

Covid-19 Risk Assessment – General Channels.

Scope		Commentary
Areas Included / Not Included	Includes: All UK Tesco Stores Ltd Channels Excludes: Jack's, Booker, One Stop and Tesco Maintenance	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 safe 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	26.11.21	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Colleagues confirmed as having or displaying symptoms of Coronavirus being at work	<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"> 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-19 symptoms with a reminder not to enter the workplace if experiencing symptoms Covid-19 People policy 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 in place Communication sent out to remind colleagues to download contact tracing app and the legal requirements to isolate Colleagues follow the relevant rules for self-isolation as laid down by their devolved Government Introduction of isolation notes. All colleagues who are isolating for the following reasons must obtain an 'Isolation Note' from the NHS if: <ul style="list-style-type: none"> They have symptoms of Covid-19 Someone in their household has Covid-19 symptoms Are in a support bubble with someone who has Covid-19 symptoms They have received a Test and Trace (Test and Protect in Scotland) notification telling them to isolate The isolation note will register the colleague isolation with the NHS and will provide a unique reference number (URN) which must be given to their manager when they phone in sick. The colleague should print the isolation note and give it to their manager when they return to work or send a virtual copy Colleagues must supply a screenshot of the Test & Trace app displaying the requirement for them to isolate or a text message from the NHS advising them to do the same Colleagues reminded that if they are displaying the top 3 Covid-19 systems described by the NHS, they should take a PCR test and follow the guidelines on self-isolation Colleagues are encouraged to take a lateral flow test if they are concerned but are not displaying the top 3 Covid-19 symptoms Any colleagues who have the Test and Trace (Test and Protect in Scotland) app on their mobile phone, turn the app off if: <ul style="list-style-type: none"> They leave their phone in a locker They are working behind a screen e.g. on a checkout All positive cases are reported by the sites to the Covid-19 Reporting Helpline and a daily report is sent to the RORMs for further investigation (Tesco Retail, Distribution, Fulfilment, Offices and Jack's only) The English Government provide voluntary lateral flow testing for all people. 	<ul style="list-style-type: none"> 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 Group Communication - Covid-19 Contact tracing Colleague Communications - 05.01.21 - GPS SharePoint Coronavirus Q&A - Colleague Help Covid-19 Case Management - Colleague Help - GPS SharePoint Positive Covid-19 Cases including Multiple cases - Stores, DC, Office Support Pack - Colleague Help - GPS SharePoint Covid-19 Positive Case form - Colleague Help - GPS SharePoint Business update - Covid-19 update - 31 December 2020 - GPS SharePoint Group Communications - Regular testing for Covid-19 - 07.04.21 - GPS SharePoint Distribution and Retail Daily News - Covid-19 absence-a reminder - 17.06.21 - GPS SharePoint Covid-19 People Policies - Colleague Help 	<ul style="list-style-type: none"> Review conducted by Safety Teams
First aid provision	Reduced/nil provision for first aiders due to absence	Colleagues, customers	<ul style="list-style-type: none"> Removed requirement for first aiders to complete mouth to mouth resuscitation and to use chest compressions only First Aid guidance issued to all sites 	<ul style="list-style-type: none"> First Aid guidance - H&S FAQ's - Stores Help Centre First At Work - 4 Nov - Comms Centre 	<ul style="list-style-type: none"> Review conducted by Safety Teams

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	<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 safe 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>		<ul style="list-style-type: none"> 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. 		
Reporting incidents and accidents	<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"> Injury Helpline team moved to working from home Injured party no longer required to speak directly to the Injury help centre 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"> Supporting you to report accidents - Health and Safety Guidance v6 reporting of work-related injuries to colleagues working from home - H&S FAQ's 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 	<ul style="list-style-type: none"> Review conducted by Safety Teams
Recruitment of children at 16 years of age prior to completion of compulsory education	<p>Younger worker not familiar with the working environments</p> <p>Restricted tasks for young workers</p>	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 Safety Teams
Wearing of face masks and coverings	<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 safe 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"> Guidance provided to all sites on the provision, use and disposal of face masks 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. Face coverings provided as uniform allocation Information provided to colleagues on requirements for waste disposal for face coverings. Colleagues using public transport to get to work must follow the local requirements for wearing a face covering (i.e. devolved government or transport company) Note: The requirements for wearing face coverings is included within the relevant business areas Covid-19 Risk Assessment 	<ul style="list-style-type: none"> Disposable gloves, face masks and visors - Information and guidance for use in stores and DC's https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport WHO video guide on when and how to put on face mask 	<ul style="list-style-type: none"> Review conducted by Safety Teams
Managing ventilation	<p>Increased risk of contracting/spreading the</p>	Colleagues, contractors, visitors, customers	<ul style="list-style-type: none"> Followed Government and industry guidelines (REHVA) by introducing more fresh air into sites Proactive equipment maintenance focusing on replacing air filters to ensure good air movement 	<ul style="list-style-type: none"> REHVA Covid-19 Guidance - GPS SharePoint https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm 	<ul style="list-style-type: none"> NA

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	virus through personal contact		<ul style="list-style-type: none"> Amended Tesco Maintenance SOP's to take into consideration the guidelines Large stores heating controls monitor CO2 - ventilation is deemed satisfactory in the store areas In Express, whilst there is no fresh air make up, lower occupancy and frequency of front door opening alleviates CO2 build up. Small meeting rooms and offices will not have a sufficient air flow and therefore where the door is closed and more than one occupant, face coverings are required to be worn. 	<ul style="list-style-type: none"> Tesco Maintenance SOP's for Warehouse Extract, HVAC controls, HVAC controls - AHU controls, Sales floor dampers - GPS SharePoint 	
Travel for regional colleagues	<p>Inability to stay in hotels</p> <p>Fatigue</p> <p>Increased risk of contracting/spreading the virus through personal contact or common touch points</p>	Colleagues, other road users	<ul style="list-style-type: none"> When conducting group meetings colleagues ensure: <ul style="list-style-type: none"> A safe distance is maintained between all colleagues Where possible open spaces e.g. warehouses are used to conduct meetings with multiple colleagues Meeting rooms and offices have signage for occupancy numbers and colleague rooms have been rearranged so chairs are 2 per table. There may be communal tables available for those colleagues who are comfortable sitting together Transmission is avoided during meetings by not sharing equipment Colleagues may wear face coverings during in person meetings Where the room is deemed to have a lower level of ventilation, face coverings will be required to be worn as indicated by signage on the door In Scotland, Wales and Northern Ireland regional colleagues who can work effectively from home should do so. When required, the following is followed: <ul style="list-style-type: none"> Safe distancing Good hygiene practices Face coverings worn in communal areas and meeting rooms Whilst staying away, hand washing should be undertaken frequently, and safe distancing guidance maintained wherever possible Feedback and investigation process in place for colleagues staying overnight in hotels if they are felt the premises is not complying with government rules relating to covid-19 	<ul style="list-style-type: none"> CTM Website and call centre Critical worker travelling to work letter - Colleague Help The Health Protection (Coronavirus Restrictions) (No.2) (Wales) (Amendment) (no.19) Regulations 2020 - GPS SharePoint Group Communications 21.12.20 Guidance for Regional colleagues and meeting rooms safe guidance - September 2021 - Colleague Help Coronavirus Update - October 2021 - People Teams 	<ul style="list-style-type: none"> NA
Car Sharing (getting to and from work - site based colleagues)	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues	<ul style="list-style-type: none"> Where car sharing is permitted by the government for travelling to work where this is reasonably necessary colleagues are advised to adhere to the following guidance: <ul style="list-style-type: none"> Share the transport with the same people each time Minimise the group size at any one time Open windows for ventilation Travel side by side or behind other people, rather than facing them, where seating arrangements allow Face away from each other Consider seating arrangements to maximise distance between people in the vehicle Clean your car between journeys using standard cleaning products - make sure you clean door handles and other areas that people may touch Ask the driver and passengers to wear a face covering 	<ul style="list-style-type: none"> https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers Health and Safety Guide (FAQ's) - Colleague Help Group Communications 21.12.20 	<ul style="list-style-type: none"> NA
Managing sites after multiple positive tests	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues, customers	<ul style="list-style-type: none"> All sites with multiple positive cases are investigated by the Regional Operational Risk Team (RORM) Store closure decisions made by retail leadership based on risk and following consultation with the RORM. Where a number of colleagues test positive and an outbreak is suspected, Tesco will notify the local PHE Health Protection Team. 	<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 Positive cases for RA email - GPS SharePoint 	<ul style="list-style-type: none"> NA
Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> Colleagues who have work related health concerns regarding Covid-19 are able to request an Occupational Health referral as per the current health referral process Colleagues who confirmed their pregnancies prior to 15.11.21: <ul style="list-style-type: none"> Were offered an occupational health referral and where this identified they were at higher risk, were moved to maternity suspension All colleagues who are beyond 28 weeks of pregnancy were moved to Maternity suspension, unless they are able to work from home Pregnant colleagues could, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral. However, 	<ul style="list-style-type: none"> Coronavirus - Questions and Answers - Colleague Help Amended People Policies - Colleague Help https://www.gov.uk/government/publications/coronavirus-covid-19-advice-for-pregnant-employees/coronavirus-covid-19-advice-for-pregnant-employees CE-CEV Let's Talk - Colleague Help People Teams - Coronavirus Update - 12.11.21 - GPS SharePoint 	<ul style="list-style-type: none"> NA

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			<p>pregnant colleagues must complete the Pregnancy Risk Assessment as per normal policy.</p> <ul style="list-style-type: none"> From 15.11.21 colleagues who confirm their pregnancy will complete the pregnancy risk assessment and only be referred to occupational health if they are unvaccinated, anxious about their pregnancy in relation to Covid-19 or have an underlying health condition 		
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 Colleagues also follow current Tesco policy with regards to testing and self-isolation 	<ul style="list-style-type: none"> https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors Group Communications – Taking holidays abroad 9England only)– 11.05.21 – GPS SharePoint Taking holidays abroad (England only) – Retail and Distribution Daily News – 11.05.21 Covid-19 People Policy 	<ul style="list-style-type: none"> NA
Local Restrictions	Complying with legislation/guidance; and ensuring sites respond to changes in restrictions.	Colleagues, customers, contractors, members of the public	<ul style="list-style-type: none"> Government guidance/restrictions can across different regions within the UK and Scotland. Sites are to comply with any local restrictions set out in relevant guidance/legislation. 	<ul style="list-style-type: none"> England – Local Restriction Tiers (https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know) Wales – Covid-19 Alert Level (https://gov.wales/covid-19-alert-levels) Scotland – Covid-19 Local Protection Levels (https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/) NI – Covid-19 Restrictions (https://www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-guidance-what-restrictions-mean-you#toc-3) 	<ul style="list-style-type: none"> NA
Protecting Colleagues Mental Health	Psychological distress from feeling isolated or concerned due to the Coronavirus outbreak	Colleagues	<ul style="list-style-type: none"> Access to Headspace online resources - meditation, sleep and movement exercises Access to the Silver Cloud tool – skills and techniques to maintain wellbeing Access to Headnosis - digital hypnotherapy, offering soothing, reassuring audio to help calm worries. Colleagues encouraged to be active and exercise and provided with online resources that can be used Employee Assistance Programme in place Occupational Health support Virtual GP service available Colleague Health checks available 	<ul style="list-style-type: none"> Staying Connected this Christmas – Group Communications – GPS SharePoint https://www.ourtesco.com/working-at-tesco/coronavirus-latest-update/looking-after-your-wellbeing/looking-after-your-mental-wellbeing/ - Our Tesco 	<ul style="list-style-type: none"> NA