

HEALTH & HYGIENE ASSURANCE PROGRAM



COVID-19
CORONAVIRUS

A detailed, high-magnification microscopic image of a coronavirus particle. The particle is spherical with a textured, bumpy surface and several long, thin, hair-like projections (spikes) extending from its outer edge. It is set against a dark blue background with other out-of-focus particles.

Purpose of Program

This program will document all policies and procedures implemented by The Kitchen Depot in order to assure the highest standard of hygiene practices, thus reducing the threat of COVID-19 to both employees and customers and allowing business activity to operate safely.

Key Areas of Practice

Each department is to demonstrate both internal and external policies where required. The departments have been separated into the following:

- Company Overview
- Showroom
- Administration
- Manufacturing
- Distribution
- Installation

Company Overview

It is The Kitchen Depot's responsibility to ensure that employees are trained and abide by all of the practices and policies outlined in the Health and Hygiene Assurance Program. It is the head of department's responsibility to ensure that these high standards are consistently achieved, and to carry out further training when required.

General Overview:

- Traffic between department's must be kept at a minimum.
- All visitors to the building to be appointment only. All meeting to be conducted in a designated room only. Visitors are not to enter multiple departments.
- Employees who can work from home are to be encouraged to do so by senior management.
- Essential travel is only allowed.
- All staff must be trained on all of The Kitchen Depot's policies relating to document



Department Policies

Showroom

- The showroom will be limited to a maximum of 3 couples.
- All showroom visits to be appointment only.
- Our Digital Online Design service is to be encouraged where possible.
- Our Health and Hygiene Assurance Program is to be discussed with every customer before consultation.
- All workstations will be to be separated by a minimum of two metres.
- All workstations are to have an individual hand sanitiser and disinfectant spray.
- All sales department to use correct PPE. Disposable gloves. Masks are available if required.
- Disposable gloves are to be disposed after every consultation.
- It is the sales person's responsibility to ensure that their individual workspace is cleaned and disinfected at the end of every consultation.
- The showrooms will operate a one-way flow system, that all TKD staff and customers need to follow. This will be marked clearly for guidance throughout the showroom.
- Customers showing signs of infection will politely be asked to leave and a new appointment will be scheduled.
- The working kitchen is to be cleaned and disinfected daily. All food preparation areas are to be wiped with disinfection before and after use.

Home Visits

- Home visits are still available.
- Sales person to ensure no self-isolation is taking place at the property.
- Home visits are to take sizes of the room only. Main consultation is to take place via phone-call or emails minimising time in the customers home.
- Sales person is to use PPE - Gloves and Mask if necessary.
- Health and Hygiene Assurance Program is to be sent to the customer before a site visit is conducted.

Administration

- Authorised personnel only in this department.
- Social distancing measures in place.
- All desks will be separated by a minimum of two metres.
- It is the employee's responsibility to ensure that their individual workspace is cleaned and disinfected at the end of every working day.
- The working kitchen is to be cleaned and disinfected daily. All food prep/consumption areas are to be wiped with disinfectant before and after use.
- All breaks are to be staggered throughout the day.

Manufacturing

- Authorised personnel only in this department.
- Social distancing measures in place
- PPE provided to all employee's - Protective hand gear.
- Official designated Workstations.
- It is the employee's responsibility to ensure that their individual work space is cleaned and disinfected at the end of every working day.
- Workplace boundaries, two people maximum are limited to each station.
- Staggered breaks are encouraged.
- Disinfectant wipes supplied to wipe down all machinery equipment at the end of every shift.



Distribution

Deliveries:

- Driver will call the customer before delivery to confirm that there are no self-isolation cases taking place at the property.
- Driver will confirm the storage area with the customer before delivery.
- A risk assessment will be conducted when the delivery team arrive. The delivery team will look for the most direct access to the storage area.
- Each driver is supplied with gloves, masks and hand sanitiser.
- Disposable gloves to be disposed of after every delivery.
- Customers will not be asked to sign for deliveries. All deliveries will be confirmed via email.
- A vehicle inspection will be conducted every morning. All vehicles are disinfected both internally and externally.

Installation:

- Installation teams working on behalf of The Kitchen Depot are supplied with gloves and masks.
- Installation teams will phone to confirm that there are no self-isolations at the start of every shift.
- Advised to use alternative toilet facilities unless agreed with the customer to use a designated toilet within their home.
- It is the installers responsibility to ensure that their individual workspace is cleaned and disinfected at the end of every working day.
- In the event of a trades-person having to self-isolate, we will endeavour to find a replacement within three working days.

Workplace boundaries:

- Customers must be prepared stay out of the work area during the installation.
- Maximum of two people in the work area.

