



Carswells Devil in the Detail – Risk Assessment – Hertz Mobile Cleaning

Document Information:

FIELD	VALUE
Risk Assessment ID	RA01 - Hertz Mobile Cleaning
Assessment Title	Hertz Mobile Cleaning
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

Method Statement

PPE: Staff wear full PPE (high-vis, safety boots, safety glasses).

Vehicle Cleaning Process:

Unlock vehicle with pin (provided via email).

Check and top up fluids (oil, radiator, water, screen wash, adblue).

Spray exterior with cleaning chemicals, agitate with brush, and rinse.

For waterless sites, use Waterless Tango chemical from AutoSmart.

Clean interior using G101 chemical and cloth.

Clean rear of vehicle (van) with correct brushing technique.

Slick tyres.

Perform health check, fill in VPI sheet, and place in frame.

Take required pictures and send report to Approved admin and Hertz.

Safely park vehicle and lock using provided pin.

Chemical Use: All chemicals diluted as intended and used from labelled, colour-coded bottles.

Risk Assessment Methodology:

The assessment was conducted by reviewing HSE guidelines, industry best practices, previous assessments, training records, consulting experienced staff, and conducting a site inspection.

Key Notes:

The process incorporates proper vehicle cleaning procedures while ensuring safety.

All equipment used is fit for purpose, including brushes, cloths, and pumps.

The cleaning process is structured to prevent injuries and exposure to hazardous substances.



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	<ul style="list-style-type: none">- Driving licence required- Licence checks periodically- Driving assessment with supervisor	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- Induction and driving assessments- Responsibility for infractions- Disciplinary action for poor driving	<ul style="list-style-type: none">- 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 style="list-style-type: none">- Policy: drivers pay for infractions- Mobile phone use policy- Cameras (when required)- Steering wheel controls for radio	<ul style="list-style-type: none">- Enforce ban on phone use even with handsfree- Messages left and returned when safe	Craig Carswell	11/04/2025
Unfamiliarity with Vehicle	Driver, passenger, public, sales staff	<ul style="list-style-type: none">- Hand-over training on updated driver aids- Familiarisation with new systems before driving	<ul style="list-style-type: none">- Additional attention to manual/automatic controls- Ensure comfort with new features	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 style="list-style-type: none">- Drug & alcohol policy communicated- Staff with substance issues removed from duties- Medication policy	<ul style="list-style-type: none">- Regular casual checks by area manager face-to-face	Craig Carswell	11/04/2025
Health Conditions Affecting Fitness to Drive	Driver, passenger, public, sales staff	<ul style="list-style-type: none">- Drivers volunteer medical conditions- Personal risk assessments for applicable cases	<ul style="list-style-type: none">- Eye sight checks every 6 months- Referral to GP if necessary- Temporary duty changes if instructed by DVSA	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	<ul style="list-style-type: none">- Low vehicle movement during cleaning- Workers exposed to traffic on only one side of vehicle- Coordination with parking management	<ul style="list-style-type: none">- High visibility clothing for all present- Signage warning of vehicle movements	Craig Carswell	11/04/2025
Poor Vehicle Condition/Mechanical Failure	Driver, passenger, public, sales staff	<ul style="list-style-type: none">- New or approved used vehicles- Drivers report issues to area manager for recovery and repair	<ul style="list-style-type: none">- Immediate action for breakdowns and repairs	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	<ul style="list-style-type: none">- Reversing aids (cameras, sensors, mirrors)- Banksman where applicable- Horns and hazard lights used around high pedestrian areas	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- Vehicle wash completed outside and distanced from noisy areas	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	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	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Handover training by competent supervisor - Drivers will familiarise themselves with all new systems before moving the vehicle 	<ul style="list-style-type: none"> - 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

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	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 style="list-style-type: none"> - Authorised access only to site - Work usually completed during daylight hours; if not, well-lit areas used - Keys securely locked away - Coordination with other companies on site for lone working safety - High visibility clothing worn by all persons in the area - CCTV for deterrence - Staff trained to call 999 in case of emergency and prioritise personal safety 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Ensure continued monitoring and testing of tools for electrical safety 	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
Fire	Staff, visitors – risk of injury (sprains, strains) during lifting/moving	<ul style="list-style-type: none"> - Worker is outside of premises, reducing fire exposure risk - Flammable substances stored in appropriate containers on the vehicle - COSHH assessment in place for chemicals - Jetwasher refuelling is done outside, away from property, and only when washer is turned off - Spill kits provided for quick clean-up 	<ul style="list-style-type: none"> - 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 style="list-style-type: none"> - Basic daily checks performed: tyre pressure, engine oil, screen wash, antifreeze, fluids, etc. - COSHH assessment and datasheets available - PPE provided including gloves and appropriate workwear - Workers instructed not to eat or drink near chemicals - Chemicals stored with tops securely closed to prevent spills 	<ul style="list-style-type: none"> - 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 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
Hazardous Substances	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"> - 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 	<ul style="list-style-type: none"> - 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 Responsible / Target Completion	Date Completed
Chemicals Mixed / No Accudose System	Operator, passing member of the public	<ul style="list-style-type: none"> - Only limited, small quantities kept on the vehicle - Small, clearly labelled bottles used for mixing - COSHH assessment and datasheets available - PPE issued, including gloves and appropriate workwear - Workers instructed not to eat or drink near chemicals - Chemicals stored securely to prevent spills - Mixing prepared before each shift - Workers trained in mixing ratios (e.g., chemical to water) 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Authorised access only - Approved staff do not attempt any vehicle maintenance issues - PPE provided (e.g., safety glasses) - Defect reporting procedures in place 	<ul style="list-style-type: none"> - Continue reinforcing training on safe maintenance procedures - Ensure regular maintenance checks are carried out 	Craig Carswell	11/04/2025

Hazard	Who Might Be Harmed and How?	Existing Controls	Additional Controls Required?	Person Responsible / Target Completion	Date Completed
Weather	Employees & contractors	<p>orised access to site only</p> <ul style="list-style-type: none"> - Workers provided with sun cream in summer - Additional water breaks in summer for hydration - Suitable clothing provided (lightweight in summer, warm wet-weather gear in winter) - Work halted in extreme weather - Work boots for better grip and water resistance 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Standard washing and cleaning processes do not involve buffing tools - Separate risk assessment in place for vibrating equipment (Machine Polishing and Scratch Removal) 	<ul style="list-style-type: none"> - 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 Responsible / Target Completion	Date Completed
Slips, Trips and Falls	Employees, contractors, visitors, dealership staff – risk of electrocution, burns or fatality from electrical contact.	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Regular checks to ensure sharp equipment is securely stored and safe to use 	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">- 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	<ul style="list-style-type: none">- 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.	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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 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

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	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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

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.	<ul style="list-style-type: none"> - 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 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 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 style="list-style-type: none"> ▪ Craig Carswell to monitor training and supervision of young/inexperienced workers. Ongoing. 	Craig Carswell	11/04/2025



Carswells Devil in the Detail - RA01 - Hertz Mobile Cleaning


FIELD	DETAILS
Risk Assessment ID	RA01 - Hertz Mobile Cleaning
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 - RA01 - Hertz Mobile Cleaning

NAME	Date	SIGNATURE
Craig Carswell	11/04/2025	

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