

Covid-19 Risk Assessment – Retail (Tesco Stores Ltd).



Scope		Commentary
Areas Included / Not Included	Includes: All UK Tesco Stores Ltd store departments except for Retail Dotcom Excludes: One Stop, Jacks, Booker	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 Social 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 Retail stores – Large and Convenience	
Last Reviewed and Updated	07.08.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Routine activity in stores in customer facing areas	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	- Detailed cleaning with approved cleaning chemical. Please refer to cleaning section for detailed assessment. - Removal of makeup testers and blue charity tokens - Non-essential activities (i.e. Coinstar / photo booths) closed or subject to cleaning regimes and social distancing measures - Closure of Community Rooms and fitting rooms - All trolley and basket handles cleaned regularly each day by colleagues and a cleaning station available at all store entrances. Stores set up trolley/basket cleaning stations at store entrances, approved cleaning chemical to be used by colleagues only. If colleagues are not available the approved cleaning chemical is temporarily removed. Point of sale provided for display - Housekeepers focus on touchpoints across the Extras, Superstores and Metros. This includes the Perspex screens at checkouts. - All store colleagues continue with Clean as you Go, ensuring checkouts, scan as you shop, and customer service desks are cleaned regularly using diluted approved cleaning chemical and blue roll - All headsets and microphones cleaned with an antibacterial wipe before and after each use. - Petrol station pump handles cleaned on a regular basis and all stores have a cleaning station on entrance for customer use - Point of sale packs provided to stores for communications to support the cleaning messages - Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores - Signage displayed reminding colleagues and customers that if they have Covid symptoms they should not enter the store - Colleagues reminded to wash hands with soap and Alcohol hand gel at breaks and routinely during the working day - Clothing returns held, as per timescales outlined in the current Tesco guidance, at the customer service desk prior to being returned to F&F department	- Keeping your trolleys clean – Coronavirus update – Thursday 19th March – second edition - Safe and Legal FAQ's: Covid-19 – GPS SharePoint - Covid-19 Point of sale Brochure – Stores Help Centre - Social Distancing Guidance – Stores Help Centre - PFS Pump handle cleaning – Coronavirus update – Monday 23rd March - Clean and Tidy Document May 2020 – Stores Help Centre - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint - Email – Covid Daily Product update 31.03.20 – GPS SharePoint - F&F News Week17 – Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 - Third weekly cleaning audit
Checkout operations	Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2 m social distancing guidance	Colleagues, customers	- Posters on how to hand wash have been communicated to colleagues and instructions to not to touch face/mouth etc. - Perspex screens and till dividers installed on back to back units, Self Service and Scan As You Shop checkouts (Clear dividers for Self Service, solid dividers for Scan As You Shop and Main bank) enabling all checkouts to be open	- WHO guidance of limited spread of virus on money – GPS SharePoint - Covid-19 Point of sale Brochure – Stores Help Centre - Convenience and Large Stores Divider Screens Installation Guide – Stores Help Centre - Safe and Legal Audit – interim questions sets – Large and Express - Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 14 - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 - Physical installation confirmation for screens and barriers

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			- WHO Guidance indicates that there is limited evidence to confirm or disprove whether Covid-19 can be transmitted through coins or banknotes. - Gloves are optional but have also been made available to all colleagues that work in these areas - Customers encouraged to use contactless payments where possible - Increase of the contactless limit to move from £30 to £45 - checkouts in process of being re-programmed - Introduction of optional till receipts for transactions under £40 - A single queuing system is in operation when all the main bank checkouts are open, and queues are forming - Screens added at customer service desks, counters and all payment points (fitted permanently from mid-July 2020) - Tape to indicate where customers should stand	New Clear Self Service Checkout Dividers – Store Help Centre	Review of CCTV to confirm compliance with guidance in retail areas
Additional barriers and screens in stores	Trip hazards from bases of screens and barriers	Colleagues, customers	- Colour contrast of the screen feet to the colour of the floor or hazard tape used to secure - Positioning guidance given to stores - Appropriate screen to be used, all equipment is approved via the Design Standards Group and meet our design and safety standards.	- Convenience and Large stores divider screens installation guide – Communications Centre - Design Standard (DES8169) – Retail Checkout Barriers	- Review of CCTV to confirm compliance with guidance in retail areas - Design Standards Group governance
Re-opening of Counters (Meat and Fish)	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	- Completion of Re-opening checklist - Pre-opening deep clean completed - Colleagues place items on the counter and then stand back to allow the customer to collect them - Floor markings in place identifying where customers stand to be served and whilst queuing - Hand washing and cleaning routines already in place - All colleagues are trained in their roles	- Hot deli counter re-open serve over guide – Stores Help Centre - Hot deli counter operational guide – Stores Help Centre - Meat, Fish and Hot deli counter training – Click and Learn - Re-opening your Meat Counter – Operational Guide – Store Help Centre - Re-opening your Fish Counter – Operational Guide – Stores Help Centre	Safe and legal audit commencing from week 14
Increased levels of absent colleagues due to Covid 19	Insufficient number of colleagues to maintain safe working	Colleagues, customers	- Managers authorised to close store if not able to support with sufficient number of colleagues - Restrict the number of people within the store to levels suitable for the number of colleagues available - Business as usual recruitment policy in place	- Induction – Warm Welcome to Tesco for Temporary and Partner colleagues – Click and Learn and Stores Help Centre - Recruitment update via Coronavirus people update – Communications Centre - Safe and Legal Audit – interim questions sets – Large and Express	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 14 - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 - Physical installation confirmation for screens and barriers - Review of CCTV to confirm compliance with guidance in retail areas
	Insufficient managers to safely operate the store and colleagues temporarily taking on additional responsibility	Colleagues, customers	- Training material developed for Stores to assist in the upskilling colleagues in duty management - including options candidates and colleagues who were previous managers. - Learning curriculums developed and uploaded to Click and Learn - Leading a store, Leading a Shift and Multiskilling our colleagues	- Leading a store, leading a shift, multiskilling our colleagues – Click and Learn - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Lack of skilled colleagues in operational area e.g. back door, petrol filling station, phone shop	Colleagues, customers	- Training platform provided for multiskilling colleagues on more specialist roles – My Learning Curriculum, including reviewed training and validations e.g. petrol filling station, backdoor, customer service desk, cash office and payroll - Area to be closed if insufficient competent trained staff to an appropriate level to support the operation	- Multiskilling our colleagues – Click and Learn - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Not meeting our legal obligations for refresher training	Colleagues, customers	Legal Refresher training and Panic Alarm training to continue. There will no disruption to the legal training schedule	Legal 1 – Click and Learn	E learning training compliance report review

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	Not recording training when using the new/revised training material Untrained colleagues	Colleagues, customers	- 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 - Training has a learning validation in the form of a question set	Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
Managing increased demand from customers	Non-availability of key essential consumables to support the store being open	Colleagues, customers	- Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores - Equipment used to help colleagues during Covid-19 has been added to the weekly consumables count - Stores able to highlight any concerns in levels of consumables via the ATC process - Face visors are re-usable, are cleaned before and after use and stored in the bag provided - All chemicals from Ecolab and are CoSHH assessed	- Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre - COSHH Risk Assessments and Material Safety Data Sheets - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Congestion in aisles - colleagues unable to safely fill shelves Unable to maintain the 2m social distancing guidance	Colleagues, customers	- All stores are closed between midnight and 06.00, (unless their pre-Covid-19 trading hours were shorter i.e. pre-Covid-19 if a store closed between 20.00 and 08.00, they have reverted to these hours), allowing for safer shelf filling - Store capacity limits revised – initially these were conservative (allowing for twice the governments recommended safe space). The revised limits allow for a minimum 2m safe space between every customer and colleague within a store, which is consistent with government guidance - Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue - Security guards and dedicated colleagues posted at store entrances during peak periods (and when occupancy levels have been reached and customers are queueing) explaining to customers the key social distancing measures - Changes to opening hours displayed at the front of stores - Managers will close aisles (full or partial) with barriers where colleagues need to work and 2m distancing is unable to be achieved. Activities include replenishment, cleaning and changing point of sale - Floor markings ensure that customers are spaced out within the shop - POS supporting the key message of social distancing guidance - Social distancing lollipops and t shirt messaging - During peak periods the Social Distancing teams in Large stores will assist with all shop queues (internal and external) and count customers in and out of the store to limit the numbers	- Changes to store opening hours-store guidance – Stores Help Centre - Opening hours point of sale – Stores Help Centre - Social Distancing Guidance – Stores Help Desk - Social Distancing – checklist and colleague guide – Stores Help Desk - Safe and Legal Audit – interim questions sets – Large and Express - Covid-19 Point of sale Brochure – Stores Help Centre - Updated Social Distancing Guidelines – Large and Metro – Stores Help Centre - Updated Social Distancing Guidelines – Convenience – Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Vulnerable persons in stores Elderly or infirm customers unable to queue	Colleagues, customers	- Provision of specialist trading hours for elderly and vulnerable customers - Priority access for NHS workers (including pharmacists); emergency services; health care workers, elderly (over 70) and any customer wearing a sunflower lanyard - Additional grocery home shopping slots made available to reduce the number of vulnerable customers needing to come into the store - Number of customers in store at any one time limited - Signage at the front of the store reminding anyone with symptoms not to enter - Security guards and dedicated colleagues manage the queue during peak periods (and when occupancy levels have been reached and customers are queueing) and can assist customers as necessary - Clothing returns extended to 100 days to allow all customers to be able to safely get to the store	- Vulnerable persons guidance – Colleague Help - Extended 100 day refund policy for F&F clothing – Stores Coronavirus update – Communications Centre - Covid-19 Point of sale Brochure – Stores Help Centre - Changes to Specialist Hours – Stores Help Centre	Review of CCTV to confirm compliance with guidance in retail areas

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Direct suppliers -ceasing deliveries	Manual handling issue of colleagues moving milk to petrol filling stations	Colleagues, customers	Decision made to remove milk sales from Petrol filling stations until supplier can deliver again		NA
Violence towards colleagues	Reduced guarding - due to self-isolation/illness	Colleagues, customers	TSS and Cordant confirmed their commitment to their required hours		NA
	Increased level of incidents of verbal/physical assaults - linked to queueing and availability of products	Colleagues, customers	- Tesco operate a zero tolerance policy regarding violence and aggression towards colleagues - Managers report all breaches of the zero tolerance policy to the police - Serious incidents are reported to Tesco Security Support via phone. Less serious incidents are reported to Tesco Security Support online via the incident Reporting System - Where there is an emergency or belief that the situation is life threatening, pressing the panic alarm will alert Tesco Security Support who will contact the police - Posters and car park banners provided regarding treating colleagues with respect available to all stores - Support requested from local police forces where necessary - Scripted tannoy announcements provided for stores regarding the bulk buying limits and social distancing guidance as appropriate - All stores are closed between midnight and 06.00, (unless their pre-Covid-19 trading hours were shorter i.e. pre-Covid-19 if a store closed between 20.00 and 08.00, they have reverted to these hours), allowing for safer shelf filling - communications sent to stores on how to lockdown a store overnight - Customers informed through posters displayed in stores, emails and press coverage of store opening hours, department closures, social distancing etc. - Face visors available for all colleagues supporting the queueing to support with spitting incidents	- Scripted tannoy announcements - Stores Help Desk - Covid-19 Point of Sale Brochure - Stores Help Centre - Changes to store opening hours-store guidance - Stores Help Centre - Opening hours point of sale - Stores Help Centre - Coronavirus - gloves, masks and visors - information and guidance - Stores Help Centre - Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint - Incident Reporting - Reporting and Reviewing Incidents - Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Sudden influx of customers into stores on opening	Colleagues, customers	- Guidance sent to stores on Crowd Control and Queue management - Barriers provided to assist with queue management - Security colleagues or a dedicated colleague manage the queue at store entrance during peak periods only (and when occupancy levels have been reached and customers are queueing) to limit the number of customers coming into the store in one go. - Safe occupancy limits agreed for each store. - POS supporting the message available for customers - Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue	- Crowd Control and Queue Management in Stores - Communications Centre - Social Distancing Guidance - Stores Help Desk - Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint - Covid-19 Point of sale Brochure - Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
Cleaning and hygiene consumables/equipment and processes	Presence and survival of Covid 19 virus on touch points throughout store	Colleagues, customers	- All colleagues are responsible for cleaning and are trained to 'Clean as you Go', ensuring checkouts, scan as you shop, and customer service desks are cleaned regularly using approved cleaning chemical and blue roll - Cleaning units have been supplied to all stores to support the 'Clean as you Go' training - Trolley and basket handles will be regularly cleaned daily by colleagues. Cleaning station set up at front of stores to include approved cleaning chemicals, blue roll, alcohol hand gel and a bin - Weekly Cleaning check with contract cleaners - Housekeepers focus on touchpoints across the Extras, Superstores and Metros. This includes the Perspex screens at checkouts. - All headsets and microphones cleaned with an antibacterial wipe before and after each use. - Petrol station pump handles cleaned on a regular basis and all stores have a cleaning station on entrance for customer use - Point of sale packs provided to guide stores on what posters etc. to be used in the store i.e. cleaning station	- Keeping your trolleys clean - Coronavirus update - Thursday 19th March - second edition - Safe and Legal FAQ's: Covid-19 - GPS SharePoint - Covid-19 Point of sale Brochure - Stores Help Centre - PFS Pump handle cleaning - Coronavirus update - Monday 23rd March - Clean and Tidy Document May 2020 - Stores Help Centre - Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 - Third party cleaning audit

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			- All stores initially issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll – stores now manage their own re-ordering - Posters displayed regarding Hand washing and Toilet hygiene - Stores have been provided with shop floor units with alcohol hand gel for use by colleagues and customers		
	New chemicals not CoSHH (Control of Substances Hazardous to Health) assessed and cleaning cards not in place Cleaning chemicals used by the public to clean trolley handles	Colleagues, customers	- Sourcing guidelines for provision of an alternative suppliers/chemicals if Ecolab products are not available. Ecolab are currently the provider for all chemical products - Contingency process in place for suitable alternative - CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores - Chemicals for customer use are diluted and able to be used without requiring PPE	- Data Sheets - COSHH RA - Safe and Legal – Cleaning cards - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Disposal of contaminated cleaning products or face coverings after use	Colleagues, customers	- Contaminated wipes, blue roll etc. to be bagged and placed in usual waste or into a lidded bin. Additional guidance issued to Scotland to increase bins due to members of the public being advised to wear face masks via the Scotland Government Briefing - Guidance issued to all stores following advice of Welsh and English Governments that face coverings are strongly advised to be worn by those working in shops	- Scottish Government Briefing Notes – GPS SharePoint - Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre - Clean and Tidy Document May 2020 - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint - Mandatory face coverings – England – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Cleaning and hygiene supply not available e.g. Alcohol hand gel/wipes re-directed to the NHS or supplier unable to maintain supply	Colleagues, customers	- Alternative suppliers or consumables being sought if current suppliers unable to maintain demand - CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores - Products auto delivered to stores so availability is always met - Hand driers will be kept switched on in public toilets to ensure hand drying facilities are always available with no requirement to touch the dispenser	Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
	Potential allergic reaction to wipes and Alcohol hand gels	Colleagues, customers	- All Tesco sourced Alcohol hand gels and wipes are always without allergenic/sensitising properties - CoSHH Information held for all products used		NA
Petrol Filling Stations	Presence and survival of Covid 19 virus on touch points Ensuring social distancing as volume of customers increases	Colleagues, customers	- Perspex screens are fitted at checkouts – where not fitted, the customers are served through the night window - Where there isn't 2m between each checkout, Perspex screens are being fitted to allow both checkouts to open. All screens will be fitted by 19.07.20 - One colleague available for queue management within the kiosk - Pump handles are cleaned throughout the day - Plastic gloves available on the PFS forecourt - Clearly defined, segregated areas away from moving traffic are identified for queueing (Express PFS)	- PFS forecourt services and social distancing – Communications Centre - Clean and Tidy Document May 2020 – Stores Help Centre - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 - Third party cleaning audit
Managing queues external to the building	Customer queues using third party land Queueing past concessions that will open i.e. Waves Car Wash Queueing past / blocking fire exits	Colleagues, customers	- Risk assessments undertaken at a site level when queuing onto council land. Store complete a 'Community Risk Assessment' to submit to the Council as per their requirement - No queue should encroach onto the vehicle areas of the car park - Queues are marked at 2m safe intervals - Lighting should be on in the areas of the queue in the hours of darkness - Queue management undertaken by colleagues during peak times	- General Health and Safety Events Risk Assessment – GPS SharePoint - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint - Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26

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	Queuing in areas that are for vehicles Queuing in shared spaces i.e. shopping centres, public pavements		- Queues and barriers do not block any fire exits (all are externally signed) – the queue stops and starts either side of the fire exit - Stores located within close proximity of other businesses (in shopping centres, retail parks, high streets) liaise with either the centre manager or other businesses managers to co-ordinate external queues to ensure social distancing can be maintained and our queues do not interfere with other businesses - From 08.07.20 reduction in length of queues anticipated as store customer occupancy is increased - Where feasible, stores have separate entrances and exits		
Wearing of face masks and face coverings (England, Wales and Northern Ireland)	Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated	Colleagues	- Following changes to Government guidance in England, stores in England, Wales and Northern Ireland are strongly encouraging colleagues to wear face coverings when on the shop floor during trading hours, the following is applicable from 24.07.20: - Where colleagues work behind a protective screen (except for pharmacy colleagues), face coverings do not need to be worn, unless the colleague so wishes - There are exemptions for colleagues, which include medical conditions or disabilities or when taking medication etc. - When the store is closed or a colleague is working in the back of house, face coverings are not necessary, but can be worn if the colleague so wishes - Face coverings can be removed during breaks when in non-customer facing areas - For colleagues with hearing impairment and those who lip-read, face coverings can be removed to help with communication - Any colleagues who have concerns with wearing face coverings are able to discuss this with their Line Manager - Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin - Colleagues are permitted to wear disposable masks, face coverings such as scarves, homemade textile/cloth coverings or visors - Face visors provided where the 2m social distancing guidance cannot be applied i.e. during deliveries and for queue marshalling - 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	- Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre - 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 - Mandatory face coverings – England – GPS SharePoint - Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint	NA
Wearing of face masks and face coverings (Scotland)	Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated	Colleagues	- 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 - Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin - Colleagues are permitted to wear disposable masks, face coverings such as scarves, homemade textile/cloth coverings or visors - Face visors provided where the 2m social distancing guidance cannot be applied i.e. during deliveries and for queue marshalling - In Scottish stores from 11.07.20 the following is applicable: - Colleagues are required to wear face coverings in any customer facing areas during store opening hours included PFS when not working behind a screen - Colleagues are not required to wear them in the back of the store or during breaks in the colleague room/canteen	- Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre - WHO video guide on when and how to put on face mask - Scotland – Face Covering guidance – July 2020 - Retail daily news – Monday 6th July – Stores Help Centre	Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use

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			○ This guidance applies to all Cafes and concessions ○ Face coverings are provided, however, colleagues can choose to wear their own ○ Customers are required to wear a face covering whilst in the stores and petrol filling station kiosks provided by themselves ○ A supply of face coverings will be available near the front of the store for customers to purchase ○ Colleagues are not required to challenge customers not wearing a face covering ○ Guidance is provided to all Scottish stores on the actions to take and which group of customers are exempt from the rule ○ Point of sale will be displayed for customers and colleagues ○ A Team 5 communication has been provided to stores for briefing all colleagues ○ The above is applicable to all contractors and visitors during store opening hours		
Customer and Colleague Toilets	Unable to maintain the 2m social distancing guidance from other colleagues or customers Survival of the virus on touch points	Customers, colleagues	• Signage applied to every other urinal or cubicle to make it unavailable and locked off • Hand soap and hot water available at all toilets • Adjacent sinks taken out of use • Method of hand drying available in all toilets. Hand driers maintained as microbial evidence does not require removal. Driers are touch free, paper towels were considered an arson risk and potentially would not be available at sometimes due to over excessive use.	• Social Distancing Guidance – Stores Help Desk • Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint • Covid-19 Point of sale Brochure – Stores Help Centre	• In store review of adopted practices and guidance by Group People Safety Team • Safe and legal audit commencing from week 12. All stores to be audited by external provider • Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
Franchise Operations / Third party Concessions / Retail partnerships	Excessive customers at the store to utilise the franchise offer Opening the franchise offer means queues block fire exits or go into car parks Maintaining social distancing in joint spaces (i.e. shared counters etc.) and ensuring same standards applied across the board	Customers, colleagues	• Many retail partnerships are currently closed • Before any franchise re-opens a detailed Risk Assessment on principles of operation will be completed by the Franchise and signed off with Retail Partnerships to understand the impact • Queues should not block any fire exits or extend onto car parks • Customer counts in store will include any operational franchises unless they have a separate unit accessed externally to the store i.e. Waves • Any franchises opening will have a safety opening checklist to consider all the potential safety impacts • Safety checklist for pre-opening considerations available for all partnerships to utilise	• Safety Re Opening Checklist – GPS SharePoint • Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint • Safety opening checklist – GPS SharePoint	• In store review of adopted practices and guidance by Group People Safety Team • Safe and legal audit commencing from week 12. All stores to be audited by external provider • Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26 • Physical installation confirmation for screens and barriers • Review of CCTV to confirm compliance with guidance in retail areas • Franchises and Third parties produce opening packs – Stores Help Centre • Franchise and Third-Party Partnership team review all opening packs and new risk assessments prior to opening
Colleagues undertaking activities back of house	Unable to maintain the 2m social distancing guidance from other colleagues	Colleagues, visiting drivers	• Face visors are available for tasks i.e. taking in of deliveries where 2m guidance is difficult to follow. • Face masks are also provided for any colleague that wishes to wear them • Clocking in guidance has been provided with the requirement to wash hands after use • Meeting rooms and offices have signage for occupancy numbers and colleague room have been re arranged so chairs are 2 to a table • Colleagues are reminded to maintain the 2m social distancing guidance where possible working in the warehouse and to ensure that hands are frequently washed after touching areas. • Lifts are for single occupancy only and are signed • Social distancing to be maintained in the smoking shelter	• Social Distancing Guidance – Stores Help Centre • Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint • Covid-19 Point of sale Brochure – Stores Help Centre	• In store review of adopted practices and guidance by Group People Safety Team • Safe and legal audit commencing from week 12. All stores to be audited by external provider • Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
PPM activity by maintenance colleagues	Reduction in frequency of maintenance visits for PPM activities	Colleagues, customers, contractors	• Agreement given for both fire alarm and sprinkler checks to be temporarily moved to fortnightly for Large Stores due to call centre in Bengaluru being on lock down and staff unavailable to take the volume of calls.		• Verisae records of all statutory inspections and PPM

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			All other PPM's and statutory maintenance have been maintained		
Visitors and contractors	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 Lack of awareness of the social distancing measures in place	Colleagues, visitors, contractors	- Visits by external suppliers and Head Office reduced to only business critical personnel - 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 - Note added to Verisae sign in screen for all maintenance contractors to ensure that the social distancing measures in place in each building are adhered to	- Clean and Tidy Document May 2020 – Stores Help Centre - Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
Use of the premises by wheelchair users	Smaller spaces to manoeuvre in due to one-way channelling in stores particularly smaller convenience stores Unable to utilise the cleaning stations to clean basket handles Inability to use the lift to travel between floors	Customers, colleagues	- Reasonable adjustments to be made for all colleagues after discussions with managers - Lifts can be used with a carer / member of the same household and colleagues should facilitate this - Colleagues are stationed at the front of each store and will assist with basket / trolley cleaning as required	Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint	- In store review of adopted practices and guidance by Group People Safety Team - Safe and legal audit commencing from week 12. All stores to be audited by external provider - Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 26
Use of carpark recycling facilities	Spread of Covid-19 through presence and survival of the virus on hand touch points Hygiene and pest concerns from fly tipped items	Colleagues, customers, members of the public	- Clothing donations units closed as deemed non-essential and point of sale displayed - All other recycling services remain open - Stores contact customer.recycling@tesco.com to report any problems - Routine cleaning provided by cleaning contractor	- Covid-19 Point of sale Brochure – Stores Help Centre - Managing your Customer recycling zone – Stores help Centre	NA
Tesco Phone Shops	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	Colleagues, customers	- Completion of 'Phone Shop Re-opening Activity Checklist' required before Phone Shop can re-open – Area Manager confirms the shop as being ready to re-open - Opening hours have been reduced - At least two colleagues work in the Phone Shop at all times (one serving and the other greeting), where this is not achieved the Phone Shop will temporarily close - Where social distancing space allows in selected stores only, 2 customers are permitted to be served at once. In all other stores only one customer permitted to be served at any time – entrance to the Phone Shop is managed by the colleague greeting and physical barriers positioned to assist them - Customers are not permitted to 'browse' when waiting to be served and are instructed where to queue whilst following the 2m social distancing guidance - All required point of sale is sent to the Phone Shops ahead of opening with instructions as to where and how to use it - Queuing system in place, with 2m distanced 'footprint' markers and tape. Where space permits there are separate entry and exit points - Perspex screens are installed at the till point and sign up desks - Phone Shops have their own supplies of alcohol hand gel, blue roll and approved cleaning chemical – provided by the store. - Cleaning takes place at the start and end of the day and in between customers using the approved cleaning chemicals - Disposable gloves and face masks are made available to colleagues should they wish to use them	- Coronavirus Update – Stores Help Centre - Phone Shop Re-opening Plan – Stores Help Centre - Tesco Mobile Social Distancing video – GPS SharePoint - Opening up additional desks (selected phone shops only) – GPS SharePoint	NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			- All 'dummy' handsets have been removed to reduce touch points - Colleagues required to wash their hands/use alcohol hand gel in between customers - All returning colleagues are taken through the Colleague Brief which includes the social distancing principles, cleaning routines, the importance of handwashing and have watched the video		
Colleagues returning to stores after a period of extended absence	Colleagues unfamiliar with the changes which have taken place since the onset of Covid-19 to manage the spread of the virus on touchpoints and not maintaining the social distancing guidelines	Colleagues, customers	All colleagues returning to work in stores complete the 'Keeping you safe' online training prior to starting work	'Keeping you safe' – Click and Learn	NA
Customers, colleagues, contractors, members of the public stating they are displaying symptoms of Covid-19	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines	Colleagues, customers, contractors, members of the public	- Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store. - If someone does enter and state they have symptoms of Covid-19 they should be sent home or if too unwell an ambulance would be called and they would be isolated in a room.		NA
Re-opening of the Product Assessment Centre (PAC) – Sandhurst store	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines	Colleagues, customers, contractors	- Handwashing facilities for colleagues and alcohol hand gel provided for colleagues and customers - Customer tables and chairs arranged to enable social distancing to be maintained - Numbers of customers permitted in the PAC is limited and managed by a Product Co-ordinator at the PAC entrance - Customers required to use alcohol hand gel and wear disposable gloves on entry to the PAC - Colleague social distancing maintained by job role i.e. one in the kitchen, one in the office, one in the sampling area (with customers) - Colleagues strongly encouraged to wear face coverings during all interaction with the customers - All colleagues are responsible for cleaning and are trained to 'Clean as you Go', ensuring all areas and equipment are cleaned regularly using approved cleaning chemical and blue roll i.e. iPads, sampling trays, chairs, tables, - All stores order their own supplies of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll - The PAC sampling and kitchen area is cleaned thoroughly at the start and end of every day and after each customer - Disposable cutlery and crockery is used and disposed of in a lidded bin - Colleagues briefed on additional procedures to follow due to Covid-19 - If required, customers issued with disposable face mask as they leave the PAC - Colleagues where appropriate PPE when diluting approved cleaning chemical	- Procedure to minimise risk of Covid-19 – Sandhurst PAC – GPS SharePoint - Ecolab cleaning card for aseptopol use – GPS SharePoint - Safe and Legal checksheet – GPS SharePoint	NA