

Covid-19 Risk Assessment - Tesco Maintenance.



Scope		Commentary
Areas Included / Not Included	Includes: Tesco Maintenance activities in One Stop, Jacks, Booker, all Tesco Stores, DCs, CFCs and TM office locations, the National Operations Centre (NOC) and Operational Support Centre (OSC) Includes: Sites in Wales, Scotland and Northern Ireland where works are considered to be essential.	<p>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 safe 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.</p> <p>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.</p> <p>Note: This should be read in conjunction with the Retail, Distribution and Transport, Office and Fulfilment Covid-19 Risk Assessments for each business area that Tesco Maintenance operates within.</p>
Format	All UK Retail stores, DCs, CFCs, WGC office, NOC, OSC	
Last reviewed and updated	04.03.22	

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 requirement to isolate if requested to. 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, by visiting http://111.nhs.uk/isolation-note/ <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 Any colleagues who have the Test and Trace app (Test and Protect in Scotland) on their mobile phone, should turn the 	<ul style="list-style-type: none"> Health and Safety Guide (FAQ's) - Colleague Help Group and Maintenance 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 and Maintenance 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 	<ul style="list-style-type: none"> Review conducted by Safety Teams

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> app off if they are not taking phone with them to work area or work behind a screen 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 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 any of the top 3 Covid-19 symptoms described by the NHS, they should take a PCR test and follow the guidelines on self-isolation 		
Travel to site	<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"> Colleagues using public transport to get to work must follow their devolved Government's guidance with regards to the wearing of face coverings Work should be planned to ensure that colleagues are not driving excessive distances. Travel should be for necessary tasks only with the approval of a manager BCD Travel 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 safe distancing guidance as per government guidance 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 Colleagues are not permitted to share company vans If a van is taken over from other colleague all touchpoint surfaces are cleaned with antibacterial wipes 	<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 and Maintenance Communications Covid-19 Tesco Property Guidance Covid-19 Tesco Maintenance Guidance 	<ul style="list-style-type: none"> NA
Car Sharing (getting to and from work) – not applicable to colleagues driving company vans	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues	<ul style="list-style-type: none"> Colleagues are advised not to car share unless they live in the same household. Where car sharing is required are advised to adhere to the following guidance: <ul style="list-style-type: none"> Share transport with the same people each time Minimise the group size Open windows to maximise 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 the vehicle between journeys using standard cleaning products 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 and Maintenance Communications 	<ul style="list-style-type: none"> NA
Wearing of face masks and face coverings	<p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p> <p>Disposal of used face masks which are potentially contaminated</p>	Colleagues	<ul style="list-style-type: none"> Guidance provided to all colleagues 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 coverings are not considered personal protective equipment Face coverings are provided for all colleagues and are worn as directed by each site Colleagues using public transport to get to work must follow their devolved Government's guidance with regards to the wearing of face coverings When in meeting rooms with more than 1 occupant, face coverings should be worn 	<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
Carrying out maintenance works	Unable to maintain safe distancing	Colleagues, customers, contractors	<ul style="list-style-type: none"> Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Use of meeting rooms Face coverings and gloves are provided for all colleagues Colleagues are informed to ensure that hands are frequently washed Access to washing points and alcohol hand gel across sites 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 TM Guidance Covid-19 Tesco Maintenance in Retail Guidance

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> Hi-Vis vest provided with sentence on the back remind colleagues and customers to respect safe distancing Working areas are cordoned off to ensure safe distancing when undertaking maintenance activity on shop floor Aisle can be closed during store opening hours if required Touch point cleaning included within sites cleaning specifications 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 		
Using tools	Presence and survival of the virus on surfaces and hand touch points	Colleagues	<ul style="list-style-type: none"> Colleagues are not permitted to share tools Colleagues are informed to ensure that hands are frequently washed Access to washing points and alcohol hand gel across sites Cleaning equipment is provided at sites for colleague use Colleagues wipe tools before and after use with antibacterial wipes or approved cleaning chemicals Gloves are provided as part of the standard PPE kit 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 Tesco Maintenance in DCs and CFCs
Working with Others	Unable to maintain safe distance	Colleagues, customers, contractors	<ul style="list-style-type: none"> Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Use of meeting rooms Non-essential physical work that requires close contact between colleagues must not be carried out Work requiring skin to skin contact must not be carried out Work is planned to minimise contact between colleagues Re-usable PPE is thoroughly cleaned after use and not shared Single use PPE must be disposed of so that it cannot be reused The inside of vehicle cabs are regularly cleaned including between use by different colleagues Face coverings and gloves are provided Colleagues are informed to ensure that hands are frequently washed Access to washing points and alcohol hand gel across sites Cleaning equipment is provided at sites for colleague use 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 Property Guidance
Maintenance Workshop (Distribution Centres only)	<p>Unable to maintain the safe distancing from other colleagues</p> <p>Presence and survival of the virus on surfaces and hand touch points</p>	Colleagues	<ul style="list-style-type: none"> Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Face masks and gloves are also provided for any colleague who choose to wear them – guidance has been provided with the requirement to wash hands after use Face coverings and gloves are provided Access to washing points and alcohol hand gel across sites Cleaning equipment is provided at sites for colleague use 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 Shift working Copper keys to use on doors/handles to minimise touch points (Distribution only) 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 Tesco Maintenance in DCs and CFCs
Managing Ventilation	Increased risk of contracting/spreading the virus through personal contact	Colleagues, contractors, visitors, customers	<ul style="list-style-type: none"> Following Government and industry guidelines (REHVA) regarding fresh air levels within sites Proactive equipment maintenance focusing on replacing air filters to ensure good air movement 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"> REHVA Covid-19 Guidance – GPS SharePoint https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm Tesco Maintenance SOP's for Warehouse Extract, HVAC controls, HVAC controls – AHU controls, Sales floor dampers – GPS SharePoint Retail Daily News – 22.11.21 – GPS SharePoint 	<ul style="list-style-type: none"> NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Filter cleaning and exchange	Presence and survival of the virus on surfaces	Colleagues	<ul style="list-style-type: none"> Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Use of meeting rooms FFP2 masks are provided as part of the regular PPE kit Standard Operating Procedures are provided for cleaning and exchanging filters Access to washing points and alcohol hand gel across sites Cleaning equipment is provided at sites for colleague use Colleagues are informed to ensure that hands are frequently washed 	<ul style="list-style-type: none"> Relevant maintenance SOPs 	<ul style="list-style-type: none"> NA
Site Visits 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 Unable to maintain safe distancing	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Use of meeting rooms Visits are planned in advance and limited to essential personnel only Limited number of visits per employee Access to washing points and alcohol hand gel across sites Face coverings and gloves available for colleague use Work is planned to avoid driving excessive distances PPE provided by the wearer - no shared PPE available at sites Meeting rooms and offices have signage for occupancy numbers and colleague room have been re arranged to allow for safe distancing as required Lifts are for single occupancy only and are signed Copper keys to use on doors/handles to minimise touch points (Distribution only) All non-essential items removed from walkways to maximise their width Safe Distancing prompt added to Verisae Contractors are permitted to use electronic forms where agreed with Contracts Manager 	<ul style="list-style-type: none"> Depot review of adopted practices and guidance by Group People Safety Team Completion of a safe and legal audit by the in-house audit team at all sites Daily additional safe and legal questions on MPro5 from week 10 	<ul style="list-style-type: none"> Covid-19 Tesco Property Guidance Covid-19 Site Visits Checklist Covid-19 Tesco Maintenance in DCs and CFCs Coronavirus - DC / CFC policy to minimise risk WGLL (Visual and operational guides) - myDC
Holding meetings on sites	Presence and survival of the virus on surfaces and hand touch points Unable to maintain safe distancing	Colleagues, contractors	<ul style="list-style-type: none"> All meetings wherever possible held by phone, Microsoft Teams, Skype, Zoom, etc. Colleagues follow all instructions for the site they are visiting regarding: <ul style="list-style-type: none"> Safe distancing Use of face coverings Use of meeting rooms Rooms must be well ventilated / windows opened to allow fresh air circulation. Face coverings are required when meetings held in smaller rooms. Where meetings are held face to face, consideration is given to holding the meeting in an open area Access to washing points and alcohol hand gel across sites Equipment is not shared between attending parties - pens, laptops etc. Face coverings and gloves available for colleague use 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Covid-19 Tesco Property Guidance
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 	<ul style="list-style-type: none"> Coronavirus - Questions and Answers - Colleague Help Amended People Policies - Colleague Help 	<ul style="list-style-type: none"> NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> ○ Pregnant colleagues could, 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 		
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 	<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
Attending technical training	Presence and survival of the virus on surfaces and hand touch points Unable to maintain the safe distancing guidance from other colleagues	Colleagues, training providers employees	<ul style="list-style-type: none"> • Colleagues follow local site rules regarding safe distancing and use of face coverings • Face coverings and gloves available to colleagues • Colleagues use their own PPE, if required • PPE and tools are not shared • Provision of alcohol hand gel and availability of hand washing facilities • Eating is only permitted in designated areas • Personal possessions to be kept in designated area • Increased touch points cleaning regime by training provider • Information around site specific controls will be shared in joining instructions sent by training provider. 	<ul style="list-style-type: none"> • HSS Training – Trainer Venue Management, Training Safe Operations & Guidance • Covid-19 Tesco Maintenance in Retail Guidance NA 	<ul style="list-style-type: none"> • NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Attending hardware roll-out sessions	Presence and survival of the virus on surfaces and hand touch points Unable to maintain safe distancing guidance from other colleagues	Colleagues, trainers, hotel employees	<ul style="list-style-type: none"> Colleagues follow local site rules regarding safe distancing and use of face coverings Face coverings and gloves available to colleagues Colleagues are provided with alcohol hand gel Eating is only permitted in designated areas Personal possessions to be kept in designated areas Access to washing points across site One session is attended by up to 10 people – safe distancing is maintained during sessions Colleagues complete track and trace sheet or use NHS track and trace app (Test and Protect in Scotland) as applicable before training commences After every session room is cleaned and disinfected by location employees 	<ul style="list-style-type: none"> All hotel venues for hardware roll out were checked by TM and confirmed as compliant with controls 	<ul style="list-style-type: none"> NA
Sitting at a workstation (National Operations Centre and Operational Support Centre)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing	Colleagues, visitors	<ul style="list-style-type: none"> Number of colleagues in the offices limited by function (as agreed with line managers) Strict clear desk policy in place Cleaning and disinfection of all work surfaces at end of each working day (including desks, mouse, keyboard etc) - signage displayed in each 'tick' desk showing when it was last cleaned. If unable to be cleaned due to the desk still being occupied, it will be completed first thing the following morning Planning managers complete a daily desk/hygiene check, Provision of cleaning wipes to encourage colleagues to clean their own areas too and provision of Alcohol Hand Gel Restricted numbers in the office so desks are staggered in use. 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> NA
Using shared equipment and facilities (National Operations Centre and Operational Support Centre)	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing	Colleagues, visitors	<ul style="list-style-type: none"> Regular cleaning and disinfection of all surfaces by cleaning contractors, paying particular attention to common touch points such as buttons, handles. Hand washing signage in place Alcohol hand gel and cleaning equipment is available for use in communal areas Colleagues are encouraged to wear a face covering when not sitting at their desk or eating/drinking 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> NA
Third parties delivering to and working in the office environment (National Operations Centre and Operational Support Centre)	Spread of Covid-19 through presence and survival of the virus on hand touch points and unable to maintain safe distancing	Colleagues, visitors	<ul style="list-style-type: none"> All parties deliver to the reception in the building –they do not access office Hand washing signage in place Alcohol Hand Gel and cleaning equipment is available for use in communal areas 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> NA
Cleaning and hygiene consumables/ equipment and processes (National Operations Centre and Operational Support Centre)	Presence and survival of Covid-19 virus on touch points throughout store	Colleagues, customers	<ul style="list-style-type: none"> Housekeeping hours increased Supply of alcohol hand gel for colleague use Housekeepers focus on touchpoints across site Allocation of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll Posters displayed regarding hand washing and toilet hygiene 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> NA