

Covid-19 Risk Assessment –Retail Dotcom & Customer Fulfilment.

| Scope | | Commentary |
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| Areas Included / Not Included | Included: Tesco colleagues only and all activities within Customer Fulfilment Centres involving Tesco colleagues only. Not included: Non-Tesco Dotcom operation stores, Tesco Maintenance activities, Tesco Distribution Centres, Workplace Asymptomatic Test Site Daily Contact Testing | <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 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.</p> <p>*This document should be read in conjunction with either the Retail Risk Assessment (for store fulfilment) or Distribution and Transport Risk Assessment (for CFC sites).</p> |
| Format | Retail Dotcom departments and Customer Fulfilment Centres | |
| Last Reviewed and Updated | 22.04.22 | |

| Activity | Hazard | People at Risk | Country | Controls | Relevant Training / Supporting Information | Assurance |
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| Changes made to Retail Dotcom operations and Customer Fulfilment Centres to prevent the spread and survival of Covid19 | Survival and presence of the virus on surfaces and hand touch points transmitting on to hands of colleagues and customers | Colleagues, customers, members of the public | United Kingdom | <ul style="list-style-type: none"> All colleagues are responsible for cleaning and are trained to 'Clean as you Go', ensuring equipment is cleaned regularly Approved chemicals and cleaning supplies provided for colleagues to sanitise their own equipment including at click and collect locations before and after Alcohol hand gels, cleaning solution and wipes available in each Dotcom van. Drivers are required to wipe down all van and van equipment touch points at the end of each shift Click and Collect colleagues are provided with disposable gloves, should they wish to use them and alcohol hand gel Drivers/Click and Collect colleagues will clean (using approved cleaning supplies) any trays that have been touched or handled by the customer Posters displayed informing colleagues to frequently wash their hands Coronavirus daily review checks completed during each operational shift (added to MPro5) | <ul style="list-style-type: none"> Dotcom Social Distancing pack - Tesco Help Point of Sale Brochure - Tesco Help Coronavirus - DC and CFC policy to minimise risk operational and visual guide - myDC Clean and Tidy Document May 2020 - Tesco Help Safe and Legal Audit - interim questions sets - Large - GPS SharePoint Delivering bagless shopping - Tesco Help Serving a customer with a bagless order at Click and Collect - Tesco Help Coronavirus daily review checks - MPro5 Fulfilment Daily News - Tesco Help CDD and C&C Assistant Briefing - bagless shopping update - 12.04.21 - GPS SharePoint POS Pack - England - 19.07.21 - Tesco Help Living with Covid-19 Guidance (DC's and CFC's) - England February 2022 | <ul style="list-style-type: none"> Group People safety completing retail and CFC site checks for compliance to guidance produced. Safe and legal store and DC audits recommenced with additional questions on Covid guidance. |
| | | | Scotland and Northern Ireland | <ul style="list-style-type: none"> At integrated Click and Collect sites, a colleague should always remain at the location during the delivery slot to avoid the customer having to use the touchscreen Drivers and click and collect colleagues enter 'unable to sign' on the SDS to avoid the customer having to touch the device Customers place their own shopping into the vehicles, whilst the colleague stands back to ensuring some distancing Where a customer requires help with placing their shopping into the vehicles, the customer is asked to remain inside their vehicle | | |
| | | | CFC's (England) | <ul style="list-style-type: none"> All bake-off products wrapped Posters displayed showing the correct hand washing techniques Alcohol hand gel is provided at all security/reception desks and at stations across the site. These contain re-fillable dispensers Cleaning equipment provided should colleagues wish to clean their equipment before/after use | | |
| | Unable to maintain the safe distancing guidance | Colleagues, customers, members of the public | United Kingdom | <ul style="list-style-type: none"> Online customer FAQ's updated to reflect current delivery processes Retail - refer to the 'Covid-19 Risk Assessment - Retail' for detail relating to all store departments | <ul style="list-style-type: none"> Dotcom Social Distancing pack - Tesco Help | <ul style="list-style-type: none"> NA |

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| | | | Scotland and Northern Ireland | <ul style="list-style-type: none"> Click and Collect colleagues required to watch 'Serving customers using social distancing guidelines at Click and Collect' video All drivers required to watch 'Delivering to customers using safe distancing guidelines' video Drivers required to deliver only to the doorstep, unless the customer is vulnerable, elderly or disabled and is not self-isolating where they will deliver inside the customer's home whilst maintaining safe distancing Click and collect customers are asked to remain in their vehicles initially whilst the trays are being collected. Guidance given to drivers regarding safe distancing (see 'contact with customers in self-isolation' section) Safe distancing guidelines provided for shops to use | | |
| | | | England and Wales | <ul style="list-style-type: none"> If requested, and it is possible for the driver to do so, for elderly or disabled customers the driver will deliver the order into the property. | | |
| | Two colleagues in the van unable to maintain safe distance guidance | Colleagues | England and Wales | <ul style="list-style-type: none"> Face coverings should be worn by the passenger and can be worn by the driver if the windows are not open | <ul style="list-style-type: none"> Social distancing when assessing and buddying Customer Delivery Drivers - Tesco Help Disposable gloves, face masks and visors - Information and guidance for use in stores and DC's - Tesco Help and myDC Safe and Legal Audit - interim questions sets - Large - GPS SharePoint | <ul style="list-style-type: none"> Group People safety completing retail and CFC site checks for compliance to guidance produced. Safe and legal store and DC audits recommenced with additional questions on Covid guidance. |
| | | | Scotland and Northern Ireland | <ul style="list-style-type: none"> The buddy up process will be voluntary for drivers who are taking on the buddy role. Both colleagues sit side by side and not face to face When 2 colleagues are in a van cab, where fitted, the air-recirculation is switched off and where possible the windows open to help ventilate the van Face coverings must be worn by the passenger and can be worn by the driver. | | |
| Contact with customers (in self-isolation) | Customer being exposed to the virus Colleague being exposed to the virus whilst delivering to the location. | Colleagues, customers, members of the public | United Kingdom | <ul style="list-style-type: none"> Face coverings, gloves and alcohol hand gel are available for colleagues and are worn as outlined in Wearing of face covering and face masks below. If the customer advises they are self-isolating a face covering should be worn. Guidance given to Drivers includes: <ul style="list-style-type: none"> Asking the customer at the doorstep if they are self-isolating, if they are not, the driver will complete the delivery as per the guidance Drivers will clean (using approved cleaning supplies) any trays that have been touched or handled by the customer. Colleague will add 'unable to sign for delivery' to prevent the customer needing to touch the SDS Device Drivers use Alcohol hand gel on leaving the property Tesco.com website updated to ask customers to include in their delivery notes if they or any members of their family are self-isolating All drivers are required to watch 'Delivering to customers using safe distancing guidelines' video | <ul style="list-style-type: none"> Gloves and masks policy - COVID-19/Safety information/Documents 'Delivering to customer using social distancing guidelines' video - Click and Learn Delivery Drivers - Tesco Help Safe and Legal Audit - interim questions sets - Large - GPS SharePoint Dot Com weekly news - week 26 (delivering safely reminder) Delivering bagless shopping procedure - Tesco Help Dotcom Social Distancing pack - Tesco Help | <ul style="list-style-type: none"> Group People safety completing retail and CFC site checks for compliance to guidance produced. Safe and legal store and DC audits recommenced with additional questions on Covid guidance. |
| | | | Scotland and Northern Ireland | <ul style="list-style-type: none"> A safe distance is maintained from the customer during deliveries Colleague will not enter the property and will avoid touching the property (e.g. door handles) Trays are not left at the property. | | |
| Rest breaks / Toilets / Canteens (CFC) | Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue | Colleagues, contractors, visitors | England | <ul style="list-style-type: none"> Self-sanitising is in place next to all vending machines. Microwaves are cleaned regularly Colleague room furniture is arranged to give both mixed and segregated layouts Hygiene screens have been fitted to the servery and till area Coronavirus daily review checks completed during each operational shift (added to MPro5) | <ul style="list-style-type: none"> Coronavirus - DC / CFC Policy to Minimise Risk WGLL Operational Guide - myDC Safe and Legal Audit - interim questions sets - Large - GPS SharePoint Covid-19 Colleague Room Update, Distribution Daily News - myDC Email 07.07.20 - FW: Catering: removal of disposables Coronavirus daily review checks - MPro5 Living with Covid-19 Guidance (DC's and CFC's) - England February 2022 | <ul style="list-style-type: none"> Group People safety completing retail and CFC site checks for compliance to guidance produced. Safe and legal store and DC audits recommenced with additional questions on Covid guidance. |
| Site access and egress (CFC's) | 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, contractors, visitors | England | <ul style="list-style-type: none"> Alcohol hand gel placed at entry and exit points | <ul style="list-style-type: none"> Coronavirus - DC / CFC policy to minimise risk WGLL (Visual and operational guides) - myDC | <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. Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 20 |

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| Use of offices and meeting rooms (CFC's) | Not being able to maintain the recommended safe distancing guidelines – spread of virus to others | Colleagues, contractors, visitors | England | <ul style="list-style-type: none"> • Telepresence and Teams will be used for all meetings where practical. • Signage to support the respect my space messaging • Screens are fitted to desks/counters where equipment and documentation are issued to colleagues and customer delivery drivers • Cleaning regimes include cleaning all desks in between colleague use and at the end of each day • Alcohol hand gel and approved cleaning chemicals provided for colleague use • 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 • 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 | <ul style="list-style-type: none"> • Coronavirus – DC / CFC policy to minimise risk WGLL (Visual and operational guides) – myDC • Coronavirus daily review checks – MPro5 • 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"> • 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. • Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 20 |
| Wearing of face covering and face masks | Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated | Colleagues | Scotland and Northern Ireland | <ul style="list-style-type: none"> • When either a passenger or buddy in a van, including during a driver assessment • Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings • Reusable cloth face coverings have been issued to each site as part of a colleagues uniform provision. with instructions on how to clean and maintain them. • Face visors can be worn but only with another form of suitable face covering that covers mouth and nose • 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 • Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> ○ 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. ○ If colleagues need to take medication or to eat or drink where reasonably necessary. ○ For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance. ○ 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) • Colleagues who are exempt from wearing a face covering are offered a referral to Occupational Health, a documented record is kept of where the offer was not taken up | <ul style="list-style-type: none"> • WHO video guide on when and how to put on face mask • 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 • Dotcom Social Distancing Guide – GPS SharePoint • Updated Covid-19 guidance England Large and Convenience formats November 2021 • Coronavirus – DC & CFC Policy to Minimise Risk Operational Guide – GPS SharePoint • Updated Covid-19 guidance – January 2022 (England) | <ul style="list-style-type: none"> • Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use |
| | | | Scotland, Wales and Northern Ireland | <ul style="list-style-type: none"> • Unless medically exempt, colleagues are strongly encouraged to wear a face covering when: <ul style="list-style-type: none"> ○ On the shop floor ○ In customer facing areas ○ In communal areas ○ Click and Collect locations ○ 2 or more colleagues are present, and the doors are closed in the: <ul style="list-style-type: none"> ▪ Cash Office ▪ Pharmacy (as per controls highlighted in Pharmacy Risk Assessment) ▪ Small offices or meeting rooms • Unless medically exempt, all drivers must wear a face covering when: <ul style="list-style-type: none"> ○ Delivering to the doorstep and when entering a customers' home | | |
| | | | England | <ul style="list-style-type: none"> • Face coverings are provided to colleagues should they wish to wear one • Unless medically exempt, all drivers must wear a face covering when entering a customers' home | | |
| Vaccinations for Covid-19 | Drivers suffering from side effects following a Covid-19 vaccination | Colleagues, contractors, members of the public | United Kingdom | <ul style="list-style-type: none"> • Drivers are advised that should they suffer from an adverse reaction to any vaccination or medication and do not feel safe to complete their job, they should not attend work • If a driver is out on the road and becomes unwell, they should pull over when safe to do so and contact their home site • If the driver is not well enough to continue or return to the site, a relief driver will be sent to collect them | <ul style="list-style-type: none"> • NA | <ul style="list-style-type: none"> • NA |

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| Regional colleagues travelling for work | 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 | Scotland and Northern Ireland | <ul style="list-style-type: none"> Colleagues should only travel for business critical or legal reasons e.g. Store Auditors or Regional Operational Risk Managers | <ul style="list-style-type: none"> 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 |