## Covid-19 Risk Assessment: Booker Retail Partners

### Scope

<table>
<thead>
<tr>
<th>Areas Included / Not Included</th>
<th>Commentary</th>
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</thead>
<tbody>
<tr>
<td>Includes: All Booker Retail Partners RSC’s Excludes: All BRP Customers</td>
<td>Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that “Nothing is more important than the safety of our colleagues”. Our focus has been to aligned 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 colleagues, in line with our safety management system and Booker Retail Partners 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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### Format

| Format | All Regional Service Centres |

### Last Updated

| Last Updated | 02.04.21 |

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### Activity

| Supplier Driver entering the DC yard declaring on arrival that they have Coronavirus symptoms. | Spread of virus to other colleagues and drivers | Colleagues, contractors, other visiting Drivers | Existing Controls |
| Supplier Driver entering the DC symptom free | Catching virus from or spreading of virus to other colleagues/Drivers via close contact in the Drivers’ waiting room or from touching contaminated surfaces | Visiting Driver, colleagues | Existing Controls |
| Unscheduled vehicle drive-off from bay with colleagues working in the rear of the trailer | | Colleagues | Existing Controls |
| Undertaking normal activity within the warehouse to include management activities, picking, loading and unloading of vehicles | Presence and survival of the virus on surfaces and hand touch points | Colleagues, contractors, visitors | Existing Controls |

### Hazard

| Supplier Driver entering the DC yard declaring on arrival that they have Coronavirus symptoms. | Spread of virus to other colleagues and drivers | Colleagues, contractors, other visiting Drivers | Existing Controls |
| Supplier Driver entering the DC symptom free | Catching virus from or spreading of virus to other colleagues/Drivers via close contact in the Drivers’ waiting room or from touching contaminated surfaces | Visiting Driver, colleagues | Existing Controls |
| Unscheduled vehicle drive-off from bay with colleagues working in the rear of the trailer | | Colleagues | Existing Controls |
| Undertaking normal activity within the warehouse to include management activities, picking, loading and unloading of vehicles | Presence and survival of the virus on surfaces and hand touch points | Colleagues, contractors, visitors | Existing Controls |

### People at Risk

### Relevant Training / Supporting Information

| Supplier Driver entering the DC yard declaring on arrival that they have Coronavirus symptoms. | Signage at the arrival gates | Drivers to wear face mask/coverings for the duration of their time on site. | Specifics of how goods are handed over to customers |
| Supplier Driver entering the DC symptom free | Procedure in place to ensure social distancing measures/safe handing over of keys in Goods In office and then Drivers return to their cabs until unloading is completed. | Key to be secured in trays and not handled | Specifics of how goods are handed over to customers |
| Unscheduled vehicle drive-off from bay with colleagues working in the rear of the trailer | Yard check completed by a Goods In Clerk if there is no space on the unloading bays in the waiting room. Driver to return to their cab and wait to be called. | Yard check completed by a Goods In Clerk or shunter when drivers are waiting in their cabs to ensure yard safety behaviour policy is being adhered to and drivers are sitting in their passenger seats | Specifics of how goods are handed over to customers |
| Undertaking normal activity within the warehouse to include management activities, picking, loading and unloading of vehicles | Drivers to supply a mobile phone number to the Goods In Clerk if there is no space on the unloading bays in the waiting room. Driver to return to their cab and wait to be called. | Yard check completed by a Goods In Clerk or shunter when drivers are waiting in their cabs to ensure yard safety behaviour policy is being adhered to and drivers are sitting in their passenger seats | Specifics of how goods are handed over to customers |

### Relevant Training / Supporting Information

<table>
<thead>
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<tbody>
<tr>
<td>コミュニケーションを向けた各BRPサプライヤーの提供</td>
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<tr>
<td>Network WGLL Document</td>
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<td>Comms to all sites &amp; HSCs</td>
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<td>Signage on entrance</td>
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<td>Key control Process briefed out to all sites &amp; suppliers</td>
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<tr>
<td>Coronavirus policy to minimise risk</td>
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<tr>
<td>WGLL (Visual and operational guidelines)</td>
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<tr>
<td>Disposable gloves, face masks and visor TBTs</td>
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<tr>
<td>Handwashing posters</td>
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| Site access and egress | Colleagues, contractors, visitors | • Alcohol hand gel placed at entry and exit points  
• Colleagues who car share are encouraged to keep windows open for ventilation, travel side by side or behind others where seating allows, clean the car touch points in between journeys, wear face coverings during travel and to wash or sanitise hands after travelling  
• One-way systems have been set up or corridors split to ensure that colleagues have a clear area to walk to support the social distancing guidance where possible  
• Provide additional routes where practical. This may include removal of fence panels to make additional routes into the site. This should be individually risk assessed and logged on the site risk register  
• Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  

• Coronavirus policy to minimise risk  
• WGLL (Visual and operational guidelines)  
• Disposable gloves, face masks and visor TBTs  
• Handwashing / Face mask posters |
| --- | --- | --- |
| Signing in | Colleagues, contractors, visitors | • For visitors to site, or if a colleague has forgotten their access card and needs to press the intercom button to enter, there will be a dispenser available either outside or at the security reception desk containing alcohol hand gel.  
• Guarding colleagues will sign in all visitors to the site Perspex screen installed at this point.  

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• Handwashing / Face mask posters |
| Clocking in / Out | Colleagues | • Colleagues make full use of the clocking in and out machines across the DC.  
• Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
• Regular cleaning to this area.  
• Floor markings indicate the 2m social distancing guidance around clocking in positions.  
• Alcohol hand gel available in the warehouse  
• Agency colleagues shift start and end times staggered to minimise numbers of colleagues clocking in/out at the same time  
• Issuing of colleague arm mounted terminals spread out across the site (into specific areas or departments)  
• One-way exit routes in place at end of shift, allowing for colleagues to visit their lockers if required.  

• Coronavirus policy to minimise risk  
• WGLL (Visual and operational guidelines)  
• Disposable gloves, face masks and visor TBTs  
• Handwashing / Face mask posters |
| Rest breaks / Toilets and Canteens | Colleagues, contractors, visitors | • Colleagues can purchase food via vending machines or bring their own food.  
• High visibility tape and specific vinyl floor stickers have been installed to help with social distancing throughout the colleague restaurant.  
• All pool tables taken out of use.  
• Tables repositioned and chairs laid out with taped floor markings as per social distancing guidance.  
• Self-sanitising is in place in area of vending machines.  
• Colleagues can also take food away to eat in their cars should they wish to do so.  
• Colleague fridges are available for use with clear instructions.  
• Microwaves are cleaned regularly especially with the increase in colleagues bringing their own food to work.  
• Two metre social distancing zones with a taped marker line are in place by each water station.  
• Social distancing guidance applied to all colleague toilets.  
• Locations of colleague lockers increased to spread them out  
• Use floor stickers to support the social distancing  

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• Handwashing / Face mask posters |
| Using the smoking shelter | Colleagues, contractors, visitors | • Colleagues not permitted to gather in groups in the smoking areas. Social distancing to be observed  
• Yellow boxes installed to support the compliance of social distancing guidelines. In the event of social distancing measures not being followed the GM can choose to close the smoking shelter.  

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• Handwashing / Face mask posters |
| Use of offices | Colleagues, contractors, visitors | • Only business critical meetings held in person with 2m distance between colleagues.  
• Webcam and Teams will be used for all meetings where practical. All deports have both facilities.  
• Working from home should be undertaken wherever possible.  
• Colleagues that are working at Head Office, the return to the office training must be completed  
• Floor markings will mark the 2m social distancing, and stickers identify which desks are able to be used  
• Occupancy of meeting rooms limited.  
• Face Masks must be worn at all times unless sat at an office desk where 2m SD can be achieved  
• Where 2 or more colleagues need to use a meeting room – face masks must be worn at all times.  
• Only one person at a time allowed in passenger lifts.  
• Signage to enforce guidance around site.  
• Colleagues to clean desks at start and end of each shift.  
• Alcohol hand gel and approved cleaning chemicals provided for colleague use.  
• Mental health support has been offered to all colleagues using a third-party reducing anxiety for colleagues working away from the office.  

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• Disposable gloves, face masks and visor TBTs  
• Handwashing / Face mask posters |
| Start and end of agency shifts | Colleagues, contractors, visitors | • DCs work closely with their Agency management team to stagger start and finish times to help minimise the amount of people starting / ending their shifts and any potential time clashes with Tesco colleagues.  
• Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
• Social distancing guidance stickers provided to support the 2m guidance  
• Alcohol hand gel available in the warehouse  

• Coronavirus policy to minimise risk  
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• Disposable gloves, face masks and visor TBTs  
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<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Sub-Activity</th>
<th>Actions/tactics</th>
<th>Notes/Additional Info</th>
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| Undertaking management activities from the podiums                                    | Colleagues   | • Colleagues prohibited from gathering in or around the podiums under any circumstances for periods of time  
• Social distancing screens installed across the centre – additional screens are available for ordering  
• Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved | • Coronavirus policy to minimise risk  
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• Handwashing / Face Mask posters |
| VMU activities on site by a third-party resident contractor                           | Colleagues, general public (vehicles on public highway) | • VMU provider operating normal routines in line with their own Covid 19 risk assessment.  
• All servicing and MOT’s completed in line with current requirements. | • N/A |
| MHE Maintenance activities on site by third-party contractor                         | Colleagues, contractors, visitors | • Any defective trucks taken out of service.  
• Repairs booked in as per normal process.  
• Repairs/Service completed by Junghelvinich engineers.  
• LOLER inspections completed as necessary. | • Documentation provided by third party contractors regarding their company policies on Covid-19 management |
| Chep activities on site by a third-party resident contractor                          | Colleagues, contractors, visitors | • Escalation process in place for when CHEP are not able to supply resource to manage empty pallets.  
• Regular yard reviews and walks to identify if CHEP pallets are building up  
• Pallets to be stored away from the building within the dedicated area and fire risk assessed | • CHEP Management Escalation Process |
| New colleagues undertaking all warehouse activities                                  | Colleagues, contractors, visitors | • Classroom occupancy restricted so colleagues are socially distanced  
• All colleagues face forwards (classroom style) so face to face activity is avoided  
• Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
• Limited number of trainees: trainer | • Coronavirus policy to minimise risk  
• WGLL (Visual and operational guides)  
• Disposable gloves, face masks and visor TBTs  
• Handwashing / Face Mask posters |
| Relaxation of requirement for new starters to do the full FLT training course if they come with a licence | Colleagues, contractors, visitors | • Full refresher training to be completed by a qualified instructor to ensure the person’s skills match their licence.  
• Undertake BRP operational specifics e.g. truck mounted terminal use.  
• Operatives to undertake a medical/or complete the online equivalent within 6 months of starting | • HSE Guidance note |
| Training of new colleagues on MHE                                                    | Trainers, colleagues | • Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
• Smaller group sizes.  
• Reduction in contact time for the induction training.  
• Spacing between colleagues at desks during the classroom work and colleagues face forward not towards other colleagues.  
• Any colleague with symptoms should not be at work.  | • Induction training  
• Coronavirus policy to minimise risk  
• WGLL (Visual and operational guides)  
• Disposable gloves, face masks and visor TBTs  
• Handwashing / Face Mask posters  
• Face Masks available for all colleagues |
| Training of colleagues in first aid                                                  | Trainers, colleagues | • Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
• Smaller group sizes.  
• Reduction in contact time for the induction training.  
• Spacing between colleagues at desks during the classroom work and colleagues face forward not towards other colleagues.  
• Any colleague with symptoms should not be at work.  | • Coronavirus policy to minimise risk  
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| Shared desks in the general office areas                                            | Colleagues | • Desks are positioned to be spread out and adopt the 2m social distancing guidance wherever possible.  
• Face Masks must be worn at all times unless sat at an office desk where 2m SD can be achieved  
• Desks should be wiped over with an approved product before and after use. | • Coronavirus policy to minimise risk  
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| **Drivers undertaking deliveries to stores or attending other RSC’s** | Not being able to maintain the recommended 2m social distancing guidelines. Drivers, retail colleagues need to adhere to the following:  
- Drivers provided with face covering to be worn during deliveries where the 2m guidance cannot be followed.  
- Gloves issued to drivers for use during deliveries and separate gloves for fuel deliveries. Fuel pumps to be cleaned daily.  
- Drivers to wash hands when at the stores or use alcohol gel provided. |
| **Managers and colleagues not undertaking the relevant changes to the workplace** | Colleagues and managers not maintaining the social distancing guidelines. Colleagues not aware of the required changes and how to operate safely within the depot or transport area. Colleagues, visitors, guests need to adhere to the following:  
- All new starters are briefed on Covid-19 activity changes as part of induction.  
- All returning colleagues receive return to work induction.  
- Support visits from the H&S team to sites |
| **Cleaning vehicle cabs** | Presence and survival of the virus on surfaces and hand touch points. Failure to adequately clean hand contact surfaces. Drivers, Shunters need to adhere to the following:  
- Ready mixed antibacterial agents to be used only...  
- Guidance issued on how and what to clean  
- Guidance on disposing of paper towels used in cleaning process. Handwashing/Sanitising guidance provided |
| **Wearing of face masks and face coverings** | Wearing of the face mask incorrectly. Cross contamination. Perception that social distancing is not required whilst wearing a face mask. Contamination of the mask whilst putting it on. Disposal of potentially contaminated masks. Colleagues, contractors and visitors need to adhere to the following:  
- Face Masks must be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved  
- There are a number of situations where colleagues will be exempt from wearing a face covering, for example due to a disability or illness.  
- Disposable face masks are available for colleagues, alternatively, colleagues may wear their own face covering  
- Drivers must always wear a face covering when delivering to stores  
- Face covering must be clean and is not recommended to reuse.  
- If disposable face masks are re-used, then they must be disposed of responsibly. |
| **BRP Driver breakdown on public highway and requires recovery.** | Not being able to maintain the recommended 2m social distancing guidelines. Driver, recovery Driver need to adhere to the following:  
- BRPs approved recovery company (Crouch’s) have aligned their recovery procedure to standards set out by Highways England and the IVR (Institute of Vehicle Recovery) and are recommending drivers and passengers of casualty vehicles remain in their vehicle whilst being recovered.  
| **PPM activity by maintenance colleagues** | Reduction in frequency of visits for PPM activities. Colleagues, Contractors need to adhere to the following:  
- All PPM’s and statutory maintenance have been maintained.  
- N/A |
| Visitors and contractors | Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines | Colleagues, visitors, contractors | **Visits by external suppliers and Head Office reduced to only business critical personnel.**  
**Communication of BRP policy relating to anyone showing signs of infection or has been in contact with infected household members should not be allowed onto the premises.**  
**Security reception desks fitted with Perspex screens.**  
**Updated visitor’s information leaflets available.**  
**Hi-visibility vests for visitor use will be held as per the timescales within the latest guidance prior to being re-issued.**  
**All visitors to the site must wear a face covering for the duration of their visit – a visitor is defined as a non BRP Employee, supplier driver or external contractor.**  
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**Coronavirus policy to minimise risk.**  
**WGLL (Visual and operational guides).**  
**Handwashing / Face Mask posters.**  
**Face Masks available for all visitors.** |
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<tr>
<td><strong>Lack of awareness of the social distancing measures in place</strong></td>
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</table>
| **Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues** | Greater susceptibility and more adverse reaction to virus for colleagues in this group | Colleagues, customers | **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.**  
**Any CDC or CEVC who does not feel able to return to work will now follow the normal sickness absence process.**  
**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)** |
| **Training of new HGV drivers** | Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines | Colleagues | **Two drivers are only in a vehicle when being assessed or coached by a Driver Trainer in the vehicle. (Unless exceptional circumstances apply, and safety is at risk).**  
**Face Masks to be worn at all times unless eating in the canteen, smoking or sat at an office desk where 2m SD can be achieved**  
**All surfaces and items that have been touched by either colleague are wiped clean with the approved cleaning chemical 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.**  
**Gloves are available for both driver and passenger**  
**Where fitted, air re-circulation in the cab is switched off and windows should be opened (where possible) to help ventilate the vehicle.**  
**When outside the vehicle, ensure a 2m distance is maintained where possible.**  
**Double Manning/ Training TBT issued** |