



Carswells Devil in the Detail – Risk Assessment Full Vehicle Valet

Document Information:

FIELD	VALUE
Risk Assessment ID	RA-CARSWELLS-VALET-001
Assessment Title	Full New/Used Vehicle Valet
Company Name	Carswells Devil in the Detail
Assessment Date	11/04/2025
Location	Various Carswells Sites
Last Reviewed	N/A (New Assessment)
Assessed By	Craig Carswell
Next Review (Latest)	11/04/2026

Scope of Risk Assessment:

This assessment covers all steps in cleaning and valeting new and used vehicles at Carswells sites, from initial wash to final finish (excluding paint protection).

How This Risk Assessment Was Conducted:

HSE guidelines, industry best practices, Carswells site observations, and valeter input were considered.

Method Statement:

Valeters use provided PPE (high-vis, safety footwear, eye protection, etc.). The team leader assigns vehicles, and a designated driver moves them to the wash bay following safe driving procedures.

Valeting Process:

- Check vehicle (off, closed), power rinse.
- Apply cleaners (TFR, wheel cleaner) as needed.
- Jet wash, brush if needed, rinse.
- Move inside (driving rules), park safely, apply tar/glue remover.
- Exterior: microfibre clean, polish, leather off, window/aperture wipe.
- Interior: dry clean, wipe all surfaces, remove rubbish, vacuum.
- Apply interior cleaner (as needed) to plastics/trims.
- Interior finish: dressing, mats, window clean, air freshener.
- Exterior finish: window clean/polish, chrome polish, tyre dressing.

Chemical and Equipment Use:

Approved, diluted chemicals (with COSHH assessments) in labelled, colour-coded containers.
Valeting-specific, maintained equipment.

Carswells Devil in the Detail - Valeting Risk Assessment - Hazardous Substances

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Hazardous Substances	Employees, contractors, visitors, customers; skin/respiratory issues, other health effects from chemical exposure.	<ul style="list-style-type: none"> ▪ Restricted access to chemical storage. ▪ COSHH & SDS available. ▪ Safer chemical alternatives prioritized. ▪ PPE provided & used (gloves, eye protection, workwear, respirators if needed). ▪ No eating/drinking in valeting areas. ▪ Securely closed chemical containers. ▪ Minimal working quantities. ▪ Bunded storage. ▪ Dermatitis info & barrier creams. ▪ Separate, secure storage for flammables (team leader key). ▪ Chemical use training & regular refreshers. 	<ul style="list-style-type: none"> ▪ Regular review of COSHH & SDS. ▪ Ensure adequate ventilation. ▪ Monitor PPE use & condition. 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Hazardous Substances	Employees, contractors, visitors, customers; skin/respiratory issues, other health effects from chemical exposure.	<ul style="list-style-type: none"> ▪ Autosmart training videos available. ▪ Secured "accudose" system limits neat chemical use. ▪ Toolbox talks on hazardous substances. ▪ Full PPE provided to all staff. ▪ Interceptors in wash bays emptied regularly. ▪ Bottles labelled & colour-coded with process signage. ▪ Warning posters displayed. ▪ Regular site inspections & team leader supervision. ▪ Roller shutters left open to vent exhaust fumes. 	<ul style="list-style-type: none"> ▪ Ensure all new staff receive Autosmart training access. ▪ Verify correct use of the accudose system. ▪ Document toolbox talk content and attendance. ▪ Monitor interceptor emptying schedule. 	Craig Carswell	11/04/2025



Carswells Devil in the Detail - Valeting Risk Assessment - Manual Handling

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Manual Handling	Employees, contractors, dealership staff - risk of strains or injuries	<ul style="list-style-type: none">▪ Access steps provided to reduce overreaching▪ Long-handle vacuums/tools used▪ Manual handling training on induction + 6-month refresh▪ One worker per vehicle limits repetition▪ Light, manageable deliveries only	<ul style="list-style-type: none">▪ Assessments for new/expectant mothers▪ Stackers introduced at all sites▪ T.I.L.E. manual handling checks for new tasks	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Lone Working	Employees or staff working alone may not receive help if injured or unwell	<ul style="list-style-type: none"> ▪ Staff not scheduled to work alone ▪ Clock-in system monitored by area managers ▪ Valet bays near dealership ▪ Regular management check-ins ▪ First aid coordinated with dealership ▪ Staff can be relocated from nearby sites 	<ul style="list-style-type: none"> ▪ Reinforce drug and alcohol policy awareness. ▪ Consider random drug/alcohol testing if deemed necessary and proportionate 	Craig Carswell	11/04/2025
Jet Wash	Injury from high-pressure water to employees, contractors, or visitors	<ul style="list-style-type: none"> ▪ Trained operatives only ▪ British Standard safety glasses ▪ Protective uniform worn ▪ Regular maintenance checks ▪ Power adjustable ▪ One person per vehicle during wash 	<ul style="list-style-type: none"> ▪ None identified at present 	Craig Carswell	11/04/2025

Carswells Devil in the Detail Risk Assessment - Slips, Trips and Falls

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Slips, Trips & Falls	Employees, contractors, visitors, dealership staff - risk of falls causing sprains, cuts, or head injuries	<ul style="list-style-type: none"> ▪ Designated wash bays with drainage <ul style="list-style-type: none"> ▪ Tarmac/metal surfaces for grip ▪ Squeegee mops used ▪ Leads kept tidy or overhead ▪ Switch to cordless tools when viable <ul style="list-style-type: none"> ▪ Leaks promptly cleaned and repaired ▪ Good housekeeping & regular bin emptying ▪ Work boots required 	<ul style="list-style-type: none"> ▪ Recommend S3 SRC or equivalent anti-slip boots 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Risk Assessment - Electricity/Fire

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Electricity	Employees, contractors, visitors, public & dealership staff - risk of electrocution, burns, or death	<ul style="list-style-type: none"> ▪ PAT testing on portable appliances ▪ Authorised access only ▪ Defect reporting system ▪ Periodic tool inspections <ul style="list-style-type: none"> ▪ Tools chosen for wet environments ▪ Work benches to keep tools off wet floors ▪ Tools switched off when not in use ▪ Routine visual checks of mains installation 	<ul style="list-style-type: none"> ▪ Client's EICR inspection to be provided and held on file 	Craig Carswell	11/04/2025
Fire	Employees, contractors, visitors, public & dealership staff - risk of injury, smoke inhalation, burns, or death	<ul style="list-style-type: none"> ▪ Fire alarms and detectors in place ▪ Authorised access only ▪ Coordination with site staff on fire procedures ▪ Communication between companies <ul style="list-style-type: none"> ▪ Fire marshals and evacuation plan in place ▪ Refer to full site-specific fire risk assessment for detailed controls 	<ul style="list-style-type: none"> ▪ Client's Fire Risk Assessment to be provided and filed 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Moving Vehicles & Pedestrians	Employees, contractors, visitors, general public, dealership staff	<ul style="list-style-type: none"> - Segregated valeting areas with restricted access - Security fencing around sites - Visitor induction with safety info - Clear signage ("Authorized Access Only") - High-vis vests for staff - Use of handrails and marked walkways - Horns and hazard lights used when moving vehicles - Staff act as banksmen in tight spaces - Vehicles not moved before windows are demisted - Vehicles reversed into bays where possible - Staff instructed not to walk through vehicle access shutters 	<ul style="list-style-type: none"> - Enhanced training for staff on pedestrian safety and vehicle movement - Increased signage for pedestrian awareness 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - On-Site Driving Risk Assessment - Weather And Moving Of vehicles

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Weather (Sun and Cold)	Employees, contractors: risk of sunburn, dehydration, discomfort, hypothermia	<ul style="list-style-type: none"> - Access restricted to authorised staff - Sun cream provided in summer - Covered valeting bays - Water breaks in summer - Seasonal clothing provided - Drying area for wet gear - Welfare facilities (toilets, canteen) - Gritting during winter 	<ul style="list-style-type: none"> - Regular breaks in extreme weather conditions - Suitable footwear provided 	Craig Carswell	11/04/2025
Other Moving Vehicles	Employees, contractors, visitors, dealership staff: risk of injury from moving vehicles	<ul style="list-style-type: none"> - Access restricted to authorised staff - Vehicles move with hazard lights on and horns used - Staff wear high-vis vests - Communication during vehicle movements 	<ul style="list-style-type: none"> - Full list of controls covered in Driving Risk Assessment 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Language Barriers	Team members who do not speak English as a first language may struggle with understanding safety instructions. This could increase risk of misuse of equipment or procedures.	<ul style="list-style-type: none"> ▪ Site access is restricted to authorised personnel only. <ul style="list-style-type: none"> ▪ Mentoring and buddy systems in place to support hands-on learning. ▪ Processes demonstrated clearly to ensure understanding. ▪ Use of visual cues, signage, and multi-format communication. ▪ Peer translation permitted with follow-up validation of understanding. 	<ul style="list-style-type: none"> ▪ Translate key safety documents if a consistent second language becomes prevalent. ▪ Continue developing visual guidance materials. 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Work at Heights	Employees, contractors, dealership staff, and public could suffer cuts, bruises, or more serious injuries from falls while cleaning high vehicle roofs (e.g., vans, SUVs, campers).	<p>Access restricted to authorised personnel only.</p> <ul style="list-style-type: none"> ▪ Most cleaning done from ground level. ▪ Ladders/steps used are commercial grade (e.g., EN131). ▪ Vehicle washing done in separate area to avoid slippery run-off. ▪ Visual checks on steps/ladders before use. <p>▪ Water on floors removed with squeegee before accessing height.</p>	<ul style="list-style-type: none"> ▪ Use of purpose-built "aircraft steps" with handrails for high-sided vehicles. 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - On-Site Driving Risk Assessment - Working at Height/Noise Exposure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Work at Heights	Employees, contractors, dealership staff, and public could suffer cuts, bruises, or more serious injuries from falls while cleaning high vehicle roofs (e.g., vans, SUVs, campers).	<p>Access restricted to authorised personnel only.</p> <ul style="list-style-type: none"> ▪ Most cleaning done from ground level. ▪ Ladders/steps used are commercial grade (e.g., EN131). ▪ Vehicle washing done in separate area to avoid slippery run-off. ▪ Visual checks on steps/ladders before use. ▪ Water on floors removed with squeegee before accessing height. 	<ul style="list-style-type: none"> ▪ Use of purpose-built "aircraft steps" with handrails for high-sided vehicles. 	Craig Carswell	11/04/2025
Noise Exposure	Employees, contractors, dealership staff, and visitors may experience temporary or permanent hearing damage from high or prolonged noise levels.	<ul style="list-style-type: none"> ▪ Access restricted to authorised staff. ▪ Noise levels typically low—normal conversations possible at 1–2 metres. ▪ Work activities spaced out across different areas (indoor & outdoor), reducing cumulative exposure. 	<ul style="list-style-type: none"> ▪ If increased noise is noticed, use a phone-based decibel app. <ul style="list-style-type: none"> ▪ Readings consistently over 80dB(A) may require formal monitoring or hearing protection assessment. 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - On-Site Driving Risk Assessment - Violence and Aggression

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Violence and Aggression	Employees, clients, visitors, or members of the public may be at risk of verbal abuse, physical assault, or threats from individuals on-site. This could result in injury, emotional distress, or property damage.	<ul style="list-style-type: none"> ▪ Access to job sites limited to authorised personnel only. ▪ Work carried out in well-lit areas with good visibility. ▪ Valet keys securely stored when not in use. <ul style="list-style-type: none"> ▪ Lone working discouraged; if unavoidable, coordination with others on site is maintained. ▪ Staff instructed to prioritise personal safety and call 999 in an emergency. <ul style="list-style-type: none"> ▪ Any staff conflict or public confrontation to be reported immediately. ▪ Where possible, avoid unnecessary interaction with the public. ▪ High-value vehicles may deter theft due to likelihood of tracking. 	<ul style="list-style-type: none"> ▪ Consider adding body-worn alarms for high-risk or remote locations. ▪ Add signage on mobile units stating "Staff do not carry cash or keys." 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - On-Site Driving Risk Assessment - Maintenance Operations/ Young Persons / Inexperienced Workers

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Maintenance Operations	Employees, contractors, or visitors could suffer cuts, bruises, penetrating injuries, amputations, or broken bones if equipment is poorly maintained or mishandled.	<ul style="list-style-type: none"> ▪ Only authorised personnel are allowed to perform maintenance. ▪ Staff do not attempt vehicle repairs or tool fixes on-site. ▪ A red tag system is in place for defective equipment. ▪ PPE (e.g., safety glasses) is mandatory. ▪ Defect reporting procedures exist and contractor vetting and inductions are managed by the site manager. 	<ul style="list-style-type: none"> ▪ Reinforce adherence to manufacturer maintenance guidelines. ▪ Schedule routine inspection reviews for all equipment following any maintenance issues. 	Craig Carswell	11/04/2025
Young Persons / Inexperienced Workers	Young or inexperienced workers may not fully recognise or respond to workplace hazards, leading to incorrect work practices, skill-based errors, or injuries.	<ul style="list-style-type: none"> ▪ Detailed induction training covering hazards, risk recognition, work procedures, and emergency protocols. ▪ Safe operating instructions for plant and equipment, regularly reviewed and validated. <ul style="list-style-type: none"> ▪ Supervision and mentoring by competent personnel. ▪ Centralised work instructions from a single mentor to avoid conflicting methods. 	<ul style="list-style-type: none"> ▪ Implement periodic refresher training focused on hazard identification and safe work practices. ▪ Conduct regular skill assessments to ensure continuous competency. 	Craig Carswell	11/04/2025



Carswells Devil in the Detail - Risk Assessment Full Vehicle Valet - Sign-Off & Review


FIELD	DETAILS
Risk Assessment ID	RA-CARSWELLS-002
Assessed by:	Craig Carswell
Received by:	?
On Date:	11/04/2025
Review:	Dealership/Site Specific (e.g., Showroom, Forecourt)

Version	Date	Updated by	Summary of Changes
1.0	11/04/2025	Craig Carswell	Initial assessment for Carswells Devil in the Detail
2.0			
3.0			
4.0			
5.0			

This Risk Assessment is developed in line with HSE guidelines and has been deemed suitable and sufficient. It reflects thorough checks and consultations, with all reasonably practicable control measures in place to ensure that the remaining risk is low.



Carswells Devil in the Detail - Risk Assessment Full Vehicle Valet - Sign-Off & Review

NAME	Date	SIGNATURE
Craig Carswell	11/04/24	

This Risk Assessment is developed in line with HSE guidelines and has been deemed suitable and sufficient. It reflects thorough checks and consultations, with all reasonably practicable control measures in place to ensure that the remaining risk is low.