## Covid-19 Risk Assessment: Tesco Maintenance working in DC’s and CFC’s.

### Scope

**Areas Included / Not Included**

- Includes: Tesco Maintenance activities in Distribution Centres and Warehouses for One Stop, Jacks, Booker, all Tesco and the Customer Fulfilment Centres
- Includes: Sites in Wales, Scotland and NI where works are considered to be essential.

**Format**

- All UK Distribution Centres and Customer Fulfilment Centres

Last reviewed and updated

- 19.02.21

### Commentary

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 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, colleagues and suppliers. In line with Tesco’s duty as an employer our aim has been to reduce workplace risk to the lowest reasonably practicable level by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops.

This Covid-19 risk assessment will be regularly reviewed to take account of any changes in Government guidance and the Construction Leadership Council (CLC) guidance – Site Operating Procedures.

Note: This should be read in conjunction with the Retail Risk Assessment along with the General Channels Risk Assessment

### Activity

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| Undertaking normal activity within the warehouse including management activities | Presence and survival of the virus on surfaces and hand touch points | Colleagues, contractors, visitors | • Additional cleaning and disinfecting of all touch points  
• Chemicals used that are suitable to kill corona virus microorganisms  
• Sanitiser units provided to each DC for entrance and exit - Search buttons taken out of use  
• Additional supply of alcohol hand gel sourced as a second supply stream (COSHH assessment and safety data sheet provided)  
• Roll out of foot handles (devices to open doors without using hands) installed on Maintenance on frequently accessed doors  
• Doors signed to use elbows not hands where foot openers are not installed on the infrequently used doors or where the foot handles is not able by design to be installed  
• Colleagues instructed to not swap equipment during shifts  
• Colleagues required to clean down their equipment at the start/end of their shift including LLOP, FLT, AMT, Drive tab  
• Colleagues are provided with suitable cleaning materials and information regarding dilution levels, storage and disposal methods (where required)  
• Guidance for Drivers produced on how to safely clean down their vehicle  
• Disposable gloves made available for colleagues.  
• Posters in multiple languages available to remind colleagues of the key activities  
• Poster and briefings to colleagues, visitors and agency colleagues to not attend the depot if suffering from any of the Covid-19 symptoms  
• At places where people queue or congregate floor markings to remind the 2m social distancing guidance  
• Handwashing information posters available for sites  
• Ability to consider closing of aisles to facilitate safe picking  
• AMT has facility for hourly digital messages to remind colleagues about social distancing  
• Maintenance colleagues provide support with ordering and applying social distancing measures e.g. permanent spray painting, additional foot handles  
• Site Specific Risk Register Covid-19 Packs – myDC  
• Coronavirus daily review checks (completed each shift) added to MP05  
• Music levels to be played at a level low enough for colleagues to be heard without having to shout | • Coronavirus - DC / CFC policy to minimise risk WLL (Visual and operational guidance) – myDC  
• Distribution and Fulfilment COVID-19  
• Disposable gloves, face masks and visors – myDC  
• Handwashing posters – myDC  
• Design Standards Group approval for ‘StepN’ Pull door handles – BAMS / Site Specific Risk Register Covid-19 Packs – myDC  
• Coronavirus daily review checks – MP05 - Site Specific Risk Register Covid-19 Packs – my DC | • Depot review of adopted practices and guidance by Group People Safety Team  
• Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites  
• Daily additional safe and legal questions on MP05 from week 10 |
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| Site access and egress | Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines | Colleagues, contractors, visitors | - Face coverings are used as described in Wearing face coverings and face masks below  
- For colleagues working in Fresh distribution centres wearing gloves full time are reminded to wash them frequently  
- Each site maintains a Site Risk Decision Log which is updated when there are changes to layout or controls implemented | - Coronavirus - DC / CFC policy to minimise risk WGLL Visual and operational guides – myDC  
- Site Specific Risk Register Covid-19 Packs – my DC  
- Coronavirus daily review checks – MPro5 | - Depot review of adopted practices and guidance by Group People Safety Team  
- Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites  
- Daily additional safe and legal questions on MPro5 from week 10. |
| Signing In and completing the Authorisation to Work / Permit to Work | Touching frequent touch points and picking up the virus on hands or coming into close contact with the security guard / reception | Colleagues, contractors, visitors | - Where the site has a public transport service colleagues arriving to socially distance whilst waiting for access increased management presence may be required to assist with the flow of the queue  
- Where possible turnstiles not used at shift changeover or unlocked 30 mins either side of shift changeover (with manager presence) to remind colleagues of the importance of adhering to social distancing guidance as required; speeds up colleague movement and reduces touchpoints  
- Colleagues entering and exiting are separated by physical barriers where possible  
- More entry and exit points are opened during shift change where this is practical and feasible – If this includes activity in the yard, this is risk assessed  
- Alcohol hand gel placed at entry and exit points  
- Provision of face masks for colleagues travelling by public transport  
- Where practical records kept by site of those colleagues who car share to ensure this is restricted to the same colleagues sharing together each journey  
- Colleagues who car share are encouraged to keep windows open for ventilation, travel side by side or behind others where seating allows, clean the car touch points in between journeys, wear face coverings during travel and to wash or sanitise hands after travelling  
- One-way systems have been set up or corridors split to ensure that colleagues have a clear area to walk to support the social distancing guidance where possible  
- All non-essential items removed from walkways to maximise their width  
- Use of salt bins and barriers to divide entry bridges to make separate pathways if practical  
- Where practical additional entry and exit routes to the site are provided. This may include removal of fence panels to make additional routes into the site. This should be individually risk assessed and logged on the site risk register  
- Coronavirus daily review checks completed during each operational shift (added to MPro5)  
- Face coverings are used as described in Wearing face coverings and face masks below  
- For visitors to site, or if a colleague has forgotten their access card and needs to press the intercom button to enter, there will be a dispenser available either outside or at the security reception desk containing alcohol hand gel.  
- Guarding colleagues will sign in all visitors to the site Perspex screen installed at this point  
- Colleagues and contractors encouraged to use their own pens to complete start of work documentation – gloves and alcohol hand gels are available to use for all colleagues  
- Contractors allowed to use electronic forms where agreed with contract manager  
- One-way systems have been set up in key corridors split to ensure that colleagues have a clear area to walk to support the social distancing guidance  
- Access to hand washing points at sites  
- Follow social distancing guidance  
- Copper keys to use on doors/handles to minimise touch points  
- All non-essential items removed from walkways to maximise their width  
- Social Distancing prompt on Verilae – hazard prompt | - Coronavirus - DC / CFC policy to minimise risk WGLL Visual and operational guides – myDC | - Depot review of adopted practices and guidance by Group People Safety Team  
- Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites  
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<td>Clocking in / Out</td>
<td>Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue</td>
<td>Colleagues</td>
<td>• Colleagues make full use of the clocking in and out machines across the DC and additional machines installed to use the space • Face coverings are used as described in Wearing face coverings and face masks below • Colleagues on shift can be allocated to a set machine to help minimise gatherings of people • Regular cleaning to this area • Floor markings indicate the 2m social distancing guidance around clocking in positions • Alcohol hand gel available in the warehouse • Agency colleagues shift start, and end timings staggered to minimise numbers of colleagues clocking in/out at the same time • One-way exit routes in place at end of shift, allowing for colleagues to visit their lockers if required • Coronavirus daily review checks completed during each operational shift (added to MPro5)</td>
<td>• Coronavirus - DC / CFC policy to minimise risk WOLL (Woll and operational guidance) – myOC • Site Specific Risk Register Covid-19 Packs – my DC • Coronavirus daily review checks – MPro5</td>
<td>• Depot review of adopted practices and guidance by Group People Safety Team • Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites • Daily additional safe and legal questions on MPro5 from week 10.</td>
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<td>Use of offices and holding meetings on sites</td>
<td>Presence and survival of the virus on surfaces and hand touch points</td>
<td>Colleagues, contractors, visitors</td>
<td>• Only business critical meetings held in person with 2m distance between colleagues. Face to face meetings to only take place where necessary such as for attendance and misconduct. • Telepresence and Teams will be used for all meetings where practical. All depots have both facilities • Colleagues to work from home where possible • Floor markings will mark the 2m social distancing, chairs have a radius of 2m space around them marked out and stickers identify which desks are able to be used • Occupancy of meeting rooms limited. • Each office has a dedicated &quot;office champion&quot; per shift to monitor social distancing and office occupancy levels. • Face coverings are used as described in Wearing face coverings and face masks below • Only one person at a time allowed in passenger lifts. • Signage to enforce guidance around site • Cleaning regimes include: o Cleaning at desks in between colleague use o At the end of each day o By the colleague coming into use it • Colleagues are responsible for cleaning desks before and after use with approved cleaning products • Alcohol hand gel and approved cleaning chemicals provided for colleague use • Non-critical forms required by colleagues (e.g. holiday forms) can be printed and left in locations around the site for colleagues to access reducing numbers entering the offices • Coronavirus daily review checks completed during each operational shift (added to MPro5)</td>
<td>• Coronavirus - DC / CFC policy to minimise risk WOLL (Woll and operational guidance) – myOC • COVID-19 Guidance Meetings and Audits – GPS SharePoint • COVID-19 Guidance First Aid • H&amp;S Guidance Document – myDC • Posters and signage to highlight need for social distancing (available in multiple languages) • Disposable gloves, face masks and visors. • Posters on lift usage • Site Specific Risk Register Covid-19 Packs – my DC • Coronavirus daily review checks – MPro5</td>
<td>• Depot review of adopted practices and guidance by Group People Safety Team • Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites • Daily additional safe and legal questions on MPro5 from week 10.</td>
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<td>Shared desks in the general office areas</td>
<td>Presence and survival of the virus on surfaces and hand touch points - spread of virus to others by close proximity to others.</td>
<td>Colleagues</td>
<td>• Desks are positioned to be spread out and adopt the 2 m social distancing guidance wherever possible • Desks should be wiped over with an approved product before and after use • Coronavirus daily review checks completed during each operational shift (added to MPro5) • Screens have been installed as necessary in shared office space • Face coverings are used as described in Wearing face coverings and face masks below</td>
<td>• Coronavirus - DC / CFC policy to minimise risk WOLL (Woll and operational guidance) – myOC • Face Visors for Colleagues – myOC • Site Specific Risk Register Covid-19 Packs – my DC • Coronavirus daily review checks – MPro5</td>
<td>• Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites.</td>
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<td>Rest breaks / Toilets and Canteens</td>
<td>Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue</td>
<td>Colleagues, contractors, visitors</td>
<td>• Colleagues can purchase grab and go or bring their own food • High visibility tape and specific vinyl floor stickers have been installed to help with social distancing throughout the colleague restaurant • All pool tables, tennis tables and fruit machines are taken out of use • Tables repositioned tables and chairs in the colleague area laid out with taped floor markings as per social distancing guidance • Soft seating and other items moved or removed • Crockery and cutlery in use, cleaned by the catering dishwashers, Cutlery issued by the caterers wrapped in a napkin • Takeaway bags available for drivers and colleagues to grab and go • Condiments are available in sachet format only • Colleagues on the till wear gloves provided.</td>
<td>• Email 07.07.20 – PW: Catering: removal of disposables • Site Specific Risk Register Covid-19 Packs – my DC • Coronavirus daily review checks – MPro5</td>
<td>• Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites.</td>
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<td>Using the smoking shelter</td>
<td>Not being able to maintain the recommended 2m social distancing guidelines - spread of virus to others Fire from discarded cigarettes in car park areas / vehicles</td>
<td>Colleagues, contractors, visitors</td>
<td>• Colleagues not permitted to gather in groups in the smoking areas. Social distancing to be observed • Yellow boxes installed to support the compliance of social distancing guidelines. In the event of social distancing measures not being followed the DCM can choose to close the smoking shelter • Colleagues also permitted to smoke in their own vehicles and smoking bins are in place in the car parks • Coronavirus daily review checks completed during each operational shift (added to MPro5) • Only members of the Transport team are permitted to use the Transport drivers rest areas for breaks • Face coverings are used as described in Wearing face coverings and face masks below</td>
<td>• Covid-19 Tesco Maintenance in DCs and CFCs • Coronavirus - DC / CFC policy to minimise risk WGLL VISual and operational guidance – myDC</td>
<td>• Depot review of adopted practices and guidance by Group People Safety Team</td>
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<td>Carrying out maintenance works on sites</td>
<td>Unable to maintain the 2m social distancing guidance from other colleagues</td>
<td>Colleagues, customers, contractors</td>
<td>• Colleagues follow the controls for wearing a face covering as outlined in Wearing of face coverings and face masks below • Colleagues are reminded to maintain the 2m social distancing guidance where possible and to ensure that hands are frequently washed after touching areas • Hi-Vis vest provided with sentence on the back remind colleagues and customers to respect social distancing • Working area to be cordoned off to ensure social distancing when undertaking maintenance activity on warehouse floor during operational hours - use of barriers • Close off aisle/surrounding area when undertaking maintenance works if necessary for racking repairs/works • Access to washing points across site • Availability of alcohol hand gels • Increased touch points cleaning regime • Colleagues reminded to wash hands with soap and alcohol hand gel at break and routinely during the working day • PPE provided as part of standard kit should be worn in line with current policy and relevant SOPs • Copper keys to use on doors/handles to minimise touch points</td>
<td>• Covid-19 TM Guidance • Covid-19 Tesco Maintenance in DCs and CFCs</td>
<td>• NA</td>
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<td>Wearing face coverings and face masks</td>
<td>Wearing of the face mask, visors incorrectly Cross contamination</td>
<td>Colleagues</td>
<td>• Guidance issued on the correct wearing of a face mask and a WHO video link shared to support the correct methodology to wear • Guidance issued to change every shift or after a break and not to touch the face</td>
<td>• Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre • WHO video guide to wearing a face mask – GPS SharePoint</td>
<td>• Depot review of adopted practices and guidance by Group People Safety Team</td>
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<td>Disposal of used face masks which are potentially contaminated</td>
<td>• Guidance issued on how to dispose of a used facemask to include a lidded bin or bagged waste</td>
<td>• Only face masks of the correct grade have been purchased for use in depots and procurement checks are in place</td>
<td>• Re-usable face coverings are available for colleagues on request</td>
<td>• Face mask and face visor guidance – myOC</td>
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<td>• Disposal face coverings are provided for catering partner colleagues - All visitors to the site must wear a face covering for the duration of their visit</td>
<td>• Face visors can be worn but only with another form of suitable face covering that covers mouth and nose</td>
<td>• Face covering / mask update – Distribution – Nov 2020 – myOC</td>
<td>• Coronavirus – DC/CFC Policy to Minimise risk WGLL and Operational Guide</td>
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<td>• Regular tannoy announcements are made reminding colleagues to wear their face coverings</td>
<td>• For colleagues who wear glasses and drive any form of Mechanical Handling Equipment, disposable face masks with a flexible nose bridge will be provided</td>
<td>• Colleagues are reminded to frequently change their face coverings</td>
<td>• Face covering team 5 – Distribution Centres – essential wear, Distribution Daily News, 25 Nov 2020</td>
<td>• Face covering team 5 – Distribution Centres – essential wear, Distribution Daily News, 25 Nov 2020</td>
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<td>• Spare face coverings are available for colleagues</td>
<td>• Unless medically exempt all distribution colleagues must wear a face covering from entry to the building at start of shift, until exiting at end of shift. This includes all communal areas:</td>
<td>• Exemptions:</td>
<td>• Magor- Face masks and Bonus – Email – 03.02.21 – GPS SharePoint</td>
<td>• Magor- Face masks and Bonus – Email – 03.02.21 – GPS SharePoint</td>
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<td>• As well as the following specific times / activities:</td>
<td>o Canteen (unless eating or drinking)</td>
<td>• Drivers must wear a face covering:</td>
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<td>o Reception / Offices</td>
<td>o Moving through turnstiles</td>
<td>o In all DC communal areas listed above</td>
<td>o When there is more than one person in the cab</td>
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<td>o All corridors</td>
<td>o Lifts</td>
<td>o When delivering to stores – front or back areas as this is a legal requirement</td>
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<td>o Locker/changing rooms</td>
<td>o Toilets</td>
<td>o When delivering to stores – front or back areas as this is a legal requirement</td>
<td>o When delivering to RSU’s</td>
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<td>o Driver rest rooms</td>
<td>o Pods</td>
<td>• Exemptions:</td>
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<td>o VMU and RSU areas</td>
<td>o On the shop floor</td>
<td>o Colleagues with health conditions who cannot put on, wear or remove a face covering because of any physical or mental illness or impairment or disability or without severe distress.</td>
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<td>o Colleagues who need to take medication or to eat or drink where reasonably necessary.</td>
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<td>o Colleagues can remove their face covering to avoid harm or injury, either to themselves or others – for example to get somebody’s attention about a danger</td>
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| Maintenance Workshop | Unable to maintain the 2m social distancing guidance from other colleagues | Colleagues | o Sunflower lanyards are supplied for those colleagues who wish to use them where they have an exemption from wearing a face covering  
• Face coverings can only be removed in the following environments:  
  o Colleague room when eating and drinking  
  o When smoking in the clearly marked shelter  
  o When only 1 person in the office / meeting room | • Covid-19 Tesco Maintenance in DCs and CFCs | • NA |
| | Presence and survival of the virus on surfaces and hand touch points | | | | |
| Visitors and Contractors | Unable to maintain the 2m social distancing guidance from other colleagues or customers | Colleagues, visitors, contractors | • Visits by external suppliers and Head Office reduced to only business critical personnel  
• Communication of Tesco policy relating to anyone showing signs of infection or has been in contact with infected household members should not be allowed onto the premises  
• Note added to Verisae sign in screen for all maintenance contractors to ensure that the social distancing measures in place in each building are adhered to  
• Security reception desks fitted with Perspex screens - Updated visitor’s information leaflets available  
• Hi-visibility vests for visitor use will be held for 48 hours prior to being re-issued  
• All visitors to the site must wear a face covering for the duration of their visit  
• All supplier drivers entering the Goods-In Office must wear a face covering  
• Contractors allowed to use electronic forms for ATW/PTW where agreed with contract manager  
• Access to hand washing points at sites  
• Follow social distancing guidance  
• Reminder of social distancing measures – prompt on Verisae  
• Contractors to use own tools, equipment  
• Updated visitor’s information leaflets available  
• Hi-visibility vests for visitor use will be held as per the timescales within the latest guidance prior to being re-issued  
• Colleagues follow the controls for wearing a face covering as outlined in Wearing of face covering and face masks above | • Visitors Information Leaflets – myDC  
• Coronavirus – DC / CFC policy to minimise risk WGLL (visual and operational guidance) – myDC  
• Distribution Daily News – 14 Dec  
• Daily additional safe and legal questions on MPro5 from week 10. | • Depot review of adopted practices and guidance by Group People Safety Team  
• Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites. |
| Contractors visiting and conducting maintenance activities | Unable to maintain the 2m social distancing guidance from other colleagues or customers | Colleagues, contractors | | • Communication sent to supplier from GP | • NA |
| | Survival of the virus on touch points | | | | |