

This risk assessment is provided to ensure Howdens is operating in accordance with the UK Government COVID-19 Secure sector guidance documents. Each Operational function within Howdens has developed specific risk management and mitigation arrangements that reflect the nature of activities in those operations. This assessment is intended to provide a summary of the mitigation controls in place to prevent the transmission of COVID-19.

The overarching principles for this Risk Assessment are:

1. Howdens priority is the health, safety and wellbeing of all those associated with our activities and we will take all reasonable steps to reduce the risk of COVID-19 transmission.
2. Where our employees can work from home safely, they will be supported to do so.
3. Those that are required to travel to work, are required to do so for the business to continue to operate.
4. Transmission risk controls are implemented, in order of priority, focussed on maintaining social distancing of 2 metres, enhanced cleaning and hygiene facilities available for all. Where these may not be possible, activities will be suspended until safeguarding controls can be introduced.
5. Clinically Extremely Vulnerable people and Clinically Vulnerable people will be safeguarded as per COVID-19 Secure Government Guidance relevant at the time of the assessment.

This assessment will be reviewed following any internal or external change which may be due to National or Regional situation or guidance changes.

Date of assessment: 1 June 2020

Reviewed: 12th Jan 2021

# Howdens COVID-19 Risk Assessment

What are the hazards?	Who might be harmed and how?	What is being done already to control the risks?	What further action needs to be done to control the risk?
<p><b>COVID-19 Transmission.</b></p> <p><b>General risk</b></p>	<ul style="list-style-type: none"> <li>- Howdens staff</li> <li>- Customers</li> <li>- Contractors</li> <li>- Visitors</li> <li>- Members of the public</li> </ul> <p>Virus transmission methods:</p> <ul style="list-style-type: none"> <li>- Person to person</li> <li>- Surface to person</li> </ul>	<p>General controls implemented within Howdens.</p> <ul style="list-style-type: none"> <li>- Crisis Management governance framework established. Tiered risk management process with Operational specific risk assessments and controls implemented.</li> <li>- Our operations in Scotland, Wales and Northern Ireland are operating in accordance with the respective regional Government Administration requirements in place for the control of COVID-19.</li> <li>- Enhanced hygiene and cleaning               <ul style="list-style-type: none"> <li>- An increase in hygiene precautions; including frequent promotion and facilitation of hand washing, provision of hand sanitisers/gels and bacterial/viral wipes for the targeted cleaning of common touch points.</li> </ul> </li> <li>- Social distancing               <p>The implementation of community control measures and social distancing precautions i.e.:</p> <ul style="list-style-type: none"> <li>- Social Distancing controls in all workplace, welfare and break out areas</li> <li>- Change to shift patterns, staffing levels and cohort working arrangements including staggered airlocks between shift changes</li> <li>- One-way/Circulation routes in our workplaces [where practicable]</li> <li>- Demarcation of 2-metre working in workplaces</li> <li>- Application of physical/protective screening</li> <li>- Workplace Signage, information and communications for COVID-19</li> </ul> </li> <li>- Temporary suspension of activities where social distancing, suitable cleaning or hygiene cannot be maintained.</li> <li>- Meetings/Events/Travel               <ul style="list-style-type: none"> <li>- Foreign business travel is limited to critical only</li> <li>- All non-critical business visitors are prohibited from Howdens sites.</li> <li>- Large business events are suspended unless in accordance with COVID secure guidance</li> <li>- Non-critical business meetings are to be stopped if suitable controls cannot be implemented.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing reporting of COVID-19 related concerns or issues with appropriate escalation where necessary including external reporting to HSE under RIDDOR.</li> <li>- Daily monitoring of compliance to COVID-19 controls through safety conversations, audits and inspections.</li> </ul>

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		<ul style="list-style-type: none"> <li>- Where meetings are necessary, they are held remotely where able or have suitable social distancing precautions in place.</li> <li>- Staff are encouraged to avoid car sharing wherever possible. If it is essential, they are provided with guidance on reducing risk when travelling together.</li>   <li>- Training               <ul style="list-style-type: none"> <li>- training that needs to continue is performed remotely or if the training must be carried out in person, social distancing and hygiene requirements are implemented.</li> </ul> </li>   <li>- PPE provision and usage               <ul style="list-style-type: none"> <li>- Where PPE is listed in risk assessment and SOP as an existing control, this is still used as per normal practices. PPE/RPE requirements above and beyond this should be assessed by Operations function.</li> <li>- The use of face coverings is documented by each business function in relevant SOP's and follows government guidance for industry sectors.</li> </ul> </li>   <li>- Remote Working/Mental Health               <ul style="list-style-type: none"> <li>- Wellbeing and positive mental health support available through Howdens Employee Assistance Programme and enhanced information and support materials made available through Howdens Online Academy</li> <li>- Manager and employee check-ins held with particular focus on those that are working from home.</li> </ul> </li>   <li>- IS infrastructure upgraded to support working from home -VPN/Direct access improved and the rapid implementation of programmes such as Microsoft Teams.</li>   <li>- Employee support helpline established - 'Keeping safe' team for COVID-19 Employee support and tracking of events such as confirmed or un-confirmed COVID cases.</li>   <li>- Hazard / near miss reporting systems in place to allow all staff to raise concerns or report COVID-19 issues and are empowered to call out where they may feel unsafe.</li> </ul>	

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		<ul style="list-style-type: none"> <li>- Communications networks set up to ensure timely and transparent response to internal and external changes and to support our workforce and customers during the COVID-19 Pandemic. Public information on safe visits to Depots and in homes on Howdens.com website.</li> <li>- Local response procedures for suspected COVID-19 cases within our workplaces. This includes the provision of extra PPE i.e. face masks for the first aider and person being treated and guidance for first aiders.</li> <li>- Tracking of suspected or confirmed COVID-19 cases and any possible close contact exposures is carried out by the Howdens Keepingsafe team, Trade/Supply Health and Safety teams and HR functions.</li> <li>- Contractor management               <ul style="list-style-type: none"> <li>- Contractor induction process, risk assessment &amp; method statement approval amended to include COVID-19 controls and information.</li> </ul> </li> </ul>	
<p><b>COVID-19 Transmission.</b></p> <p><b>Those that may be more vulnerable to COVID-19</b></p>	<ul style="list-style-type: none"> <li>- Clinically Vulnerable and Extremely Clinically Vulnerable (ECV) persons as defined in Government guidance</li> </ul>	<ul style="list-style-type: none"> <li>- Those classed as vulnerable or clinically extremely vulnerable are safeguarded as per COVID secure guidance.</li> <li>- This includes clinically extremely vulnerable staff returning to shielding following any regional or national lockdown measures announced by the government across the UK.</li> <li>- Individual risk assessments have been completed with all persons who are clinically extremely vulnerable and have returned to the workplace.</li> </ul>	
<p><b>Transmission of COVID-19 within Howdens Trade Depots</b></p>	<ul style="list-style-type: none"> <li>- Depot Staff</li> <li>- Customers</li> <li>- Delivery Drivers</li> <li>- Cleaners</li> <li>- Contractors</li> <li>- LGV Drivers</li> <li>- Vulnerable Persons</li> </ul>	<ul style="list-style-type: none"> <li>- Trade Depots COVID-19 Standard Operation Procedures (SOP) implemented and regularly reviewed to ensure COVID-19 Secure Guidance is implemented to a standard across all UK Depots.</li> <li>- Remote Design service created to reduce the number of Depot staff required to attend work.</li> </ul>	<ul style="list-style-type: none"> <li>- COVID-19 Depot Manager check sheets completed daily to ensure controls are in place and social distancing behaviours are in place. Weekly COVID</li> </ul>

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	<p>Virus transmission methods:</p> <ul style="list-style-type: none"> <li>- Person to person</li> <li>- Surface to person</li> </ul>	<ul style="list-style-type: none"> <li>- Priority given to conducting customer presentations virtually / online.</li> <li>- Where on site design consultations are carried out, 2 metre distancing will be maintained with customers with physical screens and face coverings.</li> <li>- Where local or national lockdown conditions may be introduced that impact on Trade Depots' ability to fully open, call and collect process may be implemented to allow a non-contact product ordering and collection system. Customers load their own vehicles.</li> <li>- Trade Depot social distancing equipment packs and film released to all Depots to ensure standard approach. Refresher Depot COVID film released mid Jan 2021 to reinforce controls and drive proactive behaviours.</li> <li>- Larger Trade Counter display areas will be closed off in accordance with any regional or national lockdown measures announced by the government across the UK.</li> <li>- 2 metre social distancing standard applied to all activities including non-work e.g. break times and welfare areas. Where 2m cannot be maintained, 1m+ mitigation may be considered with suitable controls implemented.</li> <li>- Screening erected at all customer facing points and facial coverings to be worn by staff during any customer interactions.</li> <li>- Customers to wear facial covering when entering depots. Depots to keep a supply of disposable masks for customers to maintain this control.</li> <li>- Increased cleaning regime within Trade Depots with clear instructions for staff focussed on common touch points and equipment such as FLT's and pallet trucks.</li> <li>- Hygiene and sanitisation stations in all Trade Depots and Depot warehouses. Stations for customers available at Depot entrances.</li> </ul>	<ul style="list-style-type: none"> <li>- monitoring checks input into online "Safe to Trade".</li> <li>- Staff returning to work are required to be inducted by Depot Managers on COVID-19 Standard Operating Procedures for Depots.</li> </ul>

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		<ul style="list-style-type: none"> <li>- Sharing of equipment such as forklift trucks, computers, desks is avoided where possible. Sanitisation equipment available where sharing is required.</li> <li>- Limitations on numbers of people in Trade counters and pedestrian circulation routes to prevent passing within 2 metres.</li> <li>- Delivery drivers who deliver to customers properties will contact the customer in advance and agree a suitable point to leave the products 2 metres away from any occupant.</li> <li>- Stock delivery procedure modified to ensure 2 metre social distancing and no person to person paperwork hand over.</li> <li>- Inter-Depot travel / visits reduced to essential only as per SOP.</li> </ul>	
<b>Transmission of COVID-19 in end user / customer houses when Howdens Joinery Field based staff carry out work in people's homes.</b>	<ul style="list-style-type: none"> <li>- Occupant(s)</li> <li>- Sales Representatives</li> <li>- Designers</li> <li>- Solid Surface Fitters</li> <li>- Appliance Engineers</li> <li>- Quality Engineers</li> </ul> <p>Virus transmission methods:</p> <ul style="list-style-type: none"> <li>- Person to person</li> <li>- Surface to person</li> </ul>	<ul style="list-style-type: none"> <li>- Field Based Team Standard Operating Procedures implemented in accordance with COVID-19 Secure guidance on Working in other people's homes.</li> <li>- Information for occupants to support safe home visits included on Howdens.com website.</li> <li>- Procedure for reciprocal COVID-19 symptoms and isolation check between Field Based Team member and occupant when booking the appointment and on the day of the visit.</li> <li>- Additional hygiene and sanitisation equipment issued to Field teams.</li> <li>- Face coverings issued to all field team members for use when in customer premises.</li> </ul>	<ul style="list-style-type: none"> <li>- All Field Based teams are required to carry out pre, during and post visit checklists to ensure they follow the process detailed in the SOP.</li> </ul>
<b>Transmission of COVID-19 within Howdens</b>	<ul style="list-style-type: none"> <li>- Howdens Staff</li> <li>- Agency Staff</li> <li>- Embedded service providers</li> </ul>	<ul style="list-style-type: none"> <li>- Supply Operations COVID-19 Control Plan implemented to prescribe roles and responsibilities and arrangements for COVID-19 Risk management. Also defines monitoring requirements and frequencies.</li> </ul>	<ul style="list-style-type: none"> <li>- COVID-19 Control plan monitoring must be carried out. Layered safety conversations,</li> </ul>

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<p><b>Supply Operations sites including Manufacturing and Warehouse facilities</b></p>	<ul style="list-style-type: none"> <li>- Contractors</li> <li>- Delivery Drivers</li> <li>- Visitors</li> </ul> <p>Virus transmission methods:</p> <ul style="list-style-type: none"> <li>- Person to person</li> <li>- Surface to person</li> </ul>	<ul style="list-style-type: none"> <li>- COVID-19 Hierarchy of control (priority of control options) for safety management implemented in accordance with COVID-19 Secure guidance.</li> <li>- Only essential operational staff attend site. Support staff who can work from home are doing so.</li> <li>- Cohort working implemented:               <ul style="list-style-type: none"> <li>- Inter-shift movement of people stopped [where able] or reduced to essential only.</li> <li>- Airlock between shifts in place</li> <li>- Separate car parking, entrances and exits, welfare and break areas created</li> <li>- One-way systems implemented on sites where possible and effective</li> </ul> </li> <li>- Social distancing measures implemented in accordance with the hierarchy of control. Ensuring 2 metre distance between people whilst working and during breaks.               <ul style="list-style-type: none"> <li>o 2m distancing floor markings</li> <li>o Physical screening and barriers erected</li> <li>o One-way systems on sites where they support better social distancing</li> <li>o Provision of additional welfare facilities and break areas to allow factory-based team to remain together but separate from other teams.</li> <li>o Temperature checking introduced on sites where rates of COVID transmission are high within the community.</li> <li>o Face Coverings worn during all 'off-task' activities on sites e.g. general movement around site.</li> </ul> </li> <li>- Sharing of equipment such as forklift trucks, computers, desks is avoided where possible. Sanitisation equipment available where sharing is required.</li> <li>- Emergency response plans for COVID-19 incidents and modified procedures for first aiders and fire marshals</li> <li>- Contractor Management Process amended to reflect the requirements for working on Howden Supply Operations sites. Additional information on COVID-</li> </ul>	<p>inspections and checks to ensure controls remain effective.</p>

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		<p>19 Controls and expectations on contractor risk assessments and method statements has been supplied to all contractors.</p> <ul style="list-style-type: none"> <li>- Re-induction of all staff back onto sites to cover new control measures for the management of COVID-19.</li> <li>- Office spaces reconfigured to ensure workstations are a minimum of 2 metres away from each other and workstation cleaning supplies are available. Hot-desking is avoided wherever possible with essential persons on site only.</li> <li>- Inbound delivery controls amended to adhere to social distancing; covering               <ul style="list-style-type: none"> <li>- Visiting drivers instructed to remain in their cabs at gatehouses until otherwise instructed; including when they arrive at their unloading destination.</li> <li>- Drivers keys to remain with drivers and other measures implemented to ensure that a trailer cab cannot be moved during unloading e.g. use of Stop stillages in front of vehicle or only using unloading docks with dock lock systems fitted.</li> </ul> </li> <li>- Site canteens are operating a reduced cold meal service to take away and additional welfare facilities have been set up to allow teams to remain in cohorts at all times.</li> <li>- Canteen and welfare facilities have been modified to include 2 metre queueing systems, screening at servery and pay-points, contactless payments and 2m distance between seating.</li> <li>- Staff are encouraged to bring food and drink from home</li> </ul>	
<b>Transmission of COVID-19 within Howdens Corporate and Support Offices</b>	<ul style="list-style-type: none"> <li>- Howdens staff</li> <li>- Cleaners</li> <li>- Contractors</li> <li>- Visitors</li> </ul>	<ul style="list-style-type: none"> <li>- Working at Home re-introduced as directed via government guidance.</li> <li>- Equipment to support safe working from home made available to all staff with remote training and awareness packages provided through Howdens Academy.</li> <li>- Welfare check ins held regularly either 1-2-1 with a line manager or team check in's using video conferencing.</li> </ul>	



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		<ul style="list-style-type: none"> <li>- The principal of working at home [where able] remains but where office staff required to visit site COVID Secure Office space has been provided with suitable controls in place:</li> <li>- COVID Secure Office SOP and film created to prescribe safe set up and control of offices.</li> <li>- 2m social distancing in place in all areas, additional hygiene units in place, one-way systems where narrow or more enclosed areas are present, enhanced cleaning regime for common touch points.</li> <li>- Desk spaces identified for use to ensure 2m Social Distancing can be maintained.</li> <li>- 20% Initial capacity limit in place for all office areas.</li> <li>- COVID Induction for all office staff re-entering the office to ensure they are fully aware of the additional controls and personal responsibility required to remain COVID secure</li> </ul>	