

Covid-19 Risk Assessment: Booker – Merchandising Team. BOOKER

4Scope		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 safe 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	Booker Merchandising Team and Booker Field Based Colleagues	
Last Updated	04.03.22	

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
All	Spread of Covid-19 Coronavirus	Colleagues	<p>Safe Distancing – General</p> <ul style="list-style-type: none"> The number of colleagues in any work area has been reduced to ensure safe distancing as recommended by Public Health England and in line with any related legal requirements in Scotland, Wales and Northern Ireland. Members of the team will only make visits to customer premises where safe distancing can be maintained. All sites that are visited by the team must have completed a suitable Covid-19 Risk Assessment in line with current government guidance and where documented supplied to the team. <p>Where a safe distance cannot be followed in full the following actions have been taken:</p> <ul style="list-style-type: none"> Stopped a work activity that is not business critical and/or reduced the work activity time involved to as short as possible The frequency of hand washing and surface cleaning increased. 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 safe distance following current company guidance on meetings. Steps have been taken to review work schedules including start & 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. Field based colleagues should work from home where possible and not travel unless necessary. If colleague travels, then wherever possible safe distancing will be observed. To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice https://www.gov.uk/coronavirus. Posters, leaflets and other materials are available for display. 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. If there are 5 or more confirmed cases of Covid-19 in the workplace in less than 14 days. The relevant PH protection team will be informed. Fixed shift teams exist on site. Records of colleagues on particular shifts will be kept for a minimum of 21 days Line managers will maintain regular contact with colleagues during self-isolation. <p>Communication</p> <ul style="list-style-type: none"> Posters, leaflets and other materials are available for display: https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 Information is available through the management team, internal comms and the Booker Reference Database Guidance is also available from the government website https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 <p>Hand Washing</p> <ul style="list-style-type: none"> 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 driers for drying of hands. 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. When wearing gloves, colleagues should still treat the gloves as though they are skin, in that they should still not touch their faces whilst wearing the gloves. Hand sanitiser must be placed in Cash Offices, Reception and Checkouts where the colleagues may not have as regular access to hand washing facilities 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. NHS handwashing posters are displayed near to all toilets. 	<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 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-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/shops-and-branches 'Post Lockdown Merchandising Procedures on Branch reference database 19th July Sales team comms 'BRP Return to Callage National Accounts' document available to view on F:\Booker Retail\Budgens & Londis\Londis\Londis RDM Folder\BRP Return to Callage https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own . . Branch Comms 25th September 2020. Sales Team Visits document Branch Reference Database Blended working – face coverings 26.01.22 Comms

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			<p>Maximum customer numbers</p> <ul style="list-style-type: none"> Colleagues in customer premises must be made aware of the business maximum occupancy level (if any) which takes account of everyone on site including Booker colleagues to create a maximum number of customers allowed in the building at any one time. <p>Rest Breaks</p> <ul style="list-style-type: none"> Furniture should be placed a safe distance apart or numbers restricted if furniture is fixed and distance cannot be maintained. Colleagues with cars are permitted to take their breaks in their cars. <p>Colleague/customer toilets</p> <ul style="list-style-type: none"> Posters up around toilet area requesting colleagues/customers to observe maximum numbers. <p>Smoking areas</p> <ul style="list-style-type: none"> Colleagues who smoke must ensure that they are keeping a safe distance away from each other while smoking. Colleagues are permitted to smoke on their own in their own vehicles. Colleagues are not permitted to smoke in company vehicles. <p>Company vehicles</p> <ul style="list-style-type: none"> All hand contact points in the vehicle are thoroughly cleaned with antiseptic wipes between use by different colleagues Colleagues sharing cars or delivery vehicles are encouraged to wear face coverings when travelling with windows closed <p>Cleaning</p> <ul style="list-style-type: none"> Frequently cleaning and disinfecting objects and surfaces that are touched regularly is completed in line with our current 'Post Lockdown Merchandising Procedure' Colleagues are instructed not to swap equipment wherever possible such as hand held equipment during their shift. Equipment is cleaned and sanitised before and after every use. 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>First Aid</p> <ul style="list-style-type: none"> If a colleague has helped someone who unwell with a new, continuous cough, a high temperature or loss of smell and taste they must wash their hands thoroughly for 20 seconds after contact. They are informed there is no need to go home unless they develop symptoms themselves. Current guidance on administering first aid is on branch comms. Colleague emergency contact details are kept up to date. <p>Mental Health</p> <ul style="list-style-type: none"> 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 021 122 or www.groceryaid.org.uk and are urged to seek support should they require: <ul style="list-style-type: none"> 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. <p>Face Coverings</p> <ul style="list-style-type: none"> Information on use of face coverings is on the branch reference database Return to the Office – Blended Working – Face Coverings 26.01.22 In England colleagues may choose to wear a face covering In Scotland, Wales and Northern Ireland a face covering will be worn at all times whilst the colleague is on a customer premises in line with Government guidance. We do not consider face coverings to be a replacement for the control measures detailed in this assessment, but as an additional measure colleagues are required to follow company policy on use of face coverings. Colleagues who wear a face covering are reminded to: <ul style="list-style-type: none"> Wash their hands thoroughly before putting it on and after removing it. Avoid touching it and their face. Change it when it becomes damp or if they touch it. Continue to wash hands thoroughly 	<ul style="list-style-type: none"> https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance 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.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ <ul style="list-style-type: none"> GroceryAid via a 24/7 Helpline number 08088 021 122 or www.groceryaid.org.uk Face coverings Guidance Refresh January 2021 https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own Comms 30th November 21

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			<ul style="list-style-type: none"> Change and wash it daily and if it is not washable then it must be disposed of responsibly Practice safe distancing wherever possible. WHO guidance on the using of disposable face masks published on branch comms 'face masks guidance update' <p>NHS Track and Trace App</p> <ul style="list-style-type: none"> Colleagues are encouraged to download the NHS App. Branch Comms 25th September 2020. Company mobile phones have access to the App 	
First Aid Provision	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"> Colleague attendance/availability is closely monitored by their Manager to ensure adequate numbers of First Aiders or appointed persons are available at all times. 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). 	<ul style="list-style-type: none"> https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm
First Aid Provision	Administering first aid to a casualty during the COVID-19 outbreak.	Colleagues	<p>Life threatening situations:</p> <ul style="list-style-type: none"> Raise the alarm to others and call 999 Reassure the individual, stay with and monitor the person's condition until the emergency services arrive. If a safe distance cannot be maintained suitable face covering should be worn (e.g. face mask, gloves, apron) Refrain from administering mouth to mouth and only use chest compressions during CPC. Current guidance on administering first aid is on branch comms and in accordance with the Resuscitation Council (UK) guidelines: https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/ Colleague emergency contact details are kept up to date <p>Non-life-threatening situations:</p> <ul style="list-style-type: none"> Keep a safe distance from the patient. Give the individual instructions so they can self-administer First Aid. If the condition of the individual worsens, call 999. After attending an individual always wash your hands thoroughly with soap and water for at least 20 seconds If Branch does not have a first aider or fire warden on site, the injured party is given the First Aid box by the appointed person to self-administer or call 999 if serious. 	<ul style="list-style-type: none"> Current guidance on administering first aid on branch comms https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/
All	An influx of new colleagues replacing skilled and experienced colleagues due to absence and an increase in customer demand. Resulting in congested aisles and an increase in accidents and incidents due to a lack of competency and supervision.	Colleagues, Contractors, Visitors and Customers	<ul style="list-style-type: none"> Training provision and colleagues upskilled as necessary. Inductions completed on all new temporary worker as required by new training guidelines issued from HR. Induction training is undertaken in accordance with current meetings policy issued from HR with a safe distance observed when demonstrating a task. All colleagues working at the BC, but who do not normally work there, are instructed on Covid-19 arrangements for the BC before commencing work. 	<ul style="list-style-type: none"> Blended working – face coverings 26.01.22 Comms
Local Restrictions	Complying with legislation/guidance; and ensuring sites respond to changes in restrictions	Colleagues, customers, contractors, members of the public	<ul style="list-style-type: none"> Government guidance/restrictions can across different regions within the UK and Scotland. Sites are to comply with any local restrictions set out in relevant guidance/legislation. 	<ul style="list-style-type: none"> England – Local Restriction Tiers (https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know) Wales – Covid-19 Alert Level (https://gov.wales/covid-19-alert-levels) Scotland – Covid-19 Local Protection Levels (https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/) NI – Covid-19 Restrictions (https://www.nidirect.gov.uk/articles/coronavirus)

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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 • Wherever possible CEV and VC have now returned to work • From 15.11.21 colleagues who confirm their pregnancy will complete the pregnancy risk assessment and only be referred to occupational health if they are unvaccinated, anxious about their pregnancy in relation to Covid-19 or have an underlying health condition 	<ul style="list-style-type: none"> • 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/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
All	Violence towards colleagues resulting in increased verbal/physical assault and injury.	Colleagues, Contractors, Visitors and Customers	<ul style="list-style-type: none"> • Car park banners and posters in place reminding customers to treat colleagues with respect. • Bulk buying limits placed on high demand lines. • Flexibility given to store managers on opening times to allow time for products to be replenished. • Scripted tannoy announcements provided to ensure consistent messages are given to customers. • Colleagues are reminded not to put themselves in danger when applying the bulk buy policy. • All colleagues follow security guidance on abusive and aggressive behaviour which includes using staff safe when necessary. 	