

Scope		Commentary
Areas Included / Not Included	Booker Wholesale Business Centres	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	Wholesale Outlets	
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 and Customers	<p>Safe Distancing – General</p> <p>The company business centres will operate in line with current government guidance.</p> <ul style="list-style-type: none"> Maximum capacity numbers for the building, meeting rooms, offices and toilets return to ensure safe distancing. For all locations the company have issued guidance on use of office space, toilets and meeting rooms. <p>Where safe distancing cannot be followed in full the following actions have been taken:</p> <ul style="list-style-type: none"> We have stopped any 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. The activity time kept to a minimum. Any on-site training will be in line with current government guidance 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. Instructions issued to site teams where to display such information. If anyone becomes unwell with a new continuous cough, high temperature or a loss of taste and smell at work they will be asked to stay at home until symptom free and have a negative lateral flow test https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance If there are 5 or more confirmed cases of Covid-19 in the workplace in less than 14 days. The relevant UK Health Security Agency team will be informed. Fixed shift teams exist on site. Line managers will maintain regular contact with colleagues who are self-isolating <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. Instructions issued to site teams where to display such information. <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 Hand sanitiser provided for customers in line with <i>Social Distancing Guidelines for Booker and Makro</i> document issued on Branch comms. 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>Reception</p>	<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 Social distancing guidelines V3 on branch comms Covid guidance Wales and Scotland only V13 on branch comms 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/factories-plants-and-warehouses 'Social distancing for car sellers and Supplier Reps' document on branch comms Comms: 'Office Working Arrangements - from 6 September. https://www.gov.uk/coronavirus https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Social Distancing A4 sheet available on branch comms. <i>Social Distancing Guidelines for Booker and Makro</i> document issued on Branch comms

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information
			<ul style="list-style-type: none"> Self-scan available for customers to reduce contact time at the checkouts. Protective screens remain at reception desks No products or displays sited at or near to Reception. <p>Butchery and Fish counters</p> <ul style="list-style-type: none"> Meat cutting in butchery and fish preparation available on request. Cutting and fish preparation is carried out ensuring safe distancing measures and strict hygiene measures are in place in line with government guidance. Operation of Butchery departments in line with Butchery – 19th July 2021 and Fresh Fish Covid Brief 19th July 2021 <p>Chill rooms</p> <ul style="list-style-type: none"> Numbers limited in chilled/fruit & veg rooms and meat rooms, this will depend on the size of the rooms. Signage on entrance explaining how many are allowed into each room. <p>Offices and colleague rest rooms</p> <ul style="list-style-type: none"> Furniture should be placed a safe distance apart or numbers restricted if furniture is fixed and a safe distance cannot be maintained. Colleagues with cars are permitted to take their breaks in their cars. Where possible other unused rooms can be used as overfill (such as conference/meeting rooms) Disposable plates and cutlery used. Tea, coffee, condiments and sugars are sachets only. <p>Colleague/customer toilets</p> <ul style="list-style-type: none"> Hand washing posters displayed in toilet area requesting colleagues/customers to wash hands <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>Goods In</p> <ul style="list-style-type: none"> MHE parking areas have been reviewed and where possible spaces relined or newly created to enable safe distancing. <p>In Bound deliveries</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 entering the Business Centre are required to wear face coverings in Scotland and Wales and may choose to wear them in England. <p>Checkout</p> <ul style="list-style-type: none"> 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. Specific Checkouts are closed to ensure safe distancing, how many and which ones will depend on individual sites. While processing shopping, safe distancing can be maintained using the trolley length as the guide. When it comes to payment the colleague may need to step back to put distance between them and the customer. The payment process is quick so minimises any chance of proximity-based transmission. Screens added in between checkouts in larger branches to reduce queues within the building and allowing more checkouts to remain open. No products or displays sited at or near to checkouts. <p>Cash Office</p> <ul style="list-style-type: none"> Specific windows may be closed in the cash office to achieve safe distancing The colleagues within the Central Cash office are already behind glass, and the counter also adds a further physical distance barrier. Disposable gloves should be worn at all times while handling cash. This includes any Management colleagues processing Pick Ups or Banking. <p>Delivery</p>	<ul style="list-style-type: none"> 'maximum customer numbers' on branch reference database https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19 https://content.govdelivery.com/accounts/UKHSE/bulletins/287feld 'brief on first stage delivery changes' on branch comms 'Business Centre Daily Cleaning Schedule' on branch comms GroceryAid 24/7 Helpline number 08088 021 122 or www.groceryaid.org.uk Guidance on the using of disposable face masks published on branch comms <ul style="list-style-type: none"> " Butchery Restart Plan - April 2021 and Fresh fish - Catering Restart Brief - April 2021' on branch comms Branch comms: Revised cleaning schedules – 1st October 21

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information
			<ul style="list-style-type: none"> In Scotland colleagues contacted by the NHS Track and Trace App that have received both vaccinations over two weeks prior to the notification will not be permitted to return to work unless they obtain confirmation of a negative PCR test in line with Scottish Government guidance. 	<ul style="list-style-type: none"> Branch Comms 28th September 20
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. <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"> Resuscitation Council (UK) guidelines: https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/ Guidance on administering first aid on branch comms
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. 	<ul style="list-style-type: none"> Training card 15 Fire Wardens and appointed person
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. Novice MHE drivers must be fully trained before using equipment. Induction training is undertaken in accordance with safe distancing guidelines Store opening times are controlled and routine tasks such as stock level investigations either reduced or suspended. Promotional lines have been removed and certain lines of stock have been suspended. All colleagues working at the Business Centre, but who do not normally work there, are instructed on Covid-19 arrangements for the Business Centre 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 vary across different regions within the UK. Sites are to comply with any local restrictions set out in relevant guidance/legislation. 	<ul style="list-style-type: none"> 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)

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information
Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues	<i>Greater susceptibility and more adverse reaction to virus for colleagues in this group</i>	<i>Colleagues, customers</i>	<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 colleagues 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/workin-g-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
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. • 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. 	