

Covid-19 Risk Assessment: Working in the Office (Tesco Bank).

Scope		Commentary
Areas Included / Not Included	Included: All offices under control of Tesco Personal Finance (TPF) Excluded: Third Parties (see opposite)	<p>This Risk assessment identifies the risks related to Covid-19 and the control measures put in place to manage the risk during the re-introduction of colleagues back to the Edinburgh (EHQ) office environment and the mitigation of risk in respect of colleagues operating within Glasgow (BW1) and Newcastle (Q8) offices.</p> <p>This risk assessment supplements our existing risk assessment related to office working. Colleagues requiring to isolate/shield due to their health status will continue to work from home where possible as per latest Government guidance and aligned to relevant bank policies.</p> <p>Colleagues returning to work after contracting Covid-19 will be required to discuss with their line manager in advance to ensure appropriate steps are taken.</p> <p>This risk assessment has been prepared and agreed in consultation with our recognised Trade Unions.</p> <p>Excluded: Third party cleaning arrangements, third party guarding, third party catering, deliveries, Tesco Maintenance activities.</p>
Format	All Tesco Bank colleagues	
Last reviewed and updated	17.10.21	

Activity	Hazard	People at Risk	Existing Controls	Assurance	Relevant Training / Supporting Information
Planning to return to the office	Spread of Covid-19 from person to person	Colleagues	<p>ALL OFFICES</p> <ul style="list-style-type: none"> Colleagues are not required to return to the office at this time, unless they are required to perform tasks which can't be performed from home, as defined in the "Working safely during Covid-19 in offices and contact centres" guidance document, published by the UK Government on 11 May 2020 (the "UK Gov Guidelines") Colleagues reminded to stay at home if they have symptoms or to isolate if they have been in contact with someone with symptoms or if they live with someone who is displaying the symptoms of Covid-19 Processes in place for Clinically Extremely Vulnerable colleagues (detailed below under 'Supporting clinically vulnerable colleagues') Colleagues who can work from home to be requested to do so for as long as Scottish or the UK governments recommend this to be appropriate Mental health first aider programme launched and Employee Assistance Programme, operated by "Workplace Options" available to employees to discuss mental health of colleagues both working away from and in the office Feedback process in place for colleagues to raise concerns and allow action to be taken <p>EHQ only</p> <ul style="list-style-type: none"> Colleagues are to complete the 'Keeping you safe as you return to the office' training module prior to returning to the office. Contains guidance on control measures in place in the office. Completed training able to be tracked centrally. Each line manager provided with Line Manager Briefing emails to help support colleagues returning to the office. All EHQ colleagues provided with a briefing email covering key principle of the phased return Line Managers will be responsible for managing colleagues returning to the office, checking the training module has been completed and ensuring the controls in place are being followed 	<ul style="list-style-type: none"> Report to review the completion of the training module Colleague communication to provide detailed information on the implementation of social distancing measures EHQ - Report showing actual numbers on site produced and reviewed on a regular basis (initially daily) to monitor capacity. 	<ul style="list-style-type: none"> EHQ - "Keeping you safe as you return to the office' training module Regular Comms ('Our Return to EHQ, Line Manager Briefings) Glasgow and Newcastle offices - line managers take colleagues through comms explaining changes to the office. Working safely during Covid-19 in offices and contact centres - Tesco Bank Click and Connect

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Car/Bike Parking arrangements	Spread of Covid-19	Colleagues	<p>All Offices</p> <ul style="list-style-type: none"> For colleagues who wish to avoid public transport the following car parking arrangements are in place: <ul style="list-style-type: none"> EHQ provides 217 spaces, On street parking also available. Glasgow provides 48 spaces with council owned car parks and on street parking also available; Newcastle has 287 spaces. Working from home encouraged to avoid all colleagues coming into the office unless necessary 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> 'Keeping you safe as you return to the office' training module Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Entering the office environment	Spread of Covid-19	Colleagues / visitors	<p>All Offices</p> <ul style="list-style-type: none"> Provision of alcohol hand gel stations at every entrance (to reduce introduction/prevalence of Covid-19), with signage. Daily cleaning and disinfection in place for all regular touch points (e.g. door handles / lift buttons, taps, vending machines, etc.) Provision of signage reminding colleagues to wash their hands regularly Perspex screens installed at manned reception desks Signage displayed at office entrances to highlight non-return of colleagues/visitors who have symptoms of Covid-19 	<ul style="list-style-type: none"> Regular audits carried out by facilities manager to ensure cleaning routines completed and at required standard. 	<ul style="list-style-type: none"> Compass cleaning schedule Weekly documented audits completed by facilities 'Keeping you safe as you return to the office' training module Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Using the lift, meeting rooms and break out areas	Spread of Covid-19	Colleagues / visitors	<p>All Offices</p> <ul style="list-style-type: none"> Signage displayed instructing one person per lift for EHQ and Newcastle. Glasgow signage instructing 2 person per lift due to larger size. Demarcation tape and standing point stickers on floor. Meeting rooms have limited occupancy Daily cleaning and disinfection in place of all regular touch points (e.g. door handles / lift buttons, taps, etc.) Engineering team ensuring the maximisation of the amount of fresh air coming into/out of the air conditioning Condeco room booking system in place with occupancy restrictions built in Default to use of Microsoft Teams/Conference calls for meetings. Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas <p>Glasgow and Newcastle</p> <ul style="list-style-type: none"> Fogging carried out weekly across the full building as an enhanced cleaning measure. 	<ul style="list-style-type: none"> Regular audits carried out by facilities manager to ensure cleaning routines completed and at required standard. 	<ul style="list-style-type: none"> Compass cleaning plan Weekly documented audits completed by facilities Technical Spec of air conditioning for all offices providing details of air flow in and out. Compliance spreadsheet maintained by Facilities Manager to evidence compliance with regulation (air con) Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Walking to and from your workstation / meeting rooms	Spread of Covid-19	Colleagues / visitors	<p>All Offices</p> <ul style="list-style-type: none"> One-way flow includes the use of staircases Excluding EHQ EHQ - Fire doors fitted with devices to keep them open, except in the event of a fire. Not applicable to Glasgow and Newcastle due to fire strategy. Feedback process in place for colleagues to raise concerns and allow action to be taken. Face coverings to be worn when not seated at desk or eating. Glasgow and EHQ only. 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Working in the office guidance - Our Tesco 'Keeping you safe as you return to the office' training module

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Sitting at your workstation	Spread of Covid-19	Colleagues	<p>EHQ only</p> <ul style="list-style-type: none"> Each desk highlighted by a 'tick' or 'cross' signage identifying which desks can be used. All desks with a 'cross' have been taken out of use to allow colleagues to maintain distance from each other whilst sitting at a workstation Number of colleagues in the offices limited by function (as agreed with line managers) and assigned to teams which alternate access to the office Strict clear desk policy in place every night. Deep cleaning and disinfection of all work surfaces daily (including desks, mouse, keyboard etc). Provision of cleaning wipes to encourage colleagues to clean their own areas and provision of alcohol hand gel. Restricted numbers in the office so desks are staggered in use. Desk and collaboration spaces booking system now in place. <p>Glasgow and Newcastle</p> <ul style="list-style-type: none"> Each desk highlighted by a 'tick' or 'cross' signage identifying which desks can be used. All desks with a 'cross' have been taken out of use to allow colleagues to maintain distance from each other whilst sitting at a workstation Cleaning and disinfection of all work surfaces at end of each working day due to hot desking policy (including desks, mouse, keyboard etc). If unable to be cleaned due to the desk still being occupied, it will be completed first thing the following morning Fogging carried out weekly across the full building as an enhanced cleaning measure. Provision of cleaning wipes to encourage colleagues to clean their own areas too and provision of alcohol hand gel. 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> 'Keeping you safe as you return to the office' training module to be completed by each colleague prior to returning to the office Compass cleaning schedule Weekly documented audits completed by facilities Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Using communal areas such as toilets, kitchen areas, restaurants	Spread of Covid-19	Colleagues, contract cleaners	<p>All Offices</p> <ul style="list-style-type: none"> Signage displayed and tape applied to decommissioned urinals Signage displayed for toilet washbasins ('tick' and 'cross') Hand dryers close to entrance/exit of facilities have been switched off and paper towels provided to avoid congestion and facilitate social distancing Regular cleaning and disinfection of all surfaces by cleaning contractors paying attention to touch points e.g. door handles, fridge handles, taps (as per Compass Cleaning Schedule) Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas and to further disinfect hands after contact with further communal touch points e.g. fridges, taps Face coverings to be worn always unless seated at desk and collaboration spaces. Excluding Newcastle <p>Glasgow and Newcastle</p> <ul style="list-style-type: none"> Fogging carried out weekly across the full building as an enhanced cleaning measure. 	<ul style="list-style-type: none"> Regular audits carried out by facilities manager to ensure cleaning routines completed and at required standard. 	<ul style="list-style-type: none"> Compass cleaning schedule Weekly documented audits 'Keeping you safe as you return to the office' training module Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Using shared equipment (e.g. screens, chairs,	Spread of Covid-19	Colleagues, contract cleaners	<p>All Offices</p> <ul style="list-style-type: none"> Regular cleaning and disinfection of all surfaces by cleaning contractors, paying attention to common touch points such as buttons, handles. 	<ul style="list-style-type: none"> Regular audits carried out by facilities manager to ensure cleaning routines completed and at required standard. 	<ul style="list-style-type: none"> Compass cleaning schedule Weekly documented audits completed by facilities 'Keeping you safe as you return to the office' training module

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photocopier machine, stationery)			<ul style="list-style-type: none"> Provision of alcohol hand gel for colleagues to further disinfect their hands after using such items Alcohol hand gel and cleaning equipment is available across all floor areas for use in communal areas 		<ul style="list-style-type: none"> Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Colleague catering facilities	Spread of Covid-19	Colleagues, contract catering colleagues	<p>Glasgow & Newcastle</p> <ul style="list-style-type: none"> Restaurants are only open including seating areas Disposable Cutlery provided Queue markers in place Contactless payments in place Perspex screens installed at restaurant serveries, coffee bars and till points Face coverings to be worn in all areas unless eating, drinking or at desks or collaboration spaces, Excluding Newcastle. <p>Glasgow Newcastle – Break Out Space</p> <ul style="list-style-type: none"> Restricted use of break space areas within Operational floors Additional signage including where to and where not to sit Provision of hand gels and equipment for cleaning No seats set face to face Areas and surfaces cleaned nightly Fogging carried out weekly across the full building as an enhanced cleaning measure. 	<ul style="list-style-type: none"> Regular audits carried out by facilities manager to ensure cleaning routines completed and at required standard. 	<ul style="list-style-type: none"> 'Keeping you safe as you return to the office' training module Regular Comms ('Our Return to EHQ, Line Manager Briefings)
Post room operations	Spread of Covid-19 through survival and proliferation of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues and visitors	<p>All Offices</p> <ul style="list-style-type: none"> Delivery methods changed - recipients no longer signing for post Cleaning of post trolleys after each use Gloves available for use when handling post items 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
PPM activity by maintenance colleagues	Reduction in frequency of maintenance visits for PPM activities	Colleagues, visitors, contractors	<p>All Offices</p> <ul style="list-style-type: none"> All planned preventative maintenance regimes have continued as per the schedule and statutory requirements Face coverings to be worn in all areas excluding when eating or drinking in designated areas. Excluding Newcastle. 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Working from home	Working with display screen equipment at home	Colleagues	<p>All Offices</p> <ul style="list-style-type: none"> Display screen self-assessment tools provided, including laptop, screen, keyboard Guidance available to assist with setting up work areas at home safely and completing a self-assessment Additional specialist equipment can be provided where reasonable adjustments are required - following self-assessment and in conjunction with Occupational Health EHQ Colleagues with difficulties working from home can return to their office locations as per 'Planning to return to the Office' above. Glasgow and Newcastle Colleagues should discuss with their Line Manager. Home Working Policy available for reference on Tesco Bank Click and Connect. Allowance available for colleagues to purchase equipment to aid Home Working. 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Computer and Workstation Self-Assessment form – Colleague Help Working from home – Reasonable adjustments FAQ – Colleague Help Guidance for using technology and collaborating remotely – Colleague Help Office colleagues working from home guide – Colleague Help Remote working guide – Colleague Help Tips for working from home with children – Colleague Help Using computers and Smart Devices Safely – Colleague Help Working from Home Policy

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Contractors working within the office	<p>Spread of Covid-19 through survival and proliferation 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	<p>All Offices</p> <ul style="list-style-type: none"> • Communication regarding social distancing measures has been communicated to all Third parties • Communication of Tesco policy relating to anyone showing signs of infection or has been in contact with infected household members should not be allowed onto the premises • Face coverings to be worn in all areas excluding when eating, drinking or sitting at a desk if one is provided. Excluding Newcastle 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A
First Aid Provision	<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>First aiders completing mouth to mouth resuscitation and contracting or passing on the virus</p> <p>Absence of face to face courses due to social 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>	Colleagues, visitors, contractors	<p>All Offices</p> <ul style="list-style-type: none"> • Removed requirement for first aiders to complete mouth to mouth resuscitation and to use chest compressions only • Guidance issued to all First Aiders to support during Covid-19 • First Aid guidance issued to all sites including how to access a temporary e-learning Enhanced first aid course 	<ul style="list-style-type: none"> • Email confirmation from HSE of extension to first aid certificates – GPS SharePoint • Guidance issued to First Aiders relating COVID – Working Group Share Point • Green Cross training advisory document available ahead of Training Scheduling. 	<ul style="list-style-type: none"> • Review conducted by Facilities
Wearing of face coverings	<p>Spread of Covid-19 through survival and proliferation of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p>	Colleagues, visitors, contractors	<p>Glasgow and Edinburgh only</p> <p>Face coverings to be worn when:</p> <ul style="list-style-type: none"> • In all areas excluding sitting at desks and eating. • Face coverings available on site for colleagues who do not have their own. • Security and Front of House Teams to monitor compliance and feed back to Facilities. • Signage placed around key areas detailing above guidance for face coverings. 	<ul style="list-style-type: none"> • Instructions issued as per Line Manager Update issued 30.10.20 	<ul style="list-style-type: none"> • N/A