



Carswells Devil in the Detail – Risk Assessment: Service Wash

Scope of Assessment

This risk assessment covers the key activities involved in carrying out a Service Wash—a quick, high-standard exterior and interior clean on customer vehicles post-servicing. While similar to a full valet, the focus here is speed and quality due to the time-sensitive nature of these jobs.

How the Assessment Was Done

The risk assessment was developed by the H&S lead alongside the MD. It included:

- Reference to current HSE guidance and industry best practices
- Review of previous risk assessments and training records
- Consultation with experienced team members
- A walkthrough inspection of a working site
- Method Statement (How We Work)

Once clocked in and in full PPE (hi-vis, safety boots, safety glasses), the team leader allocates work. Vehicles are moved by licensed drivers in line with our Driving Risk Assessment.

Service Wash Process:

- Vehicle checks (doors/windows shut, ignition off)
- Rinse vehicle → apply TFR to lower half & wheels → rinse again
- Apply brush wash → clean with soft brush → final rinse
- Move vehicle indoors, park safely, ignition off
- Apply tar & glue remover, then wipe and polish exterior
- Dry leather off, clean windows and all apertures
- Full interior vacuum and wipe down
- Apply G101 to plastics and trims → dress interior surfaces
- Apply glass cleaner, final polish, air freshener
- Wipe and polish chrome, glass, and apply tyre dressing

Product Use:

- Only Approved products with correct COSHH documentation
- All chemicals diluted correctly using colour-coded bottles
- All tools (cloths, brushes, bottles) are purpose-bought and maintained

Document Information:

FIELD	VALUE
Risk Assessment ID	RA-CARSWELLS-SERVICEWASH005
Assessment Title	SERVICE WASH
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 - RA005U Risk Assessment – Service Wash

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Hazardous Substances	Employees, contractors, visitors, or the public could suffer skin irritation, respiratory issues, or long-term health effects from chemical exposure during valeting.	<ul style="list-style-type: none"> ▪ Access restricted to trained staff only ▪ COSHH assessments & datasheets available <ul style="list-style-type: none"> ▪ Only Autosmart (or approved alternative) chemicals used ▪ PPE provided and worn (gloves, eye protection, masks if needed) <ul style="list-style-type: none"> ▪ Chemicals diluted, labelled & stored properly <ul style="list-style-type: none"> ▪ No food/drink in bays ▪ Barrier creams and signage in place <ul style="list-style-type: none"> ▪ Bunded COSHH storage for flammables (locked yellow cabinet) ▪ Working quantities only kept out; lids kept secure 	None at this time. Controls are suitable and sufficient.	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Hazardous Substances (Continued)

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Hazardous Substances	Employees, contractors, or visitors may suffer skin or respiratory harm, chemical burns, or illness from misuse, spills, or exposure to hazardous substances.	<ul style="list-style-type: none"> ▪ Autosmart training videos available if needed ▪ Smart bays with Accudose systems ensure correct chemical ratios <ul style="list-style-type: none"> ▪ Toolbox talks on hazardous substance use ▪ PPE provided for all staff ▪ Wash bay interceptors maintained and emptied regularly ▪ Bottles labelled and colour coded (for accessibility and language barriers) <ul style="list-style-type: none"> ▪ Warning posters displayed ▪ Ongoing team-leader supervision and site inspections ▪ Roller shutters opened after moving vehicles to ventilate fumes <ul style="list-style-type: none"> ▪ All staff fully trained and supervised ▪ Refresher training every 6 months or as needed 	N/A	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	Employees, contractors, dealership staff, or visitors could suffer injury or fall ill with no one available to assist, causing delay in emergency response and worsening harm.	<ul style="list-style-type: none"> ▪ Access restricted to authorised personnel ▪ Use of access steps for roofs to avoid stretching ▪ Valets designed for minimal handling loads ▪ Long-handled tools and upright vacuums provided ▪ Manual handling training on induction and every 6 months ▪ One worker per vehicle to allow movement variation and natural breaks 	<ul style="list-style-type: none"> ▪ Manual handling assessments for new/expectant mothers ▪ TILE (Task, Individual, Load, Environment) checklists for new work 	Craig Carswell	11/04/2025

Carswells Devil in the Detail - Hazard: Lone Working/Jet Wash

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Lone Working	Employees may suffer illness or injury without assistance, leading to delayed medical attention.	<ul style="list-style-type: none"> ▪ Work scheduled to avoid lone working ▪ Electronic clock-in system for visibility ▪ Valeting bay near dealership for visibility/contact ▪ Regular management check-ins ▪ Coordination with dealerships for first aid cover 	<ul style="list-style-type: none"> ▪ Ensure minimum two-person team always present where possible 	Craig Carswell	11/04/2025
Jet Wash	Employees or others may be struck or injured by high-pressure water.	<ul style="list-style-type: none"> ▪ Only trained operatives permitted ▪ Safety glasses provided ▪ PPE worn at all times ▪ Equipment checked and maintained ▪ Power adjusted as needed ▪ Only one person cleans a vehicle at a time 	<ul style="list-style-type: none"> ▪ Continued refresher training and visual safety signage 	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"> ▪ Concrete wash bays with drainage ▪ Tarmac or gripped yard surfaces ▪ Squeegees used for spills ▪ Cables managed safely ▪ Power from overhead when possible ▪ Good housekeeping and regular bin use <ul style="list-style-type: none"> ▪ Leaks repaired promptly ▪ Work boots worn for grip 	<ul style="list-style-type: none"> ▪ Recommend S3 SRC (anti-slip) rated safety boots for all staff 	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.	<ul style="list-style-type: none"> ▪ PAT testing of portable appliances ▪ Defect reporting procedures ▪ Periodic tool checks ▪ Tools specified for splash zones ▪ Benches to keep tools off floor ▪ Visual inspections ▪ Tools switched off when not in use 	<ul style="list-style-type: none"> ▪ Client's EICR report to be requested and held on file 	Craig Carswell	11/04/2025
Fire	Employees, contractors, visitors, dealership staff – injuries due to burns, smoke inhalation, cuts during evacuation.	<ul style="list-style-type: none"> ▪ Site access controlled ▪ Fire alarms and detection in place ▪ Coordination with site fire procedures and marshals ▪ Full control list in Fire RA 	<ul style="list-style-type: none"> ▪ Client's Fire Risk Assessment to be held on file 		

Carswells Devil in the Detail - Hazard: 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, dealership staff - risk of injury or fatality from being struck by vehicles (e.g., cars or transporters).	<ul style="list-style-type: none"> ▪ Segregated valeting areas with restricted access ▪ Security fencing on most sites ▪ Visitor induction and signage ("Authorised Access Only") ▪ High-vis vests worn ▪ Handrails and marked walkways ▪ Hazard lights and horns used when moving vehicles ▪ Banksman used when reversing ▪ No driving until windows are fully demisted ▪ Reversing into bays advised ▪ Staff trained not to use shuttered vehicle access doors as walkways ▪ Staff monitor for unauthorized foot traffic and redirect as needed 	None at this time	Craig Carswell	11/04/2025

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

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Weather (Hot/Cold/Wet Conditions)	Employees & contractors - risk of sunburn, dehydration, or cold-related illness from working outdoors.	<ul style="list-style-type: none"> ▪ Covered valeting bays ▪ Sun cream provided ▪ Water breaks during hot weather ▪ Lightweight/suitable seasonal clothing ▪ Drying area for wet gear ▪ Welfare facilities including toilets and breakroom ▪ Work boots for grip & weather ▪ Gritting in winter 	None	Craig Carswell	11/04/2025
Other Moving Vehicles	Employees, contractors, visitors & dealership staff - risk of being struck by other moving vehicles.	<ul style="list-style-type: none"> ▪ Authorised access only ▪ Hazard lights on vehicles ▪ Horns used when moving <ul style="list-style-type: none"> ▪ Staff wear high-vis ▪ Verbal communication of movements ▪ Refer to Driving On Site Risk Assessment 	None	Craig Carswell	11/04/2025

Carswells Devil in the Detail -Hazard: English as a Second Language /Stress - Time Sensitive Turnaround.

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Language Barrier	Workers with English as a second language – may misunderstand instructions, increasing risk of incidents.	<ul style="list-style-type: none"> ▪ Authorised access only ▪ Mentoring system – show & tell approach ▪ Multi-format communication (verbal, signage, written) <ul style="list-style-type: none"> ▪ Peer translation where possible ▪ Validation by demonstration <ul style="list-style-type: none"> ▪ Instruction translation considered if majority speak same language 	None at this time	Craig Carswell	11/04/2025
Stress (Workload/ Deadlines)	Valeters – may feel pressured due to fast turnaround targets, leading to mental strain or errors.	<ul style="list-style-type: none"> ▪ Team-leader support ▪ Staff placed where best suited ▪ Area manager monitors wellbeing ▪ Issues with pressure from dealership staff escalated to management 	None at this time	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.	<ul style="list-style-type: none"> ▪ Work mostly done from ground level ▪ Only certain larger vehicles need access ▪ Commercial standard ladders/steps used (EN131) ▪ Pre-use checks before use ▪ Water runoff cleared to avoid slips 	<ul style="list-style-type: none"> ▪ Use British standard aircraft steps with handrails for high-sided vehicles 	Craig Carswell	11/04/2025
Noise Exposure	Employees may suffer hearing damage or tinnitus due to excessive noise.	<ul style="list-style-type: none"> ▪ Sites generally quiet – normal conversation possible at 1-2m ▪ Work areas are spread out (indoors/outdoors), reducing cumulative noise 	<ul style="list-style-type: none"> ▪ Recommend using decibel app on phone if noise seems excessive ▪ Investigate if above 80dB(A) 	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"> ▪ Apply stress-related controls for pressure situations ▪ Encourage calm de-escalation and walkaway policy 	Craig Carswell	11/04/2025

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

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Maintenance Operations	Employees, contractors, or public may suffer cuts, bruises, amputations, or death due to poor maintenance practices.	<ul style="list-style-type: none"> ▪ Authorised access only ▪ Staff do not carry out vehicle/tool repairs ▪ Defect reporting & red tag system ▪ PPE (e.g., safety glasses) ▪ Contractors vetted and inducted 	None - controls sufficient	Craig Carswell	11/04/2025
Young Persons	Young or inexperienced staff may not recognise or respond to workplace hazards, increasing risk of injury.	<ul style="list-style-type: none"> ▪ Detailed induction ▪ Safe operating procedures ▪ Clear task direction ▪ Supervision and mentoring systems in place 	Young persons not expected on site due to nature of work and insurance	Craig Carswell	11/04/2025



Carswells Devil in the Detail – Risk Assessment: Service Wash - Sign-Off & Review


FIELD	DETAILS
Risk Assessment ID	RA-CARSWELLS-SERVICEWASH005
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 - Service Wash Risk Assessment

NAME	Date	SIGNATURE
Craig Carswell	11/04/3035	

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