

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 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	Support Centre	
Last Reviewed and Updated	04.03.22	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information
All	Spread of Covid-19 Coronavirus	Colleagues, Contractors, Visitors	<p>General</p> <ul style="list-style-type: none"> Following relaxation of the requirement by Government at for safe distancing and wearing of face coverings the company have issued guidance on use of office space, toilets and meeting rooms One way systems remain in place at pinch points where safe distancing may be problematic. <p>Smoking area</p> <ul style="list-style-type: none"> Colleagues smoke in their own vehicles or move around car park if safe distancing is not achievable in the smoke areas. <p>Canteen</p> <ul style="list-style-type: none"> Colleagues are encouraged to 'grab and go' their food from the canteen with the ability to sit down removed at present. Following a review made of furniture in canteen/kitchens to ensure safe distancing. Numbers of colleagues may be restricted in small areas. Signage on display. All non-essential items have been removed to allow for more space. Tape is used to indicate safe distancing in the queue if necessary. Disposable cutlery and plates are used, and all condiments are sachets. Colleagues are encouraged to use their car to take their breaks or use another area to enable them to maintain a safe distance. Those working in the canteen are kept to a minimum to maintain a safe distance while working. <p>Where safe distancing guidelines cannot be followed in full the following actions have been taken:</p> <ul style="list-style-type: none"> The frequency of hand washing and surface cleaning increased. The activity time kept to a minimum. Screens installed to separate colleagues in the Canteen and at reception Promoted back-to-back or side-to-side working in preference to face-to-face working. Implemented 'fixed teams or partnering' to reduce contact between colleagues. <p>Communal/circulation areas</p> <ul style="list-style-type: none"> Posters up reminding colleagues to keep a safe distance around water stations and coffee machines. Any lifts have maximum occupancy numbers in place for individual sites with clear signage on display. <p>Reducing colleague numbers</p> <ul style="list-style-type: none"> All those colleagues working in support centres have had their work schedules reviewed. Those able to work from home are doing so or on rotation to reduce numbers of workers on site at any one time. Desks are spaced out to ensure safe distancing. <p>Reception</p> <ul style="list-style-type: none"> Busy areas such as reception have signage on display to instruct colleagues and any visitors. Protective screens where installed remain in place 	<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 Comms: 'Office Working Arrangements - from 6 September. 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 www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm www.gov.uk/coronavirus www.gov.uk/government/publications/staying-alert-and-safe-social-distancing https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ 'Business Centre Daily Cleaning Schedule' on branch comms Colleagues have access to GroceryAid via a 24/7 Helpline number on 08088 021 122 or www.groceryaid.org.uk Information on use of face masks available on branch comms https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings 'Business Centre Daily Cleaning Schedule' on branch comms

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			<p>Contractors</p> <ul style="list-style-type: none"> Contractors must not show symptoms. COVID-19 RA required before work is started. Contractors showing symptoms or not producing a suitable Covid-19 risk assessment are turned away. Contractors are encouraged to wear face coverings whilst on site. <p>Deliveries</p> <ul style="list-style-type: none"> Goods and merchandise are delivered to the reception desk or ground floor lobby and reported to reception maintaining a safe distance Procedures are in place to ensure 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 To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice https://www.gov.uk/coronavirus To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice https://www.gov.uk/coronavirus <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 <p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> If anyone becomes unwell with a new continuous cough or a high temperature at work, they will be sent home and advised to follow the stay alert and safe guidance. https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing If there is more than one confirmed case of Covid-19 in the workplace the Local Health Partnership Team must be contacted Line managers will maintain regular contact with colleagues during this time. If a colleague has helped someone who unwell with a new, continuous cough or a high temperature, 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. 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. GroceryAid Covid-19 Fund has been established to provide enhanced support for people across the grocery industry providing mental support, bereavement financial assistance and crisis grants. Reference given to: 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 Line managers offer support to colleagues who are affected by Coronavirus or has a family member affected. <p>Visitors</p> <ul style="list-style-type: none"> Meetings are held in line with company guidance for the use of offices, meeting rooms and toilet facilities. Conference calls are being used instead of face to face meetings wherever possible; Visitors are provided with site guidance on hygiene requirements upon arrival to site. Visitors are informed of strict controls on the number of people visiting and the length of the visit at the point of organising. <p>General</p> <ul style="list-style-type: none"> 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. Colleagues are being encouraged to return to their workplace. The amount of time spent in the support centre is determined by the colleagues line manager. Our offices will remain open. <p>Cleaning</p> <ul style="list-style-type: none"> Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, computer keyboards, telephones, coffee machines, water stations and the reception area using company listed cleaning chemicals. When cleaning up after a known or suspected case of COVID-19 the following guidance will be followed: 	<ul style="list-style-type: none"> Covid-19 Office comms 09.12.21

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			<ul style="list-style-type: none"> • https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings <p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> • If anyone becomes unwell with a new continuous cough or a high temperature at work they will be sent home and advised to follow the stay alert and safe guidance: https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing • Line managers will maintain regular contact with colleagues during this time. • If a colleague has helped someone who unwell with a new, continuous cough or a high temperature, 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. • Colleague emergency contact details are kept up to date., <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 <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 dyers 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 is located in Reception and around the offices 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. <p>Colleague/customer toilets</p> <ul style="list-style-type: none"> • Toilet facilities are used in line with company guidance for the use of offices, meeting rooms and toilet facilities. <p>Cleaning</p> <ul style="list-style-type: none"> • Frequently cleaning and disinfecting objects and surfaces that are touched regularly • Colleagues are instructed not to swap equipment such as MHE and hand-held equipment during their shift • 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"> • It is suggested that Colleagues wear a face covering when moving around the building but may choose not to do so. • The support centres to follow guidance in the Return to Office – Blended Working- face coverings 26.1.22 comms • Colleagues who choose to 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. 	<ul style="list-style-type: none"> • Blended Working- face coverings 26.1.22 comms

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			<ul style="list-style-type: none"> ○ 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 ○ Practice safe distancing wherever possible. <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. 	<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/ <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"> • www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/
Emergency Fire Procedure	Lack of Fire Warden 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 respective Line Manager to ensure adequate numbers of Fire wardens are available at all times. 	
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 safe distancing guidelines • 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. 	
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-covid-19-regulations-guidance-what-restrictions-mean-you#toc-3)

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<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"> • Where possible all CEV and high-risk CV colleagues have 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