



Scania (Great Britain) Ltd

Hazard Identification and Assessment of OH&S Risks		
Date: 30.07.2020	Version No. 04	Reference: C19
Approved by: Martin Hay and Richard Gray	Reviewed by: Harvinder Virdee and Scania COVID-19 Risk Assessment Team	

# COVID-19 Risk Assessment

# COVID-19



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## 1. Introduction

- 1.1 The Coronavirus/COVID-19 risk assessment has been prepared to comply with the UK Government requirements for all businesses to have a documented and published risk assessment.
- 1.2 The purpose of the Coronavirus/COVID-19 risk assessment is to identify all company activities, processes and equipment which could allow the Coronavirus to harm employees, visitors and contractors. The risk assessment describes the arrangements and safety control measures which the company has identified and implemented to prevent harm from the virus.
- 1.3 The Coronavirus/COVID-19 risk assessment format is based upon the structure of a commercial vehicle dealership and considers all departments. Section 5, Part 1 covers offices and all branches. Section 5, Part 2 to 8 cover the specific arrangements which apply in each department.
- 1.4 The Directors have assigned a competent person and risk assessment team leader to assist them with preparing the Coronavirus/COVID-19 risk assessment, who is:  
  
*Harvinder Virdee MSc (Eng) PgD C.Eng. MIET CMIOSH CQP CMIQA, MIFE Registered Consultant  
OSHCR Technical Director – Inspire International UK Ltd*
- 1.5 The Coronavirus/COVID-19 risk assessment will be subject to planned and regular reviews and updated to comply with latest government guidelines, HSE guidelines and industry best practices.

## 2. Objective

- 2.1 The objective is to safeguard the health of our employees, visitors and contractors from Coronavirus/COVID-19 by ensuring the safety arrangements and control measures identified by this risk assessment are effectively implemented and maintained at our offices, branches and workshops.



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### 3. Responsibilities

- 3.1 The Managing Director (MD) is ultimately responsible for ensuring the company H&S policy is effectively implemented within the organisation.
- 3.2 The Finance Director (FD) shall provide financial and other resources to ensure the COVID-19 arrangements and safety control measures are provided to all branches.
- 3.3 The Regional Executive Directors (REDS) and Regional Aftersales Directors (RADS) shall be responsible for implementing the arrangements and safety control measures listed in this risk assessment at all their respective branches.
- 3.4 The risk assessment team leader shall be responsible for ensuring the Coronavirus/COVID-19 risk assessment is prepared, reviewed regularly and updated, when required.
- 3.5 The MD/FD shall assign Managers and employees to form the Coronavirus/COVID-19 risk assessment team. These team members shall be responsible for providing their industry insight, knowledge and experience to formulate the risk assessment.
- 3.6 Departmental Directors, Branch Managers and Supervisors shall be responsible for implementing and maintaining the safety control measures in their respective departments and branches.
- 3.7 Employees shall be responsible for ensuring they comply with the safety arrangements at all time.



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## 4. Hazard and Risk Assessment Overview

4.1 The hazard and risk assessment process applied used the HSE 5 step approach:

- **Step 1:** Identify the hazard(s)
- **Step 2:** Who might be harmed and how
- **Step 3:** Evaluate the risks
- **Step 4:** Record your significant findings
- **Step 5:** Regularly review your risk assessment.

4.2. The hazard is *Coronavirus/COVID-19* (**Step 1**).

4.3 The risk assessment must recognise the virus as a hazard. It should also reflect that the virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). The risk assessment should conclude that if it is passed from one person to another, while many survive infection, some may die from the disease. It should be regarded as a high hazard (*Reference 1: IOSH Covid-19 Risk Assessment Guidance, <https://iosh.com/media/7811/iosh-risk-assessment-guide.pdf>*).

### 4.4 Context of the Risk Assessment

4.4.1 In preparation for the risk assessment the risk assessment team must first ask:

- who is doing what and how;
- where they are doing it; and
- why they are doing it and what they are using.

Understanding the activities, processes and equipment is vital to assess exposure and to qualify any subsequent control decisions.

### 4.5 Suitable and Sufficient Risk Assessment

4.5.1 The law states that a risk assessment must be 'suitable and sufficient.' It should show that:

- a proper check was made;
- you asked who might be affected;
- you dealt with all the obvious significant risks, taking into account the number of people who could be involved;
- the precautions are reasonable, and the remaining risk is low; and
- you involved your workers or their representatives in the process.



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4.6 Risk Assessment Overview

1. Activity, Process and Substance Risk Assessed	2. Who will be Harmed or is at Risk of Injury (Risk Assessment – <b>Step 2</b> ) ISO45001:2018 6.1.2.1 (e)	3. ISO45001:2018 Eliminating or Reducing OH&S Risks (8.1.2) Hierarchy of Control
<p>The scope of this risk assessment covers:</p> <p><b>Part 1: Office Activities (General; Applies to Head Office, Branch Offices and Loughborough Training Centre Offices)</b></p> <ul style="list-style-type: none"> <li>1.1 Reception areas, office areas</li> <li>1.2 Meeting rooms</li> <li>1.3 First aid activities</li> <li>1.4 Visitors and contractors' activities</li> <li>1.5 Visitors badges/lanyards</li> <li>1.6 Pens at reception</li> <li>1.7 Contractors</li> <li>1.8 Computers and IT equipment</li> <li>1.9 Sharing workshops</li> <li>1.10 Printers and whiteboards</li> <li>1.11 Eating arrangements and facilities</li> <li>1.12 Seating areas</li> <li>1.13 Toilets</li> <li>1.14 Cleaning procedures for company cars and vehicles</li> <li>1.15 Cleaning procedures for shared vehicles between shifts</li> </ul> <p><b>Part 2: Branch Activities, Processes and Equipment</b></p> <ul style="list-style-type: none"> <li>2.1 Service reception activities, vehicle keys, cab cleaning</li> <li>2.2 Vehicle servicing and repairs processes</li> <li>2.3 Tools, equipment and diagnostic computers</li> </ul>	<p>Technicians: Yes</p> <p>Staff: Yes – Administrative staff, Customer facing staff</p> <p>Visitors: Yes</p> <p>Contractors: Yes</p> <p>Young person: Yes – Apprentices</p> <p>Expectant mother: Yes – Separate risk assessment will be carried out.</p> <p>Cleaner: Yes</p> <p>First aid staff: Yes</p> <p>Others in the vicinity: Visiting drivers</p> <p>Clinically vulnerable and clinically extremely vulnerable individuals will work from home.</p> <p>Clinically vulnerable employees: Specific risk assessment must be completed for any clinically vulnerable employee who wants to return to work. <b><u>This is mandatory.</u></b></p> <p>Employees working from home.</p>	<p>HOC 1. Can the hazard be eliminated: No Hazard is COVID-19 virus and this cannot be eliminated.</p> <p>HOC 2. Can the hazard be substituted with less hazardous process, operations, materials, substances or equipment: No Hazard is COVID-19 virus and this cannot be substituted.</p> <p>HOC 3. Can hazard be controlled using engineering controls and reorganisation of the work: Yes Using social distancing guidelines. Ventilation. Regular and frequent hand washing and sanitising spray/gel</p> <p>HOC 4. Can the hazard be controlled using administrative controls (SSOW) and training: Yes Training and safety control measures below in SSOW. Company communications, Signs and markings</p> <p>HOC 5. Can the hazard be controlled using personal protective equipment: Yes Gloves, suitable face mask and overall. Seat covers / Floor mats</p>



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- 2.4 Driving company vehicles and commercial vehicles
- 2.5 Industrial engines service process
- 2.6 Coach and bus service process
- 2.7 Company courtesy cars
- 2.8 Roadside assistance vehicles process
- 2.9 Parts department processes
- 2.10 Changing room activities
- 2.11 Canteens activities
- 2.12 Shower rooms
- 2.13 Drivers waiting room

**Part 3: New and Used Sale Offices and Vehicles**

**Part 4: Loughborough Training Centre Activities**

- 4.1 Reception area
- 4.2 Classrooms
- 4.3 Tools and equipment
- 4.4 Computer equipment
- 4.5 Vehicles

**Part 5: Body Shop Activities**

- 5.1 Vehicle keys
- 5.2 Cab cleaning
- 5.3 Repair activities
- 5.4 Tools, equipment and diagnostic computers

**Part 6: Contractors**

- 6.1 Cleaning contractor activities
- 6.2 Engineering contractors – statutory examinations of equipment
- 6.3 Building contractors
- 6.4 Vehicle contractors, windscreen, tyre fitters, etc.



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<b>Part 7: Working from Home</b> 7.1 Welfare, mental, physical health, personal security, provision of advice and telephone support.		
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<p>ISO45001:2018 (6.1.2.1 (b)) Routine: Yes Non routine: No</p> <p>Location assessed: <i>Each office and branch will be checked against the safety control measures stated in this risk assessment. Where necessary the risk assessment will be amended to include branch specific safety control measures.</i></p>
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4. Company Safety Procedures (if applicable)	5. H&S Regulations Applicable to Activity Assessed	6. HSE Guidance Documents, Other Requirements, Manufacturer's Instructions, MSDS
<p>1. H&amp;S Policy 2. SSOW: Yes – COVID-19 Precautions 3. Emergency plans: Government instruction will apply.</p>	<p>MHSWR Regulations 1999-Risk assessment PPE Regulations 2002 RIDDOR 2013 DSE 1992 Government instructions Public health legislation</p> <p>Government COVID-19 Secure Poster displayed at site</p>	<p>Human behaviour, capability and other human factors:</p> <ol style="list-style-type: none"> <li>1. HSG48-Reducing error and influencing behaviours</li> <li>2. INDG430-Stress at Work</li> <li>3. Public health England / NHS / Government</li> <li>4. Updated to comply with government guidelines issued 11.05.2020-Factories, plants and warehouses</li> <li>5. Updated to comply with government guidelines issued 11.05.2020-working safely in or from a vehicle</li> <li>6. Updated to comply with government guidelines issued 11.05.2020-working safely in offices and contact centres</li> <li>7. HSE guidance: Working safely during the coronavirus outbreak-a short guide.</li> <li>8. HSE guidance: Talking to your workers about preventing coronavirus.</li> </ol>





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<b>7. ISO45001:2018 (6.1.2.1 (c))</b>	<b>8. ISO45001:2018 How is Work organised (6.1.2.1 (a))</b>	<b>9. ISO45001:2018 Social factors (6.1.2.1 (a))</b>
Past accidents/incidents: No past internal accidents  External accidents/incidents: Yes-Governmental reporting and statistics	SSOW listed in the risk assessment applies.  Limited number of technicians/employees allowed to work at the site. Work from home / Furlough / Shift structures	1. Workload assessed: NA 2. Work hours: Flexible working / Home working 3. Victimization: Discrimination 4. Harassment: NA 5. Bullying: NA



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## 5. Risk Assessment

When completing 5.2 below you must take into account *ISO45001:2018 (6.1.2.1)*. Hazard arising from: infrastructure, equipment, materials, substances, physical conditions (b1), human factors (b3), potential emergency situations (d), other issues (f), actual or proposed changes (g), changes in knowledge of, and information about, hazard (h).

Equipment/machinery safety must be considered and documented:

1. Pre-use checks/mandatory checks must be carried out;
2. Regular checks must be carried out (consider when and by whom);
3. Statutory examinations by insurance company (6 monthly and annually);
4. *Axle stands shall be used when working under a vehicle – **Mandatory***; and
5. *Always clean and sanitise equipment or wear gloves before use to protect against COVID-19 – **Mandatory***.



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**ISO45001:2018 requirement 6.1.2.2 Criteria**

		Potential severity of harm		
		Slightly Harmful 1	Harmful 2	Extremely Harmful 3
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerable 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Most businesses will not need to use risk matrices. However, they can be used to help you work out the level of risk associated with a particular issue. They do this by categorising the likelihood of harm and the potential severity of the harm. This is then plotted in a matrix (please see below for an example). The risk level determines which risks should be tackled first.

Using a matrix can be helpful for prioritising your actions to control a risk. It is suitable for many assessments but in particular to more complex situations. However, it does require expertise and experience to judge the likelihood of harm accurately. Getting this wrong could result in applying unnecessary control measures or failing to take important ones.

The risk matrix is based upon the HSE suggested model (<http://www.hse.gov.uk/risk/faq.htm>)

Risk Level – Severity of Injury	Categorisation
<b>Intolerable (9)</b>	The hazard identified could result in: Score 9: Fatality <i>Mandatory: New or additional safety control measures must be implemented to eliminate or reduce the risk level to the lowest possible level, ALARP.</i>
<b>Substantial (6)</b>	The hazard identified could result in: Score 6: Major injury, laceration, permanent disability, major burns, electric shock, etc. <i>Mandatory: New or additional safety control measures must be implemented to eliminate or reduce the risk level to the lowest possible level, ALARP.</i>
<b>Moderate (3-4)</b>	The hazard identified could result in: Score 3 - 4: Minor Injury, temporary disability, minor burns, minor electric shock etc <i>Mandatory: Safe operating procedures, permit to work, formal instructions and training.</i>
<b>Tolerable (2)</b>	The hazard identified could result in: Score 2: First aid incident, cut fingers, minor sprains and strains <i>Advisable: Safe operating procedures, training.</i>
<b>Trivial (1)</b>	A formal documented safe operating procedure <u>will not</u> be completed for a LOW risk identified as the existing precautionary and preventive measures are considered sufficient and adequate safety arrangements are implemented. <i>These are insignificant risks.</i>



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5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity*L ikelihood (see table below)
1.1 Reception areas, office areas and meeting rooms.  1.2 First aid activities.  1.3 Visitor and contractor activities  1.4 Computers and IT equipment  1.5 Office cleaning	Coronavirus	Serious Illness  Fatality	<b>6 (3S*2L) Substantial</b>	1. Governmental guidelines will be complied with:  a) Social distancing signs used.  b) Washing hands thoroughly (20 seconds using soap and water).  c) Hand sanitisers provided and must be used.  d) Home working (where possible). <b>Mandatory</b> for clinically extremely vulnerable individuals.  e) Self-isolation for employees who have virus or affected		Directors  Manager	Ongoing	<b>3 (3S*1L) Moderate</b>



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				<p>family members.</p> <p>f) Regular and daily cleaning of all high touch items: doors, office furniture and equipment using soap and water or suitable cleaning substances. Commonly touch items e.g. printer control panels, door handles, handrails, kettles, hot desk surfaces shall be cleaned daily.</p> <p>Segregation and separation arrangements:</p> <ul style="list-style-type: none"> <li>-One-way systems for pedestrians/visiting drivers (if practicable at a branch).</li> <li>-Social distancing signs posted.</li> <li>-Post Staying COVID-19 Secure in 2020 notice in reception.</li> <li>-Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.</li> </ul> <p><b>Communications</b> Employees issued regular company-wide COVID-19</p>				
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				<p>communications and where assessed as necessary SSOW-Toolbox issued.</p> <p>Regular office and branch meetings will cover COVID-19 and employee's comments/suggestions.</p> <p><b><u>Arriving at work</u></b> Separate entrance arrangements. If not practicable then signs used, and social distancing signs posted.</p> <p><b><u>Departing form work</u></b> Separate exit arrangements. If not practicable, then signs to be used, and social distancing signs posted</p> <p>Cleaning and hygiene arrangements for offices, meeting rooms, canteens, break rooms and locker rooms.</p> <p>Company will put in place arrangements to minimise person to person contact during deliveries to site.</p> <p>Employees must respect social distancing when accepting</p>				
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			<p>deliveries.</p> <p><b><u>Planned COVID-19 Audits</u></b> Planned and regular COVID-19 audits by Managers and Directors to ensure safety arrangements remain effective. <b><u>This is mandatory.</u></b></p> <p><b><u>1.2 Meeting Rooms</u></b> Occupancy arrangements/ instructions stated on meeting room door.</p> <p>Reduced number of chairs to ensure social distancing is complied with.</p> <p>Hand sanitisers provided in meeting room(s).</p> <p><b><u>1.3 First Aid Staff</u></b> First aid staff instructed to wash their hands or sanitise them immediately after providing first aid.</p> <p><b><u>1.4 Visitors and Contractors</u></b> Business critical visitors and contractors will be allowed on site by prior appointment only.</p> <p>Visitors sign and instruction posted at site entrances. Not</p>				
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				<p>to enter building if visitor has or presents symptoms of COVID-19.</p> <p><b>1.5 Visitor badges/lanyards</b> Visitor badges/lanyards will not be used.</p> <p><b>1.6 Pens at reception</b> Remove pens from reception desks or ensure these are cleaned daily.</p> <p><b>1.7 Contractor RAMS</b> Contractor RAMS must include their COVID-19 safety arrangements for their employees. Permit to work only issued after RAMS are reviewed and approved by Manager/Supervisor.</p> <p><b>1.8 Computers and IT Equipment</b> Cleaning substances provided. The user must ensure the computer and IT equipment is cleaned before use.</p> <p>The computers and IT equipment will be cleaned daily by the cleaning staff.</p>				
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				<p><b><u>1.9 Sharing workstations</u></b>  Workstations shall be limited to one individual and not shared.</p> <p>If they need to be shared, then limit the number of people who will use them.  Workstations must be kept apart to comply with social distancing guidelines.  If this is not possible at office/branch, local actions must be taken to reduce the risk of transmission by using screens.</p> <p>Hot desks shall not be used.</p> <p><b><u>1.10 Printers and Whiteboards</u></b>  Printers and white board use must be limited.</p> <p>Clean touch pad before use using cleaning wipes provided.</p> <p>Cleaned daily.</p> <p><b><u>1.11 Eating Arrangements and Facilities</u></b>  Employees to bring packaged meals. Tables and chairs will be cleaned daily.  Canteen layout changed to</p>				
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			<p>avoid face-to-face interactions and social distancing arrangements.</p> <p><b>1.12 Seating Areas</b> Reduce the number of seats available to employees.</p> <p>Ensure social distancing guidelines are complied with.</p> <p><b>1.13 Toilets</b> Post following signs: -Frequent handwashing. -Avoid touching face. -Catch it, Kill it, Bin it - Company approved signs.</p> <p><b>1.14 Cleaning Procedures for Vehicles</b> Company shall document cleaning procedures of company: -Cars; -Parts vans; -Roadside assistance vans; and -Courtesy vehicles</p> <p><b>1.15 Cleaning Procedures for Shared Vehicles between Shifts</b> Company shall ensure shared vehicles are cleaned regularly.</p>				
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Part 2: Branch Activities, Processes and Equipment

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity *Likelihood (see table below)
2.1 Service reception activities, vehicle keys and cab cleaning.	<p>Coronavirus</p> <p>Infected visiting driver.</p> <p>Contaminated: -Vehicle keys; -External surfaces of vehicle; -Door handles; and -Inside of cab.</p>	<p>Serious Illness</p> <p>Fatality</p>	<p><b>6</b> <b>(3S*2L)</b> <b>Substantial</b></p>	<p><b>Service Reception</b> Staff issued with safety arrangements for COVID 19- precautions.</p> <p>Reception doors to be kept fully opened (where possible).</p> <p>Restrictions on the number of visiting drivers allowed inside the building.</p> <p>Visiting driver must stand away from reception desk. One person at a time/queue observing social distancing.</p> <p>Signs or posters used.</p>		<p>Directors</p> <p>Manager</p>	Ongoing	<p><b>3</b> <b>(3S*1L)</b> <b>Moderate</b></p>



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				<p>Protective screens installed for employees (where this is practicable at a branch).</p> <p>Electronic payment used.</p> <p>Payment equipment cleaned daily.</p>				
2.2 Vehicle servicing and repairs processes.	Coronavirus contamination inside cab	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	<p>Technician shall ensure gloves are worn to clean and sanitise inside areas of the cab, external surfaces and door handles.</p> <p>When it is not practicable to comply with the social distancing guidelines then back-to-back or side-to-side working (rather than face-to-face) must be carried out.</p> <p>When technicians need to work within 2m, it is <b>mandatory</b> that they wear a face mask.</p> <p>Frequent hand washing.</p>				<b>3 (3S*1L) Moderate</b>
2.3 Tools, equipment and diagnostic computers.	Coronavirus contaminated tools, equipment and computers	Serious Illness Fatality	<b>3 (3S*1L) Moderate</b>	<p><b>Tools and Equipment</b></p> <p>Government guidelines state the Coronavirus can be present on hard surfaces for a few hours to several hours/days.</p>		Directors Manager Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>



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				<p>Technician/employees must wear suitable gloves at all time when handling and using workshop equipment and tools.</p> <p>Technician/employees shall use personal hand tools where possible.</p> <p>Technician/employees must ensure the tools/equipment are cleaned using alcohol wipes/spray.</p> <p><b><u>Computers and Laptops</u></b> Computers and laptops, including keyboard/mouse/mat must be cleaned using alcohol wipes/spray.</p> <p>Frequent hand washing.</p>		Technicians		
2.4 Driving company vehicles and commercial vehicles.	Coronavirus contamination inside cab	Serious illness  Fatality	<b>6 (3S*2L) Substantial</b>	<p><b><u>Multi-Occupancy in a Vehicle Cabins</u></b> Safety arrangements are stated in <i>SSOW No 29 COVID 19-Precautions: Sharing Vehicle Cabins</i></p> <p>Key box used (or drop box), keys handled using gloves and cleaned using alcohol wipes.</p>		Manager  Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>



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<p>2.5 Industrial engines service process.</p>	<p>Coronavirus</p>	<p>Serious Illness Fatality</p>	<p><b>6 (3S*2L) Substantial</b></p>	<p><b><u>Servicing Industrial Engines on a Vessel</u></b></p> <p>When technicians need to work within 2m, it is <b>mandatory</b> that they wear a face mask.</p> <p>Technicians must also wear a face mask, as a precautionary measure when walking through any corridors, narrow or confined spaces on a vessel where other people are also working/present.</p> <p>Technicians must always comply with social distancing guidelines whilst working on a vessel at all times. Where it is not possible to maintain a 2m separation from others, 1m with risk mitigation (i.e. gloves, face masks and side-to-side working) are acceptable).</p> <p>Technicians must always wear gloves.</p> <p>When the work is finished, technicians shall follow the below steps: (1) Sanitise all hand tools and equipment, which have been taken aboard.</p>		<p>Manager Supervisor Technician</p>	<p>Ongoing</p>	<p><b>3 (3S*1L) Moderate</b></p>
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				<p>Technicians must do this before putting the tools/equipment back inside the Scania Assistance van.</p> <p>(2) Sanitise the outside of the gloves worn before removing them and then dispose of the gloves; and</p> <p>(3) Sanitise or wash your hands thoroughly before getting back into the Scania Assistance van.</p>				
2.6 Coach and bus service process.	Coronavirus contamination in a coach and bus used for transporting passengers suspected of being infected	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	<p>When working inside a coach/bus, technician shall wear gloves. Face masks will also be available.</p> <p>If unsure, technician shall clean high contact items/surfaces using cleaning substances/ or soap and water.</p> <p>When the work is confined to mechanical areas/engine compartment, then the work can be planned and start as there is no potential risk of coronavirus-COVID-19 in these areas.</p> <p>When the work is inside and passenger areas of the coach or bus, driver's cab, seats, etc. then technician shall wear</p>		Manager Supervisor Technician	Ongoing	<b>3 (3S*1L) Moderate</b>



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				gloves and if there is any doubt the affected areas must first be cleaned using soap and water or suitable cleaning substances.  If there are any doubt or when cleaning records are not provided by the coach/bus operator, the vehicle will be thoroughly cleaned.  Frequent hand washing.				
2.7 Company courtesy cars.	Coronavirus contamination inside vehicle	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	Company cars will be cleaned daily.  Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.		Manager Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>
2.8 Roadside assistance vehicles process.	Coronavirus Infected driver Contamination inside cab	Serious illness Fatality	<b>3 (3S*1L) Moderate</b>	Technician shall wear gloves at all times.  Technician shall observe social distancing guidelines with driver at all time.  Technician shall wash his hands with soap and water and/or hand sanitiser provided in the assistance van.		Technician	Ongoing	<b>3 (3S*1L) Moderate</b>
2.9.1 Parts-	Coronavirus	Serious	<b>6</b>	Pallets, boxes and components		Manager	Ongoing	<b>3</b>





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<p>Goods inwards activities.</p>	<p>contaminated parts/boxes/packaging</p>	<p>Illness Fatality</p>	<p><b>(3S*2L) Substantial</b></p>	<p>shall be dropped of outside the parts department. Parts staff shall observe social distancing guidelines with driver at all time.</p> <p>Parts staff shall wear gloves when handling pallets, boxes and components.</p> <p>Frequent hand washing.</p>		<p>Supervisor Parts staff</p>		<p><b>(3S*1L) Moderate</b></p>
<p>2.9.2 Parts-Delivery activities.</p>	<p>Coronavirus exposure at customer site</p>	<p>Serious Illness Fatality</p>	<p><b>3 (3S*1L) Moderate</b></p>	<p>Parts staff shall wear gloves at all times.</p> <p>Parts van(s) inside cab cleaned daily and external door and boot handles.</p> <p>Parts staff shall observe social distancing guidelines with driver at all time.</p> <p>When it is not practicable to comply with the social distancing guidelines then back-to-back or side-to-side working (rather than face-to-face) must be carried out.</p> <p>When parts staff need to work within 2m, it is <b>mandatory</b> that they wear a face mask</p>		<p>Parts staff</p>	<p>Ongoing</p>	<p><b>3 (3S*1L) Moderate</b></p>



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				<p>Parts staff shall wash hands with soap and water and/or hand sanitiser provided in the assistance van.</p> <p>Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.</p> <p>Frequent hand washing.</p>				
2.9.3 Parts-Customer collection	Coronavirus infected customer	<p>Serious illness</p> <p>Fatality</p>	<p><b>3</b> <b>(3S*1L)</b> <b>Moderate</b></p>	<p>Parts staff must stand away from parts front counter.</p> <p>Customer collecting parts must comply with social distancing signs, marking and posters displayed and away from reception desk.</p> <p>Protective screens installed for employees (where this is practicable at a branch).</p> <p>Electronic payment used. Payment equipment cleaned daily.</p>		Parts staff	Ongoing	<p><b>3</b> <b>(3S*1L)</b> <b>Moderate</b></p>
2.9.4 Parts-Back counter collections	Coronavirus infected customer	<p>Serious illness</p> <p>Fatality</p>	<p><b>3</b> <b>(3S*1L)</b> <b>Moderate</b></p>	<p>Parts staff must stand observe social distancing at parts back counter.</p> <p>Technicians collecting parts must stand back from counter.</p>		<p>Parts staff</p> <p>Technician</p>	Ongoing	<p><b>3</b> <b>(3S*1L)</b> <b>Moderate</b></p>



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				Social distancing signs posted.				
2.9.5 Parts-Forklift truck FLT, pallet trucks and equipment	Coronavirus infected customer	Serious illness Fatality	<b>3 (3S*1L) Moderate</b>	Parts staff must wear suitable gloves at all time when handling and using FLT and pallet truck.  Parts staff must ensure equipment is cleaned using alcohol wipes/spray.				<b>3 (3S*1L) Moderate</b>
2.10 Changing rooms activities.	Coronavirus	Serious illness Fatality	<b>6 (3S*2L) Substantial</b>	Daily cleaning programme.  Technicians instructed to not leave personal belongings out.  Reduced number of technicians to comply with social distancing guidelines.  Changing benches removed or reduced in size.  Signs, notices and posters displayed.		Manager Supervisor Employees	Ongoing	<b>3 (3S*1L) Moderate</b>
2.11 Canteens activities.	Coronavirus	Serious illness Fatality	<b>6 (3S*2L) Substantial</b>	Daily cleaning programme.  Technicians instructed to not leave personal belongings out on tables.  Reduced number of technicians to comply with social distancing		Manager Supervisor Employees	Ongoing	<b>3 (3S*1L) Moderate</b>



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				guidelines. Chairs removed or reduced in size and positioned to prevent face to face contact.				
2.12 Shower rooms.	Coronavirus	Serious illness Fatality	<b>6 (3S*2L) Substantial</b>	Daily cleaning programme. Technicians and visiting driver instructions issued.		Manager Supervisor Employees	Ongoing	<b>3 (3S*1L) Moderate</b>
2.13 Drivers waiting room	Coronavirus	Serious illness Fatality	<b>6 (3S*2L) Substantial</b>	Daily cleaning programme. Driver waiting room maximum capacity must be adhered to. Reduced number of visiting drivers allowed in waiting room to comply with social distancing guidelines. Seats/chairs removed or reduced to limit number of drivers waiting to comply with social distancing. Vending equipment cleaned daily and before use. Remove marketing material, remote control and unnecessary equipment. Hand sanitiser provided.		Manager Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>



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Part 3: New and Used Sale Offices and Vehicles

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity* Likelihood (see table below)
New and used sale offices and vehicles	Coronavirus	Serious illness  Fatality	<b>9 (3S*3L) Intolerable</b>	Sales staff shall wear gloves.  Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.  Hand sanitiser provided.  Visitors must observe social distancing guidelines and stand/seated away from sales desks.  Social distancing signs posted.		Manager  Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>



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Part 4: Loughborough Training Centre Activities

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity* Likelihood (see table below)
4.1 Reception area	Coronavirus	Serious Illness  Fatality	<b>6 (3S*2L) Substantial</b>	Staff issued with safety arrangements for COVID-19 Precautions.  Reception doors to be kept fully opened (where practicable).  Restrictions on the number of employees and visitors allowed inside the reception area.  Employees and visitors must observe social distancing guidelines and stand away from reception desk. One person at a time/queue observing social distancing.  Signs and notices used.		Manager  Employees	Ongoing	<b>3 (3S*1L) Moderate</b>



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				<p>Social distancing signs posted.</p> <p>Protective screens installed for employees (where this is practicable at a branch).</p> <p>Hand sanitiser provided.</p>				
4.2 Classrooms	Coronavirus	<p>Serious Illness</p> <p>Fatality</p>	<p><b>6</b> <b>(3S*2L)</b> <b>Substantial</b></p>	<p>Trainers and apprentices shall comply with social distancing guidelines.</p> <p>The room layout will be changed to ensure social distancing guidelines are complied with at all times.</p> <p>Hand sanitiser provided.</p>		<p>Manager</p> <p>Trainers</p> <p>Employees</p>	Ongoing	
4.3 Tools and equipment		<p>Serious Illness</p> <p>Fatality</p>	<p><b>6</b> <b>(3S*2L)</b> <b>Substantial</b></p>	<p>Trainers and apprentices shall wear gloves when using tools and equipment.</p> <p>Cleaning substances provided. Trainers and apprentices instructed to ensure tools and equipment are cleaned thoroughly before use.</p> <p>Hand sanitiser provided.</p>		<p>Manager</p> <p>Trainers</p> <p>Employees</p>	Ongoing	



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4.4 Computer equipment	Coronavirus	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	Computers will be positioned to prevent face-to-face contact.  Cleaning substances provided. Trainers and apprentices instructed to ensure computer screens, keyboards and mouse are cleaned thoroughly before use.		Manager Trainers Employees	Ongoing	
4.5 Vehicles	Coronavirus	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.		Manager Trainers Employees	Ongoing	





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Part 5: Body Shop Activities

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity* Likelihood (see table below)
5.1 Vehicle keys	Coronavirus	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	Key box used (or drop box), keys handled using gloves and cleaned using sanitiser.				<b>3 (3S*1L) Moderate</b>
5.2 Cab cleaning	Coronavirus	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	Technician shall ensure gloves are worn to clean and sanitise inside areas of the cab, external surfaces and door handles.  Frequent hand washing.				<b>3 (3S*1L) Moderate</b>
5.3 Repair activities	Coronavirus	Serious Illness Fatality	<b>6 (3S*2L) Substantial</b>	When it is not practicable to comply with the social distancing guidelines then back-to-back or side-to-side working (rather than face-to-face) must be carried out.				<b>3 (3S*1L) Moderate</b>



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				When technicians need to work within 2m, it is <b>mandatory</b> that they wear a face mask”				
5.4 Tools, equipment and diagnostic computers.	Coronavirus contaminated tools, equipment and computers	Serious Illness Fatality	<b>3 (3S*1L) Moderate</b>	<p><b>Tools and Equipment</b> Government guidelines state the Coronavirus can be present on hard surfaces for a few hours to several hours/days.</p> <p>Technician/employees must wear suitable gloves at all time when handling and using workshop equipment and tools.</p> <p>Technician/employees shall use personal hand tools where possible.</p> <p>Technician/employees must ensure the tools/equipment are cleaned using alcohol wipes/spray.</p> <p><b>Computers and Laptops</b> Technician/employee must wear suitable gloves when using workshop computers and laptops.</p> <p>Computers and laptops, including keyboard/mouse/mat must be cleaned using alcohol wipes/spray.</p> <p>Frequent hand washing.</p>	Directors Manager Supervisor Technicians	Ongoing	<b>3 (3S*1L) Moderate</b>	



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Part 6: Contractors

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm-Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity* Likelihood (see table below)
6.1 Cleaning contractor activities 6.2 Engineering contractors – statutory examinations of equipment 6.3 Building contractors 6.4 Vehicle contractors (windscreen/ tyre fitters etc.)	Coronavirus	Serious Illness  Fatality	<b>6 (3S*2L) Substantial</b>	<b>Contractors</b> Business critical visitors and contractors will be allowed on site by prior appointment only.  Sign and instruction posted at site entrances. Not to enter building if contractor has or presents symptoms of COVID-19.  Hand sanitiser provided.  Contractors RAMS must include COVID-19 arrangements.		Manager  Supervisor	Ongoing	<b>3 (3S*1L) Moderate</b>



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Part 7: Working from Home

5.1 Process Step	5.2 Hazard (Step 1)	5.3 Risk (How will the person be harmed) (Step 2)	5.4 Initial Risk Level- R=Severity* Likelihood (see table below) (Step 3)	5.5 ISO45001:2018 6.1.2.2 (a) What safety control measures (CM) (preventive and precautionary) are in place to prevent harm- Precaution(s)-as far as reasonably practicable (AFARP) (Step 3)	5.6 What additional safety control measures (CM) are required to prevent harm (if any)	5.7 Responsibility (Name, not a job role)	5.8 Completion date	5.9 Residual Risk Level R=Severity* Likelihood (see table below)
7.1 Working from home	Welfare, metal, physical health, personal security, provision of advice and telephone support.	Serious Illness	<b>6 (3S*2L) Substantial</b>	<p>Regular communication to monitor welfare, mental health, physical health and personal arrangements.</p> <p>Information issued about personal security.</p> <p>Display Screen Equipment (DSE) checklist to be completed by employees.</p> <p>Provision of advice and telephone support. Contact line manager.</p>		Directors Manager	Ongoing	<b>3 (3S*1L) Moderate</b>



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## 6. Personal and Protective Equipment (PPE) Arrangements

The following PPE is required:

1. **Gloves:** mandatory at all times.
2. **Safety Goggles or Glasses:** to be worn as normally required (or as required in SSOWs).
3. **Face Masks:** N95 or 3 ply face masks when social distancing guidelines cannot be met.

Decision to determine type of mask: *HSE guidance states that FFP2 and N95 respirators may be used for COVID-19 if FFP3 respirators are not available (Reference: Kennedy Webinar 09.04.2020, slide 20).*

**FFP3/FFP2:** These face masks are considered suitable for people who are considered to be at high risk and work with persons who are affected with Coronavirus/COVID-19.

The type of work carried out by a Technician on a vehicle means there is no potential risk of catching Coronavirus/COVID-19 from vehicle components, servicing and repairs.

**N95 or 3 ply disposable face mask:** When the work to be carried out means the social distancing guidelines cannot be met, the risk assessment decision is a N95 or 3 ply face mask must be used.

Employees shall request this face mask from their Workshop Supervisor.

Face fit testing is not required for these types of masks.



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**7. COVID-19 Risk Assessment Amendment Record (Step 5)**

Date	Change	Entered by
06.07.2020	Social distancing 2m guideline changed. Reference to 2m deleted in accordance with government statement.	H. Virdee
22.07.2020	SSOW No 29: COVID-19 Precautions: Sharing Vehicle Cabins created; Removed reference to 'Visitors and Contractors Checklist'; Amendments made to 2.6 'Bus and coach service process'; and Amendment made to 'New and used sale offices and vehicles'.	H. Virdee and C. Murphy
30.07.2020	Added: " <i>When technicians need to work within 2m, it is <b>mandatory</b> that they wear a face mask</i> " Removed references to a requirement to wear 'safety glasses/goggles' Included further COVID-19 precautions/guidance for working on vessels.	H. Virdee and C. Murphy