

# Covid-19 Risk Assessment – General Channels.

Scope		Commentary
<b>Areas Included / Not Included</b>	Includes: All UK Tesco Stores Ltd Channels Excludes: One Stop, Jacks, 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 Social 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.
<b>Format</b>	All UK Stores, Distribution Centres, Customer Fulfilment Centres and Head Offices	
<b>Last Reviewed and Updated</b>	12.06.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<b>Colleagues confirmed as having or displaying symptoms of Coronavirus being at work</b>	<p>Increased risk of contracting/spreading the virus through personal contact or contact with equipment e.g. trays</p> <p>Contaminated surfaces from contact with the colleague</p> <p>Colleague returns to work too soon</p>	Colleague, customers, contractors, visitors	<ul style="list-style-type: none"> <li>Return to Work documentation available in line with Government advice</li> <li>Return to Work Health Clearance process instigated for all colleagues prior to returning after a Covid-19 absence</li> <li>Signage displayed reminding of Covid symptoms with a reminder not to enter the workplace if experiencing symptoms</li> <li>Health and Safety Guide includes actions to take following a colleague confirming as being positive for Covid-19 - working as per the latest Government guidance</li> <li>Communication sent out regarding Covid-19 testing for all Tesco colleagues self-isolating with symptoms or for a household member who is self-isolating with symptoms</li> <li>Testing and Contact Tracing Programme now in place</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety Guide (FAQ's) - Colleague Help</li> <li>Group Communication - Covid-19 testing for Tesco Colleagues</li> <li>Covid-19, Colleague Testing - Colleague Help</li> <li>Covid-19 Testing and Contact Tracing Guidance - Colleague Help</li> <li>Pandemic Coronavirus (Covid-19) Return to Work health Questionnaire - Colleague Help</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>
<b>First aid provision</b>	<p>Reduced/nil provision for first aiders due to absence</p> <p>Unable to release first aiders for refresher training due to low staffing levels</p> <p>First aiders completing mouth to mouth resuscitation and contracting or passing on the virus</p> <p>Absence of face to face courses due to social distancing guidance</p> <p>Spillage of bodily fluids that could be contaminated with Covid 19 and the waste associated with the clean up operation</p>	Colleagues, customers	<ul style="list-style-type: none"> <li>Confirmation from the HSE that first aid certificates that expire on or after 16.03.20 can be extended up to 30.09.2020 (if lack of refresher training due directly to Covid-19)</li> <li>Removed requirement for first aiders to complete mouth to mouth resuscitation and to use chest compressions only</li> <li>First Aid guidance issued to all sites including how to access a temporary e-learning Enhanced first aid course</li> <li>Guidance sent to stores and depots regarding how to deal with a first aid incident including a detailed cleaning process for bodily fluids including the requirement to wear goggles.</li> </ul>	<ul style="list-style-type: none"> <li>First Aid guidance - H&amp;S FAQ's - Stores Help Centre</li> <li>Email confirmation from HSE of extension to first aid certificates - GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>

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<b>Supporting vulnerable people who have been advised to self-isolate for 12 weeks - elderly (over 70 years of age), those with an identified underlying health problem and pregnant women</b>	<p>Not being aware of which colleagues fall into this group</p> <p>Greater susceptibility and more adverse reaction to virus for colleagues in this group</p> <p>Reduction in colleagues available to work</p> <p>Vulnerable colleagues wanting to continue working</p>	Colleagues	<ul style="list-style-type: none"> <li>Using Government guidance to identify the affected groups</li> <li>Managers instructed to support and identify vulnerable colleagues. These should self-isolate for 12 weeks, including payment for 10 weeks and 2 weeks paid holiday</li> <li>For any vulnerable colleagues who wish to continue working a documented management process was implemented with People team to ensure that roles and controls were suitable</li> <li>Occupational health support available via Occupational Health provider</li> <li>Social distancing processes put in place across all areas of the business</li> <li>Return to work process for the clinically vulnerable groups to support them when ready to return</li> </ul>	<ul style="list-style-type: none"> <li>Vulnerable and extremely vulnerable people guidelines - Colleague Help</li> <li>Vulnerable colleagues wanting to work - Colleague Help</li> <li>Social</li> <li>Large Stores Social distancing pack (includes Dotcom) - Stores Help Centre</li> <li>Convenience Social distancing pack - Stores Help Centre</li> <li>DC and CFC policy to minimise risk - WGLL guide - my DC</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>
<b>Reporting incidents and accidents</b>	<p>Reduced number of colleagues available to work</p> <p>IT solutions not robust enough to cope with demand of homeworking in call centre</p> <p>RIDDOR incidents not being recorded or identified</p>	Colleagues, customers	<ul style="list-style-type: none"> <li>Communications issued to remind colleagues to report all accidents and incidents directly by phone to the Injury Helpline and to only use the Out of Hours procedure when the Injury helpline is closed</li> <li>Injury Helpline team moved to working from home</li> <li>Injured party no longer required to speak directly to the Injury</li> <li>Confirmation that any reported work-related injuries happening to colleagues whilst working from home will be added to the Incident Reporting System and recorded against the colleagues' home site</li> <li>RIDDOR reporting - confirmation from HSE and PA on what constitutes a RIDDOR reportable Covid situation and all Injury team briefed</li> </ul>	<ul style="list-style-type: none"> <li>Supporting you to report accidents - Health and Safety Guidance v6 reporting of work-related injuries to colleagues working from home - H&amp;S FAQ's</li> <li>17.04.20 - RIDDOR - <a href="https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm">https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm</a></li> <li>HSE response to Tesco query regarding RIDDOR - 17.04.20 - Group People Safety SharePoint</li> <li>Email confirmation and communication - Group People Safety SharePoint and Injury Helpline SharePoint</li> <li>Supporting you to report accidents - Coronavirus daily update - Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>
<b>Recruitment of children at 16 years of age prior to completion of compulsory education</b>	<p>Younger worker not familiar with the working environments</p> <p>Restricted tasks for young workers</p>	Colleagues	<ul style="list-style-type: none"> <li>Tesco does not employ anyone under the school leaving age.</li> <li>Children of 16 years complete their last year of compulsory education prior to employment:</li> <li>England and Wales: Last Friday in June of year 11</li> <li>Northern Ireland: 1 July if they have reached age16. If they are 16 after 1 July, their school leaving date is 1 July of the following year</li> <li>Scotland: 31 May if their 16th birthday falls between 1 March and 30 September first day of the Christmas holidays if their 16th birthday falls between 1 October and 29 February</li> </ul>	<ul style="list-style-type: none"> <li>Young Workers - Policies for Our People - Colleague Help</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>
<b>Wearing of face masks</b>	<p>Incorrectly wearing face masks leading to contamination</p> <p>Not changing them frequently enough</p> <p>Encourages wearers to touch their face more frequently</p> <p>Perception that social distancing is not required whilst wearing a face mask</p> <p>Contamination of the mask whilst putting it on</p> <p>Disposal of potentially contaminated masks</p>	Colleagues	<ul style="list-style-type: none"> <li>Guidance provided to all sites on the provision, use and disposal of face masks this includes reference to the use of face masks not replacing the need for social distancing and frequent hand washing</li> <li>World Health Organisation Video shared with colleagues on how to wear a face mask safely</li> <li>Face masks are not considered personal protective equipment</li> <li>To ensure a continual supply for colleagues, sites received allocations of face masks and include them within the weekly consumable count</li> <li>Aligning with current guidance in each country within the United Kingdom</li> <li>Information provided to colleagues when recommendations suggest the public to wear face masks and additional requirements for waste to dispose of masks which may be contaminated.</li> <li>Colleagues using public transport to get to work are required to wear a face mask</li> </ul>	<ul style="list-style-type: none"> <li>Disposable gloves, face masks and visors - Information and guidance for use in stores and DC's</li> <li>Scotland: <a href="https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/">https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/</a></li> <li>Wales: <a href="https://www.itv.com/news/wales/2020-05-11/evidence-not-strong-enough-for-public-to-wear-face-masks-in-wales/">https://www.itv.com/news/wales/2020-05-11/evidence-not-strong-enough-for-public-to-wear-face-masks-in-wales/</a></li> <li>England: <a href="https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces?utm_source=6c355955-120b-450a-a912-2c1e5262449c&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces?utm_source=6c355955-120b-450a-a912-2c1e5262449c&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a></li> <li><a href="https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport">https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport</a></li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Group People Safety</li> </ul>

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<b>Undertaking of statutory inspections for equipment e.g. LOLER</b>	Non-availability of competent contractors to undertake work due to increased absence  Unsafe equipment in operation	Colleagues	<ul style="list-style-type: none"> <li>Three-month grace period on Safety Pass Alliance Passport renewals (from 24.03.2020) – for use on PFS forecourts</li> <li>All statutory testing and inspections will continue as per the current legislation unless the coronavirus outbreaks means we cannot meet our legal obligations and then a risk-based process can be applied</li> <li>Maintenance will continue with in house checks and servicing and any defective equipment will be taken out of service and locked / tagged appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>Emails from SPA and HSE – Group People Safety SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>Review of statutory inspections on Verisae</li> </ul>
<b>Returning to work whilst schools are closed</b>	Colleagues not available for work due to childcare issues and their concern over loss of finances	Colleagues, children of colleagues	<ul style="list-style-type: none"> <li>Tesco colleagues are classed as critical workers and those who have children are able to access child care via the school as per the Government announcement</li> <li>Introduction of Paid compassionate support to support parents with childcare issues (new temporary policy)</li> </ul>	<ul style="list-style-type: none"> <li>Covid-19 Amended People Policy – Colleague Help</li> </ul>	NA
<b>Travel for regional colleagues</b>	Inability to stay in hotels  Fatigue	Colleagues, other road users	<ul style="list-style-type: none"> <li>Work should be planned to ensure that colleagues are not driving excessive distances</li> <li>CTM will support with hotel booking as required and a key workers letter will be provided by the business</li> <li>Whilst staying away, hand washing should be undertaken frequently and 2m social distancing guidance maintained wherever possible</li> </ul>	<ul style="list-style-type: none"> <li>CTM Website and call centre</li> <li>Critical worker travelling to work letter – Colleague Help</li> </ul>	NA
<b>Managing sites after multiple positive tests reported within 7 days</b>	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues, customers	<ul style="list-style-type: none"> <li>Agreed number of cases per location (based on the colleague having worked within the last 14 days) trigger points: <ul style="list-style-type: none"> <li>Convenience – 3 cases/7 days</li> <li>Large – 5 cases/7 days</li> <li>Distribution and Fulfilment – based on headcount/site</li> </ul> </li> <li>Documentation for People Partners to complete and escalate</li> <li>Multiple positive cases escalation process in place – includes who needs to be contacted and potential follow up actions for the site to take</li> <li>If required, support provided from the Regional Operational Risk Team</li> <li>Any site closure decisions are made by the MD</li> </ul>	<ul style="list-style-type: none"> <li>Multiple positive cases escalation process – Colleague Help</li> <li>Covid-19 positive cases form – Colleague Help</li> <li>Covid-19 further investigation form – Colleague Help</li> </ul>	NA
<b>Supporting vulnerable colleagues returning to work</b>	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues, customers	<ul style="list-style-type: none"> <li>Colleagues categorised as either Clinically Extremely Vulnerable, Clinically Vulnerable or Pregnant Colleagues – returning to work is only applicable for Clinically Vulnerable colleagues (CVC)</li> <li>Process in place to support the CVC in returning to work, includes: <ul style="list-style-type: none"> <li>Contact from the Line Manager to explain the process</li> <li>CVC's complete the 'Clinically Vulnerable colleague referral process' (to assess if they are able to return to work)</li> <li>Occupational Health review the referral and further categorise the CVC – based on whether they are able to return with no adjustments; with adjustments agreed or unable to return at all</li> <li>Where reasonable adjustments are required they are recorded within an 'Adjustment Passport'</li> </ul> </li> <li>On return to work colleague completes: <ul style="list-style-type: none"> <li>Online 'Covid-19 Keeping Colleagues Safe Training'</li> <li>Any legal and departmental refresher training</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Coronavirus Vulnerable Colleagues Updated Policy, Questions and Answers – Colleague Help</li> <li>Covid-19 Supporting our Vulnerable Colleagues – Toolkit for Managers and People Partners</li> <li>Covid-19 Keeping Colleagues Safe training – Click and Learn</li> </ul>	

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			<ul style="list-style-type: none"> <li>○ If returning to a different role colleagues completes the relevant training</li> <li>○ A tour of the building including where to access gloves and masks</li> <li>• Reviews are completed with the returned CVC by their Line Manager to ensure they are feeling ok and to ensure the effectiveness of the actions within the Adjustment Passport - changes are only permitted with Occupational Health advice</li> </ul>		