

Covid-19 Risk Assessment – General Channels.



Scope		Commentary
Areas Included / Not Included	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.
Format	All UK Stores, Distribution Centres, Customer Fulfilment Centres and Head Offices	
Last Reviewed and Updated	07.08.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Colleagues confirmed as having or displaying symptoms of Coronavirus being at work	Increased risk of contracting/spreading the virus through personal contact or contact with equipment e.g. trays Contaminated surfaces from contact with the colleague Colleague returns to work too soon	Colleague, customers, contractors, visitors	<ul style="list-style-type: none"> Return to Work documentation available in line with Government advice Return to Work Health Clearance process instigated for all colleagues prior to returning after a Covid-19 absence Signage displayed reminding of Covid symptoms with a reminder not to enter the workplace if experiencing symptoms 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 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 Testing and Contact Tracing Programme now in place 	<ul style="list-style-type: none"> Health and Safety Guide (FAQ's) - Colleague Help Group Communication - Covid-19 testing for Tesco Colleagues Covid-19, Colleague Testing - Colleague Help Covid-19 Testing and Contact Tracing Guidance - Colleague Help Pandemic Coronavirus (Covid-19) Return to Work health Questionnaire - Colleague Help 	<ul style="list-style-type: none"> Review conducted by Group People Safety
First aid provision	Reduced/nil provision for first aiders due to absence Unable to release first aiders for refresher training due to low staffing levels First aiders completing mouth to mouth resuscitation and contracting or passing on the virus Absence of face to face courses due to social distancing guidance Spillage of bodily fluids that could be contaminated with Covid 19 and the waste associated with the clean up operation	Colleagues, customers	<ul style="list-style-type: none"> 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) Removed requirement for first aiders to complete mouth to mouth resuscitation and to use chest compressions only First Aid guidance issued to all sites including how to access a temporary e-learning Enhanced first aid course 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. 	<ul style="list-style-type: none"> First Aid guidance - H&S FAQ's - Stores Help Centre Email confirmation from HSE of extension to first aid certificates - GPS SharePoint 	<ul style="list-style-type: none"> Review conducted by Group People Safety
Reporting incidents and accidents	Reduced number of colleagues available to work	Colleagues, customers	<ul style="list-style-type: none"> Communications issued to remind colleagues to report all accidents and incidents directly by phone to the Injury Helpline and to only use the 	<ul style="list-style-type: none"> Supporting you to report accidents - Health and Safety Guidance v6 reporting of work-related injuries to colleagues working from home - H&S FAQ's 	<ul style="list-style-type: none"> Review conducted by Group People Safety

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	IT solutions not robust enough to cope with demand of homeworking in call centre RIDDOR incidents not being recorded or identified		<ul style="list-style-type: none"> Out of Hours procedure when the Injury helpline is closed Injury Helpline team moved to working from home Injured party no longer required to speak directly to the Injury 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 RIDDOR reporting - confirmation from HSE and PA on what constitutes a RIDDOR reportable Covid-19 situation and all Injury team briefed 	<ul style="list-style-type: none"> 17.04.20 - RIDDOR - https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm HSE response to Tesco query regarding RIDDOR - 17.04.20 - Group People Safety SharePoint Email confirmation and communication - Group People Safety SharePoint and Injury Helpline SharePoint Supporting you to report accidents - Coronavirus daily update - Stores Help Centre 	
Recruitment of children at 16 years of age prior to completion of compulsory education	Younger worker not familiar with the working environments Restricted tasks for young workers	Colleagues	<ul style="list-style-type: none"> Tesco does not employ anyone under the school leaving age. Children of 16 years complete their last year of compulsory education prior to employment: England and Wales: Last Friday in June of year 11 Northern Ireland: 1 July if they have reached age 16. If they are 16 after 1 July, their school leaving date is 1 July of the following year 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 	<ul style="list-style-type: none"> Young Workers - Policies for Our People - Colleague Help 	<ul style="list-style-type: none"> Review conducted by Group People Safety
Wearing of face masks and coverings	Incorrectly wearing face masks leading to contamination Not changing them frequently enough Encourages wearers to touch their face more frequently Perception that social distancing is not required whilst wearing a face mask Contamination of the mask whilst putting it on Disposal of potentially contaminated masks	Colleagues	<ul style="list-style-type: none"> 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 World Health Organisation Video shared with colleagues on how to wear a face mask safely Face masks and face coverings are not considered personal protective equipment To ensure a continual supply for colleagues, sites received allocations of face masks and include them within the weekly consumable count Aligning with current guidance in each country within the United Kingdom Information provided to colleagues when recommendations suggest the public to wear face masks or face coverings and additional requirements for waste to dispose of masks which may be contaminated. Colleagues using public transport to get to work are required to wear a face mask <p>Note: The mandatory wearing of face coverings in Scottish stores from 10.07.20 is included within the Covid-19 Retail Risk Assessment</p> <p>Note: The wearing of face coverings in English, Welsh and Northern Irish stores is included with the Covid-19 Retail Risk Assessment</p>	<ul style="list-style-type: none"> Disposable gloves, face masks and visors - Information and guidance for use in stores and DC's Scotland: https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/ Wales: https://www.itv.com/news/wales/2020-05-11/evidence-not-strong-enough-for-public-to-wear-face-masks-in-wales/ England: https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces?utm_source=6c355955-120b-450a-a912-2c1e5262449c&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport 	<ul style="list-style-type: none"> Review conducted by Group People Safety
Undertaking of statutory inspections for equipment e.g. LOLER	Non-availability of competent contractors to undertake work due to increased absence Unsafe equipment in operation	Colleagues	<ul style="list-style-type: none"> 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 Maintenance will continue with in house checks and servicing and any defective equipment will be taken out of service and locked / tagged appropriately. 	<ul style="list-style-type: none"> Emails from HSE - Group People Safety SharePoint 	<ul style="list-style-type: none"> Review of statutory inspections on Verisae

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Returning to work whilst schools are closed	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"> 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 Paid compassionate support for parents with childcare issues (new temporary policy) will end on 02.08.20 Colleagues will be required to either return to work, use holiday or take a Lifestyle Break 	<ul style="list-style-type: none"> Covid-19 Amended People Policy – Colleague Help 	<ul style="list-style-type: none"> NA
Travel for regional colleagues	Inability to stay in hotels Fatigue	Colleagues, other road users	<ul style="list-style-type: none"> Work should be planned to ensure that colleagues are not driving excessive distances CTM will support with hotel booking as required and a key workers letter will be provided by the business Whilst staying away, hand washing should be undertaken frequently and 2m social distancing guidance maintained wherever possible 	<ul style="list-style-type: none"> CTM Website and call centre Critical worker travelling to work letter – Colleague Help 	<ul style="list-style-type: none"> NA
Managing sites after multiple positive tests reported within 7 days	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues, customers	<ul style="list-style-type: none"> 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"> Convenience – 3 cases/7 days Large – 5 cases/7 days Distribution and Fulfilment – based on headcount/site Documentation for People Partners to complete and escalate Multiple positive cases escalation process in place – includes who needs to be contacted and potential follow up actions for the site to take e.g. enhanced cleaning, additional coaching etc. If required, support provided from the Regional Operational Risk Team (RORM) Any site closure decisions are made by the MD Where more than one positive case is reported at a site the local PHE Health Protection Team is contacted and may investigate. The RORM would support the investigation 	<ul style="list-style-type: none"> Multiple positive cases escalation process – Colleague Help Covid-19 positive cases form – Colleague Help Covid-19 further investigation form – Colleague Help Government guidance documents – Offices and Contact Centres; Shops; vehicles; Restaurants and Takeaways – GPS SharePoint 	<ul style="list-style-type: none"> NA
Supporting clinically vulnerable colleagues	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues, customers	<ul style="list-style-type: none"> Colleagues categorised as either Clinically Extremely Vulnerable, Clinically Vulnerable or Pregnant Colleagues Clinically vulnerable colleagues have been through 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 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 Any CVC who does not feel able to return to work will now follow the normal sickness absence process. 	<ul style="list-style-type: none"> Coronavirus Vulnerable Colleagues Updated Policy, Questions and Answers – Colleague Help Covid-19 Supporting our Vulnerable Colleagues – Toolkit for Managers and People Partners Covid-19 Keeping Colleagues Safe training – Click and Learn Covid-19 Occupational Health Report Adjustment Checklist – Colleague Help 	<ul style="list-style-type: none"> NA
Supporting clinically extremely vulnerable	Not being aware of which colleagues fall into this group Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> Using Government guidance to identify the affected groups Managers instructed to support Clinically Extremely Vulnerable Colleagues (CEVC) CEVC's have been through an occupational health referral process to support their return to the workplace and from 02.08.20 (17.08.20 in Wales) they can return to their role with no adjustments; with some adjustments agreed, a combination of agreed adjustments If a colleague is classed as Clinically Extremely Vulnerable (with the NHS Letter) 	<ul style="list-style-type: none"> Vulnerable and extremely vulnerable people guidelines – Colleague Help Covid-19 Supporting our Vulnerable Colleagues – Toolkit for Managers and People Partners Briefing – revised approach to Covid-19 absence from 02.08.20 (17.08.20 in Wales) Covid-19 Supporting our colleagues to return to work 	<ul style="list-style-type: none"> Review conducted by Group People Safety

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			<p>and they live or work in a local lockdown area, they should remain off work.</p> <ul style="list-style-type: none"> Reviews are completed with the returned CEVC 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 Any CEVC who does not feel able to return to work will now follow the normal sickness absence process. All CEVC's can, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral 		
Supporting pregnant colleagues to return to work	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> Pregnant colleagues should follow the CEVC Occupational Health referral process detailed above. If, following this, a pregnant colleague, is unable to return, they will remain as absent and need to provide a sick certificate (a Doctor's Fit Note) Pregnant colleagues can, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral. However, pregnant colleagues must complete the Pregnancy Risk Assessment as per normal policy. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> NA
Colleagues returning to work after visiting another country (excluding the United Kingdom and the Republic of Ireland)	Contracting the virus whilst abroad and spreading it on return to work	Colleagues, customers, members of the public	<ul style="list-style-type: none"> Colleagues returning from visiting countries outside of the common travel area (UK, Republic of Ireland, the Isle of Man and the Channel Islands), must follow their own devolved governments requirements regarding self-isolation 	<ul style="list-style-type: none"> https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors 	<ul style="list-style-type: none"> NA
Local Lockdowns	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines	Colleagues, customers, contractors, members of the public	<ul style="list-style-type: none"> In addition to all current social distancing measures and controls to manage the spread of Covid-19 a Local Lockdown guidance pack is issued and tailored for the affected sites The Local Lockdown guidance pack includes: <ul style="list-style-type: none"> Links to the relevant channel social distancing pack (latest version) Information on any additional requirements from the Local Authority Use of Social distancing colleague(s) to support queue management (stores only) Cafes operations – based on Government and Local Authority requirements decisions are taken to either close, remain open with current restrictions or move to takeaway only (stores only) Colleagues can be provided with a 'Critical worker travelling to work' letter as evidence of being a key worker Options available for clinically vulnerable and clinically extremely vulnerable colleagues Communicating key social distancing and hygiene messages to colleagues Checks to ensure supplies of cleaning consumables, alcohol hand gel and face coverings are available 	<ul style="list-style-type: none"> Local Lockdown guide – GPS SharePoint Critical Worker travelling to work letter – Colleague Help Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre Coronavirus – DC/CFC Policy to Minimise risk WGLL and Operational Guide – myDC 	<ul style="list-style-type: none"> NA

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			<ul style="list-style-type: none"> ○ Agencies are placed on standby should any additional recruitment be required ○ Additional frequently asked questions • If a colleague is classed as Clinically Extremely Vulnerable (with the NHS Letter) or a high risk Clinically Vulnerable colleague and they live or work in a local lockdown area, they should remain off work. 		