



Carswells Devil in the Detail – Risk Assessment – Hot Water Dispensers

Document Information:

FIELD	VALUE
Risk Assessment ID	RA013U - Risk Assessment – Hot Water Dispensers
Assessment Title	Hot Water Dispensers
Company Name	Carswells Devil in the Detail
Assessment Date	11/04/2025
Location	Location: Mobile / Client Locations (Yards, Forecourts, Dealerships)
Last Reviewed	N/A (New Assessment)
Assessed By	Craig Carswell
Next Review (Latest)	11/04/2026

Scope:

This assessment focuses on the use of hot water dispensers for valeting staff, primarily to prevent cold-related hand injuries during extreme cold weather and to improve cleaning efficiency on vehicle interiors and exteriors.

Method:

Risk assessment conducted by the H&S manager and MD, reviewing HSE guidelines, past assessments, training records, staff consultation, and site inspections.

Method Statement:

Preparation: Staff must wear full PPE (high-vis, safety boots, safety glasses) before starting.

Hot Water Mixing:

Bucket: Fill with 50-75% cold water, then add cleaning chemicals if needed. Avoid overfilling to prevent manual handling issues.

Hot Water Dispenser:

Test dispenser by releasing a small amount of hot water (look for steam) while keeping hands and body clear.

After ensuring it works, fill the bucket with hot water to mix with cold.

Handling: Once mixed, lift the bucket with gloves on using the carry handle and transport it to the cleaning area.

Repeat: Process can be repeated as necessary.

Chemicals: Only approved chemicals with relevant COSHH assessments will be used, diluted as instructed, and stored in clearly labeled, color-coded bottles. Items are solely for vehicle cleaning.

Key Controls:

PPE must be worn at all times.

Hot water dispenser checks before use.

Manual handling precautions to avoid overfilling buckets.

Only approved chemicals and equipment are used, with proper COSHH documentation.

Carswells Devil in the Detail - Use of Cordless Hand Tool/ Vibration Exposure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Hot Water Burns	Employees, contractors, visitors, public, dealership staff - Risk of burns from hot water spills or contact.	<ul style="list-style-type: none"> ▪ Only trained staff have access. ▪ Dispenser in good working order. ▪ PPE provided (full protective uniform, gloves, etc.). ▪ Signage warning of hot water hazard. 	<ul style="list-style-type: none"> ▪ Dispenser must be locked securely when filled, and not used if lock is faulty. ▪ Spills cleaned up immediately. ▪ Ensure dispenser is never overfilled. 	Craig Carswell	11/04/2025
Hazardous Substances	Employees, contractors, visitors, public, dealership staff - Risk of acute/chronic health effects (e.g., asthma, dermatitis) from exposure to chemicals used in the valeting process.	<ul style="list-style-type: none"> ▪ Only small quantities of chemicals used. ▪ Access restricted to authorised personnel. ▪ COSHH assessments and safety datasheets available. ▪ PPE issued (gloves, workwear, respirators). ▪ Workers don't eat or drink in bays. ▪ Chemicals stored securely and correctly. 	<ul style="list-style-type: none"> ▪ Flammable chemicals stored separately in yellow banded COSHH cupboard. ▪ Chemical tops securely fastened to prevent spills. ▪ HSE dermatitis poster displayed with barrier creams available. 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Manual Handling	Staff, visitors – risk of injury (sprains, strains) during lifting/moving	<ul style="list-style-type: none"> ▪ Authorised access only. ▪ Commercial standard access steps provided for vehicle roofs. ▪ Manual handling training provided on induction and refreshed every 6 months. ▪ Toolbox talks regularly delivered. ▪ Buckets max 14ltr with secure handles. 	<p>New processes to be assessed using T.I.L.E manual handling questionnaires.</p> <ul style="list-style-type: none"> ▪ Risk assessment for new and expectant mothers. 	Craig Carswell	11/04/2025
Lone Working	Staff working alone could be injured or ill without help	No planned lone working; electronic clock-in system monitored by managers; close proximity to dealership staff; regular management checks; first aid cover coordinated.	<ul style="list-style-type: none"> ▪ Ensure first aid provisions are in place at all times. ▪ Maintain regular contact during lone working. 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Slips, Trips & Falls	Employees, contractors, visitors, or dealership staff may slip or trip, leading to injuries such as cuts, sprains, or fractures.	<ul style="list-style-type: none"> ▪ Authorised access only. ▪ Wash bays designed to drain water. <ul style="list-style-type: none"> ▪ Grating and ice treatments in cold weather. ▪ Use of squeegee mops for wet surfaces. ▪ Overhead power points for tools to avoid trip hazards. 	<ul style="list-style-type: none"> ▪ Ensure staff wear anti-slip boots (S3 SRC or equivalent). ▪ Continue to switch to battery-powered tools where possible. 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Electricity	Employees, contractors, visitors, dealership staff – risk of electrocution, burns or fatality from electrical contact.	PAT testing for all portable appliances - Defect reporting system in place - Regular tool inspections - Equipment purchased for valeting environment - Electrical tools kept off floors and switched off when not in use - Visual checks of electrical installations	▪ Request client's EICR (Electrical Installation Condition Report). ▪ Part of onboarding/tender checks (Craig Carswell – Ongoing).	Craig Carswell	11/04/2025
Fire	Injury, smoke inhalation, or fatality if fire breaks out on site.	- Authorised access only - Fire alarms and detection systems in place - Coordination with client over fire procedures - Fire marshals in place - Full controls detailed in Fire Risk Assessment	- Client's Fire Risk Assessment to be requested and held on file	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Pedestrians / Vehicle Movement	Employees, visitors, and dealership staff could be struck by vehicles or machines, leading to injury or death.	<ul style="list-style-type: none"> - Valeting areas segregated and restricted - Security fencing in place - Visitor induction and site rules explained - "Authorised Access Only" signage - High-vis vests worn - Walkways painted and handrails provided - Horns and hazard lights used when moving vehicles - Staff act as banksman when necessary - No moving vehicles with misted windows - Reverse parking into bays encouraged - Staff instructed not to use vehicle access shutters for walking 	<ul style="list-style-type: none"> - Ongoing training and reminders to staff - Visual checks for pedestrians near working areas 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Weather Conditions/ Other Moving Vehicles

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Weather Conditions	Staff – risk of sunburn, dehydration, cold exposure, hypothermia	<p>Access restricted to authorised personnel.</p> <ul style="list-style-type: none"> ▪ Valeting bays are covered. ▪ Workers provided with appropriate clothing (e.g., wet weather gear in winter). 	- Continue to monitor weather conditions and adjust working practices if needed	Craig Carswell	11/04/2025
Other Moving Vehicles	Staff, visitors, dealership staff – risk of being struck by another vehicle	<ul style="list-style-type: none"> ▪ Access restricted to authorised personnel. ▪ Vehicles equipped with hazard signs and sound horn. ▪ Staff wear high-visibility vests. 	- Where possible, staff should work in pairs when imaging vehicles	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Communication Barriers (English as a Second Language)	Staff may misunderstand instructions, leading to increased risk	<ul style="list-style-type: none"> - Authorised access only - Mentoring systems to support learning - Practical demonstrations to validate understanding <ul style="list-style-type: none"> - Use of multiple communication methods (written, verbal, signage) - Peer support and translation where needed 	<ul style="list-style-type: none"> - If one additional nationality becomes common, consider official translated instructions 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Work at Height/ Noise Exposure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Work at Height	Employees or others may fall from ladders/steps when cleaning vehicle roofs, leading to injury.	Most work done from ground; ladders/steps to EN131 standard; pre-use checks; wet areas squeegeed before use; washing done away from valeting bays.	None at present	Craig Carswell	11/04/2025
Noise Exposure	Employees may suffer hearing damage or tinnitus due to excessive noise.	<ul style="list-style-type: none"> ▪ Communication is clear within 1-2 metres. ▪ Work spread across different areas to reduce cumulative noise effect. 	<ul style="list-style-type: none"> ▪ Monitor noise levels if significant changes occur. Review annually. 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Violence & Aggression

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Violence & Aggression	Employees, contractors, visitors, or public may face threats, assault, or injury from intruders, co-workers, or customers.	<ul style="list-style-type: none"> ▪ Authorised access only ▪ No lone working (where possible) ▪ Well-lit site with CCTV ▪ Secure storage of keys ▪ Staff trained to call 999 if needed ▪ Staff advised to avoid conflict and report incidents ▪ Secure compounds and alarms 	<ul style="list-style-type: none"> ▪ Staff to report altercations to management. ▪ Craig Carswell to monitor safety protocols. Ongoing. 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Maintenance Operations and Young Persons

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Maintenance Operations	Employees, contractors, visitors, or members of the public could suffer from cuts, bruises, amputations, or death due to maintenance issues or poor equipment.	<ul style="list-style-type: none"> - Authorised access only - No vehicle maintenance performed by staff - Red-tag system for defective equipment - PPE (e.g., safety glasses) - Defect reporting procedures - Contractor management procedures (vetting, induction) 	<ul style="list-style-type: none"> ▪ Craig Carswell to ensure compliance with procedures. Ongoing. 	Craig Carswell	11/04/2025
Young Persons	Young persons or inexperienced workers may have an increased risk of harm due to lack of experience, understanding of hazards, or process knowledge.	<ul style="list-style-type: none"> ▪ Induction training in hazard recognition, work procedures, and emergency protocols. ▪ Supervision and mentoring systems. ▪ Clear work instructions. 	<ul style="list-style-type: none"> ▪ Craig Carswell to monitor training and supervision of young/inexperienced workers. Ongoing. 	Craig Carswell	11/04/2025



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Risk Assessment ID	RA013U - Risk Assessment - Hot Water Dispensers
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.



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NAME	Date	SIGNATURE
Craig Carswell	11/04/2025	

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