

Scope		Commentary
Areas Included / Not Included	Ritter Courivaud sites and Customer premises (Catering only)	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 customers and colleagues". Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy & 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.
Format	All Ritter Courivaud locations	
Last Updated	19.07.21	

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
All	Spread of Covid-19 Coronavirus	Colleagues	<p><b>Social Distancing – General</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Steps have been taken to review work schedules including start &amp; finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks where possible</li> <li>Processes have been redesigned where possible to ensure social distancing in place i.e. at clocking machines and canteen.</li> <li>The requirement to press a search button on exit and be searched if required has been suspended until further notice.</li> <li>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</li> <li>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.</li> <li>Fixed shift teams exist on site. Records of colleagues on particular shifts will be kept for a minimum of 21 days</li> <li>Where regular meetings take place markings have been used to remind colleagues of social distancing requirements. Numbers in meeting rooms is restricted to maintain the 2 metre gap.</li> <li>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 2 metres between colleagues.</li> <li>In addition those employees who live in a household with someone who has symptoms or have been advised to self-isolate as part of the governments test and trace program must not physically come into work.</li> <li>Due to the potential for increased risk of transmission, colleagues should avoid the need to raise their voice</li> <li>Gatherings in outdoor spaces are limited to a maximum of 30 colleagues</li> <li>Line managers will maintain regular contact with colleagues during this time.</li> <li>Colleagues should avoid meeting in areas which require them to speak with raised voices or in close proximity with others</li> </ul> <p>Where social distancing guidelines cannot be followed in full the following actions have been taken:</p> <ul style="list-style-type: none"> <li>The frequency of hand washing and surface cleaning increased.</li> <li>The activity time kept to a minimum.</li> </ul> <p><b>Planning and Communication</b></p> <ul style="list-style-type: none"> <li>Posters, leaflets and other materials are available for display</li> <li>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.</li> <li>Rigorous checks are carried out by line managers to ensure that the necessary procedures are being followed.</li> <li>Colleagues are briefed daily by Line Managers</li> </ul> <p><b>Hand Washing</b></p> <ul style="list-style-type: none"> <li>Wearing gloves is not a substitute for hand washing. Hands should still be washed with soap and hot water for 20 seconds every time gloves are removed.</li> <li>Colleagues should still treat the gloves as though they are skin, in that they should not touch their faces whilst wearing the gloves.</li> <li>Hand washing facilities with soap and hot water are in place.</li> <li>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.</li> <li>Paper towels/hand driers for drying of hands.</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></li> <li>Coronavirus – Changes to Minimise Risk' and WGLL (What Good Looks Like) Changes to Minimise Risk</li> <li>Reference Guidance for Booker Distribution Safe Operating Procedures document</li> <li>Covid-19 – Delivery Advice</li> <li><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/">https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/</a></li> <li><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses</a></li> <li><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches</a></li> <li>Coronavirus – Changes to Minimise Risk' and WGLL (What Good Looks Like) Changes to Minimise Risk</li> </ul>

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			<ul style="list-style-type: none"> <li>Hand sanitisers are placed in any area where washing facilities not readily available i.e. at pedestrian entrances and in meeting rooms.</li> <li>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.</li> </ul> <p><b>Offices and Colleagues Rest Breaks</b></p> <ul style="list-style-type: none"> <li>Furniture should be placed 2 metres apart or numbers restricted if furniture is fixed and distance cannot be maintained.</li> <li>Colleagues with cars are permitted to take their breaks in their cars.</li> <li>Where possible other unused rooms can be used as overflow (such as conference/meeting rooms).</li> <li>Only disposable plates and cutlery available</li> </ul> <p><b>Colleague Toilets</b></p> <ul style="list-style-type: none"> <li>Posters up around the toilet area requesting colleagues observe 2 meters distance.</li> <li>Maximum number of people permitted in the toilets at any one time displayed on entrance door</li> <li>Hand washing posters displayed</li> </ul> <p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Colleagues 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.</li> <li>When cleaning up after a known or suspected case of COVID-19 the current government guidance will be followed</li> <li>Approved cleaning chemicals are supplied for offices and within vehicles</li> <li>Cleaning is managed in line with current guidance</li> <li>Agreed cleaning specification for contract cleaners</li> </ul> <p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>Management will promote mental health and wellbeing awareness to colleagues during the Coronavirus outbreak and will offer whatever support they can to help.</li> <li>Line managers offer support to colleagues who are affected by Coronavirus or has a family member affected.</li> </ul> <p><b>PPE (Personal Protective Equipment) &amp; Face Coverings</b></p> <ul style="list-style-type: none"> <li>It is recognised that the role of PPE (face masks) in providing additional protection against COVID-19 is extremely limited</li> <li>It is accepted that there are circumstances when wearing a face covering (not PPE) may be beneficial in protecting others. However, we do not consider them to be a replacement for the control measures detailed in this assessment, but colleagues will be supported if this option is taken up.</li> <li>Face coverings are provided for colleagues who wish to use them</li> <li>Colleagues who wear a face covering are reminded to: <ul style="list-style-type: none"> <li>Wash their hands thoroughly before putting it on and after removing it.</li> <li>Avoid touching it and their face.</li> <li>Change it when it becomes damp or if they touch it.</li> <li>Continue to wash hands thoroughly</li> <li>Change and wash it daily and if it is not washable then it must be disposed of responsibly</li> <li>Practice social distancing wherever possible.</li> <li>WHO guidance on the using of disposable face masks published on branch comms 'face masks guidance update'</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><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></li> <li><a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></li> <li>Reference Guidance for Booker Distribution Safe Operating Procedures document – Coronavirus Change to Minimise Risk- (Version updated) &amp; WGLL (What Good Looks Like) Change to Minimise Risk (Version Updated)</li> <li><a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19</a></li> </ul>
<p><b>Colleagues confirmed as having or displaying symptoms of Coronavirus being at work</b></p>	<p>Increased risk of contracting/spreading the virus through personal contact or contact with equipment e.g. trays</p> <p>Contaminated surfaces from contact with the colleague</p>	<p>Colleagues, Contractors</p>	<ul style="list-style-type: none"> <li>If anyone becomes unwell with a new continuous cough, high temperature or a loss of taste and smell at work they will be sent home and advised to follow the stay at home guidance. Colleagues are asked to take a Covid-19 swab test.</li> <li>If there is more than one confirmed case of Covid-19 in the workplace the local Health Protection Team must be contacted</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</a></li> <li><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19</a></li> </ul>
<p><b>Using Mechanical Handling Equipment and Hand held equipment</b></p>	<p>Spread of Covid-19 Coronavirus</p>	<p>Colleagues, Contractors,</p>	<ul style="list-style-type: none"> <li>Colleagues are instructed not to swap equipment during their shift.</li> <li>Colleagues use the approved cleaning chemical 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.</li> </ul>	

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<b>Training new colleagues</b>	Influx of new colleagues resulting in increased incidents due to reduced competency	Colleagues, Contractors	New colleagues with external MHE certificates must undergo: <ul style="list-style-type: none"> <li>A practical validation prior to being authorised to use the equipment.</li> <li>Specific training on the relevant Booker MHE.</li> <li>Completing a medical within 6 months of employment.</li> <li>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.</li> </ul>	
<b>General Driving Activities</b>	Spread of Covid-19 Coronavirus	Colleagues, Contractors, Members of the Public	<ul style="list-style-type: none"> <li>Procedures are in place to ensure Drivers, including visiting Drivers, will have adequate welfare facilities whilst on site in accordance with HSE guidance</li> <li>Colleagues will not share vehicles or cabs, where suitable distancing cannot be achieved.</li> <li>In exceptional circumstances where two colleagues are required to make a delivery then a consistent pairing will be maintained.</li> <li>Colleagues required to clean all touch points at the start of shift or when moving to a different vehicle</li> <li>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.</li> <li>Cleaning and disinfecting for customer deliveries is completed in line with "Current Delivery Procedures - Ritter June 20 on Branch Comms.</li> <li>A tub of sanitizing wipes is allocated to each vehicle.</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm">https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm</a></li> <li>Reference Guidance for Booker Distribution Safe Operating Procedures document - Coronavirus Change to Minimise Risk- (Version updated) &amp; WGLL (What Good Looks Like) Change to Minimise Risk (Version Updated)</li> <li>Current Delivery Procedures - Ritter June 20 on Branch Comms.</li> </ul>
<b>Goods in and Despatch Operations</b>	Spread of Covid-19 Coronavirus	Colleagues, Contractors	<ul style="list-style-type: none"> <li>All procedures, signage and markings have been revised to maintain social distancing and hygiene measures.</li> <li>All contact with warehouse colleagues and drivers has been minimised to maintain social distancing and hygiene measures.</li> <li>Supply drivers are managed, with deliveries prioritised, to ensure social distancing is maintained whilst on site, all in accordance with the advice given on the following HSE bulletin:</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://content.govdelivery.com/accounts/UKHSE/bulletins/287fe1d">https://content.govdelivery.com/accounts/UKHSE/bulletins/287fe1d</a></li> <li>Reference Guidance for Booker Distribution Safe Operating Procedures document - Coronavirus Change to Minimise Risk- (Version updated) &amp; WGLL (What Good Looks Like) Change to Minimise Risk (Version Updated)</li> </ul>
<b>First Aid Provision</b>	Lack of First Aider provision in an emergency due to colleagues being absent from work.	Colleagues, Contractors, Visitors and Customers	<ul style="list-style-type: none"> <li>Colleague attendance/availability is closely monitored by their Manager to ensure adequate numbers of First Aiders or appointed persons are always available.</li> <li>The HSE has agreed a final deadline for requalification in England for these qualifications of 30 September 2020.</li> <li>All trained fire wardens will assist with taking charge in the event of a first aid emergency if required. (Training card 15 Fire Wardens and appointed person).</li> </ul> <p>Note: The deadline for completing requalification training in Scotland and Wales will be reviewed by HSE over the coming months.</p>	<ul style="list-style-type: none"> <li><a href="https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm">https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm</a></li> <li><a href="https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm#qualifications">https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm#qualifications</a></li> </ul>
<b>First Aid Provision</b>	Administering first aid to a casualty during the COVID-19 outbreak.	Colleagues	<ul style="list-style-type: none"> <li>If a colleague has helped someone who is unwell with a new continuous cough, or a high temperature they must wash their hands thoroughly for 20 second directly after contact. They are informed that there is no need to go home unless they develop symptoms themselves</li> <li>Current guidance on administering first aid is on branch comms and in accordance with the Resuscitation Council (UK) guidelines</li> <li>Current guidance for administering first aid is on Branch Comm's</li> <li>Chest compressions only are permitted should an injured person require resuscitation</li> </ul>	<ul style="list-style-type: none"> <li>Current guidance on administering first aid on Branch Comms</li> <li><a href="https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/">https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/</a></li> </ul>
<b>Provision of Fire Marshalls</b>	Lack of Fire Marshall provision in an emergency due to colleagues being absent from work.	Colleagues	<ul style="list-style-type: none"> <li>Colleague attendance/availability is closely monitored by their respective Line Manager to ensure adequate numbers of Fire Marshalls are always available.</li> </ul>	
<b>Contractor Activities</b>	Spread of Covid-19 Coronavirus	Contractors, Colleagues	<ul style="list-style-type: none"> <li>Contractors are only allowed on site to carry out essential work i.e. to meet statutory requirements and must not show any symptoms.</li> <li>COVID-19 RA required before work is started. These control measures are reviewed in line with the current government guidelines</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses</a></li> </ul>
<b>Engineering and Maintenance Activities</b>	Lack of engineering provision to ensure vehicles, plant and equipment is maintained in a safe and legal condition.	Contractors, Colleagues	<ul style="list-style-type: none"> <li>The availability of Maintenance Contractors is closely monitored by the Head of Operations to ensure essential cover is maintained and statutory requirements are met.</li> <li>The Head of Operations/Transport Manager will ensure Third party resources are available to complete scheduled vehicle services and safety critical work as per the Operating Licence conditions.</li> </ul>	
<b>Supporting clinically extremely vulnerable and pregnant colleagues</b>	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> <li>These colleagues have been asked to work from home wherever possible and where it is not possible to work from home colleagues have not been required to return to work</li> <li>All relevant colleagues have been contacted.</li> <li>Managers instructed to support colleagues</li> <li>Occupational Health support available via Occupational Health provider contained in the Central HR tracking document</li> <li>Reasonable adjustments will be made to avoid disabled colleagues being put at a disadvantage and assessing the health and safety risks of new mothers.</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people">https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people</a></li> </ul>

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<b>Supporting Clinically Vulnerable Colleagues to return to work</b>	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> <li>• Using Government guidance to identify the affected groups</li> <li>• Occupational health support available via Occupational Health provider</li> <li>• Reference to the central HR tracking document</li> <li>• Colleagues categorised as either Clinically Extremely Vulnerable, Clinically Vulnerable or Pregnant Colleagues</li> <li>• Clinically vulnerable colleagues have been through 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</li> <li>• are feeling ok</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></li> <li>• Covid-19 Supporting our Colleagues June 2020 – Reference database</li> <li>• Framework for supporting Vulnerable Colleagues – Reference database</li> </ul>