COVID-19 RISK ASSESSMENT
MANDATORY CHANGES

The safety of our workforce and our customers is paramount to Persimmon and in response to the COVID-19 pandemic, we have introduced mandatory changes to the way we are asking everyone to work.

Following a detailed risk assessment process, comprehensive COVID-19 policies and procedures have been implemented across all areas of our business. This includes all our sites, sales offices, regional offices and manufacturing operations.

These policies and procedures have been prepared in line with all relevant guidance; including the Construction Leadership Council Safe Operating Procedures, HBF Coronavirus Sales and Marketing Operating Procedures and HM Government Working Safely During COVID-19.

We have introduced a COVID-19 Passport to Work system and COVID-19 Safe Operating Procedures to ensure everyone works safely.

All our workers have been told to stay at home and follow the latest self-isolation measures if they, or a member of their household, displays symptoms consistent with the COVID-19 illness.

They have also been instructed to go home immediately, practicing good hygiene, if they start presenting symptoms whilst at work. All workplaces must follow the prescribed procedure for cleaning after a known or suspected case of COVID-19 has been reported.
DESCRIPTION OF TASK:
This document is a generic risk assessment for all Persimmon Group work activities during the coronavirus (COVID-19) pandemic. This is a generic risk assessment and as such may not cover all possible risks. These will be identified and appropriate risk reduction control measures put in place via workplace specific risk assessments, as required by our Persimmon Group COVID-19 policy.

THOSE WHO MAY BE AFFECTED:
Employees, Contractors, Official Visitors and General Public.

HAZARD
Carrying out work activities during the coronavirus (COVID-19) pandemic.

RISK
- Contact with persons who may be infected with the COVID-19 virus.
- Contact with surfaces that may be infected with the COVID-19 virus.
- Employee wellbeing affected because of the change in working practices as a result of the coronavirus (COVID-19) pandemic.

INITIAL RISK
HIGH

RISK REDUCTION/CONTROL MEASURES
Communication to the workforce:
- That everyone has a duty to protect themselves and others by inhibiting the spread of the COVID-19 virus.
- Everyone needs to follow the well-published and communicated advice from the Government and Public Health England/Scotland/Wales.
- Everyone must follow the Government stay at home guidance, if they have symptoms consistent with the COVID-19 virus or someone in their household has symptoms.
- Anyone who develops symptoms of the COVID-19 virus whilst at work must return home immediately, and avoid touching anything. They should also cough or sneeze into a tissue and put it in a bin, and if no tissues are available, they should cough and sneeze into the crook of their elbow.

RESIDUAL RISK
LOW

RISK REDUCTION / CONTROL MEASURES IMPLEMENTED BY
- Main Board (engagement and support).
- Group Senior Management.
- Group Health, Safety & Environment Department.
- Group Training Department.
- Area Management.
- Site Management.
- Workforce.
<table>
<thead>
<tr>
<th>HAZARD</th>
<th>RISK</th>
<th>INITIAL RISK</th>
<th>RISK REDUCTION/CONTROL MEASURES</th>
<th>RESIDUAL RISK</th>
<th>RISK REDUCTION / CONTROL MEASURES IMPLEMENTED BY</th>
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<td>HIGH</td>
<td>o Anyone who is in the clinically vulnerable or extremely clinically vulnerable category, or lives with a person who falls within these groups should be stringently following Government guidance. Line managers told they must consider the working arrangements of these groups and support them to follow the Government guidance. Where appropriate a personal risk assessment to be completed. o When and how to get tested for the COVID-19 virus if presenting symptoms of the virus/ member of household presenting symptoms. In addition, what to do if had contact with someone with symptoms of the virus. o The requirement for all visitors to follow the Persimmon COVID-19 Code of Conduct for Visitors. o What to do in relation to cleaning after a known or suspected case COVID-19 in the workplace. o What to do in relation to accidents, security and incidents during the coronavirus (COVID-19) pandemic. o Guidance on work- related travel, to include travel to and from the workplace, those that travel together and operatives that travel together in work vehicles. o Non-compliance with the Persimmon Group COVID-19 procedures, and local workplace rules could result in employees of the Persimmon Group being subject to disciplinary action and workers being prohibited from working at any Persimmon workplace. o Government specific guidance, recognising the difference in approaches between England, Wales and Scotland. o Workplace specific guidance. o Workplace specific risk assessments. o Strict enforcement of workplace specific risk reduction control measures.</td>
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|        |      | HIGH        | - A guide to home working issued to all employees to give advice and guidance on:  
  ✓ Getting ready to work at home.  
  ✓ Setting up homeworking space.  
  ✓ Working in a safe environment.  
  ✓ Setting up workstation.  
  ✓ Keeping data secure at home.  
  ✓ Staying cyber secure at home.  
  ✓ Taking a break to relax, refresh and recharge.  
  ✓ Setting boundaries, with family matters.  
  ✓ Staying active, getting out and about.  
  ✓ Staying connected, it's good to talk.  
  ✓ Keep learning, developing skills.  
  ✓ Getting support, reaching out for help if needed.  
  ✓ Supporting others, reaching out to colleagues.  
  ✓ Remembering it is not forever, normal services will resume.  
  ✓ Seeking support from professional services if needed.  
- A guide to mental health support.  
- Workforce, customers and members of the public encouraged to report safety concerns to Area Management and/ or the Group Health, Safety & Environment Department. A dedicated Persimmon Safety Concerns Line number and email address is prominently displayed across all workplaces, on external site hoardings and on the Persimmon website. Anyone can report his or her concerns anonymously via this route. Any concerns will be investigated by the Health, Safety and Environment Department and appropriate action taken.  
- Engagement with the workforce on COVID-19 related issues through local meetings with the Group Health, Safety & Environment Department and meetings with the Employee Engagement Panel. | LOW | | Persimmon |
**LIKELIHOOD OF HARM OCCURRING**

<table>
<thead>
<tr>
<th>SEVERITY OF HARM</th>
<th>HIGHLY</th>
<th>POSSIBLE</th>
<th>UNLIKELY</th>
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<tr>
<td>Fatal or Major Injury</td>
<td>High</td>
<td>High</td>
<td>Medium</td>
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<tr>
<td>Injury Resulting in Lost Time</td>
<td>High</td>
<td>Medium</td>
<td>Low</td>
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<tr>
<td>Minor Injury</td>
<td>Medium</td>
<td>Low</td>
<td>Low</td>
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**NB Residual Risk**

- If the Residual Risk category is **LOW**, then the assessment is complete.
- If the Residual Risk is **MEDIUM** then additional control measures may need to be considered.
- If the Residual Risk remains **HIGH**, work **MUST NOT** proceed and the risks arising out of the hazards reassessed to identify further risk reduction measures.

**INFORMATION, INSTRUCTION AND TRAINING**

- Persimmon Group COVID-19 policy.
- Role specific COVID-19 Safe Operating Procedures, which all employees and contractors must confirm acceptance they will follow.
- Signage and posters across workplaces.
- Persimmon Group Health, Safety & Environment Department.
- Persimmon Group Training Department.
- Area Management and Site Management.
- Employee Engagement Panel.

**MONITORING AND SUPERVISION**

- COVID-19 Passport to Work System.
- COVID-19 Safe Operating Procedures acknowledgement.
- COVID-19 Assessments.
- COVID-19 Operative Non-Compliance Notices.
- COVID-19 Inspectors.
- Persimmon Group Health, Safety & Environment Department.
- Area Management and Site Management.
WORKPLACE SPECIFIC GUIDANCE

- SITE OPERATIONS: Pages 8-13
- OFFICE OPERATIONS: Pages 14-22
- SALES OPERATIONS: Pages 23-30
- MANUFACTURING OPERATIONS: Pages 31-37
- CUSTOMERS' HOMES: Pages 38-43
Information and instruction via the Persimmon Group COVID-19 policy. This has been prepared after consulting all relevant guidance, including the Construction Leadership Council Site Operating Procedures and the HM Government Working Safely During COVID-19 in Construction and Other Outdoor Work. This guidance applies to England and Wales only.

Introduction of a system that all site personnel will require a COVID-19 Passport to Work before they can work on any Persimmon site. A Passport to Work is only issued once we are satisfied a Contractor’s COVID-19 procedures are suitable and sufficient and all worker have read and acknowledged the relevant COVID-19 Safe Operating Procedure appropriate to them. These are general and trade specific rules that must be followed on all Persimmon sites to inhibit the spread of the virus.

Every site is required to have a site specific risk assessment. A template risk assessment has been circulated which sets out minimum standards that all sites must implement. Additional site specific measures to be added after consideration of the guidance set out in our COVID-19 policy and the particular circumstances of that site; i.e. number of site personnel, layout of site etc.

Dedicated COVID-19 Inspectors have been appointed, wearing blue high-vis jackets and hard hats, they will be carrying out frequent COVID-19 Site Assessments to enforce the new procedures. If anyone on site does not have a COVID-19 Passport to Work or is not following the COVID-19 Safe Operating Procedures/ Site Rules then they may be issued with a COVID-19 Operative Non-Compliance Notice. Depending upon the severity of the matter the operative may be suspended from the site with immediate effect. Employees of the Persimmon Group may also be subject to disciplinary action.
Measures contained within the COVID-19 policy and template risk assessment:

### SITE OPERATIONS

### TRAVEL

- Communication to site workers that:
  - Wherever possible travel to site alone using their own transport and avoid using public transport.
  - Where no option to share transport this should be kept to a minimum number of people, the vehicle well ventilated and regularly cleaned.
  - If public transport has to be used, they should avoid peak times and wear gloves and/or mouth mask.

### SITE ACCESS AND EGRESS POINTS

- Ensure adequate parking facilities at site as vehicle sharing is discouraged.
- All non-essential visitors are not permitted to come to site.
- All workers told to wash their hands for 20 seconds using soap and water when entering and leaving the site.
- Common contact surfaces are to be regularly cleaned.
- At all inductions and daily briefings, workers to be reminded of their obligations to follow the COVID-19 Safe Operating Procedures and site rules.
- During deliveries to site, the driver should be told to remain in their vehicle if the load allows. In cases where drivers are required to exit their vehicle, they are to be reminded to wash or sanitise their hands before handling any materials.
### SITE OPERATIONS

Measures contained within the COVID-19 policy and template risk assessment:

### HAND WASHING

- All workers to be given regular breaks to their wash hands.
- Signs communicating the need to wash hands regularly at relevant points across the site.
- Adequate supplies of soap and fresh water is readily available and kept topped up at all times. Hand sanitiser (minimum 60% alcohol based) is provided where hand washing facilities are unavailable.
- Hand washing facilities are regularly cleaned.
- Suitable and sufficient rubbish bins for hand towels with regular removal for disposal.

### TOILET FACILITIES

- Restrict the number of people using the toilet facilities at one time, at busy times (shift start and end, break times) and/or busier sites consider the use of a welfare attendant.
- Consider the use of floor markings outside welfare facilities to ensure social distancing is maintained.
- Require all workers to wash or sanitise hands before and after using the facilities.
- Enhance the cleaning regime for toilets, particularly door handles locks and toilet flush.
- Consider proving regular cleaning products and direct all operatives to clean the facilities after use.
- Portable toilets should be avoided where possible, but where in use these should be cleaned and emptied more frequently.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
Measures contained within the COVID-19 policy and template risk assessment:

**SITE OPERATIONS**

**CANTEEN AND REST AREAS**
- Extra canteen and rest facilities, outside areas utilised.
- Workers encouraged to bring their own food.
- Workers required to stay on site once they have entered and told to avoid using local shops.
- Enhanced cleaning regime for contact points, for example water taps, kettles etc.
- Hand cleaning facilities or hand sanitiser (minimum 60% alcohol based) available at the entrance to any room where people eat and workers directed to use when entering and leaving the area.
- Workers provided with regular cleaning products to enable them to clean facilities after use. All workers directed to put rubbish straight in the bin and not left for someone else to clean up.
- Tables are cleaned between each use.
- Crockery, eating utensils, cups etc. not used unless they are disposable or are washed and dried between use.

**CHANGING FACILITIES, SHOWERS AND DRYING ROOMS**
- Enhanced cleaning of all facilities throughout the day and at the end of each day.
- Suitable and sufficient rubbish bins in these areas with regular removal and disposal.
### SITE OPERATIONS

**Measures contained within the COVID-19 policy and template risk assessment:**

### WORK PLANNING TO AVOID CLOSE WORKING

- All workers directed to remain a 2 metre (3 steps) distance from others, wherever possible. Signs/ floor markings communicating this at relevant points across site.
- All workers directed that all communication between workers should be via email/ text message/ phone call/ information board where possible.
- Signing in of workers is done via email/ text message/ phone call to Site Manager. 8:30am recommended time to validate authorised personnel on site.
- No one enters the site office unless it is an emergency or invited to do so.

### FIRST AID AND EMERGENCY SERVICES RESPONSE

- Emergency plan, considering that there may be potential for delays in emergency services response time due to pressure on resources.
- System to ensure site management has contact details of a person who should be contacted in the event of an emergency involving a worker.

### CLEANING

- Enhanced cleaning procedures across the site, particularly in communal areas and touch points.
- All areas used for eating, thoroughly cleaned at the end of each break and shift, including chairs and door handles.
- Rubbish collection and storage points increased and emptied regularly throughout and at the end of each day.
- Documented site cleaning regime, giving a designated person this task on a daily basis.
- Procedure identified for cleaning after a known or suspected case of worker falling ill with symptoms of the COVID-19 virus whilst on site.
Measures contained within the COVID-19 policy and template risk assessment:

WHERE ESSENTIAL WORK CANNOT BE DONE WHILST AVOIDING CLOSE WORKING (WITHIN THE 2 METRES)

- For short duration work (less than 15 minutes) worker to assess the risk following the hierarchy of controls; eliminate, reduce, isolate, control and consider PPE (barrier mask, googles/ safety glasses with side covers and/or gloves).
- PPE to be worn for work within 1 metre.
- For long duration work (more than 15 minutes) Site Manager to carry out risk assessment and PPE to be worn.
Information and instruction via the Persimmon Group COVID-19 policy. This has been prepared after consulting all relevant guidance, including the *HM Government Working Safely During COVID-19 in Offices and Contact Centres*. This guidance applies to England and Wales only.

Introduction of a system that all office personnel must read and acknowledge the COVID-19 Safe Operating Procedure for Office Personnel before they can return to work in the office, a record also to be kept.

Every office is required to have an office specific risk assessment. A template risk assessment has been circulated which sets out minimum standards that Area Management must implement. Additional office specific measures to be added after consideration of the guidance set out in our COVID-19 policy and the particular circumstances of that office; i.e. number of site personnel, layout of office etc.

Office measures to be monitored and enforced by Area Management and the Group Health, Safety and Environment Department.
Measures contained within the COVID-19 policy and template risk assessment:

TRAVEL TO AND FROM THE OFFICE

- Communication to office workers that:
  - Wherever possible travel to the office alone using their own transport and avoid using public transport.
  - Where no option to share transport this should be kept to a minimum number of people, the vehicle well ventilated and regularly cleaned.
  - If public transport has to be used, they should avoid peak times and wear gloves and/or mouth mask.

WORKING ARRANGEMENTS

- Anyone who is effective working from home told to remain working from home. If someone needs to attend the office, for example to use the photocopier or scanner then attendance at the office planned to limit the duration.
- Equipment provided for people to work at home safely and effectively via our remote access and work systems.
- No more than 50% of the usual office personnel allowed in the office at the same time.
- Arrival and departure times staggered to reduce crowding at usual start and departure times.
- Wellbeing of people who are working from home monitored to help them stay connected to the rest of the workforce.
- Frequent contact to check home workers arrangements including welfare, mental and physical health and personal security.
Measures contained within the COVID-19 policy and template risk assessment:

**WORKING ARRANGEMENTS (continued)**

- Ensure adequate parking facilities as vehicle sharing is discouraged.
- Parking of cars and bikes, considered and a system arranged whereby office personnel are discouraged from close contact when parking.
- Where appropriate a rota system for departments. (for example, team A and B that work alternate days or weeks).
- Regional Department Heads ensure the rota and occasional office visits are managed and agreed with the Managing Director/Director in Charge.
- Systems in place to ensure use of kitchen and break areas are kept to a minimum and strictly one person in a kitchen at any one time.
- Consideration of an outside area for lunch breaks.
- Non-essential trips within buildings discouraged, office personnel to phone rather than speaking with someone directly.
- Meetings (even with others in the same building) conducted using telephone/ video conferencing. If meetings are to be carried out in person, because plans need to be consulted etc. the largest room available used to hold the meeting, ensuring office personnel keep 2 metres (3 steps) apart and are not face to face.
LAYOUT/ ENVIRONMENT OF THE OFFICE

- Layout of an office re-arranged to maximise distances between workers. For example:
  - Create a one-way system.
  - Have separate entrances for those entering the building and those exiting the building.
  - Use physical barriers such as desks and chairs to maintain the physical distances in a friendly way.
  - Use floor tape to designate areas and encourage social distancing.
  - Rearrange desks so that personnel are working side to side and not face to face.
  - Consider partitions between work stations, and potentially raising existing barriers so that if someone coughs or sneezes it prohibits the spread of germs.
  - Ask office personnel to work at desks which maximises their distance from others.
  - Workstations should be assigned to an individual and not shared. If any workstations need to be shared (e.g. hot desking) they should be shared by the smallest number of people possible and cleaned thoroughly in between use.
  - Utilise single person offices where available.
  - Lifts taken out of action for everyone except those who require its use because of a disability/ ailment.
  - Arrangement for toilets to be used whilst maintaining social distancing.
  - Office personnel told to wait a 2 metre (3 steps) distance from toilet entrances and patiently wait their turn.

OFFICE OPERATIONS
LAYOUT/ENVIRONMENT OF THE OFFICE (continued)

- Use of other hand-washing facilities encouraged, such as kitchens.
- Natural ventilation to be used, by opening windows.
- Where possible doors propped open to prevent unnecessary touching of handles etc.
- Where shower and changing room facilities are provided, it should be communicated that these should be clear of personal items and social distancing must be adhered to in these areas. Depending upon the size, facilities restricted to one person at a time.

HAND WASHING AND GOOD HYGIENE

- Office personnel told:
  - To wash their hands thoroughly once they arrive and before setting to work, before and after eating and before they leave. Hands also to be washed regularly for 20 seconds throughout the day.
  - To cover any coughs or sneezes with a tissue, then dispose in a bin and immediately wash their hands.
  - Avoid unnecessary touching of surfaces when traversing the building. Hand sanitiser (minimum 60% alcohol based) provided as an additional measure in areas where there is regular touching, such as photocopiers/printers etc. and other locations across the office.
- There is to be regular cleaning of the hand washing facilities.
- Fabric hand towels replaced with paper towels for hand drying.
Measures contained within the COVID-19 policy and template risk assessment:

**HAND WASHING AND GOOD HYGIENE (continued)**

- Office personnel encouraged to bring their own food to the office which does not require preparation in communal kitchens, i.e. sandwiches/ prepared salads in cool bags. Also to bring warm drinks in flasks and water bottles from home to reduce the use of kitchen facilities.
- Use of communal drinks machines prohibited.
- Kettles/ hot taps limited for the preparation of hot drinks, and after use, office personnel to clean handles etc.
- Cleaning products available in toilets and kitchens and all staff asked to wipe down surfaces before and after using these facilities.

**CLEANING**

- Enhanced documented cleaning procedures in place across the office, particularly in communal areas and touch points including:
  - Taps and washing facilities.
  - Toilet flush and seats.
  - Door handles and push plates.
  - Hand rails on staircases and corridors.
  - All areas used for eating, which must be thoroughly cleaned at the end of each day, including chairs and door handles.
Measures contained within the COVID-19 policy and template risk assessment:

### CLEANING (continued)

- Telephone equipment.
- Keyboards, photocopiers and other office equipment.
- Shower and changing facilities.
- Rubbish collection and storage points increased and emptied regularly throughout and at the end of each day.
- Frequent cleaning of work areas and equipment between uses, using usual cleaning products.
- Limiting/ restricting use of “high touch” items and equipment, for example printers or white boards. Any to be used are to have hand sanitiser (minimum 60% alcohol based) available and are regularly cleaned.
- Office personnel told to clean their own work stations at the end of their working day, even if they plan to be working at the same desk the next day.
- Procedure identified for cleaning after a known or suspected case of employee falling ill with symptoms of coronavirus whilst in the office.

### PAPERWORK

- Where possible paperwork should be sent or distributed in electronic format.
- Communication to office personnel that:
  - They should take care to ensure the 2 metre distance (3 steps) is maintained with others when dealing with paperwork.
  - They should not share pens.
  - They should wash hands thoroughly or use hand sanitiser (minimum 60% alcohol based) as soon as possible after paperwork dealt with.
Measures contained within the COVID-19 policy and template risk assessment:

**RECEPTION AREAS**

- Only one receptionist should be on duty at any one time and only if they cannot effectively work from home. Unless the reception area is large enough to accommodate two people who can work 2 metres (3 steps) apart, and not face to face.
- Floor markings to ensure anyone who enters the reception area remains a safe distance from the receptionist.
- Only essential visitors allowed to the office, who are accompanied by a member of the office team whilst in the building.
- Any visitors to the office asked to read and understand the COVID-19 Code of Conduct for Visitors.
- The receptionist to obtain the information from the visitor and complete the visitor's book on their behalf.
- Alternative method to office personnel physically signing in/ out. (For example, receptionist completes sign in sheet/ office personnel asked to email receptionist.)
- Office personnel reminded that no personal deliveries to offices, such as Amazon, will be accepted at this time.
- For any office related deliveries alternative to physically signing a delivery note etc. this will be discussed with the delivery driver.
- If there has to be contact with paperwork from the delivery driver etc., the person accepting the paperwork to immediately wash their hands for 20 seconds or use hand sanitiser (minimum 60% alcohol based).
- All delivery drivers have a right to use welfare facilities in the premises they visit as part of their work. If a delivery driver, requests to use the welfare facilities this request will not be refused. In this situation the delivery driver would read the COVID-19 Code of Conduct for Visitors and be supervised whilst in the office.
Measures contained within the COVID-19 policy and template risk assessment:

RECEPTION AREAS (continued)

- Communication that care should be taken when handling post and a system in place to minimise the risk. (For example, receptionist to do this at a designated time in the day (after not being handled for at least 24 hours where possible), avoiding touching their face at this time and thoroughly washing their hands for 20 seconds after task complete.)
- Cleaning procedure identified for goods and merchandise entering an office.
- Receptionists to be extra diligent in handwashing, and regularly sanitising their hands.

OFFICE SIGNAGE

- Appropriate signage erected throughout the office.
- Staying COVID-19 Secure in 2020 notice displayed in the office reception area.
Information and instruction via the Persimmon Group COVID-19 policy. This has been prepared after consulting all relevant guidance, including the HBF Coronavirus Sales and Marketing Operating Procedures. This guidance applies to England only.

- Introduction of a system that all site personnel will require a COVID-19 Passport to Work before they can work on any Persimmon site and sales/marketing suite. A Passport to Work is only issued once sales personnel have read and acknowledged the COVID-19 Safe Operating Procedure for Sales Personnel. These specific rules that must be followed on all Persimmon sites and sales/marketing suite to inhibit the spread of the COVID-19 virus.

- Every sales/marketing suite is required to have a site specific risk assessment. A template risk assessment has been circulated which sets out minimum standards that must be implemented. Additional site specific measures to be added after consideration of the guidance set out in our COVID-19 policy and the particular circumstances.

- Sales office measures to be monitored and enforced by Area Management and the Group Health, Safety and Environment Department.
Measures contained within the COVID-19 policy and template risk assessment:

### TRAVEL
- Communication to sales personnel that:
  - Wherever possible travel to sales/marketing suite alone using their own transport and avoid using public transport.
  - Where no option to share transport this should be kept to a minimum number of people, the vehicle well ventilated and regularly cleaned.
  - If public transport has to be used, they should avoid peak times and wear gloves and/or mouth mask.

### LAYOUT OF THE OFFICE/ MARKETING SUITE
- Layout of the sales office/marketing suite considered to maximise distances with customers with the assistance of a plan of a typical sales office with COVID-19 distancing arrangements.
- Use of physical barriers such as desks and chairs to maintain the physical distances in a friendly way, creating a zone where the sales person traverses and a zone where the customers traverse.
- Use of tape and markers on the floor to remind customers of the social distancing guidelines.
Measures contained within the COVID-19 policy and template risk assessment:

**WORKING ARRANGEMENT FOR SALES/ OFFICE MARKETING SUITE**

- **All customers:**
  - Encouraged to use the remote digital system rather than an appointment in person.
  - Must have an appointment to access the sales/ office/ marketing suite, and this is limited to two members of the same household per appointment.
  - Sent in advance the COVID-19 Code of Conduct for Visitors, and taken through COVID-19 procedures when they arrive for their appointment.
- **Only one sales person to work in a sales office/ marketing suite at anytime. Shift patterns and opening hours altered to enable this and increase the number of customer appointments that can be offered.**
- **The main entrance door to the sales office/ marketing suite is locked to control who enters, ensuring there is still an easy escape route in case of an emergency.**
- **Sales personnel:**
  - To follow the prescribed procedure in the Safe Operating Procedure when customers arrive for their appointment.
  - Keep an eye on the main entrance door to the sales office/ marketing suite whilst conducting an appointment and follow the prescribed procedure in the Safe Operating Procedure when someone at the door to speak with them or to make an appointment.
  - Politely ask someone to leave if they are not following the COVID-19 Code of Conduct for Visitors.
Measures contained within the COVID-19 policy and template risk assessment:

**SHOW HOMES**
- Show home doors to be kept open and sales personnel to invite customers to view the property unaccompanied.
- Customers requested not to touch surfaces wherever possible.
- Internal doors propped open, to avoid touching of handles etc.
- Time in the appointment system for customers to view the show home, and only one customer or two if of the same household in the sales office/ marketing suite and show home at the same time.
- Fabric hand towels replaced with paper towels.
- Surfaces where customers could have touched during the appointment are wiped down between appointments.

**HAND WASHING/ GOOD HYGIENE**
- Sales personnel told:
  - To wash their hands thoroughly once they arrive and before setting to work, before and after eating and before they leave. Hands to be washed regularly for 20 seconds throughout the day.
  - To avoid unnecessary touching of surfaces.
- Customers reminded via signage to wash / sanitise their hands when entering and exiting the sales office/ marketing suite / show home and to avoid touching unnecessary surfaces during the appointment.
Measures contained within the COVID-19 policy and template risk assessment:

**HAND WASHING/ GOOD HYGIENE (Continued)**

- Where available the downstairs show home W.C and kitchen sink utilised for designated hand-washing areas, sales personnel ensuring adequate supplies of soap and fresh water are readily available and kept topped up at all times.
- Hand sanitiser (minimum 60% alcohol based) provided where handwashing facilities are unavailable, or as an additional measure.
- Sales personnel regularly clean the hand washing facilities.
- Fabric towels replaced with paper towels for hand drying.
- Suitable and sufficient rubbish bins provided for hand towels with regular removal for disposal.
- Sales personnel do not offer drinks and snacks to a customer and discourage customers if they wish to eat or drink anything they have brought with them.
- Sales personnel do not shake hands with customers, if someone steps forward and goes to shake hands then this will be politely refused and a step back taken.

**CLEANING**

- Enhanced documented cleaning procedures in place across the sales office/ marketing suite/ show home, particularly in communal areas and touch points including:
  - Taps and washing facilities.
  - Toilet flush and seats.
Measures contained within the COVID-19 policy and template risk assessment:

Cleansing (Continued)

- Door handles and push plates.
- Hand rails on staircases and corridors.
- Any samples etc. handled by a customer.
- All areas used for eating, thoroughly cleaned at the end of each shift, including chairs and door handles.
- Telephone equipment.
- Keyboards, photocopiers and other office equipment.

- Rubbish collection and storage points increased and emptied regularly throughout and at the end of each day.
- Time allowed in the appointment system to enable appropriate cleaning in-between appointments.
- Sales personnel clean their own work stations at the end of their shift, even if they plan to be working on the premises the next day.
- Procedure identified for cleaning after a known or suspected case of sales personnel/customer falling ill with symptoms of the COVID-19 virus whilst on the premises.

Signage

- Group issued signage used to assist in communicating the guidance to customers.
Measures contained within the COVID-19 policy and template risk assessment:

### PAPERWORK
- Care is taken to ensure the 2 metre (3 steps) distance is maintained with the customer when dealing with paperwork.

  - Sales personnel:
    - Exchange paperwork digitally wherever possible.
    - Make up packs in advance for the customer zone.
    - Where they have to get paperwork signed in person at the appointment they follow the steps prescribed in the safe operating procedure.
    - Do not to share pens with customers, leave a pen for customers in the customer zone. Sanitise (minimum 60% alcohol based) customer pens in-between appointments.
    - Wash hands thoroughly or use hand sanitiser (minimum 60% alcohol based) as soon as possible after paperwork dealt with.
    - Encourage customers to wash their hands or use hand sanitiser (minimum 60% alcohol based) as soon as possible after paperwork dealt with.

### GOING INTO THE CONSTRUCTION AREA
- Sales personnel:
  - Will avoid going into the construction area and only where necessary. Communication with site personnel is conducted via email/ text message/ phone call/ information board where possible.
  - Do not enter the site office unless invited or it is an emergency.
  - Remain 2 metres (3 steps) from others whilst on site and avoid chatting to people on walkways and areas throughout the site where people usually congregate.
  - Use passing points to let people pass, and be calm and courteous to other workers whilst traversing the site.
Measures contained within the COVID-19 policy and template risk assessment:

- This is by appointment only and is only to view or access properties not in the build zone, that the Site Manager has confirmed are safe to access.
- The appointment is restricted to a maximum of two customers, of the same household.
- The customers are asked to read and understand the COVID-19 Site Code of Conduct for Visitors upon arrival at the appointment, to ensure a customer understands to follow the Government guidance on social distancing and good hygiene.
- Customers accompanied and supervised by sales personnel at all times.
- Sales personnel:
  - Maintain a 2 metre (3 steps) distance from the customers at all times, and do not to shake hands to greet etc.
  - Ensure the plot is free of trades working within the property at the time of the viewing.
  - Follow the prescribed procedure in the Safe Operating Procedure when reaching the property.
  - Clean any surfaces that the customers may have touched and thoroughly wash their hands after the appointment.
  - Politey ask someone to leave if they are not following the COVID-19 Code of Conduct for Visitors.
- PPE (hard hat and high vis) should not be required as the property to be viewed will be outside the build zone. However if this is required for safety reasons sales personnel for any PPE provided to customers is sanitised before use. For example, wiped down with antibacterial wipes. The PPE is also sanitised (minimum 60% alcohol based) after use.
- Person cleaning and handling the PPE washes/ sanitises (minimum 60% alcohol based) their hands before and after handling the PPE.
Information and instruction via the Persimmon Group COVID-19 policy. This has been prepared after consulting all relevant guidance, including the *HM Government Working Safely During COVID-19 in Factories, Plants and Warehouse* guidance. This guidance applies to England only.

Introduction of a system that all manufacturing site personnel will require a COVID-19 Passport to Work before they can work on any Persimmon manufacturing site. A Passport to Work is only issued once individuals have read and acknowledged the relevant COVID-19 Safe Operating Procedure appropriate to them.

Every manufacturing site is required to have a site specific risk assessment. We have three manufacturing sites:

1. Space 4
2. Brick Factory
3. Tile Factory

As each site is different a site and must have a site specific risk assessment.

Manufacturing measures to be monitored and enforced by Area Management and the Group Health, Safety and Environment Department.
Measures contained within the COVID-19 policy:

**TRAVEL**

- Communication to manufacturing site workers:
  - That wherever possible travel to site alone using their own transport and avoid using public transport.
  - Where no option to share transport this should be kept to a minimum number of people, the vehicle well ventilated and regularly cleaned.
  - If public transport has to be used, they should avoid peak times and wear gloves and/or mouth mask.

**SITE ACCESS AND EGRESS POINTS**

- Ensure adequate parking facilities as vehicle sharing is discouraged.
- Stop all non-essential visitors
- Consider introducing staggered start and finish times to reduce congestion.
- Use signage to remind workers of the 2 metre (3 steps) social distancing policy and not to attend site if they have symptoms of the COVID-19 virus and to follow the guidelines.
- Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site.
- Regularly clean common contact surfaces.
- Carry out inductions and daily briefings wherever possible and remind workers of their obligation to follow the site rules/Safe Operating Procedures.
- Any deliveries to site, the driver should be told to remain in their vehicle, if the load allows. Where the drivers are required to exit their vehicle, they should wash or sanitise (minimum 60% alcohol based) their hands before handling any materials.
Measures contained within the COVID-19 policy:

**HANDWASHING**
- Allow regular breaks to wash hands.
- Provide additional handwashing facilities to the usual welfare facilities, where appropriate.
- Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times.
- Provide hand sanitiser (minimum 60% alcohol based) where handwashing facilities are unavailable.
- Regularly clean the hand washing facilities.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal for disposal.

**MANUFACTURING OPERATIONS**

**TOILET FACILITIES**
- Restrict the number of people using the toilet facilities at one time, at busy times (shift start and end, break times) and/ or busier sites consider the use of a welfare attendant.
- Consider the use of floor markings outside welfare facilities to ensure social distancing is maintained.
- Require all workers to wash or sanitise hands before and after using the facilities.
- Enhance the cleaning regime for toilets, particularly door handles locks and toilet flush.
- Consider proving regular cleaning products and direct all operatives to clean the facilities after use.
- Portable toilets should be avoided where possible, but where in use these should be cleaned and emptied more frequently.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
Measures contained within the COVID-19 policy:

**CANTEEN AND REST AREAS**

- Extra canteen and rest facilities, outside areas utilised.
- Where possible, workers should be encouraged to bring their own food. They should also be required to stay on site once they have entered it and avoid using local shops.
- Consider the capacity and layout of your canteen and rest areas, and regularly monitor the social distancing rules are being followed.
- Consider staggering break times or having a rota.
- Alternatives to using the canteen may be possible, e.g. outside seating area, breaks taken in own cars alone etc.
- Consider the areas of site where workers may congregate to smoke and converse etc., regularly monitor these areas and erect social distancing signs if necessary.
- Enhance the cleaning regime for contact points, for example water taps, kettles etc.
- Consider proving regular cleaning products and direct all operatives to clean these contact points after use.
- Have hand cleaning facilities or hand sanitiser (minimum 60% alcohol based) available at the entrance to any room where people eat and workers directed to use when entering and leaving the area.
- All rubbish should be put straight in the bin and not left for someone else to clean up.
- Tables should be cleaned between each use.
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use.
CHANGING FACILITIES, SHOWERS, DRYING ROOMS

- Based on the size of each facility, determine how many people can use it at any one time to maintain a social distance of 2 metres (3 steps), and put in appropriate arrangements.
- Restrict the number of people using the facilities at one time, at busy times (shift start and end, break times) and/or busier sites consider the use of a welfare attendant.
- Introduce enhanced cleaning of all facilities throughout the day and at the end of each day.
- Provide sufficient and suitable rubbish bins in these areas with regular removal and disposal.

FIRST AID AND EMERGENCY SERVICES RESPONSE

- The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.
- Consider your first aid resources and ensure they are adequate.
- Have an emergency plan, considering that there may be potential for delays in emergency services response time due to pressure on resources.
- Ensure you have contact details of a person who should be contacted in the event of an emergency involving a worker.
Measures contained within the COVID-19 policy:

**WORK PLANNING TO AVOID CLOSE WORKING**

- All workers must be directed to remain a 2 metre (3 steps) distance from others, wherever possible. Signs/ floor markings communicating this at relevant points across site.
- Direct that all communication between workers should be via email/ text message/ phone call/ information board where possible.
- Ensure that sign in of workers is done via email/ text message/ phone call to Shift Manager.
- Ensure that no one enters the site office unless it is an emergency/ invited.
- Look at how workers traverse the site and consider implementing a one way system/ set back passing points, where possible.

**MANUFACTURING OPERATIONS**

**CLEANING**

- Enhanced cleaning procedures should be in place across the site, particularly in communal areas and touch points including:
  - Taps and washing facilities.
  - Toilet flush and seats.
  - Door handles and push plates.
  - Hand rails on staircases and corridors.
  - Lifts and hoist controls.
Measures contained within the COVID-19 policy:

CLEANING (Continued)

- Machinery and equipment controls.
- All areas used for eating, which must be thoroughly cleaned at the end of each break and shift, including chairs and door handles.
- Telephone equipment.
- Key boards, photocopiers and other office equipment.
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.
- Have a documented site cleaning regime, give a designated person this task on a daily basis.
- Procedure identified for cleaning after a known or suspected case of worker falling ill with symptoms of the COVID-19 virus whilst on site.

WHERE ESSENTIAL WORK CANNOT BE DONE WHILST AVOIDING CLOSE WORKING (WITHIN THE 2 METRES)

- For short duration work (less than 15 minutes) worker to assess the risk following the hierarchy of controls; eliminate, reduce, isolate, control and consider PPE (barrier mask, goggles/ safety glasses with side covers and/ or gloves).
- PPE to be worn for work within 1 metre.
- For long duration work (more than 15 minutes) Site Manager to carry out risk assessment and PPE to be worn.
Information and instruction via the Persimmon Group COVID-19 policy. This has been prepared after consulting all relevant guidance, including the HM Government Working Safely During COVID-19 in Other People's Homes.

Routine customer care work on our sites has stopped.

Only low risk activities in a customer's home are permitted: This guidance applies to England and Wales only.
- Unoccupied homes (where legal completion has taken place but the customer has yet to move in).
- External works to a home.

All personnel carrying out this work in a customer's home must follow the relevant Safe Operating Procedure.

Most activities will be able to be done as a one-person operation. However if this is not the case, the other person's involvement will be limited to the particular work activity where they are required. If the activity requires more than one person, a risk assessment will be conducted and measures put in place to reduce the risk to as low as possible.

Working in and on customer homes measures to be monitored and enforced by Area Management and the Group Health, Safety and Environment Department.
Measures contained within the COVID-19 policy:

**ESSENTIAL WORKS**

- Any operative/contractor who has the COVID-19 virus symptoms must not enter someone's home and must immediately follow the Government Stay at Home guidance.
- As a first step, the Customer Care Team and/or operative/contractor must assess whether the works can be done without entering a customer's home, i.e. via advice over the telephone.
- If this is not possible, the Customer Care Team and/or operative/contractor must then establish from the customer:
  1. If the household is under self-isolation as per Government guidance, and
  2. If a member of the household has a medical condition that makes them clinically extremely vulnerable, (i.e. they have had communication from the NHS that they fall into this group).
- If neither of these circumstances apply, the operative/contractor can go into the customer’s home to carry out the essential works.
- Unless the work activity in the property requires it, only one operative/contractor should attend to the works.
- On entry to the home the operative/contractor should wash their hands using soap and water for 20 seconds.
- The operative/contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser (minimum 60% alcohol based) should be used, and the operative/contractor should carry this with them at all times.
- The operative/contractor should maintain a safe distance (at least 2 metres/3 steps) from any household occupants at all times, and they should be politely asked to remain in a separate room from where the operative/contractor is working.
Measures contained within the COVID-19 policy:

- **ESSENTIAL WORKS, HOUSEHOLD IN SELF-ISOLATION/ PERSON WITHIN HOUSEHOLD EXTREMELY CLINICALLY VULNERABLE**
  - All those in the home to be in a separate room with a closed door when the operative/ contractor enters the home. Communication with the customer to be via telephone.
  - The operative/ contractor:
    - To wear appropriate PPE, such as gloves/ barrier mask.
    - Open any windows in their work area for increased ventilation whilst they carry out the work.
    - Tell the customer what surfaces and areas they have come into contact with.
    - Clean any surfaces they have touched before leaving the property.
    - Use hand sanitiser (minimum 60% alcohol based) as soon as they leave the home.
    - Wash hands thoroughly, for at least 20 seconds after leaving the home and ensure any places touched until hand washing are also cleaned.
    - Wash down body and change their clothing as soon as possible after leaving the property.

- **WORKING IN AND ON CUSTOMER HOMES**
  - Measures contained within the COVID-19 policy:
    - The operative/ contractor:
      - Should avoid touching unnecessary surfaces and go directly to the area where the work required.
      - Open any windows in their work area for increased ventilation whilst they carry out the work.
      - Tell the customer what surfaces and areas they have come into contact with.
      - Clean any surfaces they have touched before leaving the property.
      - To wear appropriate PPE, such as gloves/ barrier mask.
      - Open any windows in their work area for increased ventilation whilst they carry out the work.
      - Tell the customer what surfaces and areas they have come into contact with.
      - Clean any surfaces they have touched before leaving the property.
Measures contained within the COVID-19 policy:

- The customer care team must obtain permission from the home owner that they are fully happy for the works to be done. If the customer expresses any doubt, then the works must be postponed.
- The customer must be asked if they have recently been to the property and if they have, to confirm that all members of their household are healthy, presenting no symptoms of COVID-19. If this is not confirmed, then the work must not take place for at least 7 days.
- The customer must be told when the works are to be done, and to not visit the property at that time. Agreed dates and times must be strictly adhered to.
- Any operative/contractor who has the coronavirus symptoms must not enter the property and must immediately follow the Government stay at home guidance.
- Unless the work activity in the property requires it, only one operative/contractor should attend to the works.
- On entry to the home the operative/contractor should wash their hands with soap and water for 20 seconds.
- The operative/contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser (minimum 60% alcohol based) should be used and the operative/contractor should carry this with them at all times.
- The operative/contractor should avoid touching unnecessary surfaces and go directly to the area where the work required.
- If possible, the operative/contractor should open any windows in their work area for increased ventilation whilst they carry out the work. The windows to be closed and secured before leaving the property.
- The operative/contractor must clean any surfaces they have touched before leaving the property.
- The customer should be notified when works have been completed in the normal way.
Measures contained within the COVID-19 policy:

**EXTERNAL PROPERTY WORKS**

- The Customer Care Team:
  - Must obtain permission from the home owner that they are fully happy for the works to be done. If the customer expresses any doubt, then the works must be postponed. Agreed dates and times must be strictly adhered to.
  - Establish on the day of the planned works that all members of their household are healthy, presenting no symptoms of the COVID-19 virus. If they are, then the works must be postponed until the household is out of isolation.
  - Must tell the customer that if the household contains anyone who is at greater risk from the COVID-19 virus, that person must take extra care to keep away from the operatives/contractors whilst they are undertaking the work.
  - Must establish the specific requirements of the works with the customer over phone/email and explain these to the operative/contractor that attends the property.
  - Must tell the customer when the works are to be done, and told to ensure that they and their children/pets must not enter the operative/contractor work area during the works.
- Any operative/contractor who has the symptoms of the COVID-19 virus not to carry out these works and must immediately follow the Government Stay at Home Guidance.
- The operative/contractor must not enter the customer’s home at any time.
- If the customer does need to communicate with the operative/contractor directly they must be told to maintain at least a 2 metre (3 steps) distance from the operative/contractor.
**EXTERNAL PROPERTY WORKS (continued)**

- Unless the work activity in the property requires it, only one operative/contractor should attend to the works.
- Before they carry out the works, the operative/contractor should wash their hands with soap and water for 20 seconds.
- The operative/contractor should wash their hands regularly, particularly after blowing their nose, sneezing or coughing, and finishing the works.
- Where facilities to wash hands are not available, hand sanitiser (minimum 60% alcohol based) should be used and the operative/contractor should carry this with them at all times.
- The operative/contractor should avoid touching unnecessary surfaces and go directly to the area where the work required.
- If at any time the operative/contractor feels the 2 metre safe (3 steps) distance from the customer is compromised, they must immediately make safe the works and leave the property.

Measures contained within the COVID-19 policy: