

# Covid-19 Risk Assessment: One Stop Stores Ltd - Retail.

Scope		Commentary
Areas Included / Not Included	Included: All activities within One Stop Retail operations	<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 &amp; 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 Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and our duty as an employer, the 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. Colleague representatives have been consulted on this risk assessment.</p> <p><b>Note:</b> Additional information provided within the Tesco Stores Ltd Covid-19 Risk Assessment – General Channels</p>
Format	Convenience	
Last Updated	22.01.2021	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<b>Routine activity in stores in customer facing areas</b>	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"> <li>Trolleys and basket handles cleaned regularly</li> <li>Store colleagues continue with Clean as you Go, ensuring checkouts, in store beverages and service counters are cleaned regularly using diluted approved cleaning chemical and blue roll</li> <li>Store colleagues are responsible for cleaning the Perspex screens at checkouts</li> <li>Stores issued with allocations of alcohol hand gel, hand soap, approved cleaning wipes, approved cleaning chemical and blue roll</li> <li>Stores set up trolley/basket cleaning stations at store entrances - point of sale provided for display</li> <li>Contract Cleaners include focus on 'touch points'</li> <li>Posters displayed regarding hand washing and toilet hygiene</li> <li>Point of sale packs provided to guide stores on signage</li> <li>Guidance provided on social distancing measures</li> <li>Visits by Regional and Head Office teams limited to business-critical issues only</li> <li>Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store</li> </ul>	<ul style="list-style-type: none"> <li>Additional Cleaning Schedule (v8)</li> <li>Cleaning Station Brief</li> <li>Cleaning Station Signage</li> <li>Covid-19 Customer Signage - January 2021</li> <li>Social Distancing Guide -Phase 3</li> <li>In Store Beverage Guidance</li> <li>Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Checkout operations</b>	Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2 m social distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> <li>Perspex hygiene screens fitted to checkouts/service points</li> <li>Hygiene divider screens fitted between colleagues working in high footfall fortress (predominantly enclosed) post office sites</li> <li>Positioning guidance given to stores</li> <li>Social distancing guidance provided including:                             <ul style="list-style-type: none"> <li>Floor tape and 'footprint' stickers to identify 2m gaps across the shop floor, at checkouts and for queues (internal and external)</li> <li>One-way systems introduced around the stores</li> <li>Store opening hours may be amended to allow for replenishment/cleaning without customers present</li> <li>Limiting the number of customers allowed in the store up to a maximum amount (based on store size)</li> <li>Aisles closed off if required</li> </ul> </li> <li>Face visors available to colleagues working in close proximity to customers and are required to be accompanied by a suitable face covering that covers the mouth and nose.</li> <li>Additional consumables - Disposable face masks and gloves</li> <li>Point of sale packs provided to guide stores on what posters etc. to be used in the store</li> <li>Washable face coverings provided for colleagues as part of mandatory face covering guidance</li> <li>Customers will not be permitted into a store if they are not wearing a face covering and are not medically exempt in line with Government guidance</li> <li>Customers not wearing a suitable face covering (including a face visor worn without a face covering underneath is not deemed a suitable face covering) will be politely reminded that they need to wear one correctly (unless medically exempt). If they do not have a face covering, they will be offered one free of charge</li> <li>Customers refusing to wear a face covering will be refused entry to the store</li> <li>Customers wearing a sunflower lanyard will be permitted entry to the store</li> <li>Customers will be reminded of the requirement to wear a suitable face covering if seen removing their own whilst instore</li> <li>Colleagues reminding customers of the requirement to wear a suitable face covering (unless exempt), are informed to contact a Manager to seek support (if required)</li> </ul>	<ul style="list-style-type: none"> <li>Counter Hygiene Screens</li> <li>Post Office Hygiene Divider Specification</li> <li>Maximum Customer Guidance</li> <li>Social Distancing Guide - Phase 3</li> <li>Aisle Closed Signage</li> <li>Hygiene Equipment Checklist</li> <li>Mandatory face coverings guidance England and Wales - January 2021</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>

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	Checkout payment handling	Colleagues, customers	<ul style="list-style-type: none"> <li>WHO Guidance indicates that there is limited evidence to confirm or disprove whether Covid-19 can be transmitted through coins or banknotes</li> <li>Customers encouraged to use contactless payments where possible</li> <li>Increase of the contactless limit to move from £30 to £45</li> <li>Optional till receipts for transactions under £40</li> </ul>	<ul style="list-style-type: none"> <li>WHO guidance of limited spread of virus on money</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Increased levels of absent colleagues due to Covid-19</b>	Insufficient number of colleagues to maintain safe working	Colleagues, customers	<ul style="list-style-type: none"> <li>Recruitment of temporary colleagues - amended recruitment introduced</li> <li>SSC/Regional colleagues, where not business critical or vulnerable, diverted to work instore</li> <li>Managers authorised to close store if not able to support with sufficient number of colleagues - in line with existing Lone Working policy</li> <li>Restrict the number of people within the store to levels suitable for the number of colleagues available</li> </ul>	<ul style="list-style-type: none"> <li>Training Temporary Colleagues - Click and Learn Modules</li> <li>Lone Working policy</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
	Insufficient managers to safely operate the store	Colleagues, customers	<ul style="list-style-type: none"> <li>Training already in place for colleagues stepping into manager roles</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety for Store and Shift Managers Training - Click and Learn Modules</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
	Not recording training when using the new/revised training material	Colleagues, customers	<ul style="list-style-type: none"> <li>All new and amended training material is completed online through the Click and Learn platform which allows for individual access and date stamps on completion of modules or hard copy training record cards are completed and retained in store</li> <li>Training has a learning validation in the form of a question set</li> </ul>	<ul style="list-style-type: none"> <li>Training for Temporary Colleagues - Click and Learn Modules</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Managing Increased demand from customers</b>	Congestion in aisles - colleagues unable to safely fill shelves  Unable to maintain the 2m social distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> <li>Limited customers on the shop floor due to social distancing guidelines</li> <li>Customers directed to follow the one-way flow by colleagues positioned on the shop floor</li> <li>Colleagues able to close an aisle if required</li> <li>POS supporting the key message of 2m social distancing guidance</li> </ul>	<ul style="list-style-type: none"> <li>Social Distancing Guide - Phase 3</li> <li>Aisle Closed Signage</li> <li>Covid-19 Customer Signage - January 2021</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
	Vulnerable persons in stores  Elderly or infirm customers unable to queue	Colleagues, customers	<ul style="list-style-type: none"> <li>Number of customers in store at any one time limited</li> <li>Signage at the front of the store reminding anyone with symptoms not to enter</li> <li>Colleagues can assist customers as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Social Distancing Guide - Phase 3</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Violence towards colleagues</b>	Increased level of incidents of verbal/physical assaults - linked to colleagues challenging customers to wear face coverings, customers queuing and availability of products	Colleagues, customers	<ul style="list-style-type: none"> <li>Treating colleagues with respect signage provided at key points throughout store</li> <li>Face visors are available for colleagues overseeing entry at the door and are required to be accompanied by a suitable face covering that covers the mouth and nose.</li> </ul>	<ul style="list-style-type: none"> <li>Mandatory face coverings guidance England and Wales - January 2021</li> <li>Covid-19 Customer Signage - January 2021</li> <li>Social Distancing Guide - Phase 3</li> <li>Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Cleaning and hygiene consumables/equipment and processes</b>	Unable to maintain levels of cleanliness required for individuals and equipment	Colleagues, customers	<ul style="list-style-type: none"> <li>Introduced: <ul style="list-style-type: none"> <li>Guidance issued regarding procedure for cleaning trolleys and cleaning stations set up at the front of stores for customers to clean trolley and basket handles</li> </ul> </li> <li>Store colleagues continue with Clean as you Go, ensuring checkouts, in store beverages and service counters are cleaned regularly using diluted approved cleaning chemical and blue roll</li> <li>Store colleagues are responsible for cleaning the Perspex screens at checkouts</li> <li>Weekly Cleaning check with contract cleaners</li> <li>Point of sale packs provided to guide stores on what posters etc. to be used in the store i.e. cleaning station</li> <li>All stores issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll</li> <li>Posters displayed for colleagues regarding hand washing and toilet hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Additional Cleaning Schedule (v8)</li> <li>Cleaning Station Brief</li> <li>Cleaning Station Signage</li> <li>Covid-19 Customer Signage - January 2021</li> <li>In Store Beverage Guidance</li> <li>Counter Hygiene Screens</li> <li>Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
	New chemicals not CoSHH assessed and instruction information in place	Colleagues, customers	<ul style="list-style-type: none"> <li>Sourcing alternative suppliers/chemicals if Ecolab products not available</li> <li>CoSHH assessments will be completed and new/amended cleaning guidance produced prior to sending in any new chemicals into stores</li> <li>Chemicals for customer use are suitable for use without PPE</li> </ul>	<ul style="list-style-type: none"> <li>Managed centrally by Procurement Team and Safety Team</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
	Disposal of contaminated cleaning products or face coverings after use	Colleagues, customers	<ul style="list-style-type: none"> <li>Contaminated wipes, blue roll etc. to be bagged and placed in usual waste or into a lidded bin.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning Station Signage</li> </ul>	
	Cleaning and hygiene supplies not available e.g. Alcohol hand gel/approved cleaning wipes re-	Colleagues, customers	<ul style="list-style-type: none"> <li>Alternative suppliers or consumables being sought if current suppliers unable to maintain demand</li> <li>CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores</li> </ul>	<ul style="list-style-type: none"> <li>Managed centrally by Procurement Team and Safety Team</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>

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	directed to the NHS or supplier unable to maintain supply				
	Potential allergic reaction to wipes and Alcohol hand gels	Colleagues, customers	<ul style="list-style-type: none"> <li>Approved alcohol hand gels and wipes are always without allergenic/sensitising properties</li> <li>CoSHH Information held for all products used</li> </ul>	<ul style="list-style-type: none"> <li>Managed centrally by Procurement Team and Safety Team</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Home News Delivery</b>	Unable to maintain adequate levels of cleanliness, social distancing measures for safe operation	Colleagues, customers	<ul style="list-style-type: none"> <li>Covid-19 information incorporated into HND Risk Assessment and training.</li> <li>Under 16s to only return to work with consent from parents / guardian.</li> </ul>	<ul style="list-style-type: none"> <li>HND Update 14<sup>th</sup> July 2020</li> <li>HND Manager training module</li> <li>HND Colleague training module</li> <li>HND colleague delivering safely leaflet</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Wearing of face coverings and face masks</b>	<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"> <li>Face coverings must be worn by all colleagues whilst on the shop floor at all times, even when the store is closed.</li> <li>Face coverings only need to be worn in back areas when more than one person is working. This is required when store is closed</li> <li>Face coverings must be worn when working behind a screen</li> <li>Face visors can be worn but only with another form of suitable face covering that covers mouth and nose</li> <li>Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin</li> <li>Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings</li> <li>Colleagues are provided with face coverings. However, colleagues can choose to wear their own.</li> <li>Face masks have been provided and should be worn when: <ul style="list-style-type: none"> <li>Taking in deliveries</li> <li>Queue marshalling</li> <li>More than one person is working in a small office/room</li> </ul> </li> <li>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</li> <li>Guidance issued to change every shift or after a break and not to touch the face</li> <li>Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> <li>Colleagues or customers 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.</li> <li>If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>If colleagues or customers 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)</li> </ul> </li> <li>Pregnant colleagues who are 28 weeks and beyond should not attend work (unless they can work from home)</li> </ul>	<ul style="list-style-type: none"> <li>WHO video guide on when and how to put on face mask</li> <li><a href="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">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</a></li> <li>Mandatory face coverings guidance England and Wales – January 2021</li> <li>Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>GPS assurance of systems</li> <li>Safe and legal audit commencing from week 12</li> </ul>
<b>Wearing of face masks and face coverings – customers, contractors and visitors</b>	Not wearing a face mask or face covering and spreading covid-19 to others.	Customers, colleagues, visitors, contractors	<ul style="list-style-type: none"> <li>Customers will not be permitted into a store if they are not wearing a suitable face covering and are not medically exempt in line with Government guidance</li> <li>Customers not wearing a suitable face covering (including a face visor worn without a face covering underneath is not deemed a suitable face covering) will be politely reminded that they need to wear one correctly (unless medically exempt). If they do not have a face covering, they will be offered one free of charge</li> <li>Customers refusing to wear a face covering will be refused entry to the store</li> <li>Customers wearing a sunflower lanyard will be allowed entry</li> <li>Customers will be reminded to keep coverings in position if seen to be removing their face covering whilst shopping</li> <li>Face coverings are available for sale should a customer wish to purchase their own</li> <li>Point of sale will be displayed for customers and colleagues.</li> <li>The above is applicable to all contractors and visitors will follow the controls outline above in Wearing of face coverings and face masks</li> <li>Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> <li>Children under 11</li> <li>Colleagues or customers 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.</li> <li>Temporary removal for Think-25 checks for age restricted sales – whereby colleagues may politely ask customers to remove face coverings to carry out the Think-25 check.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Point of sale on display in our stores.</li> <li>G4S Covid-19: Essential Worker Briefing, September 2020</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>

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			<ul style="list-style-type: none"> <li>○ If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>○ For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>○ Those customers wearing a Sunflower lanyard, indicating a hidden disability. These customers may also carry a Sunflower exemption card, confirming that they do not need to wear a face covering.</li> <li>○ If colleagues or customers 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)</li> <li>○ G4s staff are exempt from wearing face coverings as part of the Exemption Guidance and Regulations</li> </ul>		
<b>Colleague Toilets</b>	Survival of the virus on touch points	Colleagues	<ul style="list-style-type: none"> <li>● Hand soap and hot water available in toilets</li> <li>● Method of hand drying available – hand dryer and/or paper towels provide</li> </ul>	<ul style="list-style-type: none"> <li>● Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>● GPS assurance of systems</li> <li>● Safe and legal audit commencing from week 12</li> </ul>
<b>Colleagues undertaking activities back of house</b>	Unable to maintain the 2m social distancing guidance from other colleagues	Colleagues, visiting drivers	<ul style="list-style-type: none"> <li>● For details regarding the use of face coverings, please refer to <b>Wearing of face masks and face coverings</b> above</li> <li>● Colleagues reminded to maintain the 2m social distancing guidance where possible when working in the warehouse and to ensure that hands are frequently washed</li> <li>● Interaction with delivering drivers is minimal and meets the guidelines for 2m social distancing</li> </ul>	<ul style="list-style-type: none"> <li>● Mandatory face coverings guidance England and Wales – January 2021</li> <li>● Social Distancing Guide – Phase 3</li> <li>● Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>● GPS assurance of systems</li> <li>● Safe and legal audit commencing from week 12</li> </ul>
<b>PPM activity by maintenance colleagues</b>	Reduction in frequency of maintenance visits for PPM activities	Colleagues, customers, contractors	<ul style="list-style-type: none"> <li>● All PPM's and statutory maintenance have been maintained</li> </ul>		Verisae records of all statutory inspections and PPM
<b>Visitors and contractors</b>	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p> <p>Lack of awareness of the social distancing measures in place</p>	Colleagues, visitors, contractors	<ul style="list-style-type: none"> <li>● Visits by external suppliers and Head Office reduced to only business critical personnel</li> <li>● Communication of One Stop policy relating to anyone showing signs of infection or has been in contact with infected household members should refrain from working</li> <li>● Note added to Verisae sign in screen for all maintenance contractors to ensure that the social distancing measures in place for each building are adhered to</li> <li>● For details regarding the use of face coverings, please refer to <b>Wearing of face masks and face coverings</b> above</li> </ul>	<ul style="list-style-type: none"> <li>● Covid-19 Customer Signage – January 2021</li> <li>● Social Distancing Guide – Phase 3</li> <li>● Hygiene Equipment Checklist</li> </ul>	<ul style="list-style-type: none"> <li>● GPS assurance of systems</li> <li>● Safe and legal audit commencing from week 12</li> </ul>