

Covid-19 Risk Assessment: Retail (Jack's).



Scope		Commentary
Areas Included / Not Included	Includes: All Jack's store departments	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. Note: Additional information provided within the Tesco Stores Ltd Covid-19 Risk Assessment – General Channels
Format	All UK Jack's stores	
Last Reviewed and Updated	04.03.22	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Routine activity in stores in customer facing areas	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	<ul style="list-style-type: none"> All store colleagues are responsible for Clean as you Go, ensuring checkouts and service desks are cleaned regularly using approved cleaning chemical and blue roll Point of sale packs provided to stores for communications to support the cleaning and safety messages Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll is available for colleague and customer use Colleagues reminded to wash hands with soap and alcohol hand gel at breaks and routinely during the working day Stores have a hygiene station set up at store entrance and exit for customers use. This includes approved cleaning chemicals, blue roll, alcohol hand gel and a bin. Tannoy announcements to remind shoppers of the key safety messages 	<ul style="list-style-type: none"> Safe and Legal FAQ's: Covid-19 – GPS SharePoint Covid-19 Point of sale Brochure – Communications Centre Social Distancing Guidance – Communications Centre Social Distancing Refresh Checklist – Stores Help Centre Jack's weekly update – Communication Centre COVID-19 – First Aid Hints and Tips Covid message in stores – communication centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Third party weekly cleaning audit Weekly safe and legal checks for duty managers recorded on the handheld device
Checkout operations	Checkout payment handling and close proximity to customers and colleagues unable to maintain safe distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> Good hand washing routines communicated to colleagues and not to touch face/mouth etc. Perspex screens and till dividers installed on back to back units and self-service. Only every other till point open where possible. Customers encouraged to use contactless payments where possible 	<ul style="list-style-type: none"> Covid-19 Point of sale Brochure – Communications Centre Convenience and Large Stores Divider Screens Installation Guide – Communications Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield
Additional barriers and screens in stores	Trip hazards from bases of screens and barriers	Colleagues, customers	<ul style="list-style-type: none"> Colour contrast of the screen feet to the colour of the floor or hazard tape used to secure Positioning guidance given to stores Appropriate screen to be used, all equipment is approved via the Design Standards Group and meet our design and safety standards. 	<ul style="list-style-type: none"> Convenience and Large stores divider screens installation guide – Communications Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield DSG process prior to equipment being installed
Managing increased demand from customers	<p>Congestion in aisles – colleagues unable to safely fill shelves</p> <p>Unable to maintain safe distancing guidance</p>	Colleagues, customers	<ul style="list-style-type: none"> Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue. 	<ul style="list-style-type: none"> Opening hours point of sale – Communications Centre Social Distancing Guidance – Communications Centre Social Distancing – checklist and colleague guide – Communications Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Violence towards colleagues	Increased level of incidents of verbal/physical assaults – linked to queueing and availability of products	Colleagues, customers	<ul style="list-style-type: none"> Support requested from local police forces where necessary Stores already complete a lockdown each night Stores are supplied with Spit Kits to collect DNA evidence that is forwarded to the Police Where there is an emergency or belief that the situation is life threatening, pressing the panic alarm will alert Tesco Security Support who will contact the police 	<ul style="list-style-type: none"> Covid-19 Point of Sale Brochure – Communications Centre Opening hours point of sale – Communications Centre Covid message in stores- communication centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device
Cleaning and hygiene consumables/equipment and processes	Survival or proliferation of Covid-19 virus on touch points throughout store	Colleagues, customers	<ul style="list-style-type: none"> Stores have a hygiene station set up at store entrance and exit for customers use. This includes approved cleaning chemicals, blue roll, alcohol hand gel and a bin. Weekly Cleaning check with contract cleaners All store colleagues are responsible and trained in continue with Clean as you Go, ensuring checkouts and service areas are cleaned regularly using approved cleaning chemical and blue roll Posters displayed regarding Hand washing and Toilet hygiene 	<ul style="list-style-type: none"> Keeping your trolleys clean – Coronavirus update Safe and Legal FAQ's: Covid-19 – GPS SharePoint Covid-19 Point of sale Brochure – Communications Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device
Wearing of face masks and face coverings	Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated	Colleagues	<ul style="list-style-type: none"> The wearing of face coverings will now be a personal choice and face coverings are available for colleagues who wish to wear them 	<ul style="list-style-type: none"> WHO video guide on when and how to put on face mask – Jack's Hub https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own 	<ul style="list-style-type: none"> Face mask and Chemicals Governance process Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device
Wearing of face masks and face coverings – customers, contractors and visitors	Not wearing a face mask or face covering and spreading covid-19 to others.	Customers, colleagues, visitors, contractors	<ul style="list-style-type: none"> The wearing of face coverings will now be a personal choice and a supply of face coverings will be available near the front of the store for customers to purchase 	<ul style="list-style-type: none"> Point of sale on display in our stores. G4S Covid-19: Essential Worker Briefing, September 2020 – GPS SharePoint Face covering guidance 13th January- Communication Centre 	<ul style="list-style-type: none"> NA
Colleagues undertaking activities back of house	Unable to maintain safe distancing guidance from other colleagues	Colleagues, visiting drivers	<ul style="list-style-type: none"> All personal belongings are to be kept in the lockers provided. Cleaning materials and alcohol hand gel available for colleague use Colleagues are only to wear their own high visibility vest/ jacket and not to be shared with other colleagues. 	<ul style="list-style-type: none"> Social Distancing Guidance – Communications Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device
Visitors and contractors	Spread of Covid-19 through survival and proliferation of the virus on hand touch points and not being able to maintain safe distancing guidelines Lack of awareness of the safe distancing measures in place	Colleagues, visitors, contractors	<ul style="list-style-type: none"> Communication of Jack's policy relating to anyone showing signs of infection or has been in contact with infected household members should not be allowed onto the premises 	<ul style="list-style-type: none"> Jack's Weekly Update- Communication Centre 	<ul style="list-style-type: none"> Instore review of processes and guidance communicated Covid-19 related checks included within the external audit completed by Shield Weekly safe and legal checks for duty managers recorded on the handheld device
Colleagues returning to work after a period of extended absence	Colleagues unfamiliar with the changes in stores which have taken place since the onset of Covid-19 to manage the spread of the virus on touchpoints and not maintaining the safe distancing guidelines	Colleagues	<ul style="list-style-type: none"> All colleagues returning to work in stores complete the 'Keeping you safe' online training on the Jack's Hub prior to starting work 	<ul style="list-style-type: none"> 'Keeping you safe' learning module on the Jack's Hub 	<ul style="list-style-type: none"> Reports function on Jack's Hub

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Customers, colleagues, contractors, members of the public stating they are displaying symptoms of Covid-19	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Colleagues, customers, contractors, members of the public	<ul style="list-style-type: none"> Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store. If someone does enter and state they have symptoms of Covid-19 they should be sent home or if too unwell an ambulance would be called and they would be isolated in a room. Colleagues follow the relevant rules for self-isolation as laid down by their devolved Government Store to complete a 'Positive Covid-19 Test in the workplace notification form' once a colleague has confirmed they are positive and then call the Covid Helpline to log the case Stores complete the Covid-19 related absence form twice a week (Tuesday and Friday) The English Government are providing lateral flow testing for all people. Testing is voluntary and symptoms do not need to be displayed to be eligible for the test 	<ul style="list-style-type: none"> Jack's Communication Centre and Q chat Jack's Comms Centre- Covid reporting update 21st January 2021 	<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 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. 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 	<ul style="list-style-type: none"> Jack's weekly update- communication centre 	<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/corona-virus-covid-19-travel-corridors 	<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 we suspect an outbreak, 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"> N/A
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 England. 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 	<ul style="list-style-type: none"> N/A
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 Colleagues encouraged to be active and exercise and provided with online resources that can be used 	<ul style="list-style-type: none"> Jack's Hub 	<ul style="list-style-type: none"> N/A

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none">• Employee Assistance Programme in place• Occupational Health support		