
### Scope

<table>
<thead>
<tr>
<th>Areas Included / Not Included</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booker</td>
<td>Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that &quot;Nothing is more important than the safety of our customers and colleagues&quot;. Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy &amp; Industrial Strategy (BEIS). The control measures in place will be subject to ongoing and developing assurance activities and are supported by detailed instruction, Information, Training and Supervision. Our controls centre around the principles of maintaining Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and Tesco’s duty as an employer, our aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops.</td>
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<tr>
<td>Distribution Centres</td>
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<tr>
<td>Last Updated</td>
<td>02.04.21</td>
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### Activity

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<tr>
<th>Activity</th>
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<th>People at Risk</th>
<th>Existing Controls</th>
<th>Relevant Training / Supporting Information</th>
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<tbody>
<tr>
<td>All</td>
<td>Spread of Covid-19 Coronavirus</td>
<td>Colleagues, Contractors, Visitors</td>
<td>Social Distancing</td>
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<td>• The number of colleagues in any work area has been reduced to comply with the 2-metre gap as recommended by the Public Health England.</td>
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<td>• Steps have been taken to review work schedules including start &amp; finish times/shift patterns, agency worker provision, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks where possible.</td>
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<td>• Tannoy announcements at hourly intervals informing that social distancing is in place.</td>
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<td>• Hazard tape and clear signage is used to show exclusion zones throughout the distribution centres.</td>
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<td>Hand Washing</td>
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<td>• Hand washing facilities with soap and hot water in place.</td>
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<td>• Stringent hand washing taking place in accordance with <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></td>
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<td>• Paper towels/hand dyers for drying of hands.</td>
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<td>• Hand sanitisers are placed in any area where washing facilities not readily available i.e. at pedestrian entrances and in meeting rooms.</td>
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<td>• Colleagues are reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it. Bin it. Kill it. And to avoid touching face, eyes, nose or mouth with unclean hands. Tissues are available in the workplace.</td>
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Where social distancing guidelines cannot be followed in full the following actions have been taken:

- The frequency of hand washing and surface cleaning increased.
- The activity time kept to a minimum. Conference calls are being used instead of face to face meetings wherever possible, where face to face meetings/training are a necessity these are conducted at a distance of 2 metres between colleagues.
- Colleague reviews and all non-essential training are suspended.
- Processes have been redesigned where possible to ensure social distancing in place i.e. at clocking machines and canteen. The process for colleagues to press the search button on exit and be searched if required will continue within the social distancing rules and associated equipment sanitised as appropriate. Colleagues using the smoking areas must do so maintaining a two-metre gap, yellow boxes and signage have been installed to support social distancing guidelines. Alternatively, colleagues can smoke in their own vehicles, disposing of any smoking related materials either in the car or designated bins on site.
- Screens installed to separate colleagues in Goods In, Goods Out, Podiums, Transport and Canteen.
- Promoted back-to-back or side-to-side working in preference to face-to-face working.
- Implemented ‘fixed teams or partnering’ to reduce contact between colleagues.


• Conference calls are being used instead of face to face meetings wherever possible, where face to face meetings are a necessity these are conducted at a distance of 2 metres between colleagues.

• Where regular meetings take place floor markings have been used to remind colleagues of social distancing requirements. Numbers in meeting rooms is restricted to maintain the two-metre gap.

• Contractors and Visitors are only allowed on site to carry out essential work i.e. to meet statutory requirements. They are provided with clear guidance on the site social distancing and hygiene requirements.

• Sufficient rest breaks for colleagues have been ensured.

• Colleagues are reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management regularly check to ensure this requirement is adhered to.

• Regular tannoy announcements have been implemented to raise awareness on all sites, to help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice: https://www.gov.uk/coronavirus

Communication

• Posters, leaflets and other materials are available for display:


Symptoms of Covid-19

• If anyone becomes unwell with a new continuous cough or a high temperature or loss of taste and smell at work, they will be sent home and advised to follow the stay alert and safe guidance.

• Line managers will maintain regular contact with colleagues during this time.

• Any colleague that helps someone who is unwell with a new, continuous cough or a high temperature, must wear a face covering or face mask. They are also instructed to wash their hands thoroughly for 20 seconds after contact. They are informed there is no need to go home unless they develop symptoms themselves.

• Colleague emergency contact details are kept up to date.

Hand Washing

• Hand washing facilities with soap and hot water in place.

• Stringent hand washing taking place in accordance with https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/

• Paper towels/hand dyers for drying of hands.

• Hand sanitisers are placed in any area where washing facilities not readily available i.e. at pedestrian entrances and in meeting rooms.

• Colleagues are reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues are available in the workplace.

Cleaning

• Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.

• Colleagues to wipe down at the start and end of shift any key touch points i.e. MHE controls, vehicle controls, vehicle keys, scanners, computers, keyboards, remote controllers, work-tops, etc

• Colleagues who handle supply drivers’ keys are provided with sanitiser and gloves.

• When cleaning up after a known or suspected case of COVID-19 the following guidance will be followed:

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| Drivers  | - Procedures are in place to ensure Drivers, including visiting Drivers, will have adequate welfare facilities whilst on site in accordance with HSE guidance: [https://www.hse.gov.uk/news/drivers-transport-delivery-covid-19.htm](https://www.hse.gov.uk/news/drivers-transport-delivery-covid-19.htm)  
- All drivers are under instruction through pre-shift briefing and training documents provided to ensure that all surface areas of cabs and vans that come into contact from normal use are wiped down using prescribed cleaning materials before and after using vehicles. Referenced in the Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk. The process is included in the driver de-brief document and administered by the distribution manager.  
- Colleagues will not share vehicles or cabs, where suitable distancing cannot be achieved.  
- In exceptional circumstances where two colleagues are required to make a delivery then a consistent pairing will be maintained. In these instances face masks must be worn by both colleagues.  
- There is a policy document for drivers on acceptable practices and safe delivery to customer premises. Contact with others during deliveries will be minimised to maintain social distancing. | - All colleagues are required to wear face coverings in all areas of our Distribution Centres.  
- Rigorous checks are carried out by line managers to ensure that the necessary procedures are being followed. | [https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own](https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own)  
Referenced in the Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk. |
| Goods In & Despatch Operations | - All procedures, signage and markings have been revised to maintain social distancing and hygiene measures.  
- All contact with gatehouse security, warehouse colleagues and drivers has been minimised to maintain social distancing and hygiene measures.  
- Supply drivers are managed, with deliveries prioritised, to ensure social distancing is maintained whilst on site, all in accordance with the advice given in the following HSE bulletin: [https://content.godelivery.com/accounts/UKHSE/bulletins/287fe1d](https://content.godelivery.com/accounts/UKHSE/bulletins/287fe1d) and Reference Guidance for Booker Distribution Safe Operating Procedures document – Coronavirus Change to Minimise Risk  
[https://content.godelivery.com/accounts/UKHSE/bulletins/287fe1d](https://content.godelivery.com/accounts/UKHSE/bulletins/287fe1d) & WGLL (What Good Looks Like) Change to Minimise Risk | - Mental Health  
- Management will promote mental health and wellbeing awareness to colleagues during the Coronavirus outbreak and will offer whatever support they can to help. Colleagues have access to GroceryAid via a 24/7 Helpline number on 08088 021122 or www.groceryaid.org.uk and are urged to seek support should they require:  
  - Mental Health Support.  
  - Bereavement Financial Assistance.  
  - Crisis Grants.  
- Line managers offer support to colleagues who are affected by Coronavirus or has a family member affected. | [https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own](https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own)  
Referenced in the Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk. |
| Mental Health | | | [https://www.gov.uk/create-coronavirus-qr-poster](https://www.gov.uk/create-coronavirus-qr-poster)  
Referenced in the Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk. |
| Planning & Communication | - A policy document entitled ‘Coronavirus – Changes to Minimise Risk’ and WGLL (What Good Looks Like) Changes to Minimise Risk has been produced by management in a Distribution Steering Group. This document provides a pack of measures detailing the minimum requirements for each Distribution Centre to follow and thereby reducing the risk of COVID-19 spreading.  
- Rigorous checks are carried out by line managers to ensure that the necessary procedures are being followed. | Face Coverings  
All colleagues are required to wear face coverings in all areas of our Distribution Centres.  
Face coverings may only be removed in the following environments:  
- In canteens or designated colleague rooms - when seated and eating and/or drinking  
- In designated smoking shelters on site - when smoking  
- In offices when colleagues are seated at their desk/workstation more than 2 metres away from any other person or protected by a screen.  
- In a meeting room when 1 person only  
Management at local level may require the mandatory use of face coverings in areas where social distancing may be compromised or where there have been a number of colleagues confirmed with Covid-19 through testing or numbers self-isolating.  
HGV drivers are required to wear a face covering in the following situations: | [https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own](https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own)  
Referenced in the Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk. |
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| First Aid Provision | Lack of First Aider provision in an emergency due to colleagues being absent from work. | Colleagues, Contractors, Visitors |  • Colleague attendance/availability is closely monitored by their respective Line Manager to ensure adequate numbers of First Aiders are always available.  
| First Aid Provision | Administering CPR to a casualty during the COVID-19 outbreak. | Colleagues, Contractors, Visitors |  • This is carried out in accordance with the St. John Ambulance guidelines | [https://www.sja.org.uk/gpt-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/](https://www.sja.org.uk/gpt-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/).  
• Reference Guidance for Booker Distribution Safe Operating Procedures document - Coronavirus Change to Minimise Risk  
• WGLL What Good Looks Like Change to Minimise Risk |
| Emergency Fire Procedure | Lack of Fire Marshall provision in an emergency due to colleagues being absent from work. | Colleagues, Contractors, Visitors |  • Colleague attendance/availability is closely monitored by their respective Line Manager to ensure adequate numbers of Fire Marshalls are available at all times. | |
| Maintenance Activities | Lack of engineering provision to ensure vehicles, plant and equipment is maintained in a safe and legal condition. | Colleagues, Contractors |  • The availability of on-site engineers and contracted engineers/inspectors is closely monitored by the General Manager Sustainability & Facilities to ensure essential cover is maintained and statutory requirements are met.  
• The Distribution Manager/Transport Manager will ensure third party resources are available to complete scheduled vehicle services and safety critical work as per the Operating Licence conditions. | [https://www.hse.gov.uk/news/work-equipment-coronavirus.htm](https://www.hse.gov.uk/news/work-equipment-coronavirus.htm). |
| Undertaking of statutory inspections for equipment e.g. LOLER | Non-availability of competent contractors to undertake statutory inspections. | Colleagues |  • Three-month grace period on Safety Pass Alliance Passport renewals (from 24.03.2020) - for use on PFS forecourts  
• All statutory testing and inspections will continue as per the current legislation unless the coronavirus outbreaks means we cannot meet our legal obligations and then a risk-based process can be applied | Emails from GM F&S and HSE – Allianz E and Mentor. |
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| New Drivers Assessment and Driver Training | Contraction of Covid-19 Coronavirus | Driver Trainers / New Driver Colleagues | • Only two drivers are permitted in a vehicle when new drivers are being assessed or Drivers are being coached by a Driver Trainer in the vehicle. (unless exceptional circumstances apply and safety is at risk)  
• All surfaces and items that have been touched by either colleague are wiped clean with approved cleaning chemical or approved wipe at the start and end of each vehicle trip.  
• Alcohol based hand gel should be used as necessary throughout the trip and after each assessment / training session.  
• Hands should be thoroughly washed at every available opportunity. This should also be completed at the start and end of every training vehicle trip.  
• Face masks and disposable gloves must be used by both colleagues.  
• Face visors are provided for the HGV Driver Trainer to use when two people are in the vehicle and must be worn in conjunction with face masks. These should be cleaned before and after use and stored in the bag provided. | • Assessing and Training HGV drivers SOP – Social distancing guidelines. Notes e-Portal  
• Reference Guidance for Booker Distribution Safe Operating Procedures document – Coronavirus Change to Minimise Risk- Version updated & WGLI (What Good Looks Like) Change to Minimise Risk (Version Updated) must be referred to. |
| Driver Delivery procedures to BC or third-party delivery points. | Driver fatigue due to temporary relaxation of driver hours stipulated by Gov UK including reduced rest periods or extended driving time. | Colleagues, Contractors | • Clear safe operating procedures are in place, briefed and trained out to all Booker drivers.  
• This is a voluntary arrangement only.  
• All drivers to follow the normal procedure in scope of EU drivers’ hours of taking a print out from the tachograph and annotating the rear, carrying for 28 days, and then handing back to the office for filing within 42 days.  
• When a printout is handed in, office colleagues will staple the print out to the original infringement (which will be in the drivers file) and retained for a minimum 12 months.  
• No driver will be allowed out on the road if showing signs of tiredness and in need of rest.  
• Note: Reducing rest or increasing driving time will incur an infringement.  
• Delivery colleagues are required to wear face coverings whenever entering 3rd party premises or branch. | • Logistics Portal / training records – Safe Operating Procedures SOP/GEN01A & RA GEN 05, RA GEN 09 & RA GEN 11  
| All | An influx of new colleagues replacing skilled and experienced colleagues due to absence and an increase in product demand. Resulting in an increase in accidents and incidents due to a lack of competency and supervision. | Colleagues, Contractors | • New colleagues with external MHE certificates must undergo:  
  o A practical validation with a Booker trainer prior to being authorised to use the equipment.  
  o Specific training on the relevant Booker MHE.  
  o Completing a medical within 6 months of employment.  
• Classroom training is undertaken in accordance with social distancing guidelines i.e. seating arrangements altered to ensure compliance and a 2-metre distance is observed when demonstrating a task. | • https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-clinically-vulnerable-people  
• https://assets.publishing.service.gov.uk/media/5eb966e0c176cd44ea/working-safely-during-covid-19-offices-contact-centres-031020.pdf  
• Covid-19 Supporting our Colleagues June 2020 - Reference database  
• Framework for supporting Vulnerable Colleagues - Reference database  
• https://digital.nhs.uk/coronavirus/risk-assessment/population |
| Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues | Greater susceptibility and more adverse reaction to virus for colleagues in this group | Colleagues, customers | • New starter colleagues categorised as either Clinically Extremely Vulnerable, Clinically Vulnerable or Pregnant are reminded at the induction stage to notify their manager if they have a condition that means they fall into one of these categories who will then notify the HR Incident Line Team.  
• If requested, Clinically Vulnerable Colleagues have been offered an occupational health referral process to support their return to the workplace by considering whether they can return to their role with no adjustments; with adjustments agreed or unable to return at all  
• All CEV colleagues and high-risk CV colleagues must remain at home. In England and Wales CEV and high-risk CV colleagues to return to work from 1st April, Northern Ireland from 12th April and Scotland from 26th April.  
• Pregnant colleagues placed in the higher-risk category are to remain at home  
• All pregnant colleagues who are 28 weeks and beyond should not attend work (unless they can work from home) | • https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-clinically-vulnerable-people  
• https://assets.publishing.service.gov.uk/media/5eb966e0c176cd44ea/working-safely-during-covid-19-offices-contact-centres-031020.pdf  
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| Travel  | Spread of Covid-19 Coronavirus | Colleagues | As key workers, colleagues whose role is based in a branch or DC and those who manage teams regionally, are permitted to travel for work. Colleagues should take a copy of the key worker letter with them when travelling. For teams such as the Sales & Merchandisers, Regional Support Teams, H&S, IT, Security, Audit or HR can still work at a business location where they cannot always work remotely. Where possible they should make the relevant site manager aware the day before any intended visit. 

If colleagues need to travel, they should observe the following guidelines:
1. The travel has approval from their Line Manager;  
2. No car sharing;  
3. No overnight stays; and  
4. Any essential visits to customer premises by a Merchandiser or a member of a sales team must be pre-planned and should be undertaken in line with our Covid safe guidelines. For any breach of these guidelines when on site, the colleague should leave immediately and notify their manager. |
| Disinfecting of office surfaces using an electrostatic sprayer | Contraction of Covid-19 Coronavirus | Colleagues, contractors | Only trained colleagues permitted to complete the task (Site services/Hygiene team), training includes:
- Use of sprayer – chemical dilution, application method
- Storage of chemicals
- Manual handling – sprayer is carried on colleague’s back
- Correct use of PPE
Disinfecting takes place on Saturdays at the end of shift
Non-essential colleagues are excluded from the area - ‘no entry’ signs on all doors entering treatment area in place
Separate risk assessment (including CoSHH), safe operating procedures and training are in place
Prior to treatment, colleagues identify all sources of ignition and isolate any electrical equipment – fire-fighting equipment is in situ across site.

PPE provided includes:
- Disposable coverall suit
- Face mask
- Disposable gloves (vinyl, nitrile or latex)
- Goggles
- Safety footwear

All waste generated (including disposable PPE) is double bagged, tied and stored securely until disposal.

Waste generated following a positive case is held securely for 72 hours prior to disposal in the normal waste stream.

Where waste is unable to be held securely for 72 hours a Category B Infectious waste collection by waste collection contractor should be arranged. Waste should be contained in orange clinical waste bags and then into a UN approved rigid container – WIVA 60 Litre, with solid lid, approved to UN3291. |

- Correct use of PPE (SOP 03B PPE).
- COSHH (SOP 02O Hygiene) 
- SOP 02W Disinfecting using a sprayer manual handling techniques (SOP 03A Manual Handling) 
- Coronavirus Change to Minimise Risk - (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk (Version Updated) 
- HSE Guidance – Disinfecting using fog, mist and other systems during the coronavirus (COVID-19) pandemic |