

Ripples

Cookes
FURNITURE

Cookes | STORAGE
SERVICE

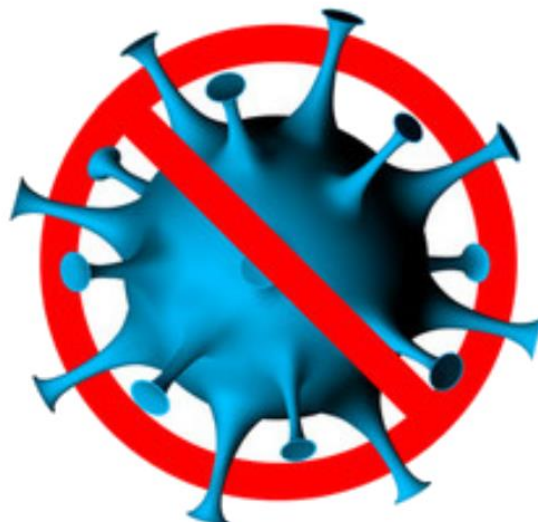
Cookes Furniture Ltd Group COVID-19

Risk Assessment

&

Continuity Plan

Version 1. May 15th 2020



This risk assessment and continuity plan has been compiled in response to the current and ongoing COVID-19 Crisis. The Directors and Senior Management team have consulted all available Government guidance documents, in association with guidance from the Health and Safety Executive, and external retained HR advice from Keelys solicitors.

The document relates to all Cookes Group companies, including Cookes Furniture Ltd, Cookes Storage Service, Ripples Birmingham and Ripples Solihull.

The document is intended as guidance for all employees, visitors, customers, concession employees and outside contractors. The guidance applies to all Cookes Group premises including retail showrooms, storage and distribution centres, company and personal vehicles and customers' homes.

It is intended that we provide a safe working environment for all employees and a welcoming and safe environment for all visitors to our sites. In this document we have outlined the steps taken to ensure safety is our first priority.

The document should be read in Conjunction with the five HM Government documents which relate specifically to our working environments, published 11th May 2020

- Working safely during COVID-19 in shops and branches
- Working safely during COVID-19 in offices and contact centres
- Working safely during COVID-19 in factories, plants and warehouses
- Working safely during COVID-19 in or from a vehicle
- Working safely during COVID-19 in other people's homes

Before returning to work, all employees are required to read this document and the relevant HM Government document relating to their specific area of work. The documents will be sent to the employee's personal email address and an email response will be required. The response must detail the fact the employee has read the document and agrees to comply with the requirements.

The same will be required from all concession employees, who work on Cookes Group premises.

The document will also be used as a training aid to ensure strict adherence to current social distancing and personal hygiene practices. This will be updated when necessary, following any relevant changes to HM Government advice.

1. HAZARD IDENTIFICATIONS

COVID-19 Exposure to Employees, Customers, Visitors and Members of the Public.

Contaminated individuals / Asymptomatic Carriers

Employees on site who recognise they have symptoms related to the virus for example a cough, high temperature, shortness of breath, but not limited to these symptoms.

Spreading of virus on site to other individuals

2. EXISTING RISK CONTROLS

After a detailed review of the Risks and consultation with published HM Government information, Health and Safety Executive information and specific HR advice from our solicitors Keelys LLP.

A detailed review of existing and new risk controls has been completed, these are detailed below.

General Advice

- We have reviewed every area of the business to ensure we are able to safely maintain social distancing measures. Initial reopening of each site, will be done with a reduced number of team members. This will allow us to test and improve safe working practices before opening to the public, which is scheduled for 1st June.
- Staff are reminded to only come into work if they are well and no one in their household is self-isolating due to the symptoms of Covid-19.
- If a member of staff attends work and is feeling unwell or is looking unwell. They will be asked for their temperature to be taken, to establish if they have a temperature, and are therefore at risk of having Covid-19 infection. If so, they will be sent home and advised to self-isolate. Cleaning measures will be taken if the employee has come into contact with other staff members or touched surfaces or equipment.
- Visual social distancing measures have been put in place at all sites, to ensure wherever possible. Customers and employees keep the minimum distance from one another at all times.
- Each building will have a designated number of people who can safely occupy the building. In respect of the showrooms this will be confirmed by a risk assessment document for each showroom, to calculate the safe number of customers who can be inside a showroom at any one time. The same calculation will be used for office, warehouse and staff room areas. Initial Guidance Numbers for each building are detailed below. These figures are for Visitors/ members of the public and do not include employees: -
 - Birmingham Furniture Showroom 68
 - Christchurch Furniture Showroom 28
 - Birmingham Distribution Warehouse 2
 - Christchurch Distribution Warehouse 2
 - Cookes Storage Service 12
 - Ripples Birmingham 4 (As part of above furniture showroom figures)
 - Ripples Solihull 4
- In the entrance to each building or area of a building, we will display a sign, clearly showing how many people can safely occupy the space.
- If the volume of customers or employees exceeds this number, measures will be put in place to restrict access. Allowing one person or group of people in as another group leaves.
- Covid-19 Secure certificate, will be positioned at the entrance to each building.
- Notices will be positioned at the entrance to a building, reminding all visitors of the need to maintain a safe distance of 2m apart.

- Notices and hand washing or hand sanitiser facilities will be positioned at the entrance to each building. These will be clearly signed and every visitor will be encouraged to use them upon entering the building.
- Where possible each building will have one entrance clearly marked and one exit, to maintain social distancing.
- Where necessary we will use a one-way system to ensure, we minimise the risk of people being in a restricted space.
- Each entrance point will have a sign reminding customers that are accompanied by children, that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Floor markers and internal signage will be positioned at strategic points in every building. The key messaging will be maintaining the social distancing measures, of 2M separation at all times.
- Hand Sanitisers and personal hygiene messages will be strategically place around the inside of buildings.
- Posters to advise on hand washing, avoiding touching your face and to cough/ sneeze into a tissue. Will be display in strategic locations in the building.
- Staff are encouraged to wash hands with provided soap and water as often as possible and for a minimum of 20 seconds every time.
- Any visitors entering the non-retail areas of our buildings, will be briefed on our safe working practices while maintaining a safe distance.
- All buildings will have a collection and drop off point for both deliveries and customer collections /drop off's (this will be monitored and collections for customers will be at agreed times whilst maintaining a safe distance)
- Teams are encouraged to communicate at a safe distance and team leaders will ensure this happens at all times. Face to face team briefings will be kept to a minimum and always follow social distancing guidelines, where possible the meeting will be held outside.
- Where reasonably practical, team meetings and briefings will be conducted over video conference calls or telephone.
- Employees are asked to use their own stationary, which they need to keep with them and not share with customers or other employees.

- Employees are required to use their own mugs, glasses, plates and cutlery. It is your responsibility to keep these safe and clean. Sharing of these is strictly forbidden. If possible, disposable cups are preferred but must always be disposed safely in a bin.
- Staff rooms will be reconfigured to allow safe social distancing, where possible.
- In some instances, it will still be necessary for two people to lift heavy or large items of furniture. Staff should take all mitigating actions possible to reduce the risk of transmission between employees. Handling equipment should be used where possible to reduce the need to lift in two person groups.
- Employees will be asked to stagger start and finish times to reduce the flow of people into buildings at set times. Access routes will also be reviewed to ensure safe routes are available.
- Workstations and desks will be assigned to an individual as much as possible. If a desk needs to be shared, the number of people must be kept to a minimum and cleaning procedures followed at all times.
- Non-essential movement around buildings or sites will be discouraged, instead using telephones more where practical.
- Opening windows and doors frequently to encourage ventilation, where possible.
- Non business deliveries, for example personal deliveries to work will be restricted.
- Drop of points for deliveries will be signed and kept separate from other stock

Showroom

- When selling or demonstrating any product, we will maintain a safe distance between the team member and customer.
- When customers wish to try products for comfort, they are still encouraged to do so but specific hygiene measures will be necessary.
- For beds, mattresses Sofas and pillows, disposable paper covers will be supplied. These will allow a safe trial of the product. After use the paper item will be disposed of safely in a bin.

- For hard surface products such as tables, and cabinet furniture, brassware, baths and sinks. The surface will be wiped down after demonstration by the sales person, using the relevant cleaning products provided.
- Anything in the way of visual aids or equipment for demonstrating products will be cleaned regularly.
- PDQ machines will be wiped after every use, and will be placed in front of Perspex safety screens for the customer to use. This will be at set payment stations, located in each store.
- The sales presentation process, will be completed in an open space on the showroom, allowing adherence to social distancing measures.
- Sales Order processing will be completed on an iPad where possible, with the customer present at a safe distance. If absolutely necessary the order will be completed at a desk position, with strict adherence to the social distancing regulations.
- Customers will be taken to the Payment desk where the PDQ machine is located. Customers are encouraged to pay by contactless where possible and to have their receipts and order confirmation paperwork emailed to them. If paper copies are required, these should be printed and placed inside a sales order folder, for the customer to take away.
- For items that are Paid and Taken. It will be the sales persons responsibility to assess the necessary procedures to follow. If it is a small item which is easily handled by one person, the customer can carry this directly to their own vehicle. Items are not to be handed directly to customers but placed down allowing safe handling. If the item requires two people to lift, this should be completed in a safe manner by members of the team not an employee and customer lifting. The team must follow lifting procedures for safe practice.
- For large goods to be collected by customers at the showroom, an appointment must be arranged prior to collection. This will allow for safe handling procedures to be followed.
- We are operating a Private Appointment Service, outside of normal showroom opening hours. This will allow customers who are more vulnerable or shielding to enjoy our instore shopping experience in a safe and controlled manner. The private appointment will ensure the customer has the showroom to themselves to browse at their leisure in a safe and traffic free environment. We will initially trial an out of hours service from 8am to 10am daily, strictly by appointment only.
- Any goods returned to the showroom, needs to be kept in a separate location away from new goods and cleaned before going on display.

- A schedule of cleaning and hygiene procedures will be completed throughout the day. This will include wiping down frequent touch points and more frequent bin emptying.
- We will not be serving refreshments to customers, during this period of social distancing. This will be reviewed on the 1st July, when the Governments lockdown measures are reviewed for Cafes and Restaurants.
- The use of the customer lift will be restricted to one person at a time or single-family groups, signs showing this will be displayed. Hand hygiene signs and sanitiser will be provided

Office and Administration areas

- Desk spaces and offices will be reconfigured to ensure safe working distances are maintained. Where possible, extra space will be provided for the storage of personal belongings, such as clothes and bags in individual desk areas.
- Frequent cleaning of work areas and equipment between uses, will be required. This includes IT equipment, such as printers, which should be cleaned after each use.
- Clearing workspaces and removing waste and belongings from the work area at the end of the working day.

Warehouse, Distribution and Storage Sites

- Layouts and work processes will be reviewed to allow people to work further apart where possible.
- Where employees have to work in close proximity, we will maintain a consistent pairing system, for example, during two person working, lifting or maintenance activities that cannot be redesigned.
- Shift briefings will be completed with social distancing and ideally outside.
- Cleaning procedures will be put in place for shared equipment that is touched, and completed after each use. Such as tools, vehicles, pallet trucks, sack trucks and trolleys.
- PPE is provided to ensure the workplace stays safe and we provide instructions, procedures, training and supervision to encourage all employees to work safely and responsibly.

- We have implemented a new delivery procedure for the arranging of a delivery and the process of completing a delivery at a customer's home. Please refer to separate delivery document. Deliveries will not be carried out in any household which is isolating or where an individual is being shielded.
- Customers that are not self-isolating or unwell, may arrange a collection from the warehouse strictly by appointment only. Warehouse employees will pick the goods and place them in a secure area for the customer to access and collect the goods. If necessary two members of the warehouse team will load the good into the customers vehicle.
- When working in a household where somebody is clinically vulnerable, but has not been asked to shield for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face to face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single use tissues.
- Payments will be made by card payment or direct bank transfer. This will be done over the phone prior to delivery or collection. We do not accept cash payments on our vehicles as per our terms and conditions.
- Goods will be prepared and picked for delivery using strict social distancing measures. Loading of goods will be undertaken in some cases by the 2 man delivery team and will adhere to social distancing measures at all times feasible, given the nature of the workload. Staff will work side by side or facing away from each other avoiding face to face if possible.
- When staff are sharing an enclosed space, such as vehicle cabs and are unable to maintain a 2-metre distance, they should wash their hands for 20 seconds or longer before getting into, or after getting out of, the vehicle, or use hand sanitiser where hand washing is not possible.
- Where it is not possible to avoid having more than one person in our delivery vehicles, teams should keep the windows of the vehicle open for ventilation, and be careful to avoid touching their face at all times.
- We will aim to maintain a consistent pairing with the delivery teams, to reduce the amount of contact across employees.
- To minimise risk, the delivery team will contact the customers by phone to confirm their arrival and maintain a safe distance (at least 2 metres) from any household occupants at all times.
- On delivery no goods will be physically handed over to the customer and there will be an agreed safe delivery route in the home for the team to carry out the delivery and set up of goods.

- Delivery teams are given full discretion to refuse to complete any delivery if the customer appears unwell or they do not feel it is safe to continue.
- All delivery vehicles will have PPE, tissues, sanitiser, antibacterial wipes and waste disposal bags.
- Any paperwork will be signed at customer's discretion and customer copies will be offered or can be emailed to the customer by the following working day. A customer may request for the team to take images of goods in the home in lieu of signatures
- Storage enquires, Move Ins and Move Outs are regulated in set time slots, to ensure site traffic is managed.
- Storage customers may arrange a visit by appointment, staff will authorise access for the customer to view required units. In a safe manner and always adhering to social distancing measures.
- Move-ins are booked in with office and we will prepare the unit, leave new padlock inside partly opened for customer to remove themselves and tag the door. The paperwork can be prepared based on a move in date and sent to customer to sign off and return. Or all documents can be prepared and available on reception table upon actual move in, which customer can inspect and sign on the day.
- Any merchandise purchased, can be left in a new customers unit upon move-in. Any merchandise purchased by existing customers can be added to their account and items left in a secure place for collection (downstairs unit unlocked for example)
- Visual social distancing measures for the main office have been put in place so customers keep the minimum distance from the office window for discussing any matters relating to their contract or storage generall

Keep It Clean

All employees must take responsibility for the maintenance of good health and hygiene practices. This will include cleaning of personal spaces on a regular basis.

Thought must always be given to maintaining a safe environment for everyone. Each building will have a strict cleaning schedule in place, to be completed by the external cleaning company. In addition, team members will be responsible for the scheduled cleaning of certain items throughout the day. We must also ensure that when certain items have been used, they are cleaned immediately after use, leaving them ready for the next person.

An example list of cleaning, which must be completed is detailed below, each site will have specific cleaning requirements.

The team **MUST** wipe clean the following items, several times daily and wear protective gloves provided to do so:

- Gate lock (when opening or locking up) and front door locks, access key pads
- All entrance and exit doors, paying particular attention to high touch areas.
- Light switches and roller shutter switches
- Store Stereos
- Team iPads when used throughout the day
- Office pens
- Keyboards / mouse / phones
- Desks
- Cabinet drawers
- Toilet will be cleaned by individual after every use / items touched
- Ladders (when used)
- Kettle / Microwave / Refrigerator handles
- Stair railings
- Vehicle keys, driver controls and interior vehicle surfaces

3. RISK IDENTIFICATION AND PRIORITISATION

People exposed:	Any person can potentially be exposed to this Risk	
Likelihood	Rare Unlikely Possible Likely Almost Certain	Reason for category:
Consequence	Insignificant Minor Moderate Major Catastrophic	
Level of Risk	Low Medium High Extreme	COVID-19 Risk is not Known
Classification	Organisational Financial Clinical	

4. ARE EXISTING CONTROLS ADEQUATE?

YES / NO

If inadequate what modifications / additions are required?

N/A

After detailed consultation and conversations at Senior Management level, we believe the actions and Risk Control measures we are putting in place, enable us to create a safe environment. The measures will assist us, to reduce where possible the risk of infection and maintain a safe working environment.

5. ADDITIONAL INFORMATION / COMMENTS

Cookes will closely monitor ongoing advice, guidance and legislation from HM Government, the Health and Safety Executive and other points of information. The document and our guidance and instructions to Cookes Employees, Customers, Visitors, and members of the public will be updated and amended when necessary.

Name: James Pike

Signature:

Designation: Managing Director

Date: 15/05/2020