

STATEMENT FROM THE BOARD

On the 24th of June, the Department for Business, Energy & Industrial Strategy published guidance for people who work in or run factories, plants and warehouses - Working safely during coronavirus (COVID-19).

In line with this guidance we have undertaken a full risk assessment taking into consideration each of the recommended steps in order to assess and manage the risks of COVID-19 and protect our staff, suppliers, visitors, contractors and customers from risk to their health and safety.

Having done this, we are pleased to share the results of our risk assessment as well as the signed statement to demonstrate we have complied with the governments guidance on managing the risk of COVID-19. We will strive to keep improving and building on the measures we have currently put in place.

We expect that the government guidance will be updated over time. The latest version at the time of writing was published in the 24th June 2020.

DOCUMENT UPDATES

This document will be updated as required. Previous version history and dates will be presented in the table below.

Version	Date published
1.1	20/05/2020
1.2	27/05/20
1.3	03/07/2020

2. WHO SHOULD GO TO WORK

Objective: That everyone should work from home, unless they cannot work from home.

STEP - Considering who is essential to be on site; for example, office staff should work from home if at all possible.

Office actions:

- All office staff reviewed and instructed to work from home.
- Any office staff attendance on site requires permission from the line manager.
- Any office staff attendance is reviewed by board daily to establish validity of reason to come on site. i.e. to distribute post or photograph samples.

STEP - Planning for the minimum number of people needed on site to operate safely and effectively.

Warehouse actions:

The Government risk level has now fallen from 4 to 3. At the moment the guidelines still advise that employees should maintain a 2m distance wherever possible and wash hands regularly. The test and trace guidelines look for instances of people spending more than 15 minutes together closer than 2m and face to face with people less than a metre. Our own measures have continued to develop, and it remains possible, even with a full shift, to practice the social distancing guidelines within the warehouse.

We have set out measures to enable social distancing and our staff have become well practiced at following these measures within the warehouse. The number of people in the warehouse relative to the size of the building and number of pick locations; the floor markings and give way systems etc, supported by regular announcements and guidance enable all staff to remain 2 metres apart in the picking and shelf filling areas.

There was only one activity in the warehouse where people need to be within 2m of each other for more than 15 minutes, which is the pack benches which are just under 2m apart. These have now been moved and isolated from one another with Perspex shields that are cleaned every day. There are no activities that require anyone to be face to face with anyone else less than a metre apart.

Given the experience of the staff in working in new ways, the continued development of health and safety measures, we conclude that there is no remaining health and safety advantage of working in separate shifts.

Realistically however, it is impossible to guarantee that people will not pass within 2m of each other occasionally during picking and shelf filling, but these instances will be fleeting. To further mitigate any risk however:

- There are more than 1000 locations and a maximum of 30 people picking with a full team
- The system does not allow more than one person to pick from a single location at any one time
- Staff have been advised and are reminded daily to maintain the 2m distance at all times and to wash hands regularly
- The WMS system already ensures the picking routes follow a one-way system along the main corridors through the warehouse. In addition, a give way system has been marked out and 2m distancing lines laid out on the floors for side aisles and to allow overtaking etc.
- Staff have also been advised that where they find themselves passing within 2m they should turn away and avoid face to face passing
- Shift breaks are maintained and staggered to avoid people queuing or congregating around break areas
- The shift has been shortened to avoid the lunch break for the same reason
- Awareness of social distancing requirements and the continued need to practice them must still be reinforced regularly with clear messages to staff over the tannoy to follow the measures.

Encouragement of staff to continue to raise any concerns with management team within the warehouse remains critical to ensure all feel safe and secure as well as being safe and secure.

Office actions:

- All office staff reviewed and instructed to work from home.
- Any office staff attendance is reviewed by board daily to establish validity of reason to come on site. i.e. to distribute post or photograph samples.
- Rota system in place to ensure at least one board member is on site to handle issues as they arise and ensure board attendance is spread out across the week.

STEP - Monitoring the well-being of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.

Office actions:

- All office workers are working from home and daily team meetings using our video conferencing software are encouraged.
- 121's using our video conferencing software are encouraged.
- A company newsletter has been produced and distributed to all staff which gives updates and insights from all departments.
- HR to communicate useful links to govt resources on mental health as well as guidance on home working.

STEP - Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.

- Line managers of off-site workers required to have daily team updates using teams with their team to ensure all up to date and happy.

- Individual meetings held as required in normal 1-2-1 processes.
- Company newsletters sent as appropriate.

STEP - Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.

Office actions:

- All office staff are working from home and all have the necessary hardware and software to access to company systems including email, video conferencing and messaging. Printing has also been made available where required.
- Staff were invited to take home any portable equipment such as additional monitors, keyboards and office chairs.

2.1 PROTECTING PEOPLE WHO ARE AT HIGHER RISK

Objective: To protect clinically vulnerable and clinically extremely vulnerable individuals.

STEP - Providing support for workers around mental health and wellbeing. This could include advice or telephone support.

Office actions:

Line management, HR and the members of the board are available for support either by telephone, email or by using our video conferencing software. Alternative methods can be discussed as required.

HR to communicate useful links to govt resources on mental health as well as guidance on home working.

Warehouse actions:

Line management, HR and the members of the board are available for support either by telephone, email or by using our video conferencing software. Alternative methods can be discussed as required.

HR to communicate useful links to govt resources on mental health as well as guidance on home working.

STEP - See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.

Warehouse actions:

- Shielded staff who cannot work from home and have received a letter telling them they are in this group, are Furloughed.
- Vulnerable staff have been contacted to ensure their medical records are accurate and that they should take additional notice of the social distancing and hygiene guidelines.
- We have Furloughed staff who live with someone who is shielded and have requested to be Furloughed.

Office actions:

- Shielded staff who can work from home and have received a letter telling them they are in this group, are working from home.
- Vulnerable staff who can work from home have been contacted to ensure their medical records were accurate and that they should take additional notice of the social distancing and hygiene guidelines.

Note, the wording for this has now been amended slightly:

Clinically extremely vulnerable individuals – these are people who are shielded.

Clinically vulnerable individuals – were classed as vulnerable individuals. -more guidance has now been given on this for consideration.

Guidance now advises that those who are clinically vulnerable should be offered the option of the safest available on-site roles enabling them to stay 2m away from others.

If they have to spend time within 2m of others, we need to carefully assess whether this involves an acceptable level of risk. This is not applicable as the rules enforce the 2m distance guidance and pack benches are separated by Perspex screens.

Particular attention should be paid to people who live with clinically extremely vulnerable individuals.

We re-confirmed medical records for all staff.

2.2 PEOPLE WHO NEED TO SELF ISOLATE

Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

STEP - Enabling workers to work from home while self-isolating if appropriate.

Warehouse actions:

Not applicable

Office actions:

All office staff are enabled to work from home if self-isolating.

Test and trace introduced in the updated version of 29th May. Information and guidance on test and trace and definitions of close contact emailed to business and displayed on notice boards. Communications contained links to NHS resources for more information.

STEP - See current guidance for employees and employers relating to statutory sick pay due to COVID-19.

All Employees are instructed to follow the company absence policy.

All Employees are advised that they can “self-certify” for the first 7 days off work and follow the normal company absence policy.

All Employees who are self-isolating due to coronavirus for more than 7 days are instructed to obtain an online self-isolation note from the NHS Website.

All Employees receive Statutory Sick Pay (SSP) from the first day of self-isolation if it is because:

- They have coronavirus
- They have coronavirus symptoms
- Someone in their household has coronavirus symptoms
- They have been told to self-isolate by a doctor.

Employees subject to their contracts will receive company sick pay for absences.

STEP - See current guidance for people who have symptoms and those who live with others who have symptoms.

Follow Government Guidance:

Managers have received guidance on how to spot symptoms in staff who become unwell at work.

Managers are to ensure that staff can return home safely and advise HR.

All employees who live alone and have symptoms of coronavirus illness (COVID-19), however mild are instructed to stay at home for 7 days from when the symptoms started. After 7 days, if they do not have a high temperature, they are able to return to work. Employees are instructed that If they still have a high temperature, they are to keep self-isolating until their temperature returns to normal. Employees are advised they do not need to self-isolate and are able to return to work if they only have a cough after 7 days.

All employees who live with others are instructed if they are the first in the household to have symptoms of coronavirus (COVID-19), they must stay at home for 7 days.

All employees are instructed to stay at home for a period of 14 days due to the onset of symptoms in a member of their household. The 14-day period starts from the day when the first person in the house became ill.

All employees receive a Return to work interview on return to the workplace to ensure that they are fit and well. The back to work forms have now been adapted for specific COVID specific circumstances. This has been circulated to all managers. RTW interviews will observe social distancing guidance.

2.3 EQUALITY IN THE WORKPLACE

Objective: To treat everyone in your workplace equally.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

STEP - Understanding and taking into account the particular circumstances of those with different protected characteristics.

STEP - Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.

STEP - Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.

STEP - Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.

STEP - Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

We believe all the above steps have been taken into consideration with appropriate levels of communication, adjustment and arrangements being discussed as required. All staff have been advised to contact their line manager if their personal circumstances change.

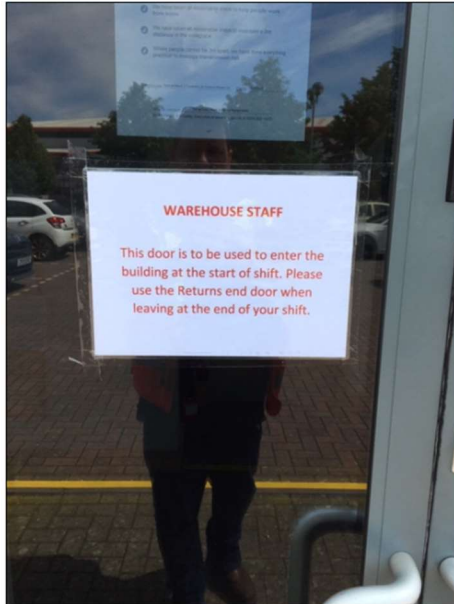
3. SOCIAL DISTANCING AT WORK

3.1 COMING TO WORK AND LEAVING WORK

Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.

STEP - Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

No office workers on site. Two warehouse shifts on busiest days. Separate entry and exits created for start and end of shifts. Floor markings at entrances provided to help with distancing. There is a 30 min gap between shifts to allow for clean entry, exit.



STEP - Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.

- Bike storage is available for use.
- Car parking is easily spread out across the sites due to office home working and no visitors.

STEP - Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.

Not applicable.

STEP - Reducing congestion, for example, by having more entry points to the workplace.

Additional security access points have been installed in Unit G to allow entry via Unit F and exit via Unit G at the start and end of shifts.

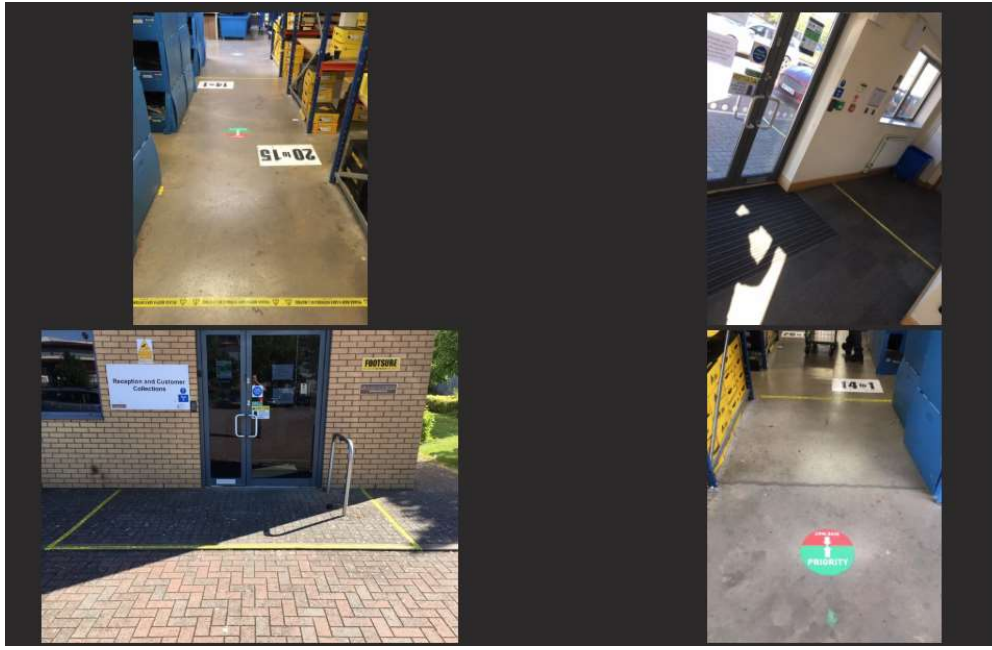
Unit M can be managed without additional exit and entry points due to the small team size in the unit, all being on the same shift and no office workers present.

STEP - Using markings and introducing one-way flow at entry and exit points.

Warehouse actions:

Floor markers have been introduced within the warehouse to assist with one-way flows and rights of way. New security system point added to allow for different entry and exit points at start and end of shifts.

Examples in images below.





When putting goods away once scanned in, all members of staff have been told and are reminded every day by management that only one person is to be down an aisle at a time

Office actions:

All office staff currently working from home.

STEP - Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.

- There is a hand sanitiser dispenser at all pedestrian entry and exit points.
- Hand washing facilities are available near all pedestrian entry and exit points.

STEP - Providing alternatives to touch-based security devices such as keypads.

Security access devices are all contactless requiring a key card or fob.

STEP - Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.

Security access devices are all contactless requiring a key card or fob. Exit and entry points have been created for Units F&G. Markings (photos above) have been laid down to give distance guidance at the entrances.

3.2 MOVING AROUND BUILDINGS AND WORKSITES

Objective: To maintain social distancing wherever possible, while people travel through the workplace.

STEP - Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.

Warehouse actions:

- Video conferencing, telephones, and radios available and encouraged.
- Scanners are cleaned both before and after use
- Pack benches and separation screens are cleaned by professional cleaners at the end of every day and wiped down by the operator at the end of their shift
- Monitors and keyboards are cleaned by professional cleaners at the end of every day
- Goods trolleys handles are wiped down by the operators after each use
- Disposable gloves and masks are provided for all operators. Their use is optional in line with Government recommendations.
- Marking in place around certain commonly used equipment such as photocopiers.

STEP - Reducing job and equipment rotation.

Warehouse actions:

Staff to keep same scanner for the shift.

STEP - Introducing more one-way flow through buildings.

Warehouse actions:

- Floor markers highlighting direction of travel are being introduced.
- Different pedestrian doors are being used for entry and exit.

STEP - Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts, and encouraging use of stairs wherever possible.

Not applicable. We only have goods lifts that cannot take people

STEP - Making sure that people with disabilities are able to access lifts.

Not applicable.

STEP - Reducing occupancy of vehicles used for onsite travel, for example, shuttle buses.

Vehicles to transport pallets and boxes between warehouses are operated by one person only

STEP - Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.

Floor markers for direction of travel, rights of way and 2m distancing have been introduced.

Different entry and exit point have been introduced.

Automated fire door holders fitted to key traffic areas to reduce unnecessary hand contact.

3.3 WORKPLACES AND WORKSTATIONS

Objective: To maintain social distancing between individuals when they are at their workstations.

STEP - Reviewing layouts, line set-ups or processes to allow people to work further apart from each other.

Warehouse actions:

Pack benches re-configured for operators face the same direction. Perspex screens fitted to all pack benches.



STEP - Using floor tape or paint to mark areas to help workers keep to a 2m distance.

Warehouse actions:

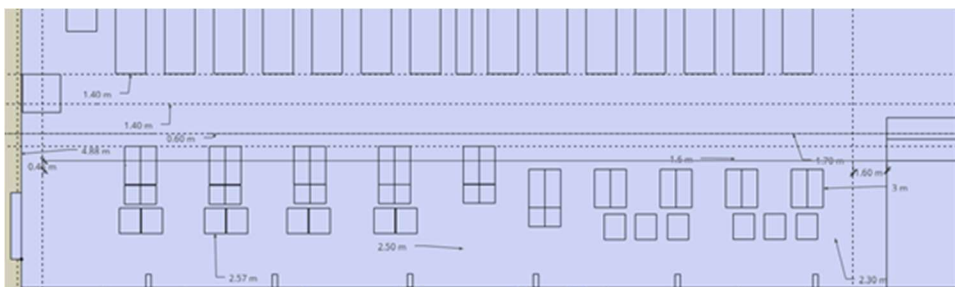
2m floor marker guides introduced around goods lift, entrance & exit doors and all aisles.

STEP - Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.

Prior to the pack bench moves, and only when it was not possible to operate alternate pack benches only, working on adjacent pack benches was back to back or with a separating Perspex screen.

STEP - Only where it is not possible to move workstations further apart, installing screens to separate people from one another.

- New Pack bench layouts reviewed and agreed. Electric and data re-configured.
- Screens installed on all pack benches to allow all to be used as required
- Old pack bench layout below with paired benches. Operated only every other bench



New layout below. Pack benches separated, with screens separating every bench.



STEP - Using a consistent pairing system if people have to work in close proximity, for example, during two person working, lifting or maintenance activities that cannot be redesigned.

There are no two-person lifting or maintenance tasks required. Goods in unloading, which is a multi-person task is carried out by a small dedicated team with strict 2m distancing.

3.4 MEETINGS

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings

STEP - Using remote working tools to avoid in-person meetings.

Warehouse actions:

All warehouse managers have been provided with video conferencing software to avoid face to face meetings where possible.

Office actions:

All office staff are home working and all meetings take place using video conferencing software.

STEP - Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.

Warehouse actions:

Meetings are kept to managers and video conferencing software is used by the participants. Managers that are operating the same shift do not share monitors for conference calls but use their own lap tops at least 2m apart from one another

STEP - Avoiding transmission during meetings, for example, from sharing pens and other objects.

As above

STEP - Providing hand sanitiser in meeting rooms.

Meeting rooms are not being used within this context. However, hand sanitiser is readily available across the sites.

STEP - Holding meetings outdoors or in well-ventilated rooms whenever possible.

Managers advised to use as an option if for an appropriate reason. However, All regular meetings are via online conference calls.

STEP - For areas where regular meetings take place, using floor signage to help people maintain social distancing.

All regular meetings are via online conference calls.

3.5 COMMON AREAS

Objective: To maintain social distancing while using common areas.

STEP - Staggering break times to reduce pressure on break rooms or places to eat.

Warehouse actions:

Break times are no longer at set times but are staggered by the line manager to prevent queues forming at break rooms. Signs put on kitchen doors to state only one person at a time. Further markings in place to indicate one person areas where it's a combined kitchen and staff area.

STEP - Using safe outside areas for breaks.

- Outside space, grassed areas and benches are available for breaks.
- People encouraged to eat their packed lunches in their own vehicles or away from the building and other people
- Smoking allowed away from the smoking shelter and away from the building if more than one smoker at a time.
- Additional benches have been purchased.



STEP - Creating additional space by using other parts of the worksite or building that have been freed up by remote working.

Not deemed necessary. Office staff are currently not on site and the above guidance on breaks, and where to have them, is seen as sufficient.

STEP - Using protective screening for staff in receptions or similar areas.

Not applicable.

STEP - Providing packaged meals or similar to avoid opening staff canteens, where possible.

Not applicable.

STEP - Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.

- Outside space, grassed areas and benches are available for breaks.

- People encouraged to eat their packed lunches in their own vehicles or away from the building and other people
- Smoking allowed away from the smoking shelter and away from the building if more than one smoker at a time

STEP - Encouraging staff to stay on-site during working hours.

Lunch break reduced from an hour to half an hour to encourage people to stay on site and free up half an hour at the end of a shift to shorten the working day

STEP - Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.



Example signage above. Markings added.

3.6 ACCIDENTS, SECURITY AND OTHER INCIDENTS

Objective: To prioritise safety during incidents.

In an emergency, for example, an accident, fire, or break-in, people do not have to stay 2m apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Warehouse actions:

To make all staff aware of this.

Office actions:

To make all staff aware of this.

- First Aid Needs Assessment reviewed.
- Minimum first aid cover maintained throughout reduced occupancy.
- Changes to contact arrangements, emergency contacts, duty holders and procedures notified to all employees.
- Roles and responsibilities deputised to ensure suitable cover available in the event of staff absence.
- Key health and safety information is readily available, to ensure continuity in the event of staff absence. All relevant staff made aware of where to find such information.

- Activities suspended in instances where there is no staff member with suitable levels of competence to undertake the work safely.
- Revised process issued to all managers. First Aiders have all received process to sign and return.

All first aiders communicated with regarding responsibilities, supplies and any new information required on forms. Signage has also been reviewed and updated as required.

4. MANAGING YOUR CUSTOMERS, VISITORS AND CONTRACTORS

4.1 MANAGE CONTACTS

Objective: To minimise the number of unnecessary visits to factories, plants and warehouses.

STEP - Encouraging visits via remote connection or remote working for visitors where this is an option.

Warehouse actions:

No visits taking place other than inbound deliveries.

Collections are allowed for previously ordered stock, but collectors have to call a specific telephone number they have been given (a notice on the door also gives this number) and wait outside. They need to provide their name and details only of what they are collecting. They are not required to sign anything. Warehouse staff will record their details and leave their goods on the ground in front of them at a 2m distance.

Office actions:

A RA and risk assessment has now been done which covers field sales staff visits to customers. This covers pre-meeting communications and forms, samples, showroom use, PPE and hygiene. Document available separately.

STEP - Limiting the number of visitors at any one time.

See above.

STEP - Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

Limited to essential only and will be scheduled out of hours where possible.

STEP - Maintaining a record of all visitors, if this is practical.

Any visitor attendance will be recorded in the usual way.

4.2 PROVIDING AND EXPLAINING AVAILABLE GUIDANCE

Objective: To make sure people understand what they need to do to maintain safety.

STEP - Providing clear guidance on social distancing and hygiene to people, for example, inbound delivery drivers or safety critical visitors, on arrival, for example, signage, visual aids, and before arrival, for example, by phone, on the website, by email.

Visits are now kept to a minimum and only accepted for essential works that need to be carried out on site. E.g. Forklift servicing and inspection. Prior to Covid19, all contractors were asked to sign in, were given contact details and briefed on emergency procedures and welfare facilities. In addition to this, contractors are now advised on hand sanitisation, social distancing and their entry and exit routes.

COVID-19 QUESTIONNAIRE PRE-SCREENING TO BE CARRIED OUT FOR CONTRACTORS AND VISITORS PRIOR TO ATTENDANCE ON SITE. TO BE EMAILED WHERE POSSIBLE AND ACKNOWLEDGEMENT CONFIRMED BY RETURN.

Consultation with goods in. Currently no more info that can be given than we already have provided. There are relatively few container deliveries which makes it far more possible to manage 2m rule.

STEP - Establishing host responsibilities relating to COVID-19, providing any necessary training for people who act as hosts for visitors.

Visits are now kept to a minimum and only accepted for essential works that need to be carried out on site. E.g. Forklift servicing and inspection. Prior to Covid19, all contractors were asked to sign in, were given contact details and briefed on emergency procedures and welfare facilities. In addition to this, contractors are now advised on hand sanitisation, social distancing and their entry and exit routes.

COVID-19 QUESTIONNAIRE PRE-SCREENING PRIOR TO ATTENDANCE ON SITE BEING REVIEWED.

STEP - Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.

Visits are now kept to a minimum and only accepted for essential works that need to be carried out on site. E.g. Forklift servicing and inspection. Prior to Covid19, all contractors were asked to sign in, were given contact details and briefed on emergency procedures and welfare facilities. In addition to this, contractors are now advised on hand sanitisation, social distancing and their entry and exit routes.

COVID-19 QUESTIONNAIRE PRE-SCREENING PRIOR TO ATTENDANCE ON SITE BEING REVIEWED.

STEP - Coordinating and cooperating with other occupiers for those working in facilities shared with other businesses including with landlords and other tenants.

No real overlap with other businesses.

5. CLEANING THE WORKPLACE

5.1 BEFORE REOPENING

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work.
- Cleaning procedures and providing hand sanitiser, before restarting work.

STEP - Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.

Buildings and office areas are served by ventilation systems which provide 100% fresh air to the areas using heat recovery crossover matrix and work in conjunction with the air conditioning systems, occupancy levels have no direct effect to the system settings.

STEP - Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

Advice received from supplier confirming that no adjustment is required.

STEP - Positive pressure systems can operate as normal.

Not Applicable

5.2 KEEPING THE WORKPLACE CLEAN

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

STEP - Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.

All warehouse staff have access to antibacterial wipes, spray and disposable roll. They also have access to gloves, aprons and masks so they can clean at the beginning and end of their shift. Warehouse managers check that staff are cleaning appropriately and record this information.

Spray and wipes available near equipment such as copiers and credit card terminals.

STEP - Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, pump handles and printers, and making sure there are adequate disposal arrangements.

All warehouse staff have access to antibacterial wipes, spray and disposable roll. They also have access to gloves, aprons and masks so they can clean at the beginning and end of their shift. Warehouse managers check that staff are cleaning appropriately and record this information.

STEP - Clearing workspaces and removing waste and belongings from the work area at the end of a shift.

Additional waste bins are supplied and emptied at the end of each shift.

STEP - If you are cleaning after a known or suspected case of COVID-19 then you refer to the specific guidance.

All warehouse staff have access to antibacterial wipes, spray and disposable roll. They also have access to gloves, aprons and masks so they can clean at the beginning and end of their shift. Warehouse managers check that staff are cleaning appropriately and record this information.

Cleaners are now informed where workspaces have been occupied by the user leaving an X on the desk at the end of their shift. This allows cleaners to focus more on used areas. A new viricidal spray is used on frequently touched areas like door handles. Bins are emptied at the end of each day into a skip which is disposed of professionally. Appropriate supplies and PPE are on site if cleaning needs to take place after a known or suspected case of Covid19. A cleaning checklist is filled out daily to ensure required tasks are completed.

STEP - Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.

Large warehouse doors are open wherever possible and secure.

5.3 HYGIENE – HANDWASHING, SANITATION FACILITIES AND TOILETS

Objective: To help everyone keep good hygiene through the working day.

STEP - Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and the need to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

All toilets and kitchens have posters showing good handwashing technique. Warehouse managers are required to tannoy announce twice a day to remind all staff of the importance of social distancing and handwashing. posters with government advice on handwashing and sneezing have been put up around the business.

Wall fixed and portable hand sanitiser has been purchased and distributed for use by staff and contractors, with plenty available to refill.

Only one person is allowed in a toilet area at a time to ensure social distancing is achieved. Cleaners use approved chemicals to ensure toilets are as sanitary as possible before the beginning of a shift.

STEP - Providing regular reminders and signage to maintain hygiene standards.

Over 90 posters with government advice on handwashing and sneezing have been put up around the business.

Daily tannoy announcements made to remind of hand washing and hygiene.

STEP - Providing hand sanitiser in multiple locations in addition to washrooms.

Wall fixed and portable hand sanitiser has been purchased and distributed for use by staff and contractors, with plenty available to refill.

STEP - Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.

Only one person is allowed in a toilet area at a time to ensure social distancing is achieved. Cleaners use approved chemicals to ensure toilets are as sanitary as possible before the beginning of a shift.

STEP - Enhancing cleaning for busy areas.

Desks that are occupied are marked with an X to ensure cleaners can focus on used areas, leaving more time to clean around communal kitchens and toilets. All internal and external door handles, communal kitchens and bathrooms are cleaned daily using viricidal chemicals.

STEP - Special care should be taken for cleaning of portable toilets.

Not applicable.

STEP - Providing more waste facilities and more frequent rubbish collection.

Additional waste bins are supplied and emptied daily.

STEP - Providing hand drying facilities – either paper towels or electrical dryers.

Paper towels will be provided in all toilets together with bins for safe disposal. Hand driers are also available.

5.4 CHANGING ROOMS AND SHOWERS

Objective: To minimise the risk of transmission in changing rooms and showers.

STEP - Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.

Showers are single person occupancy. Signage shows latest Gov't guidelines for Covid 19 as well as requesting occupants do not leave any personal belongings and also that they clean after use. Lockers have been added to the cleaning company process. Showers have signs relating to cleaning products available within them. Showers are used occasionally by very few staff.



STEP - Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.

Staff are given cleaning materials and PPE so they can clean their workstations before, during and after their shift.

5.5 HANDLING GOODS, MERCHANDISE AND OTHER MATERIALS, AND ONSITE VEHICLES

Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

STEP - Cleaning procedures for the parts of shared equipment you touch after each use, thinking about equipment, tools and vehicles, for example, pallet trucks and forklift trucks.

Warehouse actions:

- Monitors, keyboards and mice to be cleaned daily with screen wipes by user
- Pack benches and trolley handles are cleaned regularly with spray bottles and wiped down by users.
- Staff to use their own scanner at all times and wipe it clean both before and after use and the start and finish of the day
- Staff advised to avoid use of vending machine for drinks. A clean blue tissue paper roll provided next to the kettle can be used when picking up the kettle. Tissue then to be discarded in the bins provided
- A daily check list is being issued to ensure all cleaning and social distancing measures are being adhered to
- At the end of the shift, any pack bench that has been used should have a post it note left on it with a large cross on it. This is to signify to the cleaners that the desk needs cleaning
- Any pack benches with a cross on them have not been cleaned overnight and are not to be used until cleaned.

STEP - Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.

Warehouse actions:

- Daily announcements on hand washing taking place.
- Signage across the sites.

STEP - Regular cleaning of vehicles that workers may take home.

Not applicable.

STEP - Regular cleaning of reusable delivery boxes.

Not applicable.

6. PERSONAL PROTECTIVE EQUIPMENT (PPE) AND FACE COVERINGS

6.1 FACE COVERINGS

Warehouse actions:

Govt guidance laminated and placed by mask stock for people to acknowledge.

Office actions:

Govt guidance laminated and placed by mask stock for people to acknowledge.

7. WORKFORCE MANAGEMENT

7.1 SHIFT PATTERNS AND WORKING GROUPS

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

STEP - As far as possible, where people are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.

Warehouse actions:

Unit M and Quadrant have small teams operating in a large warehouse and do not need to be split to maintain the 2m distancing guidelines. F&G warehouse has been split into two teams that operate on a morning or afternoon on Mondays and Tuesdays and on a basis of one week on, one week off on Wednesday to Friday. The shifts and warehouse units are kept separate as far as possible to reduce the number of contacts each employee has.

Office actions:

All office staff are working from home.

STEP - Identifying areas where people have to directly pass things to each other, for example, job information, spare parts, samples, raw materials, and find ways to remove direct contact, such as through the use of drop-off points or transfer zones.

Boxes and cartons are moved via trollies rather than from hand to hand. Trollies are transferred from pickers to the trolley drop off area, not directly to packers. Trollies are then assigned and moved to pack benches. Gloves are provided to avoid skin contact with trolley handles and boxes and the trolley handles are wiped after use.

7.2.1 CARS, ACCOMMODATION, AND VISITS

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

STEP - Minimising non-essential travel – consider remote options first.

No non-essential business travel is currently taking place.

STEP - Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.

No non-essential business travel is currently taking place.

STEP - Cleaning shared vehicles between shifts or on handover.

STEP - Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.

No non-essential business travel is currently taking place.

Spray and wipes in the vans which are used before and after use. Wipes available for forklifts which are used before and after use.

7.2.2 DELIVERIES TO OTHER SITES

Objective: To help workers delivering to other sites such as factories, logistics sites or customers' premises to maintain social distancing and hygiene practices.

All deliveries are handled by 3rd party carriers.

7.3 COMMUNICATIONS AND TRAINING

7.3.1 RETURNING TO WORK

Objective: To make sure all workers understand COVID-19 related safety procedures.

STEP - Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.

This is achieved through published policies, regular daily safety announcements, regular management reviews, daily warehouse management meetings email communication and onsite board/facilities presence.

STEP - Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.

The business continues to work with the existing H&S committee and will continue to be used for receiving in suggestions and for outbound communication. This is in addition to email and notice board communications.

STEP - Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

Development of materials is ongoing in preparation for when office-based staff return. They are currently all working from home as a first option.

7.3.2 ONGOING COMMUNICATIONS AND SIGNAGE

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

STEP - Ongoing engagement with workers, including through trades unions or employee representative groups to monitor and understand any unforeseen impacts of changes to working environments.

The business continues to work with the existing H&S committee and will continue to be used for receiving in suggestions and for outbound communication. This is in addition to email and notice board communications. Feedback from staff welcomed in business communication from the board and line managers.

The H&S committee has a spread of staff from departments and functions.

STEP - Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).

Govt guidance will be shared with all staff in email and poster form.

STEP - Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.

Simple visual aids are being implemented across the sites including signs and markings.

STEP - Using visual communications, for example, whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.

Not applicable.

STEP - Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.

Ongoing. Partnership and sharing with customers and suppliers is at the forefront of our company values.

8. INBOUND AND OUTBOUND GOODS

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres, despatch areas.

STEP - Revising pick-up and drop-off collection points, procedures, signage and markings.

Collections are allowed for previously ordered stock, but collectors have to call a specific telephone number they have been given (a notice on the door also gives this number) and wait outside. They need to provide their name and details only of what they are collecting. They are not required to sign anything. Warehouse staff will record their details and leave their goods on the ground in front of them at a 2m distance.

For DHL & DPD collections & small deliveries from unit M e.g. samples, the parcel will be left outside with paperwork. The driver will sign the paperwork, taking one copy with him & collect parcel ensuring the 2m distance is always maintained

Returns of product has been carefully considered.

Returns will be processed in batches. Gloves recommended for examination of worn returns of individual pairs. Frequent change of gloves and safe disposal advised. Advised to ensure gloves are always in good working order.

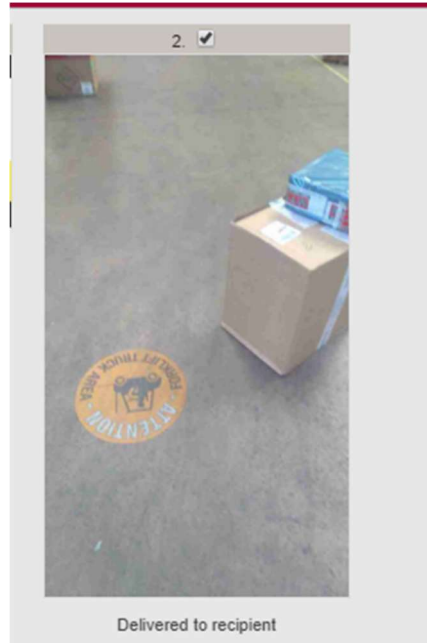
After handling returns, it remains important to wash hands and dispose of gloves correctly afterwards.

Given our role in the supply chain, a significant amount of time will have passed since the consumer handled the product. It then takes time to be received into our DC, to be processed, put back to shelf and even longer before it is resold.

STEP - Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic prebooking

Almost all deliveries are pre-booked and do not require signatures.

For small deliveries or less than 10 parcels (DPD & other carriers), the driver takes a photo of what's delivered



for their records.

We then book in the parcels against our Goods In note so no signatures are required and 2m distancing can be maintained.

Larger palletised deliveries are offloaded by forklift. See below. The driver usually asks for name and enters the details into his own electronic device. European deliveries require a CMR to be signed. This is left on a pallet for the driver to sign and take 2 of the 3 copies. The 2m distance is always maintained.

The largest deliveries come in containers. These are unloaded by a team, but 2m distance is maintained using a conveyor belt. See below. The driver records the delivery on his own handheld device. We then book in the cartons against our Goods In note so no signatures are required and 2m distancing can be maintained.

STEP - Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.

Not applicable. Reduction in demand has also reduced frequency of incoming goods.

STEP - Where possible and safe, having single workers load or unload vehicles.

Most unloading of Goods inwards is done by forklift in which a safe distance from other staff is always kept.



Conveyors now used for unloading containers so that only one person needs to be in the container at a time. Each person unloading boxes from the conveyor takes it in turn to approach and maintain 2m distance from colleagues at all times.

In summary, the load & unload policy is as follows and all managers have confirmed all staff have been informed.

- Only one person to be in the vehicle at a time.
- Only one person to be at the back of the vehicle when required loading and unloading.
- Others helping to bring goods to or from to maintain the 2m distance at all times.

Carrier arrangements are such that stand trucks are made available all day. This minimises the need for smaller vehicles and removes the pressure for quick loading.

STEP - Where possible, using the same pairs of people for loads where more than one is needed.

There are only 3 people who unload in Unit M and the same at Quadrant. The teams are separate and do not mix unless there are exceptional circumstances.

STEP - Enabling drivers to access welfare facilities when required, consistent with other guidance.

Toilet facilities have signs on the doors and any visitors are guided to respect the same 2m distancing and hand washing regimes. (See 5.3)

STEP - Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.

Drivers stay in their vehicles until the offloading is complete.