



Distribution Centre Coronavirus (COVID-19) Risk Assessment and Control Plan

This Risk Assessment details the way in which Distribution Centres (DCs) within Tile Giant are managing the risks associated with operating in light of the Coronavirus (also called COVID-19) outbreak, via person to person proximity, and/ or surface contamination throughout operations.

The model that individual stores will operate will be based on local constraints and individual assessment. Our DCs will continue to service these stores and follow their locally implemented social distancing controls. This assessment deals with the sites themselves. Some of our delivery fleets are run by 3rd party hauliers who will have their own risk assessments. Generally speaking DCs are large sites with good ventilation so social distancing working is less challenging than our trading outlets during normal operations. However, this does not mean the sites present no risks, there are times when the colleagues can come into closer contact such as entering and exiting the sites, operations involving consolidation of loads and shift briefings.

This assessment covers the following groups of people:

- Colleagues;
- External visitors; and,
- Suppliers drivers.

Tile Giant is following the UK Government advice whilst respecting regional Government variations in relation to safe working during the Coronavirus outbreak and regularly reviews its position in light of any changes or advances in thinking. The business is supported by a team of competent Health and Safety professionals who are an integral part of our business and decision making process in relation to operational changes and the impact on safe working generally as well as in respect to Coronavirus.

Should anyone be concerned that our sites are not following the controls detailed in this Risk Assessment, they should in first instance raise it with the local Manager who will record it on our Incident Reporting System and investigate the matter accordingly putting in place corrective action where necessary.

James Heese
Managing Director

First Issued: 19th May 2020, next review on or before 19th June 2020



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Hazards / Potential Point of Transmission	Existing Company Controls
Risk of contracting COVID-19 whilst travelling to and from work	<p>Colleagues are encouraged to use their own private transport to get to work where possible. Consideration will be made locally on how colleagues will get to and from work. Sites will, where possible provide facilities to enable colleagues to walk, run or cycle to work.</p> <p>Car sharing is avoided although it may be preferable to using Public Transport. In such cases keep windows open to allow natural ventilation and try to keep car sharing with the same people as much as possible.</p> <p>Where possible, shift patterns enabling travel outside of peak times and provision of 'travel kits' including antiseptic wipes and hand sanitiser in place.</p>
Risk of contracting COVID-19 from close proximity or physical contact with other colleagues whilst arriving on site.	<p>Demarcate 2m (3 steps) distances from the gate so that colleagues form a queue respecting social distancing and do not bunch whilst trying to use the entrance or exit points</p> <p>Fingerprint clock-in temporarily stopped to avoid transmission through physical contact</p> <p>Install hand sanitiser dispensers on both sides of turnstile gates and make sure they have an adequate supply of sanitiser.</p> <p>Put up signage to the effect of keeping 2m (3 steps) away from people and to use the hand sanitiser before operating the gate.</p> <p>Regularly clean main entrance / exit doors particularly during peak flow times as well as reception desks.</p> <p>If necessary provide supervision at the turnstiles to ensure Social Distancing is maintained.</p>
Risk of contracting COVID-19 from close proximity or physical contact with other colleagues starting/ finishing shifts.	<p>Staggered shift start and finish times.</p> <p>Start of shift briefings should be done in smaller cohorts and whilst maintaining 2m (3 steps) social distancing.</p> <p>Demarcate 2m (3 steps) distances from the clocking in / out point so that colleagues do not bunch whilst trying to use the clocking in / out machine; use barriers to create 'snaking route' if necessary.</p> <p>Install hand sanitiser dispensers near to the clocking in / out machine and make sure they have an adequate supply of sanitiser.</p> <p>Put up signage to the effect of keeping 2m (3 steps) away from people and to use the hand sanitiser before operating clocking in / out machine.</p> <p>If necessary provide supervision at the clocking in / out machine to ensure Social Distancing is maintained.</p>



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<p>Risk of contracting COVID-19 from persons not displaying the symptoms</p>	<p>MHE controls, grab handles and handheld devices are cleaned before and after shift. Antibacterial wipes such as 'Big Wipes' can be used for this</p> <p>Sanitising stations are strategically located around the DCs</p> <p>Regular hand washing for 20 seconds is in place and colleagues are made aware of the need to have good hand hygiene.</p> <p>Colleagues reminded not to touch their eyes, mouths or hands unnecessarily.</p> <p>Disposal gloves for colleague use.</p> <p>Any colleagues returning to work should be given a full induction which includes our social distancing principles and any business unit safe ways of working guidance on our new operating models</p> <p>Guidance on the use of facemasks and face coverings is in place and is in line with government guidance</p>
<p>Risk of contracting COVID-19 from shared welfare facilities or offices/ briefings</p>	<p>Break times staggered and shared seating areas, toilets and smoking arrangements rearranged where possible to ensure 2m social distancing can be maintained.</p> <p>Increased hygiene in shared areas. Tables and worktops wiped down with antibacterial spray after every use. Frequently touched shared equipment i.e. kettles, refrigerators, microwaves etc to be frequently cleaned using standard cleaning products.</p> <p>Colleagues encouraged to bring their own food and drinks</p> <p>Tables and contact surfaces such as door handles cleaned regularly</p> <p>Crockery and shared utensils removed from use and replaced with disposable items as necessary</p> <p>Risk of contracting COVID-19 from work and trade areas inc shop floors, trade/ hire counters, workstations, workshops, and product preparation area. This includes risk (from people who are / not displaying symptoms) through acts of violence or aggression i.e. purposely sneezing / coughing on another person</p> <p>Strict social distancing measures in place throughout all working areas. One workstation/ telephone/ desk policy in place. Systems are in place locally to ensure workstations are socially distanced. This is a blend of options including 2m distance, desks facing different directions or screens depending on the locals constraints. Desks cleaned before and after use.</p>



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	<p>Stop all non-essential visitors / contractors attending the site. Any essential visitors or contractors should have an induction which includes our social distancing principles and safe ways of working</p> <p>Team briefings or meetings are held outdoors or in well ventilated rooms.</p> <p>Any external catering i.e burger vans should remain closed unless they are providing food to be consumed offsite.</p> <p>POS in place to remind colleagues, customers, drivers to wash their hands thoroughly following using the facilities.</p> <p>Where possible paper towels are provided as an alternative to hand dryers</p>
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Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift	<p>No 2-person lifts within 2m of each other are allowed.</p> <p>Utilise MHE wherever possible to minimise two person lifts</p>
Refuelling vehicles	Drivers briefed to ensure use of disposable gloves when refueling vehicles at fuel stations. High levels of hygiene must be in place.
Cleaning and disinfection	Full company guidance which is conversant with current government and World Health Organisation guidance in place and communicated to all colleagues. This includes increased cleaning and disinfection of work areas, work and hireable equipment, vehicles and shared facilities.
Disposal of cleaning materials and potential contaminated materials	Safe disposal procedures in place and communicated to all. Verbal and visual reminders of hygiene processes in work areas and to colleagues and visitors.
Colleague wellbeing	<p>Methods of 2 way communication in place for colleagues in work but also for furloughed colleagues.</p> <p>Wellbeing support channels available to all.</p> <p>Regular checks in with all colleagues to communicate changes, support concerns and to ensure people do not feel isolated or fearful of changes to standard working practices.</p>



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<p>Transmission of virus from person displaying the symptoms of COVID-19</p>	<p>Colleagues who are displaying symptoms (namely high temperature or a new, continuous cough) do not attend work</p> <p>If a colleague starts to display the symptoms at work, they must leave the workplace as soon as is possible and the site must take the appropriate cleaning steps as outlined in the 'cleaning and disinfection post COVID-19 case' protocol</p> <p>Colleagues returning to work following a period of self isolation due to displaying COVID-19 symptoms or being in contact with someone who has, are assessed prior to returning and monitored to ensure full recovery, are fit to resume normal activities and risk of passing infection to others is avoided.</p> <p>In some sites, temperature testing protocols are being introduced to significantly reduce the risk of symptomatic colleagues entering the site.</p>
<p>Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work</p>	<p>Colleagues who are classed as "Clinically extremely vulnerable" or those living with someone who is "clinically extremely vulnerable" individuals should not be asked to return to the workplace. Where possible they should continue to work from home, or if this is not possible, they should be furloughed.</p>
<p>Risk of contracting the virus from contractors or suppliers attending site</p>	<p>St John Ambulance have suspended face to face training and extended the refresher period on certificates. They have also introduced online e-learning refresher booster</p> <p>New operators of forklifts are being trained under social distancing rules but refreshers have been extended until June under the recommendation of the accrediting body. Refreshers needed for safety reasons will continue (under social distancing rules) as they are business critical.</p> <p>For PPM our suppliers have produced specific systems of work</p> <p>Our sites are keen to support suppliers in their COVID-19-19 mitigation controls and so our toilet facilities and handwashing facilities are available to them.</p> <p>Statutory inspection engineers required to attend customer sites briefed on COVID- 19 specific controls that must be adhered to at all times.</p> <p>Non-essential visitors will not attend site</p> <p>Where possible vehicle guides and or reminders on social distancing have been installed</p> <p>Reusable delivery boxes used by suppliers or central distribution are regularly cleaned.</p>



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Risk of transmission due to unavoidable contact between two people in a first aid emergency or fire/emergency evacuation	<p>Higher risk activities such as using chop saw, woodworking and use of engineering equipment have been ceased to ease the likely burden on first aiders.</p> <p>Whilst our first aiders will never refuse to provide treatment, where possible, the first aider should provide a means of treatment (such as a plaster) to the injured person for them to self-administer. First aiders should, if possible limit their interactions with ill or injured colleagues to those who have serious conditions only.</p> <p>Colleagues are encouraged to treat their own minor injuries. First aiders will limit their treatment of injuries to critical cases.</p> <p>In an emergency, e.g fire or an accident. People do not have to stay 2m apart if it would be unsafe.</p>
Increase in existing 'non COVID-19' risks	<p>Sites have evaluated their existing risk assessments including traffic management in line with the expectations of social distancing principles to ensure there have been no additional risks created.</p>
Risk of transmission of COVID-19 in vehicles used by our 'Primary Fleet' (vehicles operated by TPPLC rather than third party logistics providers)	<p>Where possible, keep the same driver alloted to the same vehicle.</p> <p>Driver briefings should be completed maintaining a distance of 2m (3 steps) from each other.</p> <p>Using antibacterial wipes (Big Wipes can be used) clean down the vehicle cab before and after each shift, paying particular attention to the steering wheel, gear stick, handbrake and other controls as well as the grab handles used for getting into and out of the cab and the door handle. Binning the wipes straight away.</p> <p>Sites that operate team deliveries will implement their own systems</p>
Transmission of COVID-19 during security arrangements	<p>Fingerprint or push button type access / egress controls should be deactivated and replaced with non-touch arrangements.</p> <p>Use 'self wandling' under supervision whilst maintaining 2m(3 steps) social distancing.</p> <p>Where 'random selection buttons' are used, make sure they are wiped down with antibacterial wipes (Big Wipes can be used) or spray after every use. Remember to bin the wipes immediately after use</p>