</li> <li>2. Occupational Health Service is available remotely. Managers should contact their HR Business Partner to discuss individual cases.</li> <li>3. Employee Assistance Programme online support available to all staff.</li> <li>4. Wellbeing representatives and Mental Health First Aiders available for individual support.</li> <li>5. The business will support individuals with any personal challenges such as caring for vulnerable persons, issues with childcare, self-isolation etc.</li> <li>6. Circumstances will be managed on an individual basis to ensure appropriate support is provided, suitable for the individual's needs.</li> </ol>	

### 4.1 Vulnerable Individuals (as defined Coronavirus (COVID-19) Government and HSE advice)

Risk Assessment	
<b>What are the hazards?</b>	Vulnerable individuals
<b>Who might be harmed?</b>	Affected individual
<b>How might they be harmed?</b>	Individuals with underlying health conditions, expectant mothers etc. have a greater risk to health if COVID-19 is contracted

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Vulnerable Individuals		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to Work	<ol style="list-style-type: none"> <li>Working from home period to be extended if required.</li> <li>Additional consideration and arrangements given to individuals to ensure if they return to work they are not at any greater risk than others.</li> <li>Line managers and Occupational Health team to consult with individuals and agree suitable measures based on individual needs.</li> <li>No individuals will be required to work in the office during Phases 1-3 if it is not safe for them to do so</li> </ol>	

## Section 5 – Document Control

Risk assessment will be reviewed on a regular basis in line with Coronavirus (COVID-19) Government and HSE advice updates, employee feedback and changes in return to work planning phases.

Description	Date of review:	Reviewed by:	Approved by:
1 <sup>st</sup> review	11/05/2020	Louise Goss – Health & Safety Manager	Anne-Marie Nelson – Group Facilities Manager
2 <sup>nd</sup> review	30/06/2020	Anne-Marie Nelson - Group Facilities Manager	Louise Goss – Health & Safety Manager
3 <sup>rd</sup> review	30/07/2020	Anne-Marie Nelson - Group Facilities Manager	Anne-Marie Nelson - Group Facilities Manager

## HSSOP14 RISK ASSESSMENT

### Section 1 – Risk Assessment Summary and Details

#### Assessors' Section

#### **ASSESSMENT TITLE: COVID-19 SITE RISK ASSESSMENT FOR PHASE 1 RETURN TO WORK FOR THE WYMBUSH OFFICE SITE**

A COVID-19 Site Risk Assessment has been produced to identify all controls in place at Volkswagen Group UK's office in Wymbush, Milton Keynes. This is to protect and manage the associated risks arising and protect the business from COVID-19. The control measures specified to reduce risk are based on current Coronavirus (COVID- 19) Government and HSE advice, and also considers Volkswagen Group standards. A full and detailed risk assessment of the Wymbush site has been conducted to ensure all necessary precautions have been taken in relation to the COVID-19 crisis, prior to staff returning to the site.

#### **Prior to re-opening of site**

The following measures have been completed:

- Thorough full site deep clean.
- Air filters have been cleaned or replaced.
- Waste receptacles have been removed from all areas, sanitised and replaced.
- All drink hubs have been thoroughly cleaned, existing stock has been removed.
- All workstations have been cleared of items, both above and below the work surface.

#### **Upon re-opening of site**

The following measures will be in place:

- 2 metre social distancing measures will be implemented and clearly signed / marked.
- COVID-19 related posters will be prominently displayed throughout the building.
- Individuals should avoid handshake greetings and must not attend site if they feel unwell or are experiencing any COVID-19 related symptoms.
- Hand washing facilities with soap and hot water are available throughout the site, along with hand sanitisers.
- Sanitising wipes have been made available.
- Employees have been reminded to follow the guide "Catch it, Bin it, Kill it" and to avoid touching face, eyes, nose or mouth with unclean hands. Additional tissues and bins have been provided.

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- Frequent sanitising procedures of key high traffic touchpoint areas are in place throughout the day.
- Managers have been briefed so that they can ensure compliance with the necessary procedures, and brief their teams to support and follow the measures in place.
- Regular checks are in place to ensure social distancing and any one way rules in place are adhered to.

Coronavirus (COVID-19) Government and HSE advice, will be reviewed daily to ensure risk management and the necessary procedures are in line with any updated requirements. Any documentation will be updated accordingly.

NOTE: For specific risk measures taken in relation to the management and training of delegates please refer to documents:

- Babcock Back to Work Risk Assessment
- MSX Back to Work Risk Assessment

## Assessment Details

**Unique No:** CV-SPRW 170620

**Date of Assessment:** 17/06/20

**Site:** Wymbush

**Specific Location:** All internal areas and car park, Security Gatehouses

**Who is at risk:** Employees, contractors, delegates, third party suppliers

**Numbers at risk:** 60 max

## Assessor Details

**Group Facilities Manager**

**Anne-Marie Nelson**

**Health & Safety Manager**

**Louise Goss**

The assessors confirm that the undertaken risk assessment is suitable and sufficient.

**Dated:** 17/06/2020


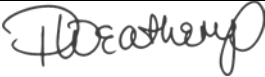



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## 1.1 Development of Risk Assessment, Consultation & Approval

The Phase 1, 2 and 2b – Return to Work Risk Assessment has been developed in consultation with the Employee Forum.

Name	Title	Signature
Alex Smith	Group Managing Director	
Penny Weatherup	HR Director	
Rob de Young	Chairman – Employee Forum	

## HSSOP14 RISK ASSESSMENT

### Section 2 – Making the Office a Safe Place

Risk Assessment		
What are the hazards?	Transmission of COVID-19 virus	
Who might be harmed?	All persons onsite	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and through sharing equipment	
Office Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Arriving & leaving site	<ol style="list-style-type: none"> <li>If staff are travelling to a country not included as a <a href="#">‘Travel corridor’</a>, line Manager and HR Manager must be informed, and government guidance followed</li> <li>Staff residing in a town which is under a local <a href="#">‘lockdown’</a> will not be permitted on site(s), and line Manager to be informed</li> <li>Advice on assessing health before attending site is outlined in Return to work packs</li> </ol>	1

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	<ol style="list-style-type: none"> <li>4. Staff to initially return by phased approach.</li> <li>5. Phase 1 of the return commences 22<sup>nd</sup> June, and will be limited occupancy through a rota system</li> <li>6. Further increase in number of staff authorised to return to site will be voluntary at Phase 2 (6 July), and in line with Coronavirus (COVID-19) Government and HSE advice, and our current risk levels.</li> <li>7. Phase 2b (3 August) Our office based staff will return to our COVID-secure office on a rota basis, wherever possible</li> <li>8. All access to site managed by Security Officers at the Garamonde Gatehouse.</li> <li>9. Temperature checks will be conducted upon entry to further ensure the safety of our staff.</li> <li>10. Those with body temperatures exceeding 38 degrees will not be permitted to enter the facility</li> </ol>	
<p><b>Parking</b></p>	<ol style="list-style-type: none"> <li>1. Parking of vehicles must allow for one free parking space between parked vehicles. Vehicles are to be reverse parked.</li> <li>2. Car park will be zoned based on building zones</li> </ol>	
<p><b>Entering &amp; exiting the building</b></p>	<ol style="list-style-type: none"> <li>1. Entrances are assigned to specific areas to ensure minimal travel through other departments and communal areas.</li> <li>2. Any non-essential entry / exit points will be closed (unless in an emergency evacuation).</li> <li>3. Hand sanitiser is provided at all appropriate entrances</li> </ol>	
<p><b>Internal Movements</b></p>	<ol style="list-style-type: none"> <li>1. 2 metre social distancing rule in place and clearly highlighted throughout site.</li> <li>2. Individual travel through the building is removed with the exception of facilities, security and IT. Alternative remote communication measures such as Skype or mobile telephone calls should be utilised instead.</li> <li>3. One way traffic flow in place where required.</li> </ol>	

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	<ol style="list-style-type: none"> <li>Hand sanitising provisions and tissues distributed at various points throughout accessed areas of site.</li> </ol>	
<b>Breakout/ Common Areas</b>	<ol style="list-style-type: none"> <li>Breakout furniture that does not facilitate compliance with social distancing has been removed or taped off from use to prevent usage</li> <li>Breakout furniture that complies with social distancing measures is clearly marked for use, indicating which seats are available to use</li> </ol>	
<b>Holding Meetings</b>	<ol style="list-style-type: none"> <li>Those meeting rooms that have adequate natural ventilation will be available for Phase 2 and Phase 2b of the return to office</li> <li>The revised capacity of these identified rooms will be shown upon entry of each room via signage, and communicated separately.</li> <li>Meetings in these rooms will be limited to 60 minutes and restricted to essential meetings only</li> <li>Signage will be in place to show hygiene measures and time restrictions when entering/exiting a meeting</li> </ol>	
<b>Workstations</b>	<ol style="list-style-type: none"> <li>Designated desks and thoroughfares have been allocated to allow 2 metre social distancing between individuals at all times.</li> <li>A desk number will be allocated for the day/period of use, which will be used for the duration on site. This is logged in advance, to ensure staff can be tracked if contagion occurs</li> <li>All allocated workstations are set up with a docking station.</li> <li>All staff to collect their keyboard and mouse to relocate to assigned workstation, eliminating cross use of assets. All allocated desks are thoroughly sanitised on a daily basis.</li> </ol>	
<b>Use of Drinks Hubs</b>	<ol style="list-style-type: none"> <li>All hubs and touch points will be sanitised regularly throughout the day, and again each evening once offices are empty.</li> </ol>	

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<b>Post &amp; Parcel Collections / Deliveries</b>	<ol style="list-style-type: none"> <li>1. Individuals not authorised to work onsite must not attempt to visit site to collect deliveries.</li> </ol>	
<b>Use of Washroom Facilities</b>	<ol style="list-style-type: none"> <li>1. Cubicles/Urinals are limited to minimise occupancy</li> <li>2. Staff are requested not to congregate within washrooms</li> </ol>	
<b>Use of Changing Rooms &amp; Showers</b>	<ol style="list-style-type: none"> <li>1. All shower rooms will allow one person at a time, and with signage in place to show whether in use.</li> </ol>	
<b>Use of Restaurant Facilities</b>	<ol style="list-style-type: none"> <li>1. Restaurant will be closed during Phase 1 and 2.</li> <li>2. In Phase 2b services will be limited to offering sandwiches, snacks and cold drinks only.</li> <li>3. A maximum of five customers will be authorised at any one time. Social distancing to be monitored by restaurant staff.</li> <li>4. Communal microwaves removed from use.</li> </ol>	Consult with Eurest in preparation for Phase 3.
<b>Use of Lifts</b>	<ol style="list-style-type: none"> <li>1. Lifts must only be used by one person at a time.</li> <li>2. Signage displayed on all lift doors to specify.</li> </ol>	
<b>Use of Smoking Shelter</b>	<ol style="list-style-type: none"> <li>1. Maximum of 5 individuals permitted to assemble at smoking shelter at any one time.</li> </ol>	
<b>Contractor &amp; Visitor Management</b>	<ol style="list-style-type: none"> <li>1. No visitors are permitted to site at this time.</li> <li>2. Only business critical third party suppliers will be authorised to attend site.</li> <li>3. Contractors must demonstrate the measures they are taking as a business to protect their employees working remotely and confirm they will adhere to all Volkswagen Group site guidelines.</li> <li>4. All contractor visits must be arranged with via the Facilities Team.</li> </ol>	
<b>Work Related Travel</b>	<ol style="list-style-type: none"> <li>1. Business travel is only permitted between Wymbush and Blakelands, and supplier sites – Dordon, DHL and Ports.</li> <li>2. No Air travel is permitted at Phase 2b.</li> </ol>	

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<b>Air Conditioning</b>	<ol style="list-style-type: none"><li>1. During Phase 1 and 2 air conditioning will be turned off and use will be reviewed for later Phases.</li><li>2. Employees will be encouraged to open windows and 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floor windows will be left open over night to ventilate the building.</li></ol>	
<b>Catering Management</b>	<p>Eurest (catering provider) are based onsite and have conducted their own risk assessment of their working areas. Their control measures include:</p> <ol style="list-style-type: none"><li>1. Ensure only one team member uses restricted space areas such as changing rooms, stores, fridges, freezers, etc. Zones are mapped and marked within kitchen, food preparation and servery areas for tasks and team members are allocated work areas using daily planner. Ensure team members enter identified zones i.e. cold food service, till areas one at a time and comply with 2 metre social distancing rules when preparing food.</li><li>2. Queuing zones marked at servery floor to assist customers in observing with 2 metre social distancing rules.</li></ol>	

## Section 3 – Keeping Safe While at Work

Risk Assessment		
What are the hazards?	Individuals becoming unwell, displaying COVID-19 symptoms whilst onsite	
Who might be harmed?	All persons onsite	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Individuals Becoming Unwell		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Individuals Becoming Unwell	<ol style="list-style-type: none"> <li>1. Process in place for individuals to follow.</li> <li>2. Any Individual experiencing or displaying COVID-19 symptoms must not return to site without authorisation from the Risk Management Team and ONLY after the Government recommended isolation period has been completed.</li> <li>3. All other persons who were within close proximity of the individual to be identified and further control measures taken to isolate if required.</li> </ol>	
Administering First Aid		
What are the hazards?	Administer first aid / CPR / use of automated heart defibrillators	
Who might be harmed?	First aider(s) and injured / unwell person(s)	
How might they be harmed?	Person to person contact and <2metre distancing – increased risk of exposure and transmission of COVID-19 virus	
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Administering First Aid	<ol style="list-style-type: none"> <li>1. First aiders provided with additional information upon return to site, relating to the treatment of individuals.</li> <li>2. First aider PPE kits provided for all first aiders upon return to site.</li> </ol>	

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<b>What are the hazards?</b>	Fire Safety – lack of fire wardens onsite	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Lack of guidance to staff and all clear reporting at Gatehouse	
Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Fire Wardens</b>	<ol style="list-style-type: none"> <li>1. Temporary emergency evacuation plan in place and cascaded to all persons onsite.</li> <li>2. Security Officers will take overall management of any emergency evacuation.</li> <li>3. Any existing Personal Emergency Evacuation Plans already in place will be reviewed when individuals return to work onsite.</li> </ol>	
<b>What are the hazards?</b>	Fire Safety – Potential lack of 2m social distancing during fire evacuation procedures	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Increased risk of exposure and transmission of COVID-19 virus	
Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Fire Safety</b>	<ol style="list-style-type: none"> <li>1. All persons must be mindful during an emergency evacuation to adhere to 2 metre social distancing so far as practicable but only where it is safe to do so.</li> <li>2. Once individuals have exited the building 2 metre distancing must be resumed.</li> <li>3. Whilst assembled at Gatehouse, 2 metre distancing to be adhered to, with individuals moving to a safe area away from the Gatehouse and vehicle access routes.</li> </ol>	

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## Section 4 - Employee Welfare

Risk Assessment		
What are the hazards?	Individual concern or anxiety with returning to work	
Who might be harmed?	Affected individual	
How might they be harmed?	Increased levels of stress / negative effect on personal wellbeing	
Employee Welfare Concerns		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to Work	<ol style="list-style-type: none"> <li>1. Line managers to discuss any concerns with individuals and make any necessary arrangements.</li> <li>2. Employee Assistance Programme online support available to all staff.</li> <li>3. Wellbeing representatives and Mental Health First Aiders available for individual support.</li> <li>4. The business will support individuals with any personal challenges such as caring for vulnerable persons, issues with childcare, self-isolation etc.</li> <li>5. Circumstances will be managed on an individual basis to ensure appropriate support is provided, suitable for the individual's needs.</li> </ol>	



## 4.1 Vulnerable Individuals (as defined in government guidance)

Risk Assessment		
What are the hazards?	Vulnerable individuals	
Who might be harmed?	Affected individual	
How might they be harmed?	Individuals with underlying health conditions, expectant mothers etc. have a greater risk to health if COVID-19 is contracted	
Vulnerable Individuals		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to Work	<ol style="list-style-type: none"> <li>Working from home period to be extended if required.</li> <li>Additional consideration and arrangements given to individuals to ensure if they return to work they are not at any greater risk than others.</li> <li>Line managers and Occupational Health team to consult with individuals and agree suitable measures based on individual needs.</li> <li>No individuals will be required to work in the office during Phases 1-3 if it is not safe for them to do so</li> </ol>	

## Section 5 – Document Control

Risk assessment will be reviewed on a regular basis in line with government guidance changes, employee feedback and changes in return to work planning Phases.

Description	Date of review:	Reviewed by:	Approved by:
1 <sup>st</sup> review	17/06/20	Louise Goss – Health & Safety Manager	Anne-Marie Nelson – Group Facilities Manager
2 <sup>nd</sup> review	23/07/2020	Anne-Marie Nelson – Group Facilities Manager	Anne-Marie Nelson – Group Facilities Manager
3 <sup>rd</sup> review	30/07/2020	Anne-Marie Nelson – Group Facilities Manager	Anne-Marie Nelson – Group Facilities Manager

## HSSOP14 RISK ASSESSMENT

### Section 1.0 - Risk Assessment Summary and Details

#### Assessors' Section

##### ASSESSMENT TITLE: COVID-19 SITE RISK ASSESSMENT FOR TECHNICAL SERVICE CENTRE

A full risk assessment of general site areas has been conducted at the Wymbush site (See HSSOP14 Risk Assessment COVID-19 Phased Return Wymbush). However it is recognised that there are specific business activities carried out within the Technical Service Centre which are not considered within the above mentioned document.

The following risk assessment has been undertaken and documented to ensure:

- The Technical Service Centre specific activities which present COVID-19 related risks are identified.
- Suitable and sufficient control measures are in place to reduce risk to individuals.
- Those risks identified are brought to the attention of all affected individuals.
- Individuals understand and adhere to safety control measures in place.

The following general site measures will be in place:

- 2 metre social distancing measures will be implemented where possible and clearly signed / marked.
- Where 2 metre social distancing cannot be achieved further precautions will be taken.
- COVID-19 related posters will be prominently displayed throughout the buildings
- Individuals have been instructed to avoid handshake greetings and must not attend site if they feel unwell or are experiencing any COVID-19 related symptoms.
- Hand washing facilities with soap and hot water are available within the Technical Service Centre.
- Sanitising wipes have been made available.
- Employees have been reminded to follow the “Catch it, Bin it, Kill it” guide and to avoid touching face, eyes, nose or mouth with unclean hands. Additional tissues and bins have been provided.
- Frequent sanitising procedures of key high traffic touchpoint areas are in place throughout the day.
- Regular checks are in place to ensure social distancing and one way traffic rules are adhered to.
- **This Risk Assessment should be read in line with ‘Risk Assessment Covid-19 Wymbush’**

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Coronavirus (Covid 19/COVID-19) Government and HSE advice, will be reviewed daily to ensure risk management and the necessary procedures are in line with any updated requirements. and any documentation will be updated accordingly.

## Assessment Details

**Unique No:** CV-TECHNICAL SERVICE  
CENTRE 120620

**Date of Assessment:** 12/06/20

**Site:** Wymbush

**Specific Location:** All internal areas and external areas under control of the Technical Service Centre

**Who is at risk:** Employees, visitors and third party contractors

**Numbers at risk:** Team of 9 plus any visitors and contractors

## Assessor Details

**Technical Support Escalations and  
Technical Service Centre Manager**

**Andy Orme**

**Health & Safety Manager**




**Louise Goss**

The assessors confirm that the undertaken risk assessment is suitable and sufficient.

**Dated:** 12/06/2020

## 1.1 - Development of Risk Assessment, Consultation & Approval

This Phased Return to Work Risk Assessment has been developed in consultation with the Service and Technical Management Team.

Name	Title	Signature
Alex Smith	Group Managing Director	
Volker Konrad	Group Aftersales Director	 2020-07-03
John Bailey	Head of Service and Technical	

## HSSOP14 RISK ASSESSMENT

### Section 2.0 - Risk Assessment

#### 2.1 - Risk Assessment of Vehicle Handover Procedure

Risk Assessment		
What are the hazards?	Transmission of COVID-19 virus	
Who might be harmed?	Technical Service Centre employees, authorised visitors, contractors	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<p><b>Visitors attending the TECHNICAL SERVICE CENTRE Reception and vehicle handover process</b></p>	<ol style="list-style-type: none"> <li>1. Key individuals only to attend site - only business critical visitors / contractors will be authorised to attend site where pre-agreed with the Technical Service Centre team.</li> <li>2. Pre Visit Health Questionnaire to be completed by all visitors / contractors.</li> <li>3. All access to site managed by Security Officers at site entrance gatehouse.</li> <li>4. Access to Technical Service Centre area to be managed by Technical Service Centre personnel.</li> <li>5. Access restricted to allocated areas only e.g. Technical Service Centre Visitor Reception.</li> <li>6. Access for visitors restricted to one person at a time.</li> <li>7. Directional entrance / exit signage clearly displayed where required.</li> <li>8. Separate entrance for Technical Service Centre employees.</li> <li>9. Sanitisation of surfaces and touch points e.g. customer assistance desk, door handles, etc. after each individual visit.</li> <li>10. Perspex screen placed across customer service desk to segregate and protect interacting individuals.</li> </ol>	

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	<ol style="list-style-type: none"> <li>11. Hand sanitising / washing facilities available for all parties.</li> <li>12. COVID-19 safety signage to be displayed.</li> <li>13. 2 metre distancing floor markings in place.</li> <li>14. Vehicle interior and exterior sanitisation process in place and to be followed at point of each handover.</li> <li>15. Vehicle keys to be placed in box and sanitised at point of handovers.</li> </ol>	
<b>Visitor parking</b>	<ol style="list-style-type: none"> <li>1. Visitors must only park in allocated visitor bays.</li> <li>2. Bays are clearly signed.</li> </ol>	

## 2.2 - Risk Assessment of General Work Activities

Risk Assessment		
<b>What are the hazards?</b>	Transmission of COVID-19 virus	
<b>Who might be harmed?</b>	Technical Service Centre employees	
<b>How might they be harmed?</b>	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Internal Movements for TECHNICAL SERVICE CENTRE employees</b>	<ol style="list-style-type: none"> <li>1. Minimum 2 metre distancing rule in place and clearly marked throughout Technical Service Centre.</li> <li>2. Individual travel through the wider site to be avoided wherever possible. Alternative remote communication measures such as Skype or telephone calls should be utilised instead.</li> <li>3. One way pedestrian system in place where possible.</li> <li>4. Hand sanitiser and tissues distributed at various points throughout the Technical Service Centre.</li> </ol>	

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<p><b>Holding Meetings / virtual diagnostic support to retailers</b></p>	<ol style="list-style-type: none"> <li>1. Those meeting rooms that have adequate natural ventilation will be available for Phase 2 and Phase 2b of the return to office</li> <li>2. The revised capacity of these identified rooms will be shown upon entry of each room via signage, and communicated within the return to work pack.</li> <li>3. Virtual meeting calls to be held at dedicated area within the Technical Service Centre office. Maximum of 3 individuals to take part, with 2 metre social distancing measures in place.</li> </ol>	
<p><b>Workstation set up and use</b></p>	<ol style="list-style-type: none"> <li>1. Designated desks and thoroughfares have been allocated to ensure 2 metre social distancing between individuals at all times.</li> <li>2. Floor tape in place at workstations. Individuals other than the user must not cross this line.</li> <li>3. Individuals will be allocated an available desk, which they must then continue to use for the duration of their visit/day of work.</li> <li>4. All allocated workstations are set up with a docking station, keyboard and mouse and will then remain in situ to avoid cross contamination.</li> <li>5. Landline telephones will be in use due to business requirements. Individuals <b>MUST</b> only use their own desk telephone at all times.</li> <li>6. All allocated desks are thoroughly sanitised on a daily basis.</li> <li>7. Clear desk policy in place – all personal items must be removed.</li> </ol>	
<p><b>Use of Drinks Hub</b></p>	<ol style="list-style-type: none"> <li>1. Hub and touch points will be sanitised regularly throughout the day.</li> <li>2. Sanitising wipes available.</li> </ol>	
<p><b>Use of Washroom Facilities</b></p>	<ol style="list-style-type: none"> <li>1. Only one person at a time authorised to use available washroom facilities.</li> <li>2. Signage in situ at entrance to washroom blocks. Users must utilise the signage to indicate washroom is free / in use.</li> <li>3. Toilet and washroom in visitor reception is for visitor use only.</li> </ol>	

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<b>Use of Changing Rooms &amp; Showers</b>	<ol style="list-style-type: none"> <li>All shower rooms will allow one person at a time with signage in place to show when in use.</li> </ol>	
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## 2.3 - Risk Assessment of TECHNICAL SERVICE CENTRE Workshop Activities

Risk Assessment		
<b>What are the hazards?</b>	Transmission of COVID-19 virus	
<b>Who might be harmed?</b>	Technical Service Centre employees	
<b>How might they be harmed?</b>	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Use of communal tools and equipment</b>	<ol style="list-style-type: none"> <li>Individuals must ensure all tools and equipment are wiped with a sanitising product before and after use.</li> <li>General workplace areas will be cleaned daily by Housekeeping Team.</li> <li>Technical Service Centre to manage sanitisation procedures for all tools and equipment.</li> </ol>	
<b>Undertaking working tasks where &gt;2 metre distancing cannot be implemented e.g. 2 person tasks / lifts</b>	<ol style="list-style-type: none"> <li>Only business critical work related activities to take place.</li> <li>Individuals to monitor their health and raise any concerns with Manager.</li> <li>Any technician who feels unwell must not attend site.</li> <li>Technicians will be paired together for specific tasks (“Partnering”) as per Government guidelines and must not work within close proximity of other paired individuals.</li> <li>Vehicle workshop bays to be assigned to partnered team members.</li> <li>Access restricted in workshop areas to technicians only.</li> <li>All technicians must further increase the frequency of hand washing and surface /</li> </ol>	

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- equipment sanitisation.
8. The duration of the working activity must be kept as short as possible.
  9. Both individuals must adopt back-to-back or side-to-side working (rather than face-to-face) wherever possible.
  10. Technicians must work as far apart as possible, with no person to person direct contact.
  11. When two technicians are carrying out a test drive in the same vehicle, appropriate PPE (face masks and gloves) must be worn, the second technician must be seated in the rear seat furthest from the driver and where practical, the windows must be open.
  12. Where face to face working cannot be avoided, the activity must be postponed wherever possible.
  13. Both individuals must wear PPE (Disposable face mask and gloves as a minimum).
  14. New PPE must be worn at the start of each working day.
  15. If PPE is removed (for example to take a rest break) it must be either kept on the person or stored in a suitable personal named bag or container.
  16. Discarded PPE must be placed in the additional specific disposal bins provided.
  17. When working on EV batteries, current approved EV PPE is to be worn. Disposable gloves will not be required due to the wearing of non-conductive gloves suitable for the task. Disposable face mask to be worn under EV protective face shield.
  18. Non disposable PPE must be sanitised before and after use and must be stored in a suitable place assigned for the individual user.
  19. All workstation machinery, vehicles, equipment touch points, operating buttons hand held tools, diagnostic equipment etc. must be sanitised before and after use by each individual.



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	<p>20. Sanitisation provisions provided.</p> <p>21. Safety information posters in place to advise and re-enforce sanitisation, hygiene requirements wearing and disposing of PPE.</p> <p>22. Signage to identify &lt;2 metre working areas displayed.</p> <p>23. Floor tape in place to define key working areas.</p> <p>24. Individuals other than those partnered must not enter these areas.</p> <p>NOTE: For all activities where &gt;2 metre social distancing can be sustained, the correct distancing floor markings and related signage will be in place.</p>	
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## 2.4 - Keeping Safe While at Work

Risk Assessment		
<b>What are the hazards?</b>	Individuals becoming unwell, displaying COVID-19 symptoms whilst onsite	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
<b>Individuals Becoming Unwell</b>	<ol style="list-style-type: none"> <li>1. A dedicated “Isolation area” is provided in the Otto Meeting Room.</li> <li>2. Process in place for individuals to follow.</li> <li>3. Any Individual experiencing or displaying COVID-19 symptoms must not return to site without authorisation from the Risk Management Team and ONLY after the Government recommended isolation period has been completed.</li> <li>4. All other persons who were within close proximity of individual to be identified and further control measures taken to isolate if required.</li> <li>5. Isolation area and all equipment which has come into contact with individual to be</li> </ol>	

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	isolated from use immediately and sanitised before re-opening / re-use.	
<b>Risk Assessment</b>		
<b>What are the hazards?</b>	Administer first aid / CPR / use of automated heart defibrillators	
<b>Who might be harmed?</b>	First aider(s) and injured / unwell person(s)	
<b>How might they be harmed?</b>	Person to person contact and <2metre distancing – increased risk of exposure and transmission of COVID-19 virus	
<b>Arrangements</b>		
<b>Area/Topic</b>	<b>Control Measure(s) in Place to Mitigate Risk</b>	<b>Further Action Required</b>
<b>Administering First Aid</b>	<ol style="list-style-type: none"> <li>1. First aiders provided with additional information relating to the treatment of individuals.</li> <li>2. First aider COVID-19 PPE kits have been provided for all first aiders.</li> </ol>	
<b>Emergency Situations &amp; Fire Safety</b>		
<b>What are the hazards?</b>	Fire Safety – lack of fire wardens onsite	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Lack of guidance to staff and all clear reporting at Gatehouse	
<b>Area/Topic</b>	<b>Control Measure(s) in Place to Mitigate Risk</b>	<b>Further Action Required</b>
<b>Fire Wardens</b>	<ol style="list-style-type: none"> <li>1. Temporary emergency evacuation plan in place and cascaded to all persons onsite.</li> <li>2. Security Officers will take overall management of any emergency evacuation.</li> <li>3. Any existing Personal Emergency Evacuation Plans already in place will be reviewed when individuals return to work onsite.</li> </ol>	
<b>What are the hazards?</b>	Fire Safety – Potential lack of 2m social distancing during fire evacuation procedures	
<b>Who might be harmed?</b>	All persons onsite	
<b>How might they be harmed?</b>	Increased risk of exposure and transmission of COVID-19 virus	

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Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Fire Safety	<ol style="list-style-type: none"> <li>All persons must be mindful during an emergency evacuation to adhere to 2 metre social distancing so far as practicable but only where it is safe to do so.</li> <li>Once individuals have exited the building 2 metre distancing must be resumed.</li> <li>Whilst assembled at Gatehouse, 2 metre distancing to be adhered to, with individuals moving to a safe area away from the Gatehouse if required.</li> </ol>	

## 2.5 - Employee Welfare

Risk Assessment		
What are the hazards?	Individual concern or anxiety with returning to work	
Who might be harmed?	Affected individual	
How might they be harmed?	Increased levels of stress / negative effect on personal wellbeing	
Employee Welfare Concerns		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to Work	<ol style="list-style-type: none"> <li>Line managers to discuss any concerns with individuals and make any necessary arrangements.</li> <li>Occupational Health Service available onsite.</li> <li>Employee Assistance Programme online support available to all staff.</li> <li>Wellbeing representatives and Mental Health First Aiders available for individual support.</li> <li>The business will support individuals with any personal challenges such as caring for vulnerable persons, issues with childcare, self-isolation etc.</li> <li>Circumstances will be managed on an individual basis to ensure appropriate support is provided, suitable for the individual's needs.</li> </ol>	

## 2.6 Vulnerable Individuals (as defined in government guidance)

Risk Assessment		
What are the hazards?	Vulnerable individuals	
Who might be harmed?	Affected individual	
How might they be harmed?	Individuals with underlying health conditions, expectant mothers etc. have a greater risk to health if COVID-19 is contracted	
Vulnerable Individuals		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to Work	<ol style="list-style-type: none"> <li>Working from home period to be extended if required.</li> <li>Additional consideration and arrangements given to individuals to ensure if they return to work they are not at any greater risk than others.</li> <li>Line managers and Occupational Health team to consult with individuals and agree suitable measures based on individual needs.</li> <li>No individuals will be required to work in the office during Phases 1-3 if it is not safe for them to do so</li> </ol>	

## Section 3.0 - Document Control

Risk assessment will be reviewed on a regular basis in line with government guidance changes, employee feedback and changes in return to work planning phases.

Description	Date of review:	Reviewed by:	Approved by:
1 <sup>st</sup> review	12/06/2020	Louise Goss Health & Safety Manager Andy Orme Technical Support Escalations and Technical Service Centre Manager	Anne-Marie Nelson – Group Facilities Manager
2 <sup>nd</sup> review	25/06/2020	Louise Goss Health & Safety Manager Andy Orme Technical Support Escalations and Technical Service Centre Manager	Anne-Marie Nelson – Group Facilities Manager
3 <sup>rd</sup> Review	04/08/2020	Oliver Larkin Head of Corporate Affairs	Anne-Marie Nelson – Group Facilities Manager

## HSSOP14 RISK ASSESSMENT

### Section 1 – Risk Assessment Summary and Details

#### Assessors' Section

#### **ASSESSMENT TITLE: COVID-19 RISK ASSESSMENT FOR FIELD BASED EMPLOYEES (FOR PHASE 1 & PHASE 2 RETURN TO WORK)**

This Risk Assessment has been produced to ensure the safety of Volkswagen Group UK employees who work within field based roles and is intended to support Phases 1 and 2 of our return to work.

The purpose of this document is to:

- Identify all foreseeable COVID-19 risks to field based employees.
- Ensure suitable and sufficient control measures are in place to protect field based employees from contracting COVID-19.
- Assist with controlling the wider spread of the virus.
- Determine which work activities are safe for employees to undertake at this time.

The control measures specified to reduce risk are based on current Coronavirus (Covid 19) Government and HSE advice, and also consider Volkswagen Group standards.

We are aware of the varying advice from the devolved administrations (Scotland, Northern Ireland, Wales and England) and will update when guidance changes.

This document will be reviewed regularly in line with Coronavirus (COVID-19) Government and HSE advice.

#### **General points**

Employees are expected to adopt the following general COVID-19 safety principles:

- Observe 2 metre social distancing requirements.
- Adhere to public and third party site safety guidance and restrictions.
- Observe all COVID-19 related safety signage in public places and third party sites.
- Avoid handshake greetings.
- Refrain from conducting site visits / work activities outside of their residence if they feel unwell or are experiencing any COVID-19 related symptoms.
- Ensure frequent hand washing / sanitising.
- Follow “Catch it, Bin it, Kill it” and to avoid touching face, eyes, nose or mouth with unclean hands.

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Coronavirus (COVID-19) Government and HSE advice, and updates will be reviewed daily to ensure risk management is in line with requirements and any documentation updated accordingly.

## Assessment Details

**Unique No:** CV-FBEPR 040620

**Date of Assessment:** 04/06/20

**Site:** Third party sites

**Specific Location:** N/A

**Who is at risk:** Volkswagen Group UK field based employees

**Numbers at risk:** +150

## Assessor Details

**Group Facilities Manager**

**Anne-Marie Nelson**

**Health & Safety Manager**


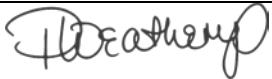

**Louise Goss**

The assessors confirm that the undertaken risk assessment is suitable and sufficient.

**Dated:** 22/06/2020

### 1.1 Development of Risk Assessment, Consultation & Approval

This Risk Assessment has been developed in consultation with the Employee Forum.

Name	Title	Signature
Alex Smith	Group Managing Director	
Penny Weatherup	HR Director	
Rob de Young	Chairman – Employee Forum	

## HSSOP14 RISK ASSESSMENT

### Section 2 – Safe Working Within Third Party Premises

Risk Assessment		
What are the hazards?	Transmission of COVID-19 virus	
Who might be harmed?	Volkswagen Group UK field based employees	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Working Activities and Arrangements		
Area/Topic	Control Measure(s) in Place to Mitigate Risk Note: For the purposes of this risk assessment "Employee" refers to VWG Field Based Employee	Further Action Required
Travelling to and from third party premises	<ol style="list-style-type: none"> <li>1. Only single occupancy travel is permitted in vehicles.</li> <li>2. Public transport must be avoided wherever possible.</li> <li>3. If public transport cannot be avoided, face masks must be worn as per Government mandatory requirements (<b>effective from 15/06/20</b>) and peak travel times should be avoided wherever possible.</li> <li>4. NO AIR TRAVEL is permitted by Volkswagen Group UK at this time.</li> <li>5. Employees to keep welfare breaks at public services during travel to a minimum.</li> <li>6. Face masks to be worn by employees when utilising public facilities.</li> <li>7. Employees must stay alert and adhere to all public premises safety requirements.</li> <li>8. Where possible, employees to avoid peak time travel and plan journey to ensure minimal travel time.</li> </ol>	<p>Continue to review Government advice and guidelines in relation to public transport travel, updating RA where relevant.</p> <p>Business to review air travel and cross border restrictions when UK Government advice restrictions are modified.</p>
Arranging site visits	<ol style="list-style-type: none"> <li>1. Employees must liaise with the third party prior to visit and discuss COVID-19 control measures in place on site at third party (see below).</li> </ol>	<p>Keep content of internal document HSSOP14a under regular review, in line with Government guidance and revise where applicable.</p>



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	<ul style="list-style-type: none"> <li>➤ Employee must ensure a Pre Visit Site Risk Assessment (Volkswagen Group UK internal document HSSOP14a) is completed with the third party prior to conducting visit.</li> <li>➤ Employees must obtain visitor information / site guidance from the third party prior to visit to ensure site safety rules are understood and followed.</li> <li>➤ Employees MUST NOT visit any site where the outcome of the Pre Visit Site Risk Assessment is less than satisfactory.</li> <li>➤ Employees must monitor their own health and must not visit any third party site / face to face meeting if they:             <ul style="list-style-type: none"> <li>➤ Are residing in a town which is under a local <a href="#">‘lockdown’</a>, and will not be permitted to site(s), and Line Manager must be informed in advance</li> <li>➤ Have ANY concerns with their own general health.</li> <li>➤ Display a higher than normal body temperature.</li> <li>➤ Have knowingly come into contact with any other individual who has symptoms (or if that individual has come into contact with a third party who has symptoms).</li> <li>➤ Have they or anyone in their household returned to the UK from a country not included as a <a href="#">‘Travel corridor’</a> within the previous 14 days.</li> <li>➤ Are shielding due to being at a higher health risk.</li> <li>➤ Have any household members who are at a greater health risk.</li> </ul> </li> </ul> <p>Advice on assessing health before attending site is outlined in Return to work pack ‘Field Force’</p>	
<p><b>Visiting third party premises and attending site meetings</b></p>	<ol style="list-style-type: none"> <li>1. Employees must stay alert and adhere to all third party site safety requirements.</li> <li>2. Employees must adhere to all general personal safety procedures e.g.             <ul style="list-style-type: none"> <li>➤ Ensure &gt;2 metre social distancing</li> </ul> </li> </ol>	

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	<ul style="list-style-type: none"> <li>➤ Carry out regular hand washing / sanitising</li> <li>➤ Refrain from any handshake greetings</li> <li>➤ Refrain from sharing any equipment e.g. stationary, IT equipment, workstations</li> <li>➤ Use any sanitising provisions provided by third party to wipe tables, desk tops and chair handles etc.</li> <li>➤ Adopt the “Catch IT, Bin It, Kill IT” policy</li> </ul> <p>3. Visits must be restricted to a maximum of 2 third party site visits per working day.</p> <p>4. Face masks must be worn by employees whilst onsite.</p> <p>5. Use disposable cups / cutlery where possible (employees may wish to take their own provisions).</p> <p>6. Employees must avoid utilising meeting rooms where possible.</p> <p>7. Where a meeting room must be utilised the third party must confirm there is:</p> <ul style="list-style-type: none"> <li>➤ Adequate space to adopt &gt;2metre social distancing</li> <li>➤ Adequate ventilation – keep doors and windows open wherever possible</li> </ul>	
<p><b>Post visit protocol</b></p>	<p>1. All personal employee equipment e.g. IT equipment, mobile phones, shared home workstations should be sanitised.</p> <p>2. Clothes should be washed – *avoid wearing dry clean only garments.</p> <p>*If this is not possible, hang garments in a suitable place, away from other items for a minimum of 3 days.</p>	
<p><b>Area meetings and conferences</b></p>	<p>1. Area meetings and conferences are not permitted at this time.</p>	<p>Consideration to be given to how and when we can re-introduce.</p>
<p><b>Overnight hotel stay</b></p>	<p>1. Overnight stay is not permitted at this time.</p>	<p>Consider how to assess and approve hotels which can be used – book through HRG</p>

## Section 3 – Personal Safety

Risk Assessment		
What are the hazards?	Individuals becoming unwell, displaying COVID-19 symptoms whilst carrying out work activities	
Who might be harmed?	Volkswagen Group UK field based employees	
How might they be harmed?	Exposure to COVID-19 virus via exhaled breath, person to person contact, communal touch points and sharing equipment	
Individuals Becoming Unwell		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Individuals becoming unwell	<ol style="list-style-type: none"> <li>1. Third Party to confirm they have suitable and sufficient provisions in place for visitors whilst onsite.</li> <li>2. If employee begins to feel unwell during site visit they must advise their host and follow the third party procedures.</li> <li>3. If employee begins to feel unwell whilst travelling to a third party site they should cancel planned visit and return home (if safe to drive).</li> <li>4. If employee begins to feel unwell whilst travelling home they should continue with journey if safe to do so.</li> <li>5. If not safe to drive employee should stop at nearest safe location, assess their situation and contact NHS / emergency paramedic response as appropriate.</li> <li>6. All other persons who were within close proximity of individual within previous 48 hours to be identified by employee and further control measures taken to isolate if required.</li> <li>7. Any Individual experiencing or displaying COVID-19 symptoms must not return to the field without authorisation from the Health and Safety/Risk Management Team and ONLY after the Government recommended isolation period had been completed.</li> </ol>	

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Risk Assessment	
What are the hazards?	Employee receiving first aid treatment / CPR / use of automated heart defibrillators
Who might be harmed?	Third party first aider(s) and injured / unwell Volkswagen Group UK field based employee(s)
How might they be harmed?	Person to person contact and <2metre distancing – increased risk of exposure and transmission of COVID-19 virus

Administering First Aid		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Administering First Aid	<ol style="list-style-type: none"> <li>Third parties to confirm:                             <ul style="list-style-type: none"> <li>➤ They have considered the associated risks to their first aiders and visitors.</li> <li>➤ They have suitable precautionary measures in place to protect third party first aiders and visitors.</li> </ul> </li> </ol>	

Risk Assessment	
What are the hazards?	Fire Safety – Lack of fire wardens at third party site
Who might be harmed?	Volkswagen Group UK field based employees
How might they be harmed?	Risk of safety to Volkswagen Group UK field force employees due to their lack of knowledge of third party site fire evacuation procedures and lack of guidance from third party fire wardens

Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Fire Wardens	<ol style="list-style-type: none"> <li>Third party to confirm provisions are in place to ensure Volkswagen Group UK employees receive information relating to fire safety procedures and site procedures are adequately maintained.</li> </ol>	

Risk Assessment	
What are the hazards?	Fire Safety – Potential lack of 2m social distancing during fire evacuation procedures
Who might be harmed?	Volkswagen Group UK field based employees
How might they be harmed?	Increased risk of exposure and transmission of COVID-19 virus

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Emergency Situations & Fire Safety		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Fire Safety	<ol style="list-style-type: none"> <li>1. Individuals to be mindful during an emergency evacuation to adhere to &gt;2 metre social distancing so far as practicable but only where it is safe to do so.</li> <li>2. Once individuals have exited the building and whilst assembled at fire assembly point, &gt;2 metre social distancing must be resumed.</li> <li>3. Face masks should be worn by employees.</li> </ol>	

## Section 4 - Employee Welfare

Risk Assessment		
What are the hazards?	Individual concern or anxiety with returning to work	
Who might be harmed?	Volkswagen Group UK field based employees	
How might they be harmed?	Increased levels of stress / negative effect on personal wellbeing	
Employee Welfare Concerns		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to work	<ol style="list-style-type: none"> <li>1. Line managers to discuss any concerns with individuals and make any necessary arrangements.</li> <li>2. Occupational Health Service available to all employees.</li> <li>3. Employee Assistance Programme online support available to all employees.</li> <li>4. Wellbeing representatives and Mental Health First Aiders available for individual support.</li> <li>5. The business will support individuals with any personal challenges such as caring for vulnerable persons, issues with childcare, self-isolation etc.</li> <li>6. Circumstances will be managed on an individual basis to ensure appropriate support is provided, suitable for the individual's needs.</li> </ol>	

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## 4.1 Vulnerable Individuals (as defined in Government guidance)

Risk Assessment		
What are the hazards?	Vulnerable individuals	
Who might be harmed?	Volkswagen Group UK field based employees	
How might they be harmed?	Individuals with underlying health conditions, expectant mothers etc. have a greater risk to health if COVID-19 is contracted	
Vulnerable Individuals		
Area/Topic	Control Measure(s) in Place to Mitigate Risk	Further Action Required
Returning to work	<ol style="list-style-type: none"> <li>Working from home period to be extended if required.</li> <li>Additional consideration and arrangements given to individuals to ensure if they return to work they are not at any greater risk than others.</li> <li>Line managers and Occupational Health team to consult with individuals and agree suitable measures based on individual needs.</li> <li>No individuals will be required to work in the office during Phases 1-3 if it is not safe for them to do so</li> </ol>	

## Section 5 – Document Control

Risk assessment will be reviewed on a regular basis in line with government guidance changes, employee feedback and changes in return to work planning phases.

Description	Date of review:	Reviewed by:	Approved by:
1 <sup>st</sup> review	16/06/2020	Louise Goss – Health & Safety Manager	Anne-Marie Nelson – Group Facilities Manager
2 <sup>nd</sup> review	23/06/2020	Anne-Marie Nelson – Group Facilities Manager	Anne-Marie Nelson – Group Facilities Manager
3 <sup>rd</sup> review	23/07/2020	Anne-Marie Nelson – Group Facilities Manager	Anne-Marie Nelson – Group Facilities Manager
4 <sup>th</sup> review	30/07/2020	Anne-Marie Nelson – Group Facilities Manager	Anne-Marie Nelson – Group Facilities Manager