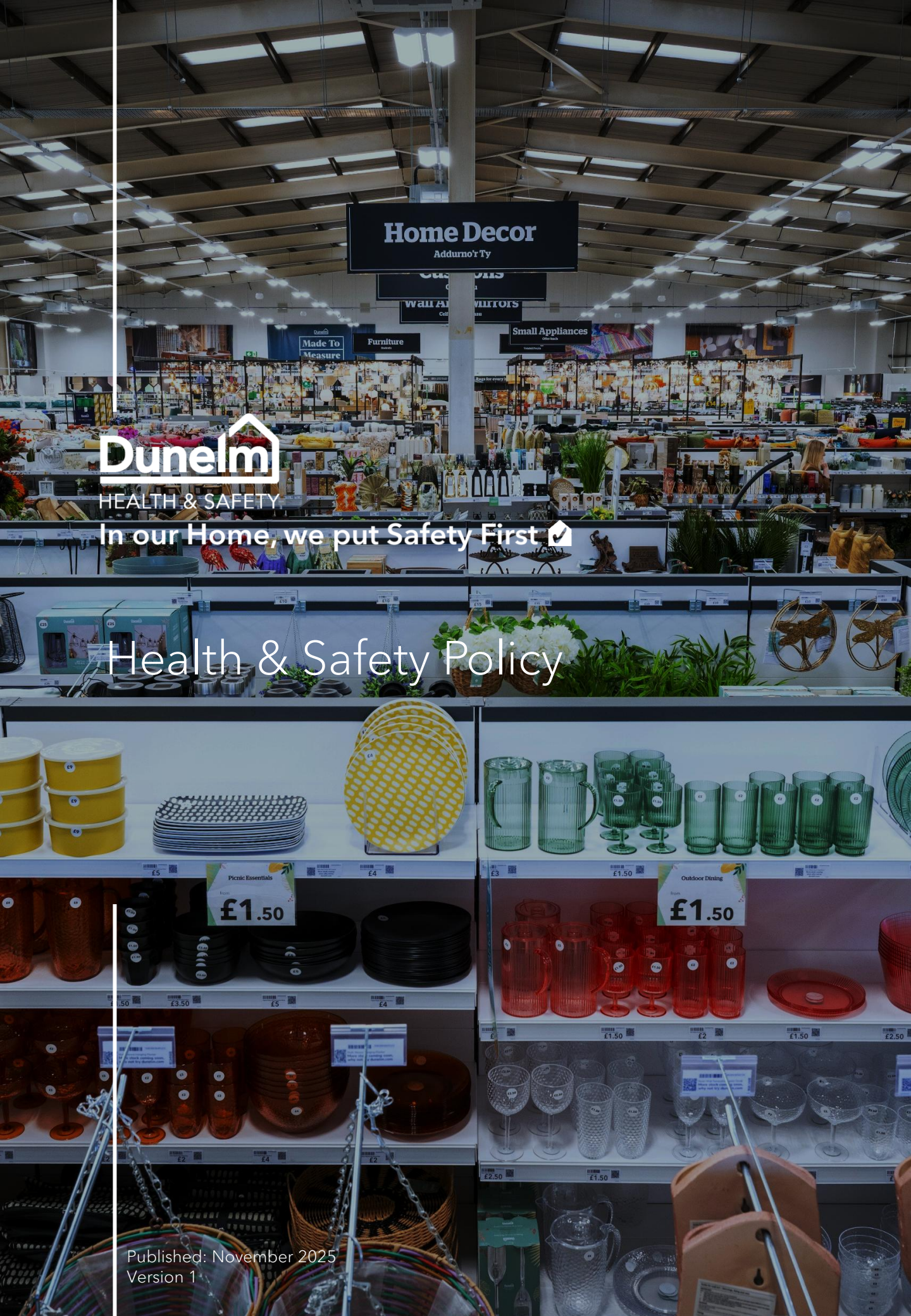




HEALTH & SAFETY

In our Home, we put Safety First 

Health & Safety Policy

A photograph of a Dunelm employee, Rebecca, smiling and assisting an elderly customer. Rebecca is wearing a black Dunelm uniform with green accents, a headset, and a lanyard with a name tag that says "Rebecca". She is also wearing a "200 TOES" badge. The elderly customer is wearing a patterned jacket, a beige scarf, and glasses. They are standing in a store aisle with various home goods in the background. A green sign in the background displays the numbers "11" and "15".

Customer
Obsessed.
Safety
Obsessed.



Page 2.	Health & Safety Statement of Intent
Page 3.	Organisational Chart
Page 4.	Health and Safety Management
Page 6.	Responsibilities for Health & Safety
Page 11.	Arrangements for Health & Safety
	1. Training & Competence
	2. Manual handling
	3. Hazardous substances
	4. Electrical Safety
Page 12.	Arrangements for Health & Safety
	5. Working At Height
	6. Noise
	7. Risk assessments
	8. Maintenance & Repair
Page 13.	Arrangements for Health & Safety
	9. Accident, incident, near miss and ill health reporting
	10. Personal protective equipment (PPE)
	11. Plant and Equipment
Page 14.	Arrangements for Health & Safety
	12. Business Driving and Fleet
	13. Workplace Transport
	14. Information, instruction and supervision
Page 15.	Arrangements for Health & Safety
	15. Consultation with Employees (Colleagues) and their Representatives
	16. Welfare facilities
	17. Smoking
	18. Display Screen Equipment
Page 16.	Arrangements for Health & Safety
	19. Lone Working & Hybrid Working
	20. Working in a Customers Property
	21. Emergency procedures, such as fire evacuations and first aid
Page 17.	Arrangements for Health & Safety
	22. Monitoring for Health and Safety
	23. Food Handling & Storage
Page 18.	Arrangements for Health & Safety
	24. Promoting Good Mental Health
	25. Occupational Disease and Ill Health
	26. Violence & Terrorism
Page 19.	Arrangements for Health & Safety
	27. Acquisitions
	28. Young Persons, Expectant Mothers and Personal Risk Assessments
	29. Drugs and Alcohol Testing
Page 20.	Arrangements for Health & Safety
	30. Contractor & Visitor Management



In our Home, we put safety first.

We strive to create a consistent and safe environment across all our sites and through all our products. This is achieved through robust procedures, proactive leadership, and a shared responsibility among all team members. The Health and Safety Policy will set out how we achieve this goal.

Our Four Pillars of Safety

Competence

Empowering Colleagues to Work Safely

- We provide comprehensive training to ensure our colleagues have the skills, knowledge and experience to perform their roles safely.
- Health and Safety advice, policies and guidelines are readily accessible.
- We expect all colleagues to respond appropriately to risks and act with safety in mind.

Controls

Effective Procedures to Manage Risk

- We maintain safe and healthy environments for colleagues, customers, contractors and visitors.
- Our safety systems are designed to manage risk far beyond the minimum requirements.
- We measure success through audits, internal inspections, utilising the hierarchy of controls and exhibiting safe behaviours.

Communication

Clear, Consistent, and Engaging

- Health and Safety communication is tailored to engage colleagues effectively.
- We consult regularly with colleagues on Health and Safety matters.
- We promote awareness and support for both physical and mental wellbeing in the workplace.
- Consistent application and management of controls are essential.

Culture

Safety is Everyone's Responsibility

- We foster a culture where every colleague is committed to safety, for themselves and others.
- Leaders are expected to lead by example and encourage their teams to report concerns.
- We comply with legal obligations and embrace the spirit of Health and Safety laws and standards.

A Message from our CEO

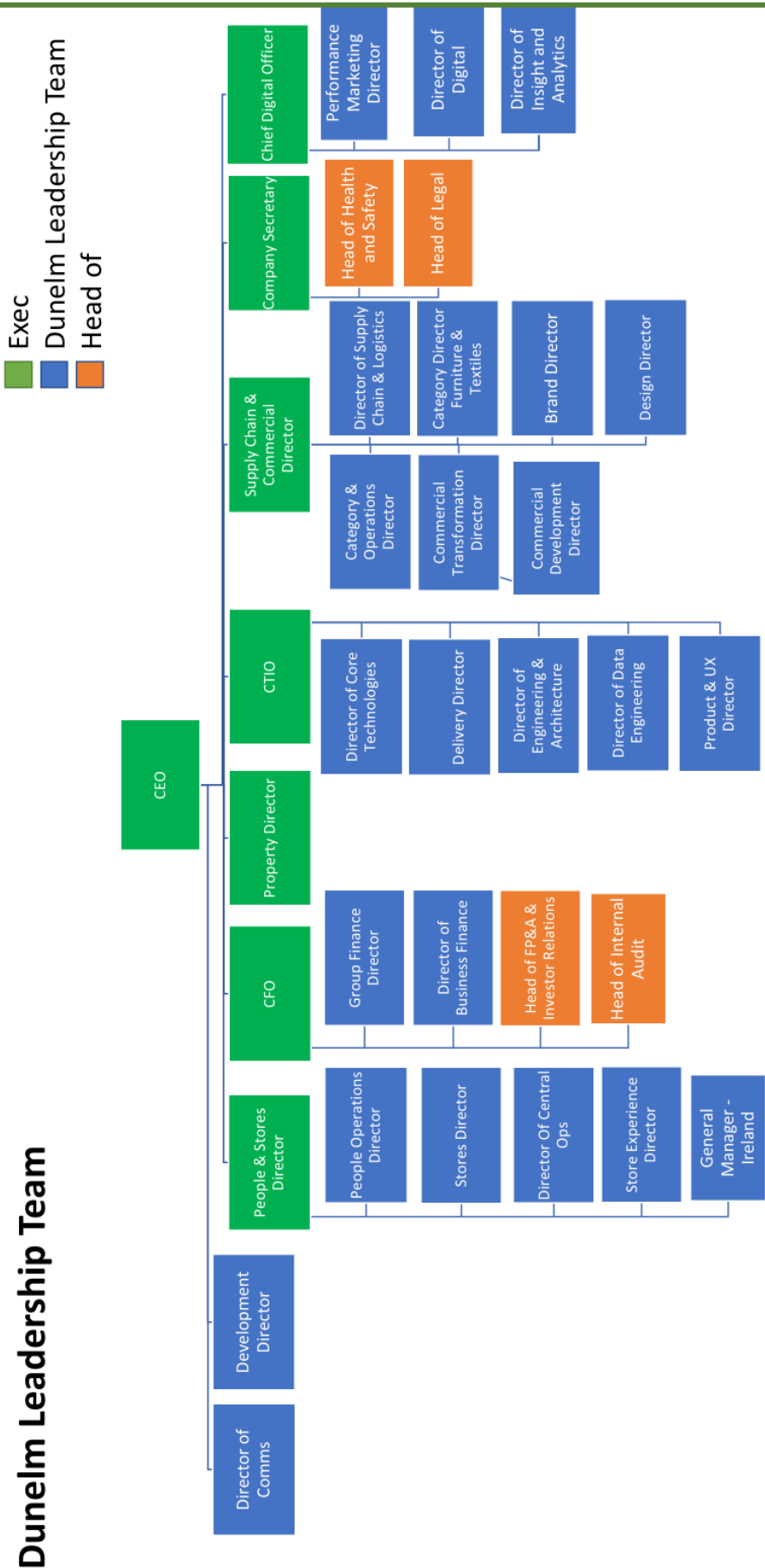
At Dunelm, safety is paramount. Our teams work tirelessly to ensure a consistent standard of safety across the business, but policies and procedures alone aren't enough – it's up to each of us to take practical steps to protect ourselves and those around us.

Clo

Clodagh Moriarty

Chief Executive Officer





This policy is set out in accordance with Health and Safety Guidance (HSG65) “Managing for Health and Safety” and incorporates the following model:

PLAN relates to Health and Safety policy development and plans.

ACT relates to reviewing Health and Safety performance and acting on lessons learned.



DO relates to profiling our risks and organising for Health and Safety implantation (people doing things) and implementing plans for progressing Health and Safety.

CHECK refers to measuring performance (active monitoring) before events occur and investigating (reactive monitoring) after events occur.

There are appendices to this policy which help manage Health and Safety in the organisation. Please refer to:

- Fire Safety Policy Document
- Fire Safety Response Protocol Document
- Crisis Management Document
- Relevant Business Continuity Plans
- Pausa Food Policy
- Drugs & Alcohol Policy

Further documentation can be found on the Intranet system.

As an organisation we are committed to:

Plan

Evaluate current compliance levels and put in place a programme which:

- Outlines objectives and plans to deal with current non-compliance or under-performance.
- Outlines objectives and plans to ensure current compliance levels do not deteriorate.
- Say what we want to achieve, who will be responsible for what, how we will achieve our aims and how we will measure our success.
- Decide how we will measure performance. Think about ways to do this that go beyond looking at accident figures; look for leading indicators as well as lagging indicators. These are also called active and reactive indicators.
- Remember to plan for changes and identify any specific legal requirements that apply to us and impact on our existing legal register.
- Provide adequate resources, including competent advice where needed.

Do

Identify our risk profile:

- Assess the risks, identify what could cause harm, who it could harm and how and what we will do to manage the risk.
- Decide what the priorities are and identify the biggest risks.
- Decide on the preventive and protective measures needed and put them in place.
- Organise our activities to deliver on our plan.
- Involve colleagues and communicate with them, so that everyone is clear on what is needed and can discuss issues – develop positive attitudes and behaviours.
- Train and instruct, to ensure everyone is competent to carry out their activities.
- Supervise to make sure that arrangements are followed.
- Provide the appropriate tools and equipment to conduct our activities safely and keep them maintained.
- Develop requirements around out-sourcing, procurement and use of contractors.
- Implement systems for fire and other emergencies.
- Ensure documented information determined necessary, is created, revised and appropriately controlled.

Check

Measure our performance with:

- Active monitoring, before events occur and investigating and reactive monitoring after events occur.
- Make sure that our plan has been implemented.
- Assess how well the risks are being controlled and if we are achieving our aims – ‘paperwork’ on its own is not a good performance measure, therefore we conduct regular inspections and audits (both internal & external).
- Investigate the causes of accidents, incidents or near misses.

Act

Review our performance:

- Learn from accidents and incidents, errors and relevant experience, including from other organisations.
- Revisit our plans, policy documents and risk assessments to see if they need updating.
- Act on lessons learned, including findings from audit and inspection reports.
- Take appropriate disciplinary action against colleagues where processes are not followed.

Every colleague must understand their duties for the company to effectively meet its responsibilities for Health & Safety. This means that clear lines of communication, levels of responsibility and accountability must be defined, and communicated to the individuals involved. This Health & Safety Policy document outlines the general arrangements and intent of the organisation.

Leadership Responsibilities

The Chief Executive Officer (C.E.O)

Has overall responsibility for ensuring the Health & Safety of the organisation including but not limited to: Colleagues, customers, visitors to its premises and all other individuals impacted by our business.

Approves the Company’s Health & Safety Policy and appoints a Management Representative to implement the management system in line with the Policy.

Will ensure that sufficient time and financial resources are given to directors and line managers to fulfil their functions in pursuance of the policy.

Reports to the Dunelm Group PLC Board on Health and Safety at every meeting.

Company Secretary (H&S Board Champion)

Coordinate with directors on safety matters regularly and promote the spirit of Health and Safety.

Reports matters relating to Health & Safety to the Executive Board on a monthly basis.

Take reasonable measures to ensure the Dunelm H&S Policy Statement is being implemented and monitor performance.

Maintain a professional and competent Health & Safety, Risk and Insurance Department to give advice and support and to coordinate health, safety and wellbeing policies, procedures and guidance for the Dunelm Group and relevant subsidiaries.

Executive Board Members & Directors

Take responsibility for, leading and promoting a positive Health and Safety culture within their business area.

Ensure Dunelm Group plc’s current safety policy and objectives are implemented.

Provide adequate resources to implement and maintain current Health and Safety policies, procedures and guidance.

DLT, Heads of Departments, Regional Coaches, Store coaches, Senior Managers

Take responsibility for and monitor Health and Safety within their area of work.

Review and monitor your teams completion of compulsory health & safety training modules.

Fully investigate any Health and Safety implications when investing in new plant, premises, processes, products and services.

Encourage our people to participate actively in Health and Safety programmes and activities.

Make Health and Safety actions and targets an agenda item at regular meetings with their senior line managers.

Set Health and Safety objectives for their managers and review their performance annually against these objectives.

Take practical measures to ensure that decisions do not harm our customers, our people, suppliers and contractors.

Continued

Head of Health & Safety, Risk and Insurance

Ensuring all levels of management within the Company fully understand the arrangements for the implementation of the Health and Safety policy.

Monitoring the Policy's implementation and setting the Company's targets and objectives where appropriate.

Has overall responsibility for ensuring that Health & safety aims and objectives are set and met.

Give recommendations to the board to ensure sufficient resource is available in terms of financial, human, time and materials to ensure that the objectives can be achieved.

The Board and Exec Board are presented with a monthly and yearly reports identifying KPI's and accident statistics, including key concerns and areas of focus.

Escalates any immediate pressing concerns to the Executive Board.

Takes overall responsibility for ensuring that the re-active objectives are identified, documented and monitored through to completion.

Ensures that statutory, mandatory and other Health & Safety related training is identified, organised and delivered in a timely manner to ensure the maintenance of any necessary licensing / certification of individuals.

Ensures that the risk assessment process is completed and reviewed on a regular basis, at least every 3 years or more frequently where changes or weaknesses are identified.

Ensures that all sites receive regular audits of their safety systems and procedures, with corrective action taken where needed.

Ensures that any non-routine work is effectively controlled through the inspection of method statements and risk assessments, where appropriate, or by other measures that are from time to time implemented.

Utilise the knowledge and expertise within the wider Health & Safety team to achieve the goals outlined above.

Keeping the Company Health and Safety Policy under review and ensuring that it is reviewed when necessary.

Ensuring the organisational structure is appropriate to manage Health and Safety.

Investigate and report on accidents/incidents, liaise with the HSE, recommend actions to prevent reoccurrence and provide information/data at Board Meetings to the Directors / Senior Management.

Maintain close contact and good working relationships with the Directors, Managers and Supervisors. Liaise with HSE, local authorities, fire authorities and any other safety/trade organisations.

Continued

The Health and Safety Team Members

Work closely with the Head of Health and Safety to implement the company's Health and Safety targets and business objectives.

Assist with the day-to-day management of Health and Safety.

Attend Health and Safety meetings with colleagues.

Ensures that the risk assessment process is completed and reviewed on a regular basis, at least every 3 years or more frequently where changes or weaknesses are identified.

Ensures that all sites receive regular audits of their safety systems and procedures, with corrective action taken where needed.

Ensures that any non-routine work is effectively controlled through the inspection of method statements and risk assessments, where appropriate, or by other measures that are from time to time implemented.

Utilise the knowledge and expertise within the wider Health & Safety team to achieve the goals outlined above.

Regularly arrange and carry out site audits of Stores and Distribution Centres to ensure consistency and compliance with Health and Safety legislation and Company Health and Safety policy and procedures.

Provide professional advice and guidance to management and site H&S teams in accordance with the Company's Health and Safety policy and procedures.

Investigate and report on accidents/incidents, liaise with regulatory bodies, recommend actions to prevent reoccurrence and provide updates to the Exec Board in the monthly Health and Safety Board pack.

Create a positive approach to safety, accident prevention and the health of all colleagues. Promote knowledge sharing and learning within the Health and Safety team to develop and improve effectiveness.

The Senior Manager / Designated Individual at each location is responsible for;

Dunelm's Health & Safety Policy is brought to the attention of all colleagues.

The objectives and responsibilities within the Company's Health & Safety Policy are fully understood and implemented by all colleagues.

There are effective channels of communication so that information concerning safety matters is communicated to all colleagues.

Any Health & Safety matters raised by colleagues are investigated and effective action taken where necessary.

Matters, which they cannot properly remedy, are referred to the Health & Safety team for advice & guidance.

All colleagues are given the opportunity to discuss Health & Safety matters on a regular basis.

All colleagues are adequately trained to carry out their tasks safely, they know their Health & Safety responsibilities and work so that they do not endanger themselves or others by their acts or omissions.

All accidents (injury and non-injury), dangerous occurrences and ill-health which occur are adequately investigated, reported and recorded in accordance with the Company's accident and incident reporting procedure.

Safe Systems of Work are trained and used by all colleagues.

Safe means of access and egress is provided and that the work areas are maintained in a clean and tidy condition by colleagues.

Appropriate disciplinary action is taken against those failing to meet their responsibilities under the Health & Safety Policy.

Continued

Facilities & Maintenance Department

Responsible for ensuring all required servicing and inspections are carried out on equipment and systems across the estate to maintain legal compliance. These include but not limited to alarm systems, emergency lighting systems, fire fighting equipment, lifting equipment, MHE and heating equipment.

Ensure good maintenance of our buildings and sites with repairs completed within a reasonably practicable timeframe to minimise the risk of injury and ill-health to our customers and colleagues.

Ensure any third parties such as contractors working on our premises have a good safety record and are working in line with all safety regulations including working within well defined risk assessments and method statements.

Store Development Department

Responsible for ensuring any construction work is managed in a safe way, which includes any refurbishment to existing premises and fitting out or adjusting newly acquired premises.

They will work closely with our principal contractors and other agencies to ensure we abide by CDM (Construction Design and Management Regulations 2015) and ensure any work completed meets the current building regulations standards and fire safety standards as applicable.

Contractors

Any business contracted to carry out work on the Company's premises, or on behalf of the Company, applies Health & Safety standards fully consistent with our own.

We will seek to obtain their Health & Safety policies and proof of their public liability insurance through our facilities & maintenance team.

All contractors are responsible for completing a site induction with the duty manager prior to starting work which includes the fire evacuation procedure and accident reporting procedure. This is communicated to the contractor by the facilities & maintenance team when the work is offered. During major construction works / refits this is handled by the principal contractor.

The Buying Department

Buyers have specific responsibilities in relation to Health and Safety of products as follows:

Know and understand the age restriction legislation in relation to the sale of the products for which they are responsible.

Ensure that Material/Product Safety Data Sheets are obtained for the relevant products and that these are passed to the relevant departments for review, prior to the distribution of stock to Stores.

Ensure any own brand products that fall under COSHH have datasheets uploaded to our corporate website.

Work with customer services to provide information or reports with regards product safety notices or certification reported by customers or colleagues to them.

Ensure any product safety recalls are completed with learning taken forward.

Ensure that the appropriate till warning is applied to the product prior to the distribution of stock to Stores.

Continued

Employee (Colleague) Responsibilities

All employees (Colleagues) within the Company, regardless of status have general duties under Sections 7 and 8 of the Health and Safety at Work etc. Act 1974 and Regulation 14 of the Management of Health & Safety Regulations 1999.

These are:

To take reasonable care of their own safety and the safety of others who may be affected by their acts and omissions at work.

To co-operate with each other to ensure compliance with any legal requirement and not to interfere with, misuse or abuse anything provided by the company for safety reasons.

To use all machinery, equipment etc. in accordance with all relevant training and information and to report any dangerous situations or shortcomings in the safety arrangements to their line manager.

Demonstrate their commitment to health & safety through their behaviour and the way they work with others.

Co-operate, adhere and implement the requirements of all Health Safety and Environmental, procedures, risk assessments, method of work statements, booklets on practice and safety instructions; provided by the Company.

Refrain from doing anything, which constitutes a danger to themselves or others.

Immediately bring to the attention of the Company management any situations or practices that are noted which may lead to injuries or ill health.

Ensure that any equipment issued to them, or for which they are responsible, is correctly used and properly stored.

Immediately report all accidents, incidents, dangerous occurrences and near misses.

Only perform work that they are qualified to undertake safely.

Health & Safety Arrangements



1. Training & Competence

All new colleagues to Dunelm will be given an induction, both generic and task specific which will relate appropriate health, safety and welfare requirements applicable to their work activities

Colleagues must not undertake any work for which specific training is required until such training has been undertaken.

Training will be periodic with knowledge refreshed and tested at regular intervals.

We will utilise eLearning where this is practicable and offer more comprehensive training including face to face, and practical training where this is deemed necessary.

Records of all training will be held on the company's training systems.

The expertise of the Learning & Development team within Dunelm, will be utilised when undertaking training needs analysis of colleague competence.

Agency workers will be suitably inducted to ensure they fully understand our policies and procedures and are competent to undertake any given duties.



2. Manual Handling

Wherever possible manual handling operations will be avoided or kept to a minimum.

All colleagues will be trained on the correct manual handling techniques, including understanding the task at hand, their individual capability, the load to be carried and the environment they are working in.

Whenever practicable manual handling equipment will be used to reduce the load placed on the individual. Items of equipment such as pallet trucks, sack barrows and tote lifters will be provided to assist.



3. Hazardous substances

The Control of Substances Hazardous to Health (COSHH) regulations imposes duties on employers and employees (Colleagues).

Where chemicals are used, Dunelm will as far as is practicable, ensure that all steps are taken to safeguard the health of our colleagues and any other person who may be exposed to substances hazardous to health by conducting a COSHH assessment to identify the risk and the actions required to eliminate the risk.

Where possible any chemical that is potentially hazardous will be reviewed to see whether a safer alternative can be found. No banned substances shall be used under any circumstance.

All chemicals will be stored in the correct containers, with labelling in place and all colleagues that have a need to use a chemical will receive suitable training and relevant PPE where this is required.



4. Electrical Safety

All sites will hold a certificate of conformity for fixed wiring and colleagues are trained to inspect electrical devices for damage before use.

All electrical equipment will undergo a formal P.A.T test on a regular basis, with records held centrally.



5. Working At Height

All work at height will be identified via the risk assessment process. Suitable control measures and methods of working will be implemented following the risk assessment process.

Training for work at height activities is provided where necessary and all access equipment will be regularly inspected and records will be maintained.

Ladders and stepladders will be of the Class 1 or Class 2 Industrial type and suitably maintained.

In most cases the Company will employ the services of an external contractor to carry out any working at height activities.



6. Noise

The Company will take steps to ensure that there is no risk to health because of excessive noise.

Reducing the noise at source will always be the Company's primary objective however, where noise cannot be controlled to an acceptable level, ear defenders with a reasonable level of attenuation will be provided to all colleagues/contractors.

Noise levels will always be considered when carrying out any risk assessment for work being undertaken.



7. Risk assessments

The risk assessment process will be overseen by the Head of Health & Safety Insurance and Environment with support from the wider Health & Safety team.

The company will identify the locations, activities and areas that needs to be assessed for risks.

Each location and work activity identified will be risk assessed, with any significant risks formally recorded as part of that process, ensuring appropriate action is taken to comply with legislative requirements and to ensure we have minimised any risks to a suitable level based on what would be reasonably practicable for Dunelm to implement.

All formal risk assessments will be communicated to and made available for our colleagues to view and held in a digital format on our company intranet portal.

Risk Assessments will be reviewed on a regular basis, when there are changes in our systems and activities, and when incidents occur, to ensure they remain fit for purpose and relevant to the business and activities.



8. Maintenance & Repair

Where defects are identified, any maintenance and / or repairs will be undertaken by competent persons. This will either be completed in house by competent maintenance colleagues, or via external contractors; which will be arranged by the maintenance & facilities department who will ensure any risk assessments and method statements are suitable and sufficient.

Any equipment that requires regular maintenance to ensure safe operation will be included into any planned preventative maintenance regimes.

When completing major projects, such as refitting an existing site we will ensure colleagues working at site receive additional training to understand the potential risks and the health & safety team will conduct regular site visits to ensure safety remains forefront throughout the works.



9. Accident, incident, near miss and ill health reporting

Any colleague who has an accident or near miss, or any person who witnesses such an event has a duty to report the occurrence to their line manager immediately. This includes any colleague who witnesses a member of the public or visitor being involved in any accidents or near misses.

The line manager will then ensure the incident is logged as appropriate into our digital reporting portal. This portal is then reviewed by the Health & Safety team who will then decide on and assist with any subsequent investigations. Should any significant incidents occur, the scene must be preserved to allow a full investigation to take place.

The Health & Safety team are responsible for reporting accidents to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), with each site manager responsible for ensuring any resulting actions following an accident are completed in a timely manner.

Each site will have sufficiently trained first aiders, a list of which will be maintained on the colleague notice boards.



10. Personal protective equipment (PPE)

Where risk cannot be reduced by any other means, PPE shall be issued to our colleagues. This may include, but is not limited to high-visibility clothing, gloves, safety goggles, safety footwear and any other suitable equipment. Information, instruction and training (if necessary) shall be provided on its use.

Colleagues are expected to keep their PPE in good condition and seek replacements should these become worn or damaged. Colleagues shall not be charged for any PPE that is deemed necessary by Dunelm. Failure to wear any required PPE will be considered an act of misconduct and will be dealt with through the companies' disciplinary procedure.



11. Plant and equipment

All work equipment will be purchased in accordance with the Provision and use of Work Equipment Regulations 1998.

The Company keeps an inventory of all work equipment and shall ensure that said equipment is maintained in accordance with statutory requirements and manufacturer's recommendations.

All plant and equipment will be serviced and maintained in line with manufacturers guidelines. The facilities and maintenance team will ensure any equipment that requires inspection to meet legislative requirements (such as LOLER) are inspected with records held centrally.

All colleagues will be trained to use any equipment in a safe way, with safe systems of work enforced, which includes the need to visually inspect any equipment for damage before use.

Any equipment used for work at height activities such as step ladders, platforms etc. will be formally inspected on a regular basis.

Colleagues who use any mechanical handling equipment such as fork-lift trucks, all types of order pickers or mobile elevated platforms will receive training that meets the industry standard. This training will be refreshed in line with the industry standard and anyone found to be misusing this equipment will face disciplinary proceedings.

All electrical equipment will undergo a formal P.A.T test on a regular basis, with records held centrally. All sites will hold a certificate of conformity for fixed wiring and colleagues are trained to inspect electrical devices for damage before use.



12. Business Driving and Fleet

All colleagues driving for the business, be that by a company car, van or truck, Dunelm will ensure the drivers carry the required licence to be able to operate such a vehicle. Colleagues who drive their own vehicle must ensure it has a valid MOT and Business Insurance. Dunelm will also carry out licence checks to ensure they remain valid, any colleagues with a high number of points are identified and individually risk assessed, with additional training provided where required. All company vehicles will be serviced regularly, maintained and be insured as is necessary.



Drivers of any company vehicle are required to report any damage and / or collisions to their line manager immediately and to notify our insurers .

Vehicles used to carry or deliver products will be subject to daily inspections to ensure they remain safe to use and represent Dunelm's image in line with our cultures and values.

Vehicles used as part of the home delivery fleet will have telematics fitted to assist in ensuring a safe driving culture is embedded into the business. This will be supported by a lead driver assessor, who will use the data telematics produces, along with accident data to identify poor drivers and deliver additional training as required.

Vehicles used as part of our home fitting service will also be fitted with telematics again to assist in ensuring a safe driving culture is embedded.

Dunelm will also utilise drugs & alcohol testing on a For Cause basis and random testing across the home delivery fleet. Anyone who fails a drugs or alcohol test will face disciplinary action, which could lead to dismissal.

13. Workplace Transport

Dunelm will ensure that, in accordance with The Workplace (Health, Safety and Welfare) Regulations, we provide a workplace that is organised in such a way that pedestrians and vehicles can circulate in a safe manner and that all traffic routes are suitably indicated where necessary for reasons of health or safety.

In pursuance of the above we will provide:

- Safe Sites (e.g. segregation systems, traffic management, signs and markings)
- Safe Vehicles (e.g. procurement, maintenance, servicing and safety systems such as AI cameras)
- Safe Drivers (e.g. selection, training, health conditions, PPE) all MHE operators must be trained by an AITT, ITSAAR or RTITB trained instructor.
- All colleagues are expected to follow all the systems that are in place to ensure the safety of pedestrians and transport users. These include the MHE highway code and relevant site traffic management plans.



Within our warehouses For Cause and Random Drugs and Alcohol testing is also in force.

14. Information, instruction and supervision

All colleagues will be provided with the necessary information, instruction and where necessary, supervision, so far as is reasonably practicable, to enable them to undertake their role in a safe and healthy manner.

We will utilise several methods to achieve this including the use of digital communications via our company intranet, along with our colleague engagement portal. We will also hold regular meetings with our colleagues where matters relating to Health & Safety will be discussed.



Dunelm expects all members of the leadership team across all sites to ensure they disseminate information to all colleagues, and to actively supervise the work activity being undertaken on site.

15. Consultation with employees (colleagues) and their representatives

Dunelm will consult with their employees on all matters affecting their health, safety and welfare via regular team meetings. The Health & Safety team will facilitate these meetings with key stakeholders and representatives across the business to discuss matters relating to Health & Safety. These meetings will be supported by the attendance of committee members which should represent each part of the business from senior management through to colleagues from the wider workforce.



Any actions from these meetings will be formally recorded and will be made available for review.

16. Welfare facilities

The Company shall aim to ensure that all workplaces and premises where colleagues will be expected to work are maintained in a safe and healthy condition, as are all means of access and egress. In order to accomplish this the Company shall aim (where possible) to ensure that standards of housekeeping, guarding, ventilation, heating etc. are established in accordance with the Workplace, Health, Safety and Welfare Regulations 1992. Dunelm will ensure adequate welfare facilities are provided at every site. These facilities will be cleaned and maintained by the company and as a basis will ensure all of our colleagues have a place where they can have a meaningful rest whilst at work.



Dunelm will also ensure the work environment is a comfortable place to work, with adequate lighting and ventilation. Temperature levels will be maintained at a comfortable level where this is reasonably practicable to do so. Where this is not practicable, Dunelm will ensure there are procedures in place to mitigate the risk to health due to high or low temperatures and exposure.

17. Smoking

Smoking and Vaping is not allowed within any of our buildings, or any of our vehicles. Each site will have a dedicated smoking area available to colleagues and visitors. Smoking is only permitted within this dedicated area. Dunelm will include the facility to safely extinguish and dispose of any waste within the dedicated smoking area and colleagues are required to ensure any lit smoking paraphernalia is well extinguished before they leave the area.



18. Display Screen Equipment

All Display Screen Equipment and computer workstations must comply with UK regulations and all colleagues identified as being a user of display screen equipment will undergo relevant training to mitigate the risk of work-related injuries. Additional equipment may be provided if this is required following a relevant risk assessment being undertaken. A user specific risk assessment will be undertaken for each DSE workstation and reviewed on an annual basis.



DSE users will be offered eye and eyesight tests at the Company's expense. Where glasses are required specifically for DSE use by identified users, basic eyewear will be provided.

19. Lone Working & Hybrid Working

Lone working is discouraged across all of our sites. If there is no option and lone working is required this is to be carefully monitored by the management team at each site, which could include conducting a specific risk assessment.

If lone working is to be conducted, a system must be setup to ensure regular contact is maintained with the lone worker, and the duration of lone working should be as short a duration as possible.

Hybrid working or working from home is supported by Dunelm and we will work with colleagues who choose to work from home to be able to do so in a safe way. Where necessary, and identified as part of an assessment, appropriate equipment/ furniture to comply with the Display Screen Equipment requirements will be provided to colleagues who work from home. As with lone working any colleagues who are working from home must maintain regular contact with their line manager.



20. Working in a Customers Property

As part of Dunelm's business proposition, a proportion of our workforce will be conducting work related activities in the homes of our customers. This includes our home delivery network and our in-home fitter network. All activities undertaken in a customer's home must be on a pre-planned basis with the customer aware of our attendance, and any specific guidance they must adhere to as part of that work.

Our colleagues are trained not to enter the premises, or leave should they feel threatened in any way, with their line managers fully aware of where they are, and what times they are due to arrive and depart. This could be via utilising telematics data, or by the monitoring of a diary system. Regular contact must be maintained between those working and their line managers.



21. Emergency procedures, such as fire evacuations and First Aid

[Refer to Crisis Management Document & Fire Safety Protocol Document for further information](#)

All colleagues are trained what to do in the event of an emergency evacuation. This includes assisting members of the public and visitors in retail settings.

Each site will have sufficiently trained colleagues to act as fire marshals in the event of an evacuation and each site shall undertake a practice emergency evacuation at least twice a year. These will be organised and communicated by the Health & Safety team. Fire marshals are trained to sweep the building to ensure all persons have been evacuated, and to ensure any fire retaining doors are closed to help prevent the spread of fire.

All sites that would be open to members of the public and those that employ colleagues with a physical disability will have equipment provided to assist in the safe evacuation of those persons such as an evacuation chair. Training will be provided on the use of this equipment.

Each site will have a full Fire Risk Assessment undertaken by a third party, which will be reviewed at least annually by the management team at each site. Should a site undergo any significant changes, such as structural or major layout changes a full Fire Risk Assessment will be undertaken again to ensure the document remains relevant to the building and use thereof.

All equipment that requires statutory inspection such as alarm systems, lighting and fire fighting equipment will be inspected in line with any relevant legislation. This will be supplemented by our own internal checks.

First Aid provision will be provided on the basis of risk assessment, with first aiders being suitably and adequately trained. The minimum standard would be a first aid kit supplied to the current British standard, with first aiders trained to delivery emergency first aid and to know how to call the emergency services.

22. Monitoring for Health and Safety

The primary objective of monitoring is not just to identify failure in the form of unsafe acts or conditions, but to measure success and recognise positive good behaviour.

To ensure the success in Health and Safety performance Dunelm will measure its performance by means of:

- Re-active monitoring of incidents, accidents and ill health.
- Pro-active monitoring to ensure compliance with relevant Health and Safety standards



All sites within Dunelm will be formally audited at least once a year by the Health & Safety team, with any resulting actions to be completed by the leadership team on site.

The auditing criteria should be reviewed regularly to ensure it is still fit for purpose. This review will be completed by utilising statistical data from our accident portal, along with trends within the auditing history and with engagement from those at site.

23. Pausa Café & Food Handling

[Refer to the Food Safety Policy for more information](#)

All food-related hazards and control measures are comprehensively outlined in the Pausa Food Safety Policy, which is readily accessible to all Pausa Cafés via a direct link on the Pausa Tablet.

Dunelm will ensure that the food stored and prepared on the premises must be done in a way that ensures that the food is safe and wholesome and which prevents contamination.

We will identify and evaluate food safety risks using HACCP (Hazard analysis and critical control points) principles and implement the necessary controls.

Additional risks, including those related to hazardous substances, will be identified through general Risk Assessments and COSHH-specific assessments. These documents are readily accessible via the Pausa Tablet for quick and convenient reference.

Where food is stored and sold from a premises the site must have systems in place to ensure adequate stock management and rotation.

Sites storing, selling or preparing food must be registered with local authorities where required by law.

All members of the leadership team, along with colleagues directly involved in the sale and preparation of food, will receive appropriate training, including Food Hygiene Level 2 and Allergy Awareness. Allergen control measures will be periodically audited by external specialists, with findings reviewed by the Pausa Operations Team and relevant site personnel to ensure continuous improvement and compliance.

All food sold will have relevant allergy information and calorific information available as per the current legal legislation requires, with steps in place to mitigate cross-contamination.

Where facilities for our people to store and prepare food for their own consumption, such as Rest Rooms, are provided, it will be the responsibility of the Site Manager to take reasonable steps to ensure they are kept clean and hygienic.

All Pausa leadership and key colleagues must be familiar with the Pausa food policy so that HACCP control points, allergens and other hygiene safety requirements are understood.



24. Promoting Good Mental Health

Dunelm provides mental health training to all leaders in the business to be able to identify colleagues who may be suffering with their mental health and are trained to offer basic advice and to signpost to external agencies for support.

Managers will also be provided with training and guidance on the management of workloads to ensure that these are managed in a way that reduces the pressure on colleagues.

Colleagues are encouraged to speak to their line managers should they experience any difficulty in carrying out their working duties and no colleagues are expected to suffer alone.



25. Occupation Disease and Ill Health

Dunelm will take any necessary steps, so far as would be reasonably practicable to prevent the exposure to substances hazardous to health such as biological agents.

This includes ensuring the risk of Legionella is controlled by having a Legionella specific risk assessment in place for each of our sites, and by conducting regular temperature monitoring of water delivered to taps and shower heads.

Exposure to asbestos is heavily controlled, with the majority of our sites having no asbestos on site at all, or in the small handful of sites limited to seals and gaskets. Any sites identified as containing asbestos will be reviewed regularly and where it is reasonably practicable to remove it will be safely removed. Management teams on sites with asbestos will receive additional training so they are aware where the asbestos is within their building and what controls are in place to minimise the risk of exposure.

Should an epidemic or pandemic occur Dunelm will follow all governmental guidance and react accordingly in the emergency situation .



26. Violence & Terrorism

Our colleagues must be trained to avoid confrontation wherever possible and are not expected to retaliate in instances of violence and aggression (whether from colleagues, customers or members of the public). In stores, panic buttons are provided at all till points and our colleagues are issued with personal attack alarms on request. The security team will assist with acts of violence and all sites are encouraged to report these events through the security reporting process.

All colleagues working within retail and major sites are trained on how to react (Run, Hide, Tell during induction) should a terrorist attack occur at or close by one of our sites and where necessary a secondary assembly point is set up for our colleagues to congregate at should such an event occur.

We have a responsibility to support our colleagues, monitor incidents and take appropriate preventative measures.



27. Acquisitions

The organisation may purchase another organisation and when doing so the appropriate Health and Safety arrangements must be clarified at the beginning of the acquisition.

The acquired organisation may rely on existing Health and Safety systems until they have run out or deemed insufficient by our organisation. If this is the case, the internal safety team will offer a package of support to bring the acquisition in line with this policy, the HSG65 and any relevant documentation.

For acquisitions outside the UK efforts must be made to align our UK organisational H&S policies where practicable, however, where this is not possible the acquired organisation must still meet local relevant regulatory requirements imposed by the statutory authority in the event that UK regulatory requirements cannot be strictly met for whatever reason.

The aim is that the overarching brand is not at risk of reputational damage or unreasonable deviation from the safety standard.

The relevant stakeholder will be responsible for ensuring the acquisition upholds any statutory legal responsibilities and safety standards imposed upon it by regulatory authorities and us (Dunelm).



28. Young Persons, Vulnerable & Expectant Mothers

All persons under 18 must have a young person's risk assessment completed using the organisations standard template before they start work. Young persons can not work on machinery or in high-risk areas and the risk assessment must be proportionate to the tasks they are subjected to.

Vulnerable persons such as those with accessibility requirements, Expectant mothers, allergy sufferers, colleagues with long term health conditions must have a personal risk assessment and potentially a personal emergency evacuation plan (PEEP). The vulnerable person should disclose relevant information with the leadership team so that we can ensure the right protections are in place. Personal information is only gathered to ensure that we can provide the utmost safety and security to colleagues requiring further safety measures. Personal Emergency Evacuation Plans help to identify how assistance may be required in the event of a fire evacuation or other similar event.



Expectant mothers should complete the Dunelm 'Bump, Baby and Beyond' pack with their line manager to ensure that the best support is given.

Review periods should be realistic and typically agreed between the line manager and individual. For further assistance on personal risk assessments or personal emergency evacuation plans please contact your H&S partner.

29. Drugs & Alcohol Testing

Dunelm performs for cause and random drugs and alcohol testing in line with our specific drugs and alcohol testing policy. The purpose of testing is to ensure our employees are not under the adverse effects of drugs and/ or alcohol whilst at work which may cause significant incidents.



The organisation performs intelligent fingerprint testing which analyses the presence of drugs from sweat accumulated at the fingertips. The organisation performs breathalyser tests using a calibrated breathalyser to determine alcohol levels in micrograms of breath. For non-negative results further lab tests are required. More information can be found in the specific Drugs & Alcohol Policy.

30. Contractor and Visitor Management

All contractors working for or on behalf of Dunelm will be assessed with regards to Health and Safety prior to works commencing, this will include a review of their risk assessments and method statements.



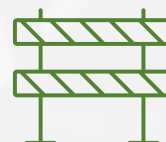
All contractors and sub-contractors safety performance will be monitored during Health and Safety inspections and audits and feedback on performance, negative or positive, given during relationship review meetings.

All contractors and visitors must be suitably inducted at site, which must include communicating our accident reporting procedure, and our emergency evacuation procedures.

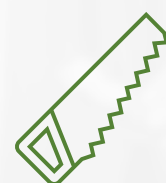


All visitors and contractors are expected to sign in and out of the sites fire log and are expected to adhere to all of Dunelm's policies and procedures whilst on our site.

Contractors must cooperate with Dunelm requests for the interest of Health and Safety, such as implementing a drugs and alcohol testing policy, cooperation during site inspections internally and externally and reporting any concerns promoting a transparent safety culture.



'High Risk' contractors are determined by the type of work they will be undertaking, such as work at height, hot works or significant construction. There is a process for onboarding High Risk contractors which the property and maintenance team must undertake with support from Health and Safety where appropriate. Please see 'High Risk Contractor Onboarding Document' for more information. High Risk contractors will be governed closely through regular internal and external inspections.



Construction, Design Management Regulations 2015 duties

We will comply with all aspects of CDM to the best of our ability, including (but not limited to):

- Assessment of scope and cost of the project, identifying timelines and constraints.
- Appointment of competent contractors (checking RAMS, Certificates and accounting for their Skills, Knowledge and Experience).
- Development of a realistic construction phase plan.
- Appointment of a principal contractor & principal designer.
- Notification to the HSE if applicable (F10).
- Internal and external safety and compliance audits.
- Thorough hand over including O&M manuals where applicable.



Safety is in our DNA.

Dunelm
The Home of Homes



Health & Safety Policy Declaration

This document outlines the intent of the Company to ensure the health, safety and welfare of everyone whilst on company premises and during work activities.

It identifies:

- The Health & Safety Policy Statement of Intent
- Responsibilities of Health & Safety
- Arrangements of Health & Safety

For further detailed information on the operational procedures required for compliance with the Company Policy please refer to our risk assessments, safe systems of work and training documents. **Senior Management Team** at this location has signed below to show their intention to ensure full compliance to our policies and procedures.

Full Name	Role	Signature	Date