# Covid-19 Risk Assessment: Tesco Maintenance working in Retail.

## Scope

<table>
<thead>
<tr>
<th>Areas Included / Not Included</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes: Tesco Maintenance activities in Retail locations for One Stop, Jacks, Booker, Tesco Stores and Office locations. Sites in Wales, Scotland and NI where works are considered to be essential.</td>
<td>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 &amp; 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.</td>
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<tr>
<td>Format</td>
<td>All UK Retail stores</td>
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<td>Last reviewed and updated</td>
<td>19.02.21</td>
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Note: This should be read in conjunction with the Retail Risk Assessment along with the General Channels Risk Assessment

## Activity

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<tr>
<th>Activity</th>
<th>Hazard</th>
<th>People at Risk</th>
<th>Controls</th>
<th>Assurance</th>
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| Site Visits | Presence and survival of the virus on surfaces and hand touch points | Colleagues, customers, contractors | • Only essential personnel to visit the sites  
• Visits planned in advance to minimise physical touch points and in agreement with site manager  
• Where colleagues need to use public transport, they are required to wear a face covering and maintain social distancing  
• Washing facilities available at all sites  
• Social distancing guidance followed while on site  
• Alcohol hand gel available  
• Colleagues follow the controls for wearing a face covering as outlined in Wearing of face covering and face masks below  
• PPE is provided by the wearer and not shared  
• Meeting rooms and offices have signage for occupancy numbers and colleague room have been re arranged to accommodate social distancing.  
• Lifts are for single occupancy only and are signed  
• Social distancing to be maintained in the smoking shelter | • NA | • Covid-19 Tesco Property Guidance  
• Covid-19 Site Visits Checklist  
• Covid-19 Tesco Maintenance Guidance  
• Social Distancing Guidance – Large and Convenience – Stores Help Centre |
| Accessing sites - Signing in visitors log book, Authorisation to Work / Permit to Work | Presence and survival of the virus on surfaces and hand touch points | Colleagues, customers, contractors | • 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  
• Washing facilities available at all sites  
• Social distancing guidance followed while on site  
• Alcohol hand gel available  
• Colleagues follow the controls for wearing a face covering as outlined in Wearing of face covering and face masks below | • NA | • Covid-19 Tesco Property Guidance  
• Covid-19 Tesco Maintenance Guidance |
| Holding meetings on sites | Presence and survival of the virus on surfaces and hand touch points | Colleagues, customers, contractors | • 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  
• All meetings wherever possible should be via phone, Microsoft Teams, Skype, Zoom, etc.  
• Where this is not possible, only necessary participants must attend  
• Attendees must be two metres apart from each other  
• Rooms must be well ventilated / windows opened to allow fresh air circulation  
• Where possible, meetings held in open areas  
• Washing facilities available at all sites  
• Social distancing guidance followed while on site  
• Alcohol hand gel available | • NA | • Covid-19 Tesco Property Guidance  
• Covid-19 Tesco Maintenance Guidance  
• Social Distancing Guidance – Large and Convenience – Stores Help Centre |
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| Carrying out maintenance works on sites | Unable to maintain the 2m social distancing guidance from other colleagues | Colleagues, customers, contractors | - Colleagues follow the controls for wearing a face covering as outlined in Wearing of face covering 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 vests provided with sentence on the back reminding colleagues and customers to respect social distancing  
- Setting up area to be cordoned off to ensure social distancing when undertaking maintenance activity on shop floor during store opening hours  
- Work area barrier off to create space with min. 2m distance in every direction  
- Aisle closed in express format stores when working on shop floor during opening hours  
- Washing facilities available at all sites  
- Social distancing guidance followed while on site  
- Alcohol hand gel available  
- 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 is worn in line with current policy and relevant SOPs | NA | Covid-19 TM Guidance  
- Covid-19 Tesco Maintenance in Retail Guidance |
| Wearing face coverings and face masks | Wearing of the face covering incorrectly.  
Cross contamination  
Disposal of used face covering which are potentially contaminated | Colleagues, customers, visitors, contractors | - Unless medically exempt, it is mandatory for face coverings to be worn at all times by all colleagues in all parts of a store, this includes:  
  - All back areas including the colleague room, except when eating or drinking  
  - When working behind a screen  
  - In all external areas  
  - In offices and meeting rooms when more than one person is present  
- Face visors can be worn but only with another form of suitable face covering that covers mouth and nose  
- Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin  
- Colleagues are permitted to 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  
- Guidance issued to change every shift or after a break and not to touch the face | NA | Covid-19 Tesco Maintenance in Retail Guidance  
- Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use  
- Coronavirus - gloves, masks and visors – information and guidance – Stores Help Centre  
- WHO video guide on when and how to put on face mask  
- Scotland - Face Covering guidance – July 2020  
- Retail daily news – Monday 6th July – Stores Help Centre |
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| Cleaning and hygiene consumables/ equipment and processes in stores | Presence and survival of Covid-19 virus on touch points throughout store | Colleagues, customers, contractors | • Exemptions to the rules for wearing face coverings include:  
  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.  
  o If colleagues need to take medication or to eat or drink where reasonably necessary.  
  o For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.  
  o If colleagues need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland)  
  o Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them.  
  • Increased supply of alcohol hand gel sent into stores for colleague use  
  • Retail housekeepers focus on touchpoints across the Extras, Superstores and Metros  
  • All store colleagues continue with Clean as you Go, ensuring checkouts, scan as you shop, and customer service desks are cleaned regularly using approved cleaning chemical and blue roll  
  • Petrol station pump handles cleaned on a regular basis and all stores have a cleaning station on entrance for customer use  
  • All stores issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll  
  • Posters displayed regarding Hand washing and Toilet hygiene | • NA | • Covid-19 Risk Assessment - Retail |
| Use of customer and colleague Toilets | Unable to maintain the 2m social distancing guidance from other colleagues or customers | Colleagues, customers | • Signage applied to every other urinal or cubicle to make it unavailable and locked off  
  • Hand soap and hot water available at all toilets  
  • Adjacent sinks taken out of use  
  • Method of hand drying available in all toilets. Hand driers maintained as microbial evidence does not require removal. Driers are touch free, paper towels were considered an arson risk and potentially would not be available at sometimes due to over excessive use.  
  • Contractors allowed to use electronic forms where agreed with contract manager  
  • Washing facilities available at all sites  
  • Social distancing guidance followed while on site  
  • Alcohol hand gel available  
  • Reminder of social distancing measure on Verisae  
  • Contractors follow the controls for wearing a face covering as outlined in Wearing of face covering and face masks above | • NA | • Covid-19 Tesco Property Guidance  
  • Covid-19 Tesco Maintenance in Retail Guidance  
  • Social Distancing Guidance – Large and Convenience – Stores Help Centre |
| Contractors visiting and conducting maintenance activities in stores | Unable to maintain the 2m social distancing guidance from other colleagues or customers | Colleagues, customers, contractors | • Exemptions to the rules for wearing face coverings include:  
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  • Posters displayed regarding Hand washing and Toilet hygiene | • NA | • Communication sent to supplier from GP |