

Since we announced the temporary closure of Operations on the 24 March, we have received many requests from customers to help them where we can. To support our trade account holders, and our local communities, we have now opened our depots, factories and logistics operations with measures in place to serve our customers safely. We are now also offering home visit and repair services for homeowners in England.

This risk assessment is provided to ensure Howdens is operating in accordance with the UK Government COVID-19 Secure sector guidance documents released on 11th May 2020. 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.

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: 1st June 2020

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? |
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| <p>COVID-19 Transmission.</p> <p>General risk</p> | <ul style="list-style-type: none"> - Howdens staff - Customers - Contractors - Visitors - Members of the public <p>Virus transmission methods:</p> <ul style="list-style-type: none"> - Person to person - Surface to person | <p>General controls implemented within Howdens.</p> <ul style="list-style-type: none"> - Crisis Management governance framework established. Tiered risk management process with Operational specific risk assessments and controls implemented. - 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. - Enhanced hygiene and cleaning 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. - Social distancing The implementation of community control measures and social distancing precautions i.e.: <ul style="list-style-type: none"> - Social Distancing controls in all workplace, welfare and break out areas - Change to shift patterns, staffing levels and cohort working arrangements including staggered airlocks between shift changes - One-way/Circulation routes in our workplaces [where practicable] - Demarcation of 2-metre working in workplaces - Application of physical/protective screening - Workplace Signage, information and communications for COVID-19 - Temporary suspension of activities where social distancing, suitable cleaning or hygiene cannot be maintained. - Meetings/Events/Travel <ul style="list-style-type: none"> - Foreign business travel is suspended - All non-critical business visitors are prohibited from Howdens sites. - Major business events are suspended. - Non-critical business meetings are to be stopped if suitable controls cannot be implemented. | <ul style="list-style-type: none"> - Ongoing reporting of COVID-19 related concerns or issues with appropriate escalation where necessary including external reporting to HSE under RIDDOR. - Daily monitoring of compliance to COVID-19 controls through safety conversations, audits and inspections. |

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| | | <ul style="list-style-type: none"> - Where meetings are necessary, they are held remotely where able or have suitable social distancing precautions in place. - Staff are encouraged to avoid car sharing wherever possible. If it is essential, they are provided with guidance on reducing risk when travelling together. - Training <ul style="list-style-type: none"> - All non-essential face-to-face training is postponed. Statutory and safety critical 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 - PPE provision and usage <ul style="list-style-type: none"> - 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. - The use of face coverings is optional and will be supported by Howdens through the provision of information on safe use, cleaning and maintenance. - Remote Working/Mental Health <ul style="list-style-type: none"> - Wellbeing and positive mental health support available through Howdens Employee Assistance Programme and enhanced information and support materials made available through Howdens Online Academy - Manager and employee check-ins held with particular focus on those that are working from home and are placed on furlough. - IS infrastructure upgraded to support working from home -VPN/Direct access improved and the rapid implementation of programmes such as Microsoft Teams - Employee support helpline established - 'Keeping safe' team for COVID-19 Employee support and tracking of events such as confirmed or un-confirmed COVID cases. - 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. | |

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| | | <ul style="list-style-type: none"> - 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 - Non-essential locations remain closed e.g. support function offices. - 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. - Tracking of suspected or confirmed COVID-19 cases and any possible close contact exposures is carried out by the Howdens Keepingsafe team <p>Contractor management Contractor induction process, risk assessment & method statement approval amended to include COVID-19 controls and information.</p> | |
| <p>COVID-19 Transmission.</p> <p>Those that may be more vulnerable to COVID-19</p> | <ul style="list-style-type: none"> - Clinically Vulnerable and Extremely Clinically Vulnerable (ECV) persons as defined in Government guidance | <ul style="list-style-type: none"> - Those notified by NHS / Health authority in writing that they are required to shield themselves are either working from home or supported to stay at home throughout the period which they are required to shield themselves. - Those that are more vulnerable due to underlying health conditions are safeguarded as per COVID-19 Secure guidance requirements | |
| <p>Transmission of COVID-19 within Howdens Trade Depots</p> | <ul style="list-style-type: none"> - Depot Staff - Customers - Delivery Drivers - Cleaners - Contractors - LGV Drivers - Vulnerable Persons | <ul style="list-style-type: none"> - Trade Depots COVID-19 Standard Operation Procedures (SOP) implemented to ensure COVID-19 Secure Guidance is implemented to a standard across all UK Depots. - Remote Design service created to reduce the number of Depot staff required to attend work. Where on site design consultations are carried out, 2 metre distancing will be maintained with customers. | <ul style="list-style-type: none"> - COVID-19 Depot Manager check sheets completed daily to ensure controls are in place and social distancing behaviours are in place. |

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| | <p>Virus transmission methods:</p> <ul style="list-style-type: none"> - Person to person - Surface to person | <ul style="list-style-type: none"> - Call and collect process implemented to allow a non-contact product ordering and collection system. Customers load their own vehicles. - Trade Depot social distancing equipment packs and film released to all Depots to ensure standard approach. - 2 metre social distancing standard applied to all activities including non-work e.g. break times and welfare areas. Where 2m cannot be maintained, the process has been suspended until additional controls can be implemented - Screening erected at all customer facing points and facial coverings supplied to all staff if they wish to use them with instructions for safe use provided. - 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. - Hygiene and sanitisation stations in all Trade Depots and Depot warehouses. Stations for customers available at Depot entrances. - Sharing of equipment such as forklift trucks, computers, desks is avoided where possible. Sanitisation equipment available where sharing is required. - Limitations on numbers of people in Trade counters and pedestrian circulation routes to prevent passing within 2 metres. - 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. - Stock delivery procedure always modified to ensure 2 metre social distancing and no person to person paperwork hand over. - Inter-Depot travel / visits reduced to essential only. | <ul style="list-style-type: none"> - Staff returning to work are required to be inducted by Depot Managers on COVID-19 Standard Operating Procedures for Depots. |

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| <p>Transmission of COVID-19 in end user / customer houses when Howdens Joinery Field based staff carry out work in people's homes.</p> | <ul style="list-style-type: none"> - Occupant(s) - Sales Representatives - Designers - Solid Surface Fitters - Appliance Engineers - Quality Engineers <p>Virus transmission methods:</p> <ul style="list-style-type: none"> - Person to person - Surface to person | <ul style="list-style-type: none"> - Field Based Team Standard Operating Procedures implemented in accordance with COVID-19 Secure guidance on Working in other peoples homes dated 11th May 2020. - Information for occupants to support safe home visits included on Howdens.com website. - 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. - Additional hygiene and sanitisation equipment issued to Field teams - Face coverings issued to all Field team members to use if they wish to do so or the occupant of the premises requests the use of face coverings whilst on their property with instructions on safe use | <ul style="list-style-type: none"> - 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. |
| <p>Transmission of COVID-19 within Howdens Supply Operations sites including Manufacturing and Warehouse facilities</p> | <ul style="list-style-type: none"> - Howdens Staff - Agency Staff - Embedded service providers - Contractors - Delivery Drivers - Visitors <p>Virus transmission methods:</p> <ul style="list-style-type: none"> - Person to person - Surface to person | <ul style="list-style-type: none"> - 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. - COVID-19 Hierarchy of control (priority of control options) for safety management implemented in accordance with COVID-19 Secure guidance. - Only essential operational staff attend site. Support staff who can work from home are doing so. - Cohort working implemented: <ul style="list-style-type: none"> - Inter-shift movement of people stopped - Airlock between shift change overs of 15 minutes either side - Separate car parking, entrances and exits, welfare and break areas created - One-way systems implemented on sites where possible and effective | <ul style="list-style-type: none"> - COVID-19 Control plan monitoring must be carried out. Layered safety conversations, inspections and checks to ensure controls remain effective. |

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| | | <ul style="list-style-type: none"> - 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"> o 2m distancing floor markings o Physical screening and barriers erected o One-way systems on sites where they support better social distancing o Provision of additional welfare facilities and break areas to allow factory-based team remain together but separate from other teams. - Sharing of equipment such as forklift trucks, computers, desks is avoided where possible. Sanitisation equipment available where sharing is required. - Emergency response plans for COVID-19 incidents and modified procedures for first aiders and fire marshals - Contractor Management Process amended to reflect the requirements for working on Howden Supply Operations sites. Additional information on COVID-19 Controls and expectations on contractor risk assessments and method statements has been supplied to all contractors. - Re-induction of all staff back onto sites to cover new control measures for the management of COVID-19. - 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. - Inbound delivery controls amended to adhere to social distancing; covering <ul style="list-style-type: none"> - Visiting drivers instructed to remain in their cabs at gatehouses until otherwise instructed; including when they arrive at their unloading destination. - 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. | |

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| | | <ul style="list-style-type: none"> - 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. - 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. - Staff are encouraged to bring food and drink from home | |
| <p>Transmission of COVID-19 within Howdens Corporate and Support Offices</p> | <ul style="list-style-type: none"> - Howdens staff - Cleaners - Contractors - Visitors | <ul style="list-style-type: none"> - Corporate and Support office spaces remain closed with staff working from home. - Equipment to support safe working from home made available to all staff with remote training and awareness packages provided through Howdens Academy. - Welfare check ins held regularly either 1-2-1 with a line manager or team check in's using video conferencing. - Procedure implemented in the event of staff attending offices to collect or drop off equipment | <ul style="list-style-type: none"> - Standard Operating Procedure to be implemented in anticipation of staff returning to office spaces under limited conditions - essential / critical staff only. - Medium / long term working from home arrangements to be developed and implemented to include formal workstation assessment and wellbeing considerations |