

# 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	01.04.22	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<p><b>Colleagues confirmed as having or displaying symptoms of Coronavirus being at work</b></p>	<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>	<p>Colleague, customers, contractors, visitors</p>	<ul style="list-style-type: none"> <li>Return to Work documentation available in line with Government advice</li> <li>Return to Work Health Clearance process instigated for all colleagues prior to returning after a Covid-19 absence</li> <li>Signage displayed reminding of Covid-19 symptoms with a reminder not to enter the workplace if experiencing symptoms</li> <li>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</li> <li>Testing and Contact Tracing Programme in place</li> <li>Colleagues follow the relevant rules for self-isolation as laid down by their devolved Government</li> <li>Livingston Distribution Centre colleagues have been classed as essential workers as part of the Critical National Infrastructure by the Scottish Devolved Administration - if they are identified as a close contact they have the option, where applicable, to return to work and not self-isolate</li> <li>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"> <li>They have symptoms of Covid-19</li> <li>Someone in their household has Covid-19 symptoms</li> <li>Are in a support bubble with someone who has Covid-19 symptoms</li> <li>They have received a Test and Trace (Test and Protect in Scotland) notification telling them to isolate</li> </ul> </li> <li>Colleagues must supply a screenshot of the Test &amp; Trace app displaying the requirement for them to isolate or a text message from the NHS advising them to do the same</li> <li>Colleagues reminded that if they are displaying the top 3 Covid-19 systems described by the NHS, they should take a PCR or Lateral Flow test and follow the guidelines on self-isolation</li> <li>Colleagues are encouraged to take a lateral flow test if they are concerned but are not displaying the top 3 Covid-19 symptoms</li> <li>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"> <li>They leave their phone in a locker</li> <li>They are working behind a screen e.g. on a checkout</li> </ul> </li> <li>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)</li> <li>The English Government provide voluntary lateral flow testing for all people.</li> <li>Colleagues are supported to enable them to attend any vaccination appointments</li> </ul>	<ul style="list-style-type: none"> <li>Group Communication - Covid-19 testing for Tesco Colleagues</li> <li>Covid-19, Colleague Testing - Colleague Help</li> <li>Covid-19 Testing and Contact Tracing Guidance - Colleague Help</li> <li>Pandemic Coronavirus (Covid-19) Return to Work health Questionnaire - Colleague Help</li> <li>Group Communication - Covid-19 Contact tracing</li> <li>Colleague Communications - 05.01.21 - GPS SharePoint</li> <li>Coronavirus Q&amp;A - Colleague Help</li> <li>Covid-19 Case Management - Colleague Help - GPS SharePoint</li> <li>Positive Covid-19 Cases including Multiple cases - Stores, DC, Office Support Pack - Colleague Help - GPS SharePoint</li> <li>Covid-19 Positive Case form - Colleague Help - GPS SharePoint</li> <li>Business update - Covid-19 update - 31 December 2020 - GPS SharePoint</li> <li>Group Communications - Regular testing for Covid-19 - 07.04.21 - GPS SharePoint</li> <li>Distribution and Retail Daily News - Covid-19 absence-a reminder - 17.06.21 - GPS SharePoint</li> <li>Covid-19 People Policies - Colleague Help</li> <li>Coronavirus update - 18.12.21 - GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Safety Teams</li> </ul>
<p><b>First aid provision</b></p>	<p>Reduced/nil provision for first aiders due to absence</p> <p>Unable to release first aiders for refresher training due to low staffing levels</p>	<p>Colleagues, customers</p>	<ul style="list-style-type: none"> <li>Removed requirement for first aiders to complete mouth to mouth resuscitation and to use chest compressions only</li> <li>First Aid guidance issued to all sites</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>First Aid guidance - H&amp;S FAQ's - Stores Help Centre</li> <li>First At Work - 4 Nov - Comms Centre</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Safety Teams</li> </ul>

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	<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>				
<p><b>Wearing of face masks and coverings</b></p>	<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>	<p>Colleagues</p>	<ul style="list-style-type: none"> <li>Guidance provided to all sites on the provision, use and disposal of face masks</li> <li>World Health Organisation Video shared with colleagues on how to wear a face mask safely</li> <li>Face masks and face coverings are not considered personal protective equipment</li> <li>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</li> <li>Information provided to colleagues on requirements for waste disposal for face coverings.</li> <li>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)</li> <li>Note: The requirements for wearing face coverings is included within the relevant business areas Covid-19 Risk Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Disposable gloves, face masks and visors - Information and guidance for use in stores and DC's</li> <li><a href="https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport">https://www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport</a></li> <li>WHO video guide on when and how to put on face mask</li> </ul>	<ul style="list-style-type: none"> <li>Review conducted by Safety Teams</li> </ul>
<p><b>Managing ventilation</b></p>	<p>Increased risk of contracting/spreading the virus through personal contact</p>	<p>Colleagues, contractors, visitors, customers</p>	<ul style="list-style-type: none"> <li>Followed Government and industry guidelines (REHVA) by introducing more fresh air into sites</li> <li>Proactive equipment maintenance focusing on replacing air filters to ensure good air movement</li> <li>Amended Tesco Maintenance SOP's to take into consideration the guidelines</li> <li>Large stores heating controls monitor CO2 - ventilation is deemed satisfactory in the store areas</li> <li>In Express, whilst there is no fresh air make up, lower occupancy and frequency of front door opening alleviates CO2 build up.</li> <li>Where small meeting rooms are in use, colleagues are advised to: <ul style="list-style-type: none"> <li>Practice safe distancing</li> <li>Ventilate rooms by opening windows/door</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>REHVA Covid-19 Guidance - GPS SharePoint</li> <li><a href="https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm">https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm</a></li> <li>Tesco Maintenance SOP's for Warehouse Extract, HVAC controls, HVAC controls - AHU controls, Sales floor dampers - GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
<p><b>Car Sharing (getting to and from work - site based colleagues)</b></p>	<p>Increased risk of contracting/spreading the virus through personal contact or common touch points</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> <li>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"> <li>Share the transport with the same people each time</li> <li>Minimise the group size at any one time</li> <li>Open windows for ventilation</li> <li>Travel side by side or behind other people, rather than facing them, where seating arrangements allow</li> <li>Face away from each other</li> <li>Consider seating arrangements to maximise distance between people in the vehicle</li> <li>Clean your car between journeys using standard cleaning products - make sure you clean door handles and other areas that people may touch</li> <li>Ask the driver and passengers to wear a face covering</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers">https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</a></li> <li>Health and Safety Guide (FAQ's) - Colleague Help</li> <li>Group Communications 21.12.20</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>

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<b>Managing sites after multiple positive tests</b>	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues, customers	<ul style="list-style-type: none"> <li>All sites with multiple positive cases are investigated by the Regional Operational Risk Team (RORM)</li> <li>Store closure decisions made by retail leadership based on risk and following consultation with the RORM.</li> <li>Where a number of colleagues test positive and an outbreak is suspected, Tesco will notify the local PHE Health Protection Team.</li> </ul>	<ul style="list-style-type: none"> <li>Multiple positive cases escalation process – Colleague Help</li> <li>Covid-19 positive cases form – Colleague Help</li> <li>Covid-19 further investigation form – Colleague Help</li> <li>Government guidance documents – Offices and Contact Centres; Shops; vehicles; Restaurants and Takeaways – GPS SharePoint</li> <li>Positive cases for RA email – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
<b>Supporting clinically extremely vulnerable, clinically vulnerable and pregnant colleagues</b>	Greater susceptibility and more adverse reaction to virus for colleagues in this group	Colleagues	<ul style="list-style-type: none"> <li>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</li> <li>From 15.11.21 newly pregnant colleagues who have not already confirmed 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</li> </ul>	<ul style="list-style-type: none"> <li>Coronavirus – Questions and Answers – Colleague Help</li> <li>Amended People Policies – Colleague Help</li> <li><a href="https://www.gov.uk/government/publications/coronavirus-covid-19-advice-for-pregnant-employees/coronavirus-covid-19-advice-for-pregnant-employees">https://www.gov.uk/government/publications/coronavirus-covid-19-advice-for-pregnant-employees/coronavirus-covid-19-advice-for-pregnant-employees</a></li> <li>CE-CEV Let's Talk – Colleague Help</li> <li>People Teams – Coronavirus Update – 12.11.21 – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
<b>Local Restrictions</b>	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"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>England – Local Restriction Tiers (<a href="https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know">https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know</a>)</li> <li>Wales – Covid-19 Alert Level (<a href="https://gov.wales/covid-19-alert-levels">https://gov.wales/covid-19-alert-levels</a>)</li> <li>Scotland – Covid-19 Local Protection Levels (<a href="https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/">https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/</a>)</li> <li>NI – Covid-19 Restrictions (<a href="https://www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-guidance-what-restrictions-mean-you#toc-3">https://www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-guidance-what-restrictions-mean-you#toc-3</a>)</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
<b>Protecting Colleagues Mental Health</b>	Psychological distress from feeling isolated or concerned due to the Coronavirus outbreak	Colleagues	<ul style="list-style-type: none"> <li>Access to Headspace online resources - meditation, sleep and movement exercises</li> <li>Access to the Silver Cloud tool - skills and techniques to maintain wellbeing</li> <li>Access to Headnosis - digital hypnotherapy, offering soothing, reassuring audio to help calm worries.</li> <li>Colleagues encouraged to be active and exercise and provided with online resources that can be used</li> <li>Employee Assistance Programme in place</li> <li>Occupational Health support</li> <li>Virtual GP service available</li> <li>Colleague Health checks available</li> </ul>	<ul style="list-style-type: none"> <li>Staying Connected this Christmas – Group Communications – GPS SharePoint</li> <li><a href="https://www.ourtesco.com/working-at-tesco/coronavirus-latest-update/looking-after-your-wellbeing/looking-after-your-mental-wellbeing/">https://www.ourtesco.com/working-at-tesco/coronavirus-latest-update/looking-after-your-wellbeing/looking-after-your-mental-wellbeing/</a> - Our Tesco</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>