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# Haskins Group Covid-19 Policy

Information in this policy has been taken from Covid-19 Risk Assessments September 2020 to ensure the safety of employees or visitors who may visit Haskins Furniture during the Covid-19 pandemic. Employees are required to read this policy and sign at the bottom agreeing to adhere to the safe working regulations laid out in this document. Anyone who breaches these regulations contained in this policy will face disciplinary action.

All information has been taking from reliable sources and as and when the government update the current information, J.H. Haskins will update this policy. In the bibliography of this document is the official government links that will provide more information including the governments recovery strategy. New government information will supersede this policy as the J.H.Haskins group will adhere to official government guidelines.

## 1. Preventing the spread of Covid-19 in the workplace

1.1 Cleaning Workplaces should be clean and hygienic. Each employee is responsible for their own workstation and or area, ensuring surfaces and objects are wiped with disinfectant regularly. Haskins will provide appropriate cleaning equipment. Haskins group will ensure vigorous cleaning of communal areas and high-risk objects such as banisters, light switches and keypad door codes. Staff may be allocated responsibility for keeping their area clean and disinfected to assist with this.

Combination key-pads where we cannot leave the doors open will have a wipe/spray next to it. All employees must clean/wipe this after they have used it.

Customer toilets are currently closed.

1.2 Handwashing All employees are required to follow handwashing guidelines that will be set out in toilets and restrooms. Ensure you wash your hands at regular intervals. Hand Sanitiser will be provided where needed.

1.3 Kitchen Utensils Employees are required to bring their own mug/plate/cutlery. Once the employee is finished using it, they must take home and thoroughly wash. Do not leave items in communal spaces for others to have to touch.

1.4 Stationary Employees must not share stationary, every employee should pack a pencil case or equip their desk as necessary and only use what is their own.

1.5 In Trays Each employee will have a tray for work documents to be placed in. No employee should hand paperwork or documents to another person but place in the correct tray.

1.7 Representatives or 3rd parties Employees are not permitted to invite representatives into the building until further notice. Please keep in touch with external people through telephone and email. Representatives that have been invited in to store by senior management must only attend at their allotted time and follow current government guidelines.

1.8 Social Distancing All employees are required to stay 2 meters away from each other unless this is not possible to carry out your task, in this instance PPE will be provided.

1.9 Store Signage Haskins will provide signs around the store to remind employees and customers to abide by the 2-meter rule. All employees should remind each other and customers to follow these social distancing rules. Signs will be places in rest rooms to ensure handwashing is carried out effectively.

1.10 Covid-19 Track and Trace Where an employee has a smart phone, they must use the NHS COVID-19 App. If the government asks an employee to isolate because of a social distancing breach the employee must inform their line manager immediately and follow the government guidelines.

1.11 Face Coverings from Monday 28th September 2020 face coverings will be mandatory for anyone in shops. All employees must wear a face covering in the retail area’s (shopfloor). The only time an employee can remove the face covering is if they are behind a barrier on their desk. Perspex screens will be supplied.

Anyone moving around the store for a short period of time, for example the maintenance team, office team, delivery team etc it is asked that a covering is worn.

The Haskins Group respects that there are situations where people do not need to wear a face covering. Employees are to ask politely if the customer is exempt, if the customer is not exempt then employees should ask customers to put a covering on. They will be for sale in the interiors department If the customer has forgotten.

The Haskins Group employs a partially deaf employee, for this member of the team and one working with or along side them should not wear a covering.

All Haskins employees should respect the other tenants in the retail park and wear a covering in or walking through their shop.

## 2. If an employee shows symptoms of Covid-19

2.1 Becoming Unwell If an employee becomes unwell with a new, continuous cough, a high temperature or loss of taste and smell in the business or workplace they will be sent home and advised to follow the stay at home guidance. If an employee develops symptoms of Covid-19 they must stay at home for 10 days, if a family member has symptoms the employee should stay at home for 14 days unless government guidelines change. The stay at home guidance is being updated from the government regularly and can be found on the gov website with the link in the references.

2.2 Coming in contact with someone who may have symptoms If a member of staff has helped someone who has been taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

## 3. Policies relating to each department

Each department will have their own set of social distancing rules, each employee is required to follow these rules when travelling through different areas of the building.

### 3.1 Office’s

* Desks will remain separated with screens between desks where necessary.
* Employees should not use another employee’s workstation unless it is essential and then, only after disinfecting it thoroughly.
* Office teams are permitted to eat at their desk for the duration of social distancing.
* Only one person in the staff room at a time. Wait 2 meters apart before entering.
* Only make a drink or prepare food for yourself.
* Only one person be in the comms/printing room at any one time.

### 3.2 Showroom’s

* Only one employee to work at a workstation.
* Customers should be asked to anti bac their hands before approaching furniture.
* Maintain 2 meters from customers. This will be marked around the desks but not throughout the store, employee is to ensure they maintain 2 meters.
* Employees will be empowered to respectfully ask customers to respect this the 2 meters.
* Customers will sit or stand 2 meters away from the desks. Employee’s not to encourage customers at work stations.
* There is to be no more than 30 customers in the upholstery and bed department. If the showroom reaches 30 people a manager will stand on the door restricting access until customers leave.
* Only one customer in the leather department due to narrow doorways. Service desk will monitor the flow of customers. Customers will be asked to wait their turn.
* Employees are not to stand in groups.
* If a customer collects their goods from the showroom, employee will put the items out for the customer to inspect. Employee will move 2 meters away while the customer inspects. Customer will then move away while it is loaded in the customers car or vehicle. Hands are to be washed immediately after.
* The sales assistant will be responsible for cleaning the area that their customer has been in, the products they have been viewing and the POS associated with that product as soon as the customer leaves the store. Fabric and leather cleaner will be available.
* Sales Team are to use the kitchen outside J.F office for drinks and food storage/preparation. This will minimise people walking through the office.
* Employees are only to prepare food or drinks for themselves.
* Employees are required to bring their own mug/plate/cutlery. Once the employee is finished using it, they must take home and thoroughly wash. Do not leave items in communal spaces for others to have to touch.
* Where possible sales assistant to email the sales confirmation along with the T’s and C’s and the customer to reply confirming the details are correct.
* Where this is not possible and the customer does not have email, sales assistant is to print the confirmation and put down for the customer to read, the customer will sign with a new pencil that they take away with them, customer to place conformation in the sales assistance tray.
* Sales assistants will have their own stationary, if a customer needs to use something, for example a tape measure, the item will need to be thoroughly cleaned after.
* Haskins Furniture does not encourage cash, but will take it in unique circumstances. Customers are welcome to make bank transfers.
* Where cash is taken, employee must wash hands after touching it.

### 3.3 Warehouse

* Employees should only make a drink or prepare food for themselves.
* Employees are required to bring their own mug/plate/cutlery. Once the employee is finished using it, they must take home and thoroughly wash. Do not leave items in communal spaces for others to have to touch.
* Only 3 people in the rest room at any one time, chairs will be removed to ensure no more than 3 employees can sit in the rest room. Space will be available in the return areas for employee’s wanting to take a break at the same time.
* Work in the isolated area given to do the task in hand, employee should not encroach on other workspaces. Use appropriate communication if you need to enter that work area.
* Employees must clean tools before and after using them. Where possible only use your own tools and do not share.
* Tools, equipment and vehicles are not to be used by anyone outside the company, they should not be loaned out.
* Drivers of lorries and vehicles must clean the internal space thoroughly at the end of each shift. It is the Drivers responsibility to ensure this is done. Management will keep a log of cleaning times.
* Blankets and straps to be sprayed with disinfectant and on a 3 day rotation. After blankets and straps have been used, they are to go into a labelled box for 3 days.
* If a customer collects their goods from the warehouse, employee will put the items out for the customer to inspect. Employee will move 2 meters away while the customer inspects. Customer will then move away while it is loaded in the customers car vehicle. Hands are to be washed immediately after.
* Employees will be empowered to respectfully ask customers or suppliers to respect the 2-meter rule.
* Out of respect for our customers, anyone moving around the store for a short period of time, for example the maintenance team, office team, delivery team should wear a covering.

### 3.4 Maintenance Staff

* Always maintain 2m distance wherever possible
* Foreman to collect tools, equipment etc. for workers
* Only travel in their designated vehicle
* Work in the area allocated to the employee, employees are not permitted to wander around or interact with others
* Refer all enquiries/requests for work to the Foreman, tel. no. (01749) 340706.
* Tools and equipment are not to be loaned to or used by anyone outside the company.
* Out of respect for our customers, anyone moving around the store for a short period of time, for example the maintenance team, office team, delivery team should wear a covering.

### 3.5 Shepton Mallet Motors: Aftersales Parts and Workshop.

* Asking customers to wait in their vehicle or outside the door on arrival if possible.
* Making anti-bacterial wipes and hand sanitiser available, and requesting that customers and staff clean their hands-on entry
* Offering a contactless drop-off area for car keys on arrival, and asking customers to remove them from the key ring (if they are with other keys) and to sanitise the keys before placing them in an enclosed container, such as an envelope
* Requesting that customers sanitise their driving licence before handing it to staff for the purpose of borrowing a courtesy car
* Displaying clear signage so that staff and customers are easily reminded of the measures that have been put in place for their safety, as well as the precautions that need to be taken to help maintain a hygienic environment
* Applying social distancing floor stickers to encourage and remind customers to stay two metres apart from other individuals, including in waiting areas
* Increasing the cleaning of frequent touchpoints and surfaces, and ensuring a no handshake policy
* Re-positioning or removing furniture so that a safe distance can be maintained between customers and staff members
* Limiting the amount of people within an enclosed space, such as in an office (e.g. one customer and one member of staff for small rooms)
* Using plastic screens to shield customers and staff at workstations, sales and parts desks where necessary.
* Removing physical reading materials for use by customers, such as flyers, magazines and newspapers
* Closing the waiting area if social distancing cannot be maintained, and avoiding refreshments and hot drinks to limit personal contact
* Contacting the consumer prior to their visit to allocate an appointment time for them to drop off their vehicle. This limits the number of visitors on site at any one time, and allows for staggered arrivals.
* Encouraging vehicle owners to come alone to minimise contact with others
* Completing the vehicle check-in process prior to the customer arriving on site
* Offering consumers, a complementary sanitised courtesy car to avoid them having to wait with other individuals for the return of their vehicle, or to help keep them on the move if they need to travel to and from work
* Providing a collection and drop-off service, so there is no need for customers to visit business premises
* Work in the area to do the task in hand, employees should not encroach on another workspace where possible. Use appropriate communication if you need to enter that work area.
* Where possible only use your own tools and do not share.
* Tools, equipment and are not to be used by anyone outside the company.
* If a customer collects goods from the Dealership, employee will put the items out for the customer to inspect. Employee will move 2 meters away while the customer inspects. If assistance is required customer should move away while it is loaded in the car. Hands are to be washed immediately after.
* No accompanied driving with customers for diagnostic purposes for vehicles in for repair.
* All vehicles to be service or repaired will have PPE fitted to them prior to work being commenced and removed prior to vehicle hand back.
* Offering explanations by phone or video of the completed work and invoice prior to payment to reduce the length of contact between staff and customers on site
* Arranging a collection time with the customer to stagger the return of vehicles throughout the day
* Reducing the requirement for hand-written signatures where possible and the sharing of stationery, such as pens
* Providing the facility for contactless and mobile payments (e.g. Apple Pay), as well as protective gloves for customers needing to enter their PIN on a card machine (i.e. for amounts beyond the current contactless card payment limit of £45)
* Supplying receipts and invoices by e-mail to reduce the volume of paperwork being handled.
* Ensuring the car key and common contact areas on the car are disinfected / sanitised prior to the vehicle being returned
* Only make a drink or prepare food for yourself.
* Only 2 people in the rest room at any one time.
* Contact customers a day before their visit to ensure they have no symptoms of Covid-19, advise customers not to visit Dealership if their symptoms are consistent with Covid 19 and to follow guidance
* Sanitise waiting area furniture upon customer departure
* Staff to ensure their workstations are frequently cleaned and maintain personal hygiene by washing hands regularly
* Staff to wear PPE in areas i.e in corridors where social distancing not possible

### 3.6 Car Sales Staff

* Customer visits by appointment only, sales staff to arrange appointment slots of at least 2 hours, liaise with service department to limit customer numbers in showroom.
* Clearly relate the experience that the customer will receive on arrival and the protocols in place.
* Keep display cars locked.
* Where possible conduct the presentation outside.
* No accompanied test drives in new or used vehicles (trade plates can be used)
* All vehicles used in the demonstration or presentation should be fitted with appropriate PPE and must be sanitised after use and locked.
* Perspex screens to be placed at each salesman’s desk
* Always maintain 2m distance and adhere to signage.
* No refreshments offered to clients.
* Sanitise tables and chairs used in sales offices upon departure of every customer
* Vehicles to be sanitised after test drives
* Staff to ensure their workstations are frequently cleaned and maintain personal hygiene by washing hands regularly
* Staff to wear a PPE in areas i.e in corridors where social distancing not possible

3.7 Where Social Distancing is not possible Employees that need to be closer together to carry out tasks such as loading the lorries and deliveries

* Employee should always try and do this in large open spaces where the air can circulate
* Wear the PPE provided
* In vehicles maintain the same team member, this will minimise cross infection. Driving teams should only take their breaks with their driving partner and no other team member.
* In vehicles keep the windows open for the flow of air
* Use the hand sanitiser provided at regular intervals or wash hands in accordance with above.
* Water containers and paper towels will be provided in the delivery vehicles so that the delivery teams can wash their hands after a delivery.
* A separate policy has been issued on how Haskins Furniture will be carrying out safe deliveries.

3.8 Contact with someone who has symptoms

Coming into contact with someone who may have symptoms- If a member of staff has helped or been in close contact with someone who has a continuous cough, high temperature or loss of taste and smell in the workplace they will report this to their line manager, avoid touching anything and will be sent home and advised to follow self-isolation guidance- the same applies for any member of staff who tests positive for Covid 19.

## 4. Covid-19 Sick Pay

Any employee that is staying at home and who cannot work as a result of Covid-19 will be eligible for statutory sick pay (SSP), even if they are not themselves sick. SSP will be paid from day one. SSP will be paid in the following circumstances.

* Employee has coronavirus symptoms
* Employee is self-isolating because someone they live with has symptoms

Evidence is not required for the first 7 days of sickness. After 7 days, the employees line manager will use their discretion around the need for medical evidence.

## 5. Time off to care for someone due to Covid-19

Employees are entitled to time off work to help someone who depends on them (a ‘dependant’) in an unexpected event or emergency. This would apply to situations related to COVID-19. For example:

* If they have children, they need to look after or arrange childcare for because their school has closed.
* To help their child or another dependant if they are sick or need to go into isolation or hospital.

There is no statutory right to pay for this time off, employees can take unpaid leave or use annual leave.

## 6. Covid-19 Shielding

You are eligible to be furloughed if you fall into the extremely vulnerable category. Full guidance is available on the government website.

Employee is required to send a letter for the attention of the employee’s line manager. This will be put in the employee’s personnel folder.

## 7.Working from Home Policy

Haskins group actively encourages working from home where possible. Management are also looking at ways of working flexibly in order to adapt to the 'new normal' and any changes will be conveyed to staff by the relevant line manager.

## 8. Health and Safety

### 8.1 Fire Evacuation

Haskins Group fire policy is applicable and will be modified to fit our current situation. Haskins Furniture and the Honda Dealership have separate policies.

* All employees should evacuate as normal staying 2 meters away from one another
* Doors will be open to reduce employees touching them but as employees move through doors, employees must close them behind them.
* Stand 2 meters away from everyone at the assembly point.
* Employee’s to sweep the building as per the original fire policy.
* While we operate with skeleton staff, the sales team must keep track, as much as possible, as to where customers are. Open plan showrooms assist us in this.

### 8.2 First Aid

Employees are not required to carry out first aid on any other person unless it is an emergency.

* If the person who needs assistance has another person from in their household with them, the first aider must give direction as to how that person can help.
* First aider to assess from 2 meters if 999 is to be called and call if necessary.
* First aider is to advise the person to seek medical attention regardless of injury or illness as a thorough assessment has not been able to take place due to social distancing.
* First aider to record details as normal.
* First aid kits will have 2 medical masks in them, this is for extreme cases and must only be used if social distancing can-not be achieved and it is critical the person receives help. If the mask is used it must be disposed of correctly.
* In this instance the first aider should place their own mask on their face, put gloves on and if possible, ask the person that needs assistance to also put a mask on.
* Stay with in 2 meters for the least amount of time possible.

### 8.2 Events or promotions

If Haskins Group put on an event, for example a warehouse sale, this will have its own risk assessment that must be adhered to.