

Covid-19 Risk Assessment: Working in the Office.

Scope		Commentary
Areas Included / Not Included	Included: All offices under control of TSL including Dundee CEC Excluded: Third Parties (see opposite)	<p>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. This risk assessment has been prepared and agreed in consultation with our recognised Trade Unions.</p> <p>Excluded: Third Party cleaning arrangements, Third Party guarding, Third Party catering, Hand Car Wash, Deliveries, Heart Express, Tesco Maintenance activities.</p>
Format	All Tesco Stores Ltd colleagues	
Last Reviewed and Updated	25.03.22	

Activity	Hazard	People a Risk	Controls	Assurance	Relevant Training / Supporting Information
Planning to return to the office	Spread of Covid-19 from person to person if people are not aware of the required behaviour	Colleagues	<ul style="list-style-type: none"> Shire Park – Colleagues permitted to return to the office following a blended working approach CEC – Colleagues are allocated scheduled days to return to the office following a blended working approach Colleagues reminded to stay at home if they have symptoms or to isolate if they have been in contact with or if they live with someone who is displaying the symptoms of Covid-19 Mental health support has been offered to all colleagues using a third-party aimed at reducing anxiety for colleagues working away from the office Colleagues complete the updated 'Returning to the Office' e-learning prior to returning to the office CEC – Support colleagues encouraged to work from home, unless either their personal circumstances or job role require them to be in an office 	<ul style="list-style-type: none"> Report to review the completion of the training module Daily availability of leadership colleagues to raise concerns and to take feedback. This will be fed back weekly to the office management. 	<ul style="list-style-type: none"> "Keeping you safe as you return to the office' training module Working in the office guidance – Our Tesco" Office working arrangements – GPS Sharepoint Welcoming you back to the office – January 2022 – Natasha Adams
Travel to the office	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain a distance between colleagues	Colleagues and bus driver	<ul style="list-style-type: none"> Colleagues who need to use public transport or the Golden Boy Coaches to travel to work must follow the government guidance Tesco Lift Share scheme is currently suspended, and signage removed from car parks. Golden Boy shuttle buses operate with full capacity utilising the following controls: <ul style="list-style-type: none"> Windows and sky lights are opened for ventilation Longest journey duration is 11 minutes Increased surface cleaning throughout the day Daily cleaning and disinfection of shuttle buses is in place, spot cleaning is carried out by Golden Boy bus drivers Golden Boy shuttle bus drivers carry out health risk assessments and have their temperature taken prior to starting work, all information is documented Dedicated facilities provided for showering and changing for colleagues running/walking/cycling to work 	<ul style="list-style-type: none"> Review of Golden Boy compliance 	<ul style="list-style-type: none"> Golden Boy coach drivers risk assessment Working in the office guidance – Our Tesco 'Keeping you safe as you return to the office' training module https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport AK email – 15.09.21 – GPS SharePoint
Entering the office environment	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain a distance between colleagues	Colleagues / visitors	<ul style="list-style-type: none"> Provision of Alcohol Hand Gel station at every entrance with signage. Daily cleaning and disinfection in place in all regular touch points Provision of signage reminding colleagues to wash their hands regularly and maintain a safe distance Signage displayed in all buildings advising colleagues masks and gloves are available in manned receptions for colleagues and visitors who wish to use them Perspex screens installed at manned reception desks Signage displayed at office entrances to highlight non entry of colleagues/visitors who have symptoms of Covid-19 All door touch pads have been replaced with sensors to reduce touch points 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. Weekly documented audits to ensure cleaning regime is adhered to 	<ul style="list-style-type: none"> Handwashing office poster campaign Servest cleaning schedule Weekly documented audits Natasha Adams 'A very gradual return to the office' email Working in the office guidance – Our Tesco 'Keeping you safe as you return to the office' training module Email Covid-19 update – UK Office – 08.01.21 – GPS SharePoint

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			<ul style="list-style-type: none"> For face coverings use please refer to Wearing of face coverings or face masks below 		<ul style="list-style-type: none"> Office Safety Guidelines – GPS SharePoint
Using the lift, meeting rooms and break out areas	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues / visitors	<ul style="list-style-type: none"> Signage displayed instructing one person per lift Daily cleaning and disinfection in place in all regular touch Ventilation has been confirmed to meet the requirements Condeco room booking system available Option to use Microsoft Teams/Conference calls for meetings Servest managers complete weekly documented audits to ensure cleaning regime is adhered to Alcohol Hand Gel and cleaning equipment is available across all floor areas for use in communal areas. When conducting group meetings colleagues ensure: <ul style="list-style-type: none"> A safe distance is maintained between all colleagues Where possible open spaces are used to conduct meetings with multiple colleagues Transmission is avoided during meetings by not sharing equipment Colleagues may wear face coverings during in person meetings CO2 monitors installed in all meeting rooms Colleagues informed that if CO2 value reads over 1500PPM the door to the meeting room to be opened and meeting temporarily halted Where the room is deemed to have a lower level of ventilation, face coverings will be required to be worn as indicated by signage on the door 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Handwashing office poster campaign Servest cleaning plan Weekly documented audits Working in the office guidance – Our Tesco 'Keeping you safe as you return to the office' training module Office Covid-19 update email – 05.01.21 – GPS SharePoint September – back together again – Group Communications email – GPS SharePoint Guidance for Regional colleagues and meeting rooms safe guidance September 2021 – Colleague Help Coronavirus Update – October 2021 – People Teams Meeting room in offices – March 2022 – GPS SharePoint
Sitting at your workstation	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues.	Colleagues	<ul style="list-style-type: none"> CEC – End desks have screens fitted to provide separation between the user and walkway CEC – Personal issue headsets. Returned headsets are left for 48hours and sanitised prior to re-use Cleaning and disinfection of all work and equipment surfaces each morning Contract cleaners complete daily a desk/hygiene check, which is reviewed weekly by the senior contract cleaning manager Provision of cleaning wipes, sanitising spray and paper towel to encourage colleagues to clean their own areas too and provision of Alcohol Hand Gel. 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Handwashing office poster campaign 'Office working arrangements' guide for Business leaders – Group People Safety SharePoint 'Keeping you safe as you return to the office' training module Servest cleaning schedule Weekly documented audits Working in the office guidance – Our Tesco September – back together again – Group Communications email – GPS SharePoint
Using communal areas such as toilets, kitchen areas, restaurants	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, contract cleaners	<ul style="list-style-type: none"> Daily cleaning and disinfection in place in all regular touch points Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas and to further disinfect hands after contact with touch points e.g. fridges, taps Hand washing signage in place 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Handwashing office poster campaign Servest cleaning schedule – Weekly documented audits Working in the office guidance – Our Tesco 'Keeping you safe as you return to the office' training module
Using shared equipment (e.g. screens, chairs, photocopier machine, stationery)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, contract cleaners	<ul style="list-style-type: none"> Daily cleaning and disinfection in place in all regular touch points Hand washing signage in place Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Handwashing office poster campaign Servest cleaning schedule Weekly documented audits Working in the office guidance – Our Tesco

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					<ul style="list-style-type: none"> 'Keeping you safe as you return to the office' training module
Colleague catering facilities	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, contract catering colleagues	<ul style="list-style-type: none"> Perspex screens fitted at the tills Contactless payments in place. Vending machines operate with contactless payments Perspex screens installed at all Costa stations and till points. 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Working in the office guidance - Our Tesco 'Keeping you safe as you return to the office' training module
Using the gym, sports pitches	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, visitors, third party provider	<ul style="list-style-type: none"> Hand hygiene posters in place Nuffield colleagues follow their own risk assessments for their activities Face coverings are encouraged for members in non-active areas and strongly advised for Nuffield colleagues in all areas Enhanced cleaning and disinfection in place, wipes and sanitisers provided to clean equipment and provision of hand sanitiser Drinking fountain is for bottle refills only CEC - gym restricted to 7 persons max, and 2 persons max in changing rooms. Provision of a hygiene station at the sports pitch 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Tesco Wellbeing Centre Local Comms 24.08.20 Nuffield Risk Assessments Changes and Additions - Nuffield post 19.07.21 - GPS SharePoint
Using the Medical Centre (Shire Park)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, visitors, third party provider	<ul style="list-style-type: none"> Face coverings are mandatory in clinical and patient facing areas for both Nuffield colleagues and patients Enhanced cleaning and disinfection in place and provision of hand sanitiser 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Nuffield Risk Assessments Changes and Additions - Nuffield post 19.07.21 - GPS SharePoint
Post room operations	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues and visitors	<ul style="list-style-type: none"> Perspex screens in place at counter Recipients do not sign for post Cleaning of post trolleys after each use Gloves available for use when handling post items Incoming postal delivery drivers asked to use alcohol hand gel prior to entering Cashless payments introduced for posting of personal mail (Shire Park) 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> WFH Equipment collection email - GPS SharePoint
Contractors and Third parties working within the office	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain a distanced between persons</p> <p>Lack of awareness of the safe distancing measures in place</p>	Colleagues, visitors, contractors	<ul style="list-style-type: none"> Communication regarding Covid-19 control measures communicated to all Third parties Communication of Tesco policy relating to anyone showing signs of infection or has been in contact with infected household members. Note added to Verisae sign in screen for all maintenance contractors to ensure that the safe distancing measures in place in each building are adhered to Agency and contingency colleagues supplied through Pontoon are provided with the same equipment, training and communications as permanent Tesco colleagues 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance. 	<ul style="list-style-type: none"> Email confirming contractor verification on Verisae - GPS SharePoint Office Returners Guide (contractors) - GPS SharePoint
Customer Engagement Panels (Customer Centre, Heart Building)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, customers, contractors	<ul style="list-style-type: none"> All equipment cleaned with approved cleaning chemicals prior to use Kitchen spot cleaned throughout the day and full clean at the end of the day with approved cleaning chemicals Face coverings are provided should colleagues and CPM wish to wear them Each CPM instructed to wash their hands prior to entering the sensory room Each CPM and CPC provided with their own desk, chair, cleaning equipment, alcohol hand gel, stylus, tablet and disposable gloves Office cleaning regime to include the Customer Centre 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Holding customer panels in Heart - Covid-19 - GPS SharePoint Email Sharon Barnes - 04.01.21 - PAC's and Quality Panel - GPS SharePoint Panel Process - Covid-19 risk assessment - 05.01.21 - GPS SharePoint
Working from home	Working with display screen equipment at home	Colleagues	<ul style="list-style-type: none"> Display screen self-assessment tools provided, including laptop, screen, keyboard Guidance available to assist with setting up work areas at home safely and completing a display screen equipment self-assessment 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Computer and Workstation Self-Assessment form - Colleague Help

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	<p>Electric shock from using defective equipment</p> <p>Risk of infection</p> <p>Psychological distress from being isolated at home</p>		<ul style="list-style-type: none"> Confirmation from the Primary Authority and the Health and Safety Executive that display screen equipment self-assessments are not a requirement whilst temporarily working from home, however it is advisable to provide guidelines on good practices (please refer to point above) Additional specialist equipment can be provided where reasonable adjustments are required - following self-assessment and in conjunction with Occupational Health Colleagues with difficulties working from home are able to return to their office locations as per 'Planning to return to the Office' above Work equipment provided is CE marked IT helpdesk available for reporting defective equipment Colleagues are not permitted to hold meetings in the home and are instructed to use virtual methods Colleagues and managers encouraged to communicate more with each other (e.g. using Microsoft Teams and phonecalls) Access to Headspace online resources - meditation, sleep and movement exercises Access to Headnosis - digital hypnotherapy, offering soothing, reassuring audio to help calm worries. Employee Assistance Programme in place Occupational Health support 		<ul style="list-style-type: none"> Working from home - Reasonable adjustments FAQ - Colleague Help Guidance for using technology and collaborating remotely - Colleague Help Office colleagues working from home guide - Colleague Help Remote working guide - Colleague Help Tips for working from home with children - Colleague Help Using computers and Smart Devices Safely - Colleague Help Email confirmation from Primary Authority regarding no requirement for DSE assessments - GPS SharePoint https://www.hse.gov.uk/msd/dse/home-working.htm Our ways of working email - 09.02.21 - GPS SharePoint https://www.hse.gov.uk/toolbox/workers/home.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=covid-homeworking&utm_content=digest-10-feb-21
Development Kitchens Spaces (Heart Building)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, contractors	<ul style="list-style-type: none"> Maximum occupancy capacities agreed for each room/space Clean down includes cleaning of all surfaces and touch points Cleaning equipment is provided for cleaning during the sessions Only those with rooms booked should come into the development kitchens so the number of people in the space is controlled All colleagues and suppliers instructed to wash their hands-on entry and at regular intervals through the session. Alcohol hand gel is also provided Colleagues and suppliers are encouraged to wear face coverings when moving around the room/space Alcohol Disposable gloves are available should colleagues wish to use them Where Suppliers are visiting, they are requested to comply with all controls in place for safe distancing and not to visit if they have any symptoms of Covid-19 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Emails confirming ways of working for Development Kitchen Spaces - GPS SharePoint Heart Product Development Kitchen Daily Operations Guide - GPS SharePoint Best Practice - Strut card communications - GPS SharePoint
Opening of Temporary NHS Covid-19 Testing Centre (use of car park between Omega and Plus buildings, Shire Park)	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between people</p> <p>Additional pedestrian and vehicular traffic on Shire park campus</p>	Colleagues, members of the public	<ul style="list-style-type: none"> Under the control of the NHS Whole perimeter fenced off, access only permitted for those with a test booked through the testing website Temporary operation until March 2022 Maximum of 1200 pre-booked slots per day Opening hours 08.00 - 20.00 External road signage directing members of the public onto the campus using the most direct route to the testing location Pavements provided for pedestrian use and separation from vehicular traffic 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Email confirming location and installation of testing location
Product Supplier Site Visits	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to	Colleagues, contractors	<ul style="list-style-type: none"> Visits are only authorised if they follow the Best Practice for site visits document All visits are undertaken in line with the latest government guidance All colleagues must meet the pre-visit screening requirements as outlined in the Best Practice for site visits document 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Return to Site Visits - Framework and Criteria Product Quality Supplier Site Visit Covid-19 Guidance No. 40556

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	maintain distance between people		<ul style="list-style-type: none"> Alcohol hand gel is provided, and instructions given for its use Face coverings - local guidance is followed at each location in line with the devolved nations requirements Disposable masks and gloves are made available should the colleague wish to use them Colleagues should comply with site policies and draw attention to any deviations experienced 		<ul style="list-style-type: none"> Critical Worker Travelling to Work Letter - Colleague Help Best practice for site visits - August 2021 - GPS SharePoint
Working for dunnhumby	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines for the area in which work is being undertaken	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Colleagues advised to follow local guidance Face masks are available on request Returning colleagues are sent a 'Return to Work pack' prior to returning Directional signage and floor stickers displaying safe distancing and queueing points in place across the floor, Alcohol hand gel is provided Perspex screens fitted to reception desks, Support Bars, catering till points Key touch points cleaned regularly each day Alternate desks are closed off to ensure safe distancing is maintained Meeting room maximum occupancy displayed on each door Air conditioning systems are fresh-air fed, no air is recirculated Catering facilities only providing 'Grab and Go' items, cashless payments, minimal furniture available to ensure safe distancing is maintained, condiments and cutlery are issued on request to reduce touch points The gym is open with measures in place Additional equipment has been supplied for first aiders including: disposable gloves, aprons and masks and first aiders are aware they should not treat anyone displaying Covid-19 symptoms Mandatory maintenance compliance checks are completed prior to opening a site Fortnightly People Manager communications to managers for tips on how to support their teams with any mental health issues 	<ul style="list-style-type: none"> Weekly Cleaning Audits Full Site Weekly Audits 	<ul style="list-style-type: none"> Travel policy - dunnhumby iSite Return to work pack Maintenance records held in M&E Office Weekly People Updates - iSite Daily Process Review
Working at 125 Finsbury Pavement, Floors 1 and 6 only (Tesco Bank, Tesco Pension Investment and Group Treasury)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain distance between colleagues	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Colleagues should work from home unless they need to be on site to carry out their role or for other personal circumstances Tesco Pension Investment colleagues who want to attend are required to use a desk booking system Prior to returning all Tesco Pension Investment colleagues issued with the 'Return to the Office: Guidelines and Procedure' document Prior to returning all Group Treasury colleagues will required to complete the 'Keeping you safe as you to return to the office' training. All completed training can be tracked centrally Main entrance - signage in place reminding all building occupants to ensure adequate distancing is maintained Hand washing facilities in place, with soap, water and paper towels Alcohol hand gel is available Posters displayed encouraging hand washing End of day desk cleaning completed by contract cleaners Line Managers monitor their teams to ascertain the wellbeing of colleagues working from home Face coverings and disposable gloves are available for those colleagues who wish to use them 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Return to the Office: Guidelines and Procedure - GPS SharePoint Daily and Weekly Task sign off sheet - GPS SharePoint Recovery Readiness Re-occupation Plan - Veritas House (125 Finsbury Pavement) - GPS SharePoint 'Keeping you safe as you return to the office' training module Covid-19 Risk Assessments update (RC) - email - 03.02.21 - GPS SharePoint Covid-19 risk assessments (RC) - email 13.04.21
Wearing of face coverings or face masks	Spread of Covid-19 through not being able to maintain distance between colleagues	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Shire Park - face coverings are provided for colleagues who wish to wear them CEC - Unless medically exempt, it is mandatory to wear a face covering at all times in indoor communal settings Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin Colleagues can wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 Update - 05.01.21 - GPS SharePoint Covid-19 Update - 30.11.21
The Security Hub, Daventry Grocery and Second Floor, Maldon	Spread of Covid-19 through presence and survival of the virus on hand touch points	Colleagues	<p>Daventry Grocery:</p> <ul style="list-style-type: none"> Desk positions have been reconfigured to allow for safe distancing and divider screens added 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> CCTV Hub - Covid-19 Plan - GPS SharePoint Security Hub in Maldon - Email - 14.01.21 - GPS SharePoint

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	and not being able to maintain distance between colleagues		<ul style="list-style-type: none"> • Provision of alcohol hand gel and anti-bacterial wipes in all communal areas and meeting rooms • Meeting room occupancy restricted (excess chairs removed) • Where job role or activity permit, colleagues able to work from home • Colleagues are required to clean down desks, equipment, canteen touch points with anti-bacterial wipes after each use • Colleagues are informed of the importance of 'Hands, face, space' • Point of sale is displayed throughout the office <p>Second Floor, Maldon:</p> <ul style="list-style-type: none"> • Colleagues are allocated fixed desks • Only two colleagues permitted in the room at a time – managed on a rotational basis • Each colleague cleans their desk and equipment at the end of their shift • Cleaning equipment and alcohol hand gel is provided within the room • Access is strictly restricted 		<ul style="list-style-type: none"> • Track and Trace app Mobile Phones in the workplace – Email – 08.03.21 – GPS SharePoint
Induction and initial training for new starters (Dundee CEC)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Colleagues, contractors	<ul style="list-style-type: none"> • New starters are split into groups with staggered start & finish times • Identity passes are prepared in advance to avoid the need for signing in • Each group has different break times • Colleagues follow the controls described in Wearing a face covering or face mask above • Rooms are deep cleaned after each session • Colleagues are only required to attend the CEC for their induction and initial training once this is completed, all colleagues will then go home and begin homeworking • Collecting of homeworking equipment is completed on a scheduled and staggered basis • Alcohol hand gel and cleaning equipment is provided in each room 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Training for new colleagues – Email – GPS SharePoint