

Scope		Commentary
Areas Included / Not Included	Booker	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	Distribution Centres	
Last Updated	04.03.22	

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
All	Spread of Covid-19 Coronavirus	Colleagues, Contractors, Visitors	<p>Symptoms of Covid-19 and Self-isolation</p> <ul style="list-style-type: none"> Any colleague with symptoms of Covid-19 (a new continuous cough or a high temperature or loss of taste and smell) or who has tested positive is asked to stay at home until symptom free and have a negative LFT result. Any colleague, contractor or visitor who becomes unwell with a new continuous cough or a high temperature or loss of taste and smell whilst at work or visiting site, will be sent home immediately and advised to isolate. Colleagues will be asked to stay at home until symptom free and have a negative LFT test. Any colleague identified through workplace contact tracing as a close contact of someone in the workplace who has tested positive will be able to continue to attend work but those wishing to self-isolate can do so. If they develop symptoms, or test positive, they will be asked to stay at home until symptom free and have a negative LFT test. Line managers will maintain regular contact with colleagues who are self-isolating. Colleague emergency contact details are kept up to date. Colleagues encouraged to use the NHS Covid-19 App. <p>Reduced contact</p> <ul style="list-style-type: none"> Signage is in place reminding colleagues to keep a safe distance. Colleagues who have been able to work from home are encouraged to return to the office The process for colleagues to press the search button on exit and be searched if required will continue and associated equipment sanitised as appropriate. Screens installed in Transport Offices Promoted back-to-back or side-to-side working in preference to face-to-face working. The layouts in on site canteens should enable colleagues to keep a safe distance. Meeting rooms will have signage to indicate maximum occupancy numbers. These must be observed. A safe distance should be maintained at all times during meetings. Colleagues are reminded of the importance of respecting other people's space in the workplace. <p>Ventilation</p> <ul style="list-style-type: none"> DCs are to be ventilated as much as possible using natural ventilation where possible. <p>Hand Washing</p> <ul style="list-style-type: none"> Hand washing facilities with soap and hot water in place. Alcohol hand gel available throughout the building. 	<ul style="list-style-type: none"> https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19 Reference Guidance for Booker Distribution Safe Operating Procedures document - Coronavirus Change to Minimise Risk- (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings https://content.govdelivery.com/accounts/UKHSE/bulletins/287fe1d and Reference Guidance for Booker Distribution Safe Operating Procedures document - Coronavirus Change to Minimise Risk- (Version updated) & WGLL (What Good Looks Like) Change to Minimise Risk 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/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses Government Guidance - Stay at home: guidance for households with possible or confirmed coronavirus (COVID-19) infection

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			<ul style="list-style-type: none"> Frequent hand washing encouraged in accordance with https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/. Wipes and sanitiser provided. Paper towels/hand dyers for drying of hands. Hand sanitisers are placed at pedestrian entrances, reception, in the warehouse and in meeting rooms. Sanitising station in place throughout the building including offices and warehouse. Colleagues are asked to respect others space when using the toilet facilities. <p>Cleaning</p> <ul style="list-style-type: none"> Regular cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception areas, using appropriate cleaning products and methods will be maintained. Colleagues encouraged 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. Wipes and sanitiser provided. 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: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings <p>Drivers</p> <ul style="list-style-type: none"> 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-coronavirus.htm - Drivers' welfare at delivery and collection sites during the Coronavirus pandemic All drivers are encouraged to clean surface areas of cabs and vans that come into contact from normal use are and wipe 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. <p>Goods In & Despatch Operations</p> <ul style="list-style-type: none"> Hands- face - space signage maintained in the DCs to encourage mask wearing and reduce crowding All contact with gatehouse security, warehouse colleagues and drivers has been minimised to maintain reduced contact. Hygiene measures maintained Supply drivers are managed, with deliveries prioritised, to ensure reduced contact is maintained whilst on site. <p>Contractors</p> <ul style="list-style-type: none"> Contractors are must not show symptoms - any contractors with symptoms of Covid-19 will be refused access to site. A completed COVID-19 risk assessment form from the contractor is required before arrival on site. Contractors are encouraged to wear face coverings whilst on site. <p>Visitors</p> <ul style="list-style-type: none"> External visitors to site are to be kept to a minimum. Meetings are held in line with company guidance A completed COVID-19 risk assessment form from the visitor is required before arrival on site. Any visitors with symptoms of Covid-19 will be refused access to site. External visitors are encouraged to wear face coverings whilst on site. <p>Meetings</p> <ul style="list-style-type: none"> Meetings are held in line with company guidance for the use of meeting rooms. Physical meetings may take place but Teams, Zoom and Conference calls can be used instead of face to face meetings where practical. 	<p>https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm - Drivers' welfare at delivery and collection sites during the Coronavirus pandemic</p> <p>Comms - Company Guidance dated 30 November 2021</p> <p>Comms - Company Guidance dated 30 November 2021</p>

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<p>Shared desks in the general office areas</p>	<p>Presence and survival of the virus on surfaces and hand touch points - spread of virus to others by close proximity to others. Transmission by droplets</p>		<ul style="list-style-type: none"> Offices should be kept ventilated where possible. Desks should be wiped over with an approved product before and after use. Face coverings are made available to all colleagues and visitors who wish to wear one. 	<p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses</p>

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All	NHS Test and Trace and Covid-19 App	Colleagues, Contractors, Visitors	<ul style="list-style-type: none"> Colleagues are encouraged to use the NHS Covid-19 App 	<p>https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance</p> <p>https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance#guidance-for-employers</p>
First Aid Provision	Lack of First Aider provision in an emergency due to colleagues being absent from work.	Colleagues, Contractors, Visitors	<ul style="list-style-type: none"> Colleague attendance/availability is closely monitored by their respective Line Manager to ensure adequate numbers of First Aiders are always available. Training now re-instated. 	<ul style="list-style-type: none"> https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm.
	Administering CPR to a casualty during the COVID-19 outbreak.	Colleagues, Contractors, Visitors	<ul style="list-style-type: none"> This is carried out in accordance with the St. John Ambulance guidelines 	<ul style="list-style-type: none"> https://www.sja.org.uk/get-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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The availability of on-site engineers and contracted engineers/inspectors is closely monitored by the Facilities Manager - Distribution 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. 	<ul style="list-style-type: none"> With regards thorough examinations and testing of lifting and pressure systems refer to: 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 work due to increased absence Unsafe equipment in operation	Colleagues	<ul style="list-style-type: none"> All statutory testing and inspections will continue as per the current legislation Maintenance will continue with in house checks and servicing and any defective equipment will be taken out of service and locked / tagged appropriately. 	<ul style="list-style-type: none"> Emails from GM F&S and HSE - Allianz E and Mentor.
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	<ul style="list-style-type: none"> Clear safe operating procedures are in place, briefed and trained out to all Booker drivers. Drivers provided with face coverings if they elect to wear one. 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. 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. 	<ul style="list-style-type: none"> Logistics Portal / training records - Safe Operating Procedures SOP/GEN01A & RA GEN 05, RA GEN 09 & RA GEN 11 https://www.gov.uk/government/publications/temporary-relaxation-of-the-enforcement-of-the-drivers-hours-rules-all-sectors-carriage-of-goods-by-road
Cleaning vehicle cabs	Presence and survival of the virus on surfaces and hand touch points Failure to adequately clean hand contact surfaces		<ul style="list-style-type: none"> 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 	
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	Colleagues, Contractors	<ul style="list-style-type: none"> New colleagues with external MHE certificates must undergo: <ul style="list-style-type: none"> A practical validation with a Booker trainer prior to being authorised to use the equipment. Specific training on the relevant Booker MHE. Completing a medical within 6 months of employment. 	

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	competency and supervision.		<ul style="list-style-type: none"> Classroom training is undertaken to observe with space between seating and observance of maximum numbers in classrooms. 	
Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues, customers	<ul style="list-style-type: none"> 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 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 Managers are asked to speak to all CEV and CV colleagues to understand any concerns they have and agree what the remaining controls and support measures will look like. Colleagues who confirmed their pregnancies prior to 15.11.21 were moved to maternity suspension when beyond 28 weeks of pregnancy, unless they were able to work from home. Colleagues who confirmed their pregnancies prior to 15.11.21 and were identified as higher risk were moved to maternity suspension. All colleagues confirming their pregnancies after 15.11.21 must complete the pregnancy risk assessment as per normal policy. They may be referred to occupational health if they are unvaccinated, concerned about their pregnancy in relation to Covid-19 or if they have an underlying health condition. 	<ul style="list-style-type: none"> https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-0310720.pdf 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 Covid-19 Supporting our Colleagues June 2020 – Reference database Framework for supporting Vulnerable Colleagues - Reference database https://digital.nhs.uk/coronavirus/risk-assessment/population
New Drivers Assessment and Driver Training	Contraction of Covid-19 Coronavirus	Driver Trainers / New Driver Colleagues	<ul style="list-style-type: none"> Where 2 or more colleagues are in a cab and the windows are closed, face coverings are recommended to be worn by the passenger. Face visors are also available for the HGV Driver Trainer to use when 2 people in the cab and, should be worn in conjunction with a face mask. These should be cleaned before and after use and stored in the bag provided. From July 2021, it is still recommended that whilst at the DC /RDC, colleagues wear face masks at all times, unless eating in the canteen, smoking or sat at an office desk All surfaces and items that have been touched by either colleague should be 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. 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, drivers are asked to respect other's physical space where possible. 	<ul style="list-style-type: none"> 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) & WGLL (What Good Looks Like) Change to Minimise Risk (Version Updated) must be referred to.
Travel	Spread of Covid-19 Coronavirus	Colleagues	<p>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.</p> <p>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.</p> <p>If colleagues need to travel, they should observe the following guidelines:</p> <ol style="list-style-type: none"> The travel has approval from their Line Manager 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-19 Safe guidelines. For any breach of these guidelines when on site, the colleague should leave immediately and notify their manager. 	<ul style="list-style-type: none"> Internal bulletin issued
Disinfecting of office surfaces using an electrostatic sprayer	Contraction of Covid-19 Coronavirus	Colleagues, contractors	<ul style="list-style-type: none"> Only trained colleagues permitted to complete the task (Site services/Hygiene team), training includes: <ul style="list-style-type: none"> Use of sprayer – chemical dilution, application method Storage of chemicals Manual handling – sprayer is carried on colleague's back Correct use of PPE 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: <ul style="list-style-type: none"> Disposable coverall suit Face mask Disposable gloves (vinyl, nitrile or latex) 	<ul style="list-style-type: none"> 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

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			<ul style="list-style-type: none"> ○ 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. 	