

#### Carswells Devil in the Detail - Risk Assessment - RA01SIXT

### **Method Statement / Scope of Assessment:**

This assessment covers valeting and vehicle movement activities at the SIXT Hatton Cross site. It includes safe driving on site, moving vehicles, and cleaning tasks carried out by Carswells Devil in the Detail staff. If unusual tasks or hazards are identified, a separate site-specific risk assessment will be completed.

### **How the Risk Assessment Was Completed:**

Checked current HSE guidance and best practice for valeting and vehicle operations.

Reviewed past risk assessments and training records.

Consulted experienced site staff and conducted a full site walkaround inspection.

#### **General Method Statement:**

Staff clock in, wearing full PPE (hi-vis, safety boots, safety glasses).

All equipment is checked daily; any defects are reported immediately to the manager.

SIXT site manager provides a list of vehicles requiring full valets to showroom standards.

Staff follow Carswells' safe systems of work (SSOW) and training procedures at all times.

Any issues or hazards must be reported to Carswells management and SIXT site management without delay.

### **Chemicals & Equipment:**

All cleaning chemicals are used correctly, diluted as intended, and clearly labelled.

Only dedicated valeting equipment (spray bottles, cloths, brushes, etc.) is used to prevent misuse or crosscontamination.

Equipment is fit for purpose and maintained properly.

This risk assessment complies with HSE guidelines and is considered suitable and sufficient.

All reasonably practicable control measures are in place to protect staff and others. The risk is reviewed regularly to ensure it remains low.

### **Document Information:**

FIELD	VALUE
Risk Assessment ID	Risk Assessment - RA01SIXT
Assessment Title	SIXT
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



# Carswells Devil in the Detail - Inexperienced or Unqualified Driver/ Poor Attitude / Inappropriate Driving Techniques

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Inexperienced or Unqualified Driver	Driver, passenger, public	- Driving licence required - Licence checks periodically - Driving assessment with supervisor	- Review Highway Code and sign declaration - Focus on drivers with different driving backgrounds	Craig Carswell	11/04/2025
Poor Attitude / Inappropriate Driving Techniques	Driver, passenger, public, sales staff	- Induction and driving assessments - Responsibility for infractions - Disciplinary action for poor driving	- Continue enforcing driving policy - Ensure drivers are comfortable with vehicle handling	Craig Carswell	11/04/2025



### Carswells Devil in the Detail - Distractions from In-Cab Technology/ Unfamiliarity with Vehicle

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Distractions from In-Cab Technology	Driver, passenger, public, sales staff	<ul> <li>Drivers responsible for their own fines and infractions.</li> <li>No contact while driving — messages are left and picked up when safely parked.</li> <li>In-car cameras (where fitted) are used only for parking assistance.</li> <li>Mobile phone policy in place (no use while driving).</li> <li>Volume/brightness of in-car tech kept at minimum if needed.</li> <li>Site rules and driver training covers safe use</li> </ul>	None at this time.	Craig Carswell	11/04/2025
Unfamiliarity with Vehicle	Driver, passenger, public, sales staff	<ul> <li>Hand-over training by competent supervisor when using vehicles with new technology.</li> <li>Drivers instructed to familiarise themselves with new controls before moving vehicles.</li> <li>Special attention given to differences between manual and automatic transmissions.</li> </ul>	None at this time.	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Poor Vehicle Condition/Mechanical Failure/ Poor Vehicle Condition/Mechanical Failure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Pedestrians Struck by Moving Vehicles	Employees, contractors, visitors, members of the public	- Low vehicle movement during cleaning - Workers exposed to traffic on only one side of vehicle - Coordination with parking management	- High visibility clothing for all present - Signage warning of vehicle movements	Craig Carswell	11/04/2025
Poor Vehicle Condition/Mech anical Failure	Driver, passenger, public, sales staff	<ul> <li>New or approved used vehicles</li> <li>Drivers report issues to area manager for recovery and repair</li> </ul>	- Immediate action for breakdowns and repairs	Craig Carswell	11/04/2025



## Carswells Devil in the Detail - Impairment by Alcohol or Drugs/ Health Conditions Affecting Fitness to Drive

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Impairment by Alcohol or Drugs	Driver, passenger, public, sales staff	<ul> <li>Strict drug and alcohol policy communicated to all workers.</li> <li>Drivers volunteering substance issues are removed from driving duties and supported.</li> <li>Drivers on medication affecting driving ability are suspended from driving until cleared.</li> <li>Controlled medication use to be declared to management.</li> </ul>	None at this time.	Craig Carswell	11/04/2025
Health Conditions Affecting Fitness to Drive	Driver, passenger, public, sales staff	<ul> <li>Drivers must report relevant health conditions.</li> <li>Staff cooperate with company and medical advice regarding driving ability.</li> <li>Eye sight checks recommended every 6 months.</li> <li>Personal risk assessments for new/expectant mothers where needed.</li> <li>Temporary suspension of driving duties if instructed by GP or DVSA.</li> </ul>	Introduce regular eye test reminder system for drivers.	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Pedestrians Struck by Moving Vehicles

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Pedestrians Struck by Moving Vehicles	Employees, contractors, visitors, public or dealership staff could suffer injuries such as cuts, broken bones, head injuries, or death.	<ul> <li>Valeting areas segregated and restricted access.</li> <li>Security fencing used where possible.</li> <li>Visitors receive induction on site rules and restricted areas.</li> <li>Clear signage displayed around site and valet area.</li> <li>Staff wear high-visibility vests at all times.</li> <li>Horns and hazard lights used when manoeuvring.</li> <li>Banksman system in place for tight vehicle movements.</li> <li>Vehicles not moved until windows are fully demisted.</li> <li>Staff encouraged to reverse into bays where possible.</li> </ul>	None at this time	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Small Manoeuvres (Parking, Reversing, Turning)/ Noise Exposure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Small Manoeuvres	Driver, passenger, public, sales staff	- Reversing aids (cameras, sensors, mirrors) - Banksman where applicable - Horns and hazard lights used around high pedestrian areas	- Drivers to choose quiet areas for maneuvers - Speed limits and one- way systems followed	Craig Carswell	11/04/2025
Noise Exposure	Driver, passenger, public, sales staff	- Vehicle wash completed outside and distanced from noisy areas	- No hearing protection needed, as hearing is part of the safety system	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Lone Working and Confrontation

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Lone Working and Confrontation	Driver, passenger, public, sales staff	- Vehicle cleaning typically occurs in busy areas like superstores - Area manager plans daily routes and checks in with workers - Pre-planned routes with familiar stopping areas - ICE details logged in mobile phones - Drivers advised to take breaks in safe areas	- Recommend workers keep mobile phones on their persons at all times - Move vehicles to quieter areas when needed - Signage placed for safety and warning others of cleaning in progress - Operators should avoid dark, poorly lit areas - Cones placed as a visual warning to others	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Incorrect Driving Posture /Driver Unfamiliar with Vehicle

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Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completio n	Date Completed
Incorrect Driving Posture	Driver, passenger, could develop or irritate acute or chronic musculoskeletal disorders or injuries in the neck, back, shoulders, and hips	- Adjustable seats and lumbar supports available - Short duration of driving activities - Health screening questionnaires - Personal Risk Assessments and adjustments for drivers reporting health issues - Information provided on maintaining good posture	- Encourage staff to be aware of their posture and driving position	Craig Carswell	11/04/2025
Driver Unfamiliar with Vehicle	Driver, passenger, members of the public could be injured or killed in an RTI caused by a driver being unable to operate the vehicle effectively or being distracted	- Handover training by competent supervisor - Drivers will familiarise themselves with all new systems before moving the vehicle	- Ensure all drivers take additional time to understand vehicle aids and systems before driving	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Violence and Aggression /Electricity

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Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completio n	Date Completed
Violence and Aggression	Driver, passenger, could develop or irritate acute or chronic musculoskeletal disorders or injuries in the neck, back, shoulders, and hips	<ul> <li>- Authorised access only to site</li> <li>- Work usually completed during daylight hours; if not, well-lit areas used</li> <li>- Keys securely locked away</li> <li>- Coordination with other companies on site for lone working safety</li> <li>- High visibility clothing worn by all persons in the area</li> <li>- CCTV for deterrence</li> <li>- Staff trained to call 999 in case of emergency and prioritise personal safety</li> </ul>	- Recommend high visibility clothing is worn by all workers on site to enhance visibility and safety	Craig Carswell	11/04/2025
Electricity	Driver, passenger, members of the public could be injured or killed in an RTI caused by a driver being unable to operate the vehicle effectively or being distracted	- Workers use low voltage tools reducing the risk of injury - Work does not involve electrical equipment other than vehicle operation - Tools are checked, tested, and replaced if needed - Tools purchased specifically for valeting tasks - Periodic tool inspection by management	- Ensure continued monitoring and testing of tools for electrical safety	Craig Carswell	11/04/2025



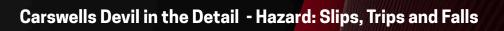
# Carswells Devil in the Detail - Manual Handling/Lone Working

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completio n	Date Completed
Manual Handling	Staff, visitors – risk of injury (strains, sprains) during lifting/moving	<ul> <li>Authorised access only.</li> <li>Commercial standard access steps provided for vehicle roofs.</li> <li>Manual handling training provided on induction and refreshed every 6 months.</li> <li>Toolbox talks regularly delivered.</li> <li>Buckets max 14ltr with secure handles.</li> </ul>	New processes to be assessed using T.I.L.E manual handling questionnaires. 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> <li>Ensure first aid provisions are in place at all times.</li> <li>Maintain regular contact during lone working.</li> </ul>	Craig Carswell	11/04/2025



### Carswells Devil in the Detail - Fire/Vehicle Checks

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completio n	Date Completed
Fire	Staff, visitors – risk of injury (strains, sprains) during lifting/moving	<ul> <li>Worker is outside of premises, reducing fire exposure risk</li> <li>Flammable substances stored in appropriate containers on the vehicle</li> <li>COSHH assessment in place for chemicals</li> <li>Jetwasher refuelling is done outside, away from property, and only when washer is turned off</li> <li>Spill kits provided for quick clean-up</li> </ul>	- Ensure continued monitoring of safe storage of chemicals - Review COSHH assessments periodically	Craig Carswell	11/04/2025
Vehicle Checks	Staff working alone could be injured or ill without help	<ul> <li>Basic daily checks performed: tyre pressure, engine oil, screen wash, antifreeze, fluids, etc.</li> <li>COSHH assessment and datasheets available</li> <li>PPE provided including gloves and appropriate workwear</li> <li>Workers instructed not to eat or drink near chemicals</li> <li>Chemicals stored with tops securely closed to prevent spills</li> </ul>	- Recommend high visibility clothing for all workers to enhance visibility during vehicle checks - Ensure that small quantities of chemicals are kept on the vehicle to minimize spill risks	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> <li>Authorised access only.</li> <li>Wash bays designed to drain water.</li> <li>Grating and ice treatments in cold weather.</li> <li>Use of squeegee mops for wet surfaces.</li> <li>Overhead power points for tools to avoid trip hazards.</li> </ul>	<ul> <li>Ensure staff wear anti-slip boots (S3 SRC or equivalent).</li> <li>Continue to switch to battery-powered tools where possible.</li> </ul>	Craig Carswell	11/04/ 2025



## Carswells Devil in the Detail - 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, or dealership staff may slip or trip, leading to injuries such as cuts, sprains, or fractures.	- COSHH assessment provision in place, and the findings and datasheets are available to workers - Safer chemicals are used where available - Basic wash typically only uses car shampoo and small amounts of chemicals - PPE issued, including gloves and appropriate workwear - Workers instructed not to eat or drink near chemicals - Chemicals stored securely to prevent spills - Only small working quantities kept on vehicles - Barrier cream used before gloves are worn - Gloves disposed of properly after use, hands washed, and after-work cream applied	- Provide workers with information and handouts on dermatitis prevention - Make routine health screening questionnaires available - Ensure workers understand how to handle chemicals safely and protect their skin	Craig Carswell	11/04/ 2025



# Carswells Devil in the Detail - Chemicals Mixed / No Accudose System/ Maintenance Operations

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completion	Date Completed
Chemicals Mixed / No Accudose System	Operator, passing member of the public	<ul> <li>Only limited, small quantities kept on the vehicle</li> <li>Small, clearly labelled bottles used for mixing</li> <li>COSHH assessment and datasheets available</li> <li>PPE issued, including gloves and appropriate workwear</li> <li>Workers instructed not to eat or drink near chemicals</li> <li>Chemicals stored securely to prevent spills</li> <li>Mixing prepared before each shift</li> <li>Workers trained in mixing ratios (e.g., chemical to water)</li> </ul>	- Ensure that chemical mixing ratios are consistently followed - Reinforce training on proper handling of chemicals and safety measures	Craig Carswell	11/04/2025
Maintenance Operations	Employees, contractors, visitors, or members of the public	- Authorised access only - Approved staff do not attempt any vehicle maintenance issues - PPE provided (e.g., safety glasses) - Defect reporting procedures in place	- Continue reinforcing training on safe maintenance procedures - Ensure regular maintenance checks are carried out	Craig Carswell	11/04/2025



## Carswells Devil in the Detail - Weather/ Vibration

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completion	Date Completed
Weather	Employees & contractors	orised access to site only  - Workers provided with sun cream in summer  - Additional water breaks in summer for hydration  - Suitable clothing provided (lightweight in summer, warm wetweather gear in winter)  - Work halted in extreme weather  - Work boots for better grip and water resistance	- Continue monitoring for extreme weather and suspend work when necessary - Remind workers to use personal sun protection like sunglasses	Craig Carswell	11/04/2025
Vibration	Injury, smoke inhalation, or fatality if fire breaks out on site.	- Standard washing and cleaning processes do not involve buffing tools - Separate risk assessment in place for vibrating equipment (Machine Polishing and Scratch Removal)	- Ensure the vibration risk assessment for buffing equipment is reviewed regularly - Provide training on vibration-related risks for staff using such equipment	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Slips, Trips and Falls / Sharp Equipment

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsibl e / Target Completion	Date Completed
Slips, Trips and Falls	Employees, contractors, visitors, dealership staff – risk of electrocution, burns or fatality from electrical contact.	- Authorised access only - Vehicle parked as close to operator's van to limit hose trip hazard - Work boots worn to improve grip - Floor checked and hosed down if needed to remove excess cleaning material - Grit buckets used in winter to prevent ice - Ground visually checked for trip hazards before starting work - Signage displayed around vehicle warning of potential	- Consider upgrading work boots to S3 SRC or any 'SRC' equivalent for better anti-slip grip	Craig Carswell	11/04/2025
Sharp Equipment	Injury, smoke inhalation, or fatality if fire breaks out on site.	- Authorised access only - Equipment kept in valeting areas and locked away when not in use - Equipment not left unattended - Appropriate PPE worn at all times - Defective equipment reported and replaced	- Regular checks to ensure sharp equipment is securely stored and safe to use	Craig Carswell	11/04/2025



### Carswells Devil in the Detail - Hazard: Pedestrians / Vehicle Movement

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.	- 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	- 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/ Poor Vehicle Condition / Mechanical Failure

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Weather Conditions	Driver, passengers, public, sales staff	- Driving suspended in heavy snow  - Parking areas gritted and cleared  - Drainage in wash bays to prevent ice  - Only essential journeys permitted  - Poor weather driving discouraged  - Drivers adjust driving to conditions	None at this time	Craig Carswell	11/04/2025
Poor Vehicle Condition / Mechanical Failure	Staff, visitors, dealership staff – risk of being struck by another vehicle	- Vehicles new or Approved Used - Drivers report defects immediately - Management arrange recovery and repairs if needed	None at this time	Craig Carswell	11/04/2025



# Carswells Devil in the Detail - Hazard: Language Barriers

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	- Mentoring systems to teach workers by demonstration - Worker consultation on new processes to validate understanding - Multiple communication methods (written, verbal, signage, translation, mentoring) - Allowing colleagues to assist with translation if needed	- Continued support for validating understanding through demonstrations or follow-up discussions	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.	- Authorised access only  - Majority of work is completed from the floor, with work at height only required for larger SUV vehicles  - Ladders or steps manufactured to a commercial standard such as EN131 or equivalent  - Ladders/steps subject to pre- use visual checks  - Workers instructed to move brushes forward when cleaning interiors	- Visual inspection of ladders/steps every 6 months to ensure functionality, cleanliness, and condition	Craig Carswell	11/04/2025
Noise Exposure	Employees may suffer hearing damage or tinnitus due to excessive noise.	<ul> <li>Communication is clear         within 1-2 metres.</li> <li>Work spread across different         areas to reduce cumulative         noise effect.</li> </ul>	<ul> <li>Monitor noise levels if significant changes occur. Review annually.</li> </ul>	Craig Carswell	11/04/2025



## Carswells Devil in the Detail - Manual Handling

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Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Manual Handling	Driver, passenger, members of the public	- Authorised access only - Commercial standard access steps provided for vehicle roof access to prevent stretching and reaching - Minimal number of loads requiring lifting and carrying - Postural constraints addressed for cleaning - Stack trolleys provided for large containers - Manual handling training provided during induction and as refresher training	- T.I.L.E manual handling questionnaires completed for tasks - Additional risk assessment for new and expectant mothers	Craig Carswell	11/04/2025



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

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Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Jet Wash	Employees, contractors, visitors, or members of the public could suffer from cuts, bruises, amputations, or death due to maintenance issues or poor equipment.	- Authorised personnel only and trained operatives  - Safety glasses to British standards provided  - Full protective uniform and PPE in use  - Equipment maintained and monitored by team leader and area manager  - Power of jet wash can be reduced as needed  - Only one person cleaning a vehicle at a time to prevent being struck by water  - Re-fuelling done clear of property, washer turned off when refuelling, spills cleaned with spill kit	<ul> <li>Craig Carswell to ensure compliance with procedures. Ongoing.</li> </ul>	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.	- Induction training with focus on hazard recognition, work procedures, and emergency procedures  - Safe Operating instructions for plant/equipment, reviewed regularly and communicated to staff  - Supervision by competent personnel  - Mentoring systems in place  - Clear direction and written confirmation on tasks they should/shouldn't be doing	<ul> <li>Craig Carswell to monitor training and supervision of young/inexperien ced workers. Ongoing.</li> </ul>	Craig Carswell	11/04/2025



### Carswells Devil in the Detail - Risk Assessment - RA01SIXT

FIELD	DETAILS
Risk Assessment ID	Risk Assessment - RA01SIXT
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 - RRisk Assessment - RA01SIXT

NAME	Date	SIGNATURE
Craig Carswell	11/04/2025	Call

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.