

Covid-19 Risk Assessment: Booker Retail Partners.

Scope		Commentary
Areas Included / Not Included	Includes: All Booker Retail Partners RSC's Excludes: All BRP Customers	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 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 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.
Format	All Regional Service Centres	
Last Updated	04.03.22	

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
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	<ul style="list-style-type: none"> Procedures are in place to ensure visiting drivers will have adequate welfare facilities whilst on site. Signage at the arrival gates Any driver who declares symptoms is not allowed access to the site and therefore has no contact with any colleagues at site. 	<ul style="list-style-type: none"> www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm Comms issued to all BRP suppliers.
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	<ul style="list-style-type: none"> Face coverings are available on site for visitors, including drivers, who wish to wear them. Procedures in place to ensure safe distancing measures/safe handing over of keys in Goods In office Keys to be secured in trays and not handled Drivers are permitted to wait in their cabs (passenger seat only), whilst leaving their keys at Goods In. Driver 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 Screens erected in the Goods in areas to shield drivers from colleagues No drivers to enter if they have symptoms of Covid-19, signage displayed Drivers are permitted to return to their cab and wait for the vehicle to be tipped sitting in the passenger seat if required Cleaning of all touchpoint areas in the warehouse and offices with approved cleaning chemical or wipes 	<ul style="list-style-type: none"> Network WGLL Document Comms to all sites & HSCs Signage on entrance
	Unscheduled vehicle drive-off from bay with colleagues working in the rear of the trailer	Colleagues	<ul style="list-style-type: none"> Driver hands in keys and immobilised in line with BRP key procedure. 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 	<ul style="list-style-type: none"> Key control Process briefed out to all sites & suppliers
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 Spread of virus to others by close proximity to others.	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Cleaning and disinfecting of all touch points. Chemicals used that are suitable to kill coronavirus microorganisms. Face coverings are available for colleagues and visitors who wish to wear them. Sanitiser units provided to each DC for entrance and exit Colleagues instructed to not swap equipment during shifts. Suitable cleaning materials are provided should drivers require them to safely clean down their vehicle cabs. Disposable gloves made available for colleagues. Poster and briefings to colleagues, visitors and agency colleagues to not attend the depot if suffering from any of the Covid-19 symptoms. At places where people queue or congregate floor markings are in place to remind them to leave a safe distance. Handwashing information posters Ability to consider closing of aisles to facilitate safe picking Maintenance colleagues provide support to enable compliance with Covid-19 safety measures Suitable cleaning materials are provided should colleagues wish to clean down their equipment at the start/end of their shift including LLOP, FLT, AMT <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. 	<ul style="list-style-type: none"> Government Guidance – Working Safely During Coronavirus (Covid-19) and moving to Step 4 of the roadmap Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing posters Government Guidance – Stay at home:guidance for households with possible or confirmed coronavirus (COVID-19) infection

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
			<ul style="list-style-type: none"> 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. 	
Site access and egress	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain a safe distance	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Alcohol hand gel placed at entry and exit points Colleagues who car share are encouraged to keep windows open for ventilation, wear face coverings during travel and to wash or sanitise hands after travelling Face coverings are available for all colleagues and visitors who wish to wear them. 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters
Signing in	Touching frequent touch points and picking up the virus on hands or coming into close contact with the security guard / reception	Colleagues, contractors, visitors	<ul style="list-style-type: none"> There will be a dispenser containing alcohol hand gel available to colleagues and visitors either outside or at the security reception desk Guarding colleagues will sign in all visitors to the site. Perspex screen installed at this point. 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters
Clocking in / Out	Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue.	Colleagues	<ul style="list-style-type: none"> Colleagues make full use of the clocking in and out machines across the DC. Face coverings are available to colleagues and visitors Regular cleaning to this area. Floor markings indicate the recommendation to keep a safe distance from others around clocking in positions. Alcohol hand gel available in the warehouse 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters
Rest breaks / Toilets and Canteens	Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue.	Colleagues, contractors, visitors	<ul style="list-style-type: none"> 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 colleagues maintain a safe distance throughout the colleague canteen. Tables repositioned and chairs laid out to allow space between colleagues and also visitors to site. Sanitising station 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. Distancing zones with a taped marker line are in place by each water station. Locations of colleague lockers increased to spread them out Floor stickers used to encourage colleagues to distance. Colleagues are asked to be respectful to others when using the toilet facilities 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters
Use of offices / meeting rooms and passenger lifts	Spread of virus to others - Not being able to maintain a safe distance	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Physical meetings may still take place but Teams, Zoom and Conference calls can be used instead of face to face meetings where practical. Where face to face meetings take place, a safe distance should be maintained at all times Meeting rooms will have signage to indicate maximum occupancy numbers. Where possible use open spaces to conduct any meetings with multiple colleagues. Rooms where meetings are held should be well ventilated with windows opened during and after the meeting to encourage air circulation. Where this is not possible, for example rooms without natural ventilation, the requirement to wear face coverings will be mandatory. Colleagues should avoid transmission of the virus by not sharing pens, documents and other objects. Equipment should be sanitised before and after use. Face coverings are available for colleagues and visitors who wish to wear them. Offices should be kept ventilated where possible. Signage to enforce guidance around site. Alcohol hand gel and approved cleaning chemicals provided for colleague use. 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters Government Guidance – Working Safely During Coronavirus (Covid-19) Comms – Company Guidance dated 30 November 2021
Start and end of agency shifts	High numbers of people starting/ending their shifts at the same time and needing to be in close proximity	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Face coverings are available for colleagues and visitors who wish to wear them Safe distancing signage in place. Alcohol hand gel available in the warehouse 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters
Undertaking management activities from the podiums	Spread of virus due to colleagues gathering around podiums and not being able	Colleagues	<ul style="list-style-type: none"> Colleagues prohibited from gathering in or around the podiums under any circumstances for periods of time Face coverings are available for colleagues and visitors who wish to wear them. 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
	to maintain a safe distance from others			
VMU activities on site by a third-party resident contractor	Reduced staffing levels leading to inability to provide normal level of service and therefore vehicles/equipment being used that are outside of their normal servicing regime.	Colleagues, general public (vehicles on public highway)	<ul style="list-style-type: none"> VMU provider operating normal routines in line with their own Covid-19 risk assessment. All servicing and MOT's completed in line with pre-Covid-19 procedures. 	
MHE Maintenance activities on site by third-party contractor	Reduced staffing levels leading to inability to provide normal level of service and therefore vehicles/equipment being used that are outside of their normal servicing regime.	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Any defective trucks taken out of service. Repairs booked in as per normal process. Repairs/Servicing completed by Jungheinrich /Linde engineers. LOLER inspections completed as necessary. 	<ul style="list-style-type: none"> Documentation provided by Third party contractors regarding their company policies on Covid-19 management
Chep activities on site by a third-party resident contractor	Reduced staffing levels leading to Increasing levels of empty CHEP pallets in DC yards causing yard congestion. Build-up of pallets creating a fire / arson risk	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Escalation process in place for when CHEP are not be 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 	<ul style="list-style-type: none"> CHEP Management Escalation Process
New colleagues undertaking all warehouse activities	Increased number of colleagues to be trained by the trainers in equipment handling	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Classroom occupancy restricted so colleagues are physically distanced Colleagues should continue to observe the maximum number of people in a meeting room Rooms should be kept ventilated where possible. Limited number of trainees: trainer Face coverings are available for colleagues and visitors who wish to wear them 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Handwashing / Face Mask posters Government Guidance - Working Safely During Coronavirus (Covid-19)
	Relaxation of requirement for new starters to do the full FLT training course if they come with a licence	Colleagues, contractors, visitors	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> HSE Guidance note
Training of new colleagues on MHE	Spread of virus due to not being able to maintain a safe distance from others	Trainers, colleagues	<ul style="list-style-type: none"> Face coverings are available for colleagues and visitors who wish to wear them. Spacing between colleagues at desks during the classroom work and colleagues face forward not towards other colleagues. Any colleague with symptoms will be asked to isolate at home. 	<ul style="list-style-type: none"> 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	Spread of virus due to not being able to maintain a safe distance from others Expiration of first aid certificates	Trainers, colleagues	<ul style="list-style-type: none"> Smaller group sizes. Colleagues encouraged to respect physical distance from others. Spacing between colleagues at desks during the classroom work and colleagues face forward not towards other colleagues. Any colleague with symptoms. will be asked to isolate at home. Face coverings are available for colleagues and visitors who wish to wear them. 	<ul style="list-style-type: none"> 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
Shared desks in the general office areas	Presence and survival of the virus on surfaces and hand touch points - spread of virus to others by close	Colleagues	<ul style="list-style-type: none"> Face coverings are available for colleagues and visitors who wish to wear them. Offices should be kept ventilated where possible. Suitable cleaning products are made available for colleagues to wipe over desks, keyboards and other equipment. 	<ul style="list-style-type: none"> 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

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
	proximity to others. Transmission by droplets.			<ul style="list-style-type: none"> Government Guidance – Working Safely During Coronavirus (Covid-19)
Drivers undertaking deliveries to stores or attending other RSC's	Not being able to maintain a safe distance	Drivers, retail colleagues	<ul style="list-style-type: none"> Drivers provided with face covering should they wish to wear them during deliveries. Gloves issued to drivers for use during deliveries and separate gloves for fuel deliveries. Fuel pumps to be cleaned daily. Drivers encouraged to wash hands when at the stores or use alcohol gel provided. 	<ul style="list-style-type: none"> 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
Managers and colleagues not undertaking the relevant changes to the workplace	Colleagues and managers not maintaining the social distancing Colleagues not aware of the required changes and how to operate safely within the depot or transport area.	Colleagues, visitors, guests	<ul style="list-style-type: none"> All new starters are briefed on Covid-19 measures as part of induction. Support visits from the H&S team to sites 	<ul style="list-style-type: none"> 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
Cleaning vehicle cabs	Presence and survival of the virus on surfaces and hand touch points Failure to adequately clean hand contact surfaces	Drivers, Shunters	<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 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Cab Cleaning TBTs Handwashing / Face Mask posters Government Guidance – Working Safely During Coronavirus (Covid-19) and moving to Step 4 of the roadmap
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	<p>Wearing a face covering is a personal choice for all colleague. Disposable face masks are available for colleagues, visitors, contractors and supplier drivers. Alternatively, colleagues may wear their own face covering:</p> <ul style="list-style-type: none"> moving about the building, in communal areas and where they are in close proximity to others In canteens (except whilst sitting down to eat and drink) at shift change over due to the numbers of people and crowding. Drivers delivering to stores outside of England When 2 or more drivers are in a vehicle cab and the windows are closed, the passenger must wear a face covering <p>There are a number of situations where colleagues will be exempt from wearing a face covering, for example due to a disability or illness.</p> <ul style="list-style-type: none"> 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 Change and wash it daily and if it is not washable then it must be disposed of responsibly 	<ul style="list-style-type: none"> Guidance issued on the correct wearing of a face mask. Guidance issued to change every shift or after a break and not to touch the face Guidance issued on how to dispose of a used facemask to include a lidded bin or bagged waste Coronavirus policy to minimise risk WGLL (Visual and operational guides) Disposable gloves, face masks and visor TBTs Cab Cleaning TBTs Handwashing / Face Mask posters Government Guidance – Working Safely During Coronavirus (Covid-19) and moving to Step 4 of the roadmap Comms – Company Guidance dated 30 November 2021
BRP Driver breakdown on public highway and requires recovery.	Not being able to maintain safe distancing	Driver, recovery Driver	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Crouch's Covid-19 Customer Rescue & Recover Procedure.
PPM activity by maintenance colleagues	Reduction in frequency of visits for PPM activities.	Colleagues, Contractors	<ul style="list-style-type: none"> All PPM's and statutory maintenance have been maintained. 	
Visitors and contractors	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to	Colleagues, visitors, contractors	<ul style="list-style-type: none"> A visitor is defined as a non BRP Employee, supplier driver or external contractor. A completed COVID-19 risk assessment form is required before arrival on site. Communication of BRP policy relating to anyone showing signs of infection should not be allowed onto the premises. Security reception desks fitted with Perspex screens. Updated visitor's information leaflets available. 	<ul style="list-style-type: none"> Coronavirus policy to minimise risk. WGLL (Visual and operational guides). Handwashing / Face Mask posters. Face Masks available for all visitors.

Activity	Hazard	People at Risk	Existing Controls	Relevant Training / Supporting Information
	<p>maintain physical distance from others</p> <p>Lack of awareness of the measures in place</p>		<ul style="list-style-type: none"> Hi-visibility vests for visitor use will be held as per the timescales within the latest guidance prior to being re-issued. Face coverings are available for colleagues and visitors who wish to wear them. 	
<p>Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues</p>	<p>Greater susceptibility and more adverse reaction to virus for colleagues in this group</p>	<p>Colleagues, customers</p>	<ul style="list-style-type: none"> 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. 	
<p>NHS Test and Trace App</p>	<p>Spread of Covid-19 through presence</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> Colleagues are encouraged to download the NHS Test and Trace App 	
<p>Training of new HGV drivers</p>	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain physical distance from others</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> Face coverings are available on site for all colleagues who wish to wear one All surfaces and items that have been touched by either colleague should be 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. 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"> Double Manning/ Training TBT issued