# Covid-19 Risk Assessment – Tesco Property

<table>
<thead>
<tr>
<th>Scope</th>
<th>Commentary</th>
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<tbody>
<tr>
<td>Areas Included / Not Included</td>
<td>Includes: One Stop, Jacks, all Tesco Stores in England. Includes: Sites in Wales, Scotland and NI where works are considered to be essential. Excludes Booker</td>
</tr>
<tr>
<td>Format</td>
<td>All UK Retail stores, Distribution Centres, Offices and Acquisition sites</td>
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<tr>
<td>Last reviewed and updated</td>
<td>19.02.21</td>
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This Covid-19 risk assessment will be regularly reviewed to take account of any changes in Government guidance and the Construction Leadership Council (CLC) guidance – Site Operating Procedures.

This should be read in conjunction with the area of work risk assessment i.e. Retail, Distribution, Office.

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| Colleagues confirmed as having or displaying symptoms of Coronavirus being at work | Increased risk of contracting/spreading the virus through personal contact or contact with equipment e.g. trays | Colleague, customers, contractors, visitors | - Return to Work documentation available in line with Government advice  
- Return to Work Health Clearance process instigated for all colleagues prior to returning after a Covid-19 absence  
- Signage displayed reminding of Covid-19 symptoms with a reminder not to enter the workplace if experiencing symptoms  
- Health and Safety Guide includes actions to take following a colleague confirming as being positive for Covid-19 - working as per the latest Government guidance  
- Communication sent out regarding Covid-19 testing for all Tesco colleagues self-isolating with symptoms or for a household member who is self-isolating with symptoms  
- Testing and Contact Tracing Programme in place  
- Communication sent out to remind colleagues to download contact tracing app (week commencing 21.09.20) and the legal requirement to isolate from 28.09.20 if you are requested to.  
- Colleagues in all areas of the UK must:  
  - self-isolate for a minimum of 10 days from the day their symptoms started or 10 days from the day they tested positive if they have no symptoms:  
    - self isolate for 10 days if they live in a house with anyone who has tested positive or showing covid-19 symptoms (as well as anyone within their support bubble) and a further 10 days further from the day symptoms start  
    - self isolate for 10 days if they are identified as a close contact and requested to isolate (e.g. through the Test and Trace system).  
    - self isolate for 10 days if they arrive back from a non-exempt country.  
- Introduction of isolation notes. All colleagues who are isolating for the following reasons must obtain an ‘Isolation Note’ from the NHS, by visiting http://111.nhs.uk/isolation-note/  
  - They have symptoms of Covid-19  
  - Someone in their household has Covid-19 symptoms  
  - Are in a support bubble with someone who has Covid-19 symptoms  
  - They have received a Test and Trace notification telling them to isolate  
- The isolation note will register the colleague isolation with the NHS and will provide a unique reference number (URN) which must be given to their manager when they phone in sick. | - Health and Safety Guide (FAQ’s) – Colleague Help  
- Group and Maintenance Communication – Covid-19 testing for Tesco Colleagues  
- Covid-19, Colleague Testing – Colleague Help  
- Pandemic Coronavirus (Covid-19) Return to Work health Questionnaire – Colleague Help  
- Group and Maintenance Communication – Covid-19 Contact tracing  
- Colleague Communications – 05.01.21 – GPS SharePoint Coronavirus Q&A – Colleague Help  
- Review conducted by Safety Teams |

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 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, colleagues and suppliers. In line with Tesco’s duty as an employer our aim has been to reduce workplace risk to the lowest reasonably practicable level by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops.
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| Wearing of face masks and coverings          | Incorrectly wearing face masks leading to contamination                | Colleagues                                                                     | - Guidance provided to all sites on the provision, use and disposal of face masks this includes reference to the use of face masks not replacing the need for social distancing and frequent hand washing  
- World Health Organisation Video shared with colleagues on how to wear a face mask safely  
- Face masks and face coverings are not considered personal protective equipment  
- Colleagues using public transport to get to work are required to wear a face mask  
- The requirements for wearing face coverings across different Tesco locations are included within relevant sections of this Risk Assessment document  
- Face visors can be worn but only with another form of suitable face covering that covers mouth and nose  
- 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, re-usable textile/cloth coverings  
- 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:  
  o Colleagues with health conditions who cannot put on, wear or remove a face covering because of any physical or illness or impairment or disability or without severe distress.  
  o If colleagues need to take medication or to eat or drink where reasonably necessary.  
  o Where lip-reading is required, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.  
  o 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)  
- Only face masks of the correct grade have been purchased for and procurement checks are in place | - Disposable gloves, face masks and visors - Information and guidance for use in stores and DC’s  
- WHO video guide on when and how to put on face mask | Review conducted by Safety Teams |
| Wearing face coverings and face masks on Retail sites | Wearing of the face covering incorrectly, Cross contamination | Colleagues, customers, visitors, contractors                                   | - Unless medically exempt, it is mandatory to wear a face covering at all times in indoor communal settings, this includes:  
  o From entry into each building until leaving the building  
  o Walking to your desk, kitchen area, photocopier, toilets etc.  
  o When more than one person is in a meeting room  
  o In the kitchen areas and Canteens unless eating or drinking  
  o When collecting items from the Post Room  
- Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them | - Covid-19 Property Guidance | NA |
| Wearing face coverings (Working in the Office) | Wearing of the face mask, visors incorrectly, Cross contamination | Colleagues, contractors, visitors                                               | - Unless medically exempt, it is mandatory to wear a face covering to be worn at all times by all colleagues in all parts of a store, this includes:  
  o All back areas including the colleague room, except when eating or drinking  
  o When working behind a screen | - Covid-19 Tesco Maintenance in Retail Guidance  
- Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals | NA |
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<td>Disposal of used face covering which are potentially contaminated</td>
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<td>Wearing of the face mask, visors incorrectly</td>
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<td>Colleagues</td>
<td>Re-useable face coverings are available for colleagues on request</td>
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<td>Cross contamination</td>
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<td>Disposable face coverings are provided for catering partner colleagues - All visitors to the site must wear a face covering for the duration of their visit</td>
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<td>Disposal of used face masks which are potentially contaminated</td>
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<td>Regular tannoy announcements are made reminding colleagues to wear their face coverings</td>
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- As well as the following specific times / activities:
  - On entrance until start of shift (including clocking in and out, collecting and returning all types of equipment and walking to / from any mechanical handling equipment)
  - At the end of their shift (from end of pick until leaving the building through the turnstiles)
  - Small office/meeting or training rooms, with more than one person.
  - 2 people walking the DC floor together.
  - Training activities (both trainer and trainee) where physical intervention may be required.
  - Any other situations where 2m social distancing cannot be maintained.

- Drivers must wear a face covering:
  - In all DC communal areas listed above
  - When there is more than one person in the cab
  - When delivering to stores – front or back areas as this is a legal requirement
  - When delivering to RSU’s

- Face coverings can only be removed in the following environments:
  - Colleague room when eating and drinking
  - When smoking in the clearly marked shelter
  - When only 1 person in the office / meeting room

- Colleagues are reminded to frequently change their face coverings
- Spare face coverings are available for colleagues
- Re-useable face coverings are available for colleagues on request
- Disposable face coverings are provided for catering partner colleagues - All visitors to the site must wear a face covering for the duration of their visit
- Regular tannoy announcements are made reminding colleagues to wear their face coverings
- For colleagues who wear glasses and drive any form of Mechanical Handling Equipment, disposable face masks with a flexible nose bridge will be provided
- Colleagues are reminded to frequently change their face coverings
- Spare face coverings are available for colleagues

- Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre
- WHO video guide to wearing a face mask – GPS SharePoint
- Face mask and face visor guidance – myDC
- Coronavirus – DC/CFC Policy to Minimise risk WGLL and Operational Guide
- Face covering / mask update – Distribution – Nov 2020 – myDC
- Face Covering Guidance – 18.01.21 – GPS SharePoint
- Magor - Face masks and Bonus – Email – 03.02.21 – GPS SharePoint
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<td>Travel to sites</td>
<td>Inability to stay in hotels</td>
<td>Colleagues, other road users</td>
<td>• Public transport is to be avoided if possible. If not, a face covering must be worn and where possible, social distancing maintained • Consider parking away from main concourse to allow 2m safe distancing on entry and exit from the vehicle. • Work should be planned to ensure that colleagues are not driving excessive distances. • Overnight stays should be avoided, but where required authorisation is needed, and hotel bookings are made via Tesco travel provider • Whilst staying away, hand washing should be undertaken frequently and 2m social distancing guidance maintained wherever possible • Only business critical journeys are permitted between England and Scotland and, England and Wales • Feedback and investigation process in place for colleagues staying overnight in hotels if they are felt the premises is not complying with government rules relating to covid-19 • Car or company van sharing is not permitted unless with members of the same household • If van is taken over from other colleague all surfaces where the driver is going to come into contact should be cleaned first with antibacterial wipes • Key worker letters will be provided by the business where required</td>
<td>• CTM Website and call centre • Critical worker travelling to work letter – Colleague Help • The Health Protection (Coronavirus Restrictions) (No. 2) (Wales) (Amendment) (No.19) Regulations 2020 – GPS SharePoint • Group and Maintenance Communications • Covid-19 Tesco Property Guidance • Covid-19 Tesco Maintenance Guidance</td>
<td>• NA</td>
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<tr>
<td>Car Sharing (getting to and from work) – not applicable to colleagues driving company vans</td>
<td>Increased risk of contracting/spreading the virus through personal contact or common touch points</td>
<td>Colleagues</td>
<td>• Colleagues are advised not to car share unless they live in the same household. The Tesco Lift Share scheme is suspended in Welwyn Garden City and the CEC. • However, car sharing is permitted by the government for travelling to work where this is reasonably necessary, therefore if colleagues have no other means of getting to work, they are advised to adhere to the following guidance: o share the transport with the same people each time o minimise the group size at any one time o opening windows for ventilation o travelling side by side or behind other people, rather than facing them, where seating arrangements allow o facing away from each other o considering seating arrangements to maximise distance between people in the vehicle o cleaning your car between journeys using standard cleaning products - make sure you clean door handles and other areas that people may touch o asking the driver and passengers to wear a face covering</td>
<td>• <a href="https://www.gov.uk/guidance/coronavirus-updated-policy-questions-and-answers">https://www.gov.uk/guidance/coronavirus-updated-policy-questions-and-answers</a> – Colleague Help • Health and Safety Guide (FAQ's) – Colleague Help • Group and Maintenance Communications</td>
<td>• NA</td>
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<td>Supporting clinically extremely vulnerable and clinically vulnerable colleagues</td>
<td>Greater susceptibility and more adverse reaction to virus for colleagues in this group</td>
<td>Colleagues, customers</td>
<td>• New starter colleagues categorised as either Clinically Extremely Vulnerable, Clinically Vulnerable or Pregnant are issued with a reminder at the induction stage to notify their manager if they have a condition that means they fall into one of these categories • Clinically vulnerable colleagues have been offered an occupational health referral process to support their return to the workplace by considering whether they can return to their role with no adjustments; with adjustments agreed or unable to return at all • All CEVC's and high-risk CVC’s must remain at home. • In England, as announced on 16.02.21, additional colleagues identified as CEVC’s through the Population Risk Assessment model must remain at home</td>
<td>• Coronavirus Vulnerable Colleagues Updated Policy, Questions and Answers – Colleague Help • Covid-19 Supporting our Vulnerable Colleagues – Toolkit for Managers and People Partners • Covid-19 Keeping Colleagues Safe training – Click and Learn • Covid-19 Occupational Health Report Adjustment Checklist – Colleague Help • CV/CEV – Let’s Talk – Colleague Help Vulnerable and extremely vulnerable people guidelines – Colleague Help • New starter health questionnaire • Covid-19 risk assessment outcome certificate • Jason Terry’s Covid-19 Update email – GPS SharePoint • <a href="https://www.gov.uk/government/news/advice-for-clinically-extremely-vulnerable-in-new-tier-4-areas">https://www.gov.uk/government/news/advice-for-clinically-extremely-vulnerable-in-new-tier-4-areas</a></td>
<td>• NA</td>
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| Supporting pregnant colleagues to return to work | Greater susceptibility and more adverse reaction to virus for colleagues in this group | Colleagues | • Pregnant colleagues should follow the CEVC Occupational Health referral process detailed above.  
• If, following this, a pregnant colleague, is unable to return as they are deemed high risk in relation to COVID then they will be placed on paid maternity suspension until 4 weeks prior to their due date when they will automatically commence maternity leave.  
• Pregnant colleagues can, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral. However, pregnant colleagues must complete the Pregnancy Risk Assessment as per normal policy.  
• Pregnant colleagues placed in the higher-risk category are to remain at home  
• All pregnant colleagues who are 28 weeks and beyond should not attend work (unless they can work from home)  
• Pregnant colleagues who are deemed high risk in relation to COVID then they will be placed on paid maternity suspension until 4 weeks prior to their due date when they will automatically commence maternity leave.  
• Pregnant colleagues can, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral. However, pregnant colleagues must complete the Pregnancy Risk Assessment as per normal policy.  
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• Pregnant colleagues can, if they wish, sign the updated Declaration, to allow them to return to work without completing the Occupational Health Referral. However, pregnant colleagues must complete the Pregnancy Risk Assessment as per normal policy.  
• Pregnant colleagues placed in the higher-risk category are to remain at home  
• All pregnant colleagues who are 28 weeks and beyond should not attend work (unless they can work from home) | • Health Partners - Managers Guide to Covid-19 CEVC’s – 21.12.20 – GPS SharePoint  
• Amended People Policies – Colleague Help | • NA |
| Colleagues returning to work after visiting another country (excluding the United Kingdom and the Republic of Ireland) | Contracting the virus whilst abroad and spreading it on return to work | Colleagues, customers, members of the public | • Colleagues returning from visiting countries outside of the common travel area (UK, Republic of Ireland, the Isle of Man and the Channel Islands) must follow their own devolved governments requirements regarding self-isolation  
• Colleagues returning from visiting countries outside of the common travel area (UK, Republic of Ireland, the Isle of Man and the Channel Islands) must follow their own devolved governments requirements regarding self-isolation  
• Colleagues returning from visiting countries outside of the common travel area (UK, Republic of Ireland, the Isle of Man and the Channel Islands) must follow their own devolved governments requirements regarding self-isolation | • Coronavirus - Questions and Answers – Colleague Help  
• Amended People Policies – Colleague Help | • NA |
| Local Restrictions | Complying with legislation/guidance; and ensuring sites respond to changes in restrictions. | Colleagues, customers, contractors, members of the public | • Government guidance/restrictions can across different regions within the UK and Scotland. Sites are to comply with any local restrictions set out in relevant guidance/legislation.  
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• Government guidance/restrictions can across different regions within the UK and Scotland. Sites are to comply with any local restrictions set out in relevant guidance/legislation. | • England - Local Restriction Tiers  
https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know  
• Wales – Covid-19 Alert Level  
• Scotland – Covid-19 Local Protection Levels  
• NI - Covid-19 Restrictions  
| Protecting Colleagues Mental Health | Psychological distress from feeling isolated or concerned due to the Coronavirus outbreak | Colleagues | • Access to Headspace online resources - meditation, sleep and movement exercises  
• Access to the Silver Cloud tool – skills and techniques to maintain wellbeing  
• Access to Headspace - digital hypnotherapy, offering soothing, reassuring audio to help calm worries.  
• Colleagues encouraged to be active and exercise and provided with online resources that can be used  
• Employee Assistance Programme in place  
• Occupational Health support  
• Virtual GP service available  
• Colleague Health checks available | • Staying Connected this Christmas – Group Communications – GPS SharePoint  
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<td>Construction activities carried out in occupied and unoccupied sites.</td>
<td>Present and survival of the virus on surfaces and hand touch points</td>
<td>Contractors, customers, construction operatives and the general public</td>
<td>• Works will be conducted out of hours wherever possible • Additional parking requirements to be considered when planning works • Additional welfare facilities provided by contractors wherever practical • Enhanced site cleaning regimes in place by cleaning contractors • Toolbox talks carried out regularly to remind contractors of the need to clean and sanitise both themselves and works areas, particularly touchpoints • Working areas to be segregated by suitable hoarding / barriers to ensure a minimum of 2m social distancing guidance distance is achieved between the working area and the perimeter • Access to washing points across site • Alcohol hand gel provided, to be used as required • Contractors follow the controls for wearing a face covering as outlined in the relevant section for 'Wearing of face coverings and face masks' • Gloves available for colleagues to wear • Construction Phase Plan (CPP) or Risk Assessment Method Statement (RAMS) must include proposed arrangements for managing Covid-19 throughout the project • Each site will undertake a Covid-19 risk assessment prior to commencing works • Covid-19 site compliance checklist completed ahead of any planned works</td>
<td>• UK Government guidance - Working safely during COVID-19 in construction and other outdoor work • Scottish Government guidance Coronavirus COVID-19: construction sector guidance • HSENI guidance – Covid-19: Safety Guidance from the Construction Employers Federation NI (CEFNI) Taskforce • HSE guidance – Working safely during the coronavirus outbreak – a short guide. HSE022 HSE Information Sheet – Coronavirus COVID-19 V4 • Tesco Property guidance – Delivering Through Social Distancing dated 18/05/2020 – we have held an NWT to determine best practice for delivery of projects on our estate and issued guidance to our suppliers • Construction Leadership Council guidance (CLC) – Site Operating Procedures V4</td>
<td>• Letter of adequacy provided by the PD will confirm that suitable arrangements are identified within the CPP or RAMS • Site inspection regime agreed ahead of works commencing that will consist of compliance checks at multiple levels (site / contractor: PM and PDI). Inspection reports to be shared with the project team and CHSA (Inspection)</td>
</tr>
<tr>
<td>Visitors and contractors</td>
<td>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</td>
<td>Colleagues, visitors, contractors</td>
<td>• 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 • Access to washing points and alcohol hand gels across the site • Follow social distancing guidance • Disposable gloves are provided • Contractors follow the relevant location controls for wearing a face covering as outlined in ‘Wearing of face coverings and face masks’</td>
<td>• Covid-19 Property Guidance NA</td>
<td>• NA</td>
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<td>Site Visits</td>
<td>Presence and survival of the virus on surfaces and hand touch points Unable to maintain the 2m social distancing guidance from other colleagues / customers</td>
<td>Colleagues, customers, contractors</td>
<td>• Minimising attendees to essential personnel only • Planning visit in advance including arrangements on site to accommodate visitors • Access to washing points across site • Follow social distancing guidance while on site • Availability of alcohol hand gels • Contractors follow the relevant location controls for wearing a face covering as outlined in ‘Wearing of face coverings and face masks’ • PPE to be provided by the wearer no shared PPE available at sites • Meeting rooms and offices have signage for occupancy numbers and colleague room have been re arranged to accommodate social distancing. • Lifts are for single occupancy only and are signed • Social distancing to be maintained in smoking shelters</td>
<td>• Covid-19 Tesco Property Guidance • Covid-19 Site Visits Checklist • Covid-19 Tesco Maintenance Guidance NA</td>
<td>• NA</td>
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<tr>
<td>Holding meetings at sites</td>
<td>Presence and survival of the virus on surfaces and hand touch points Unable to maintain the 2m social distancing guidance from other colleagues</td>
<td>Colleagues, customers, contractors</td>
<td>• All meetings wherever possible should be via phone, Microsoft Teams, Skype, Zoom, etc. • Only business critical meetings held in person with only the necessary participants attending • Attendees must be two metres apart from each other • Rooms must be well ventilated / windows opened to allow fresh air circulation • Consider holding meetings in open areas where possible • Access to washing points across site • Social distancing guidance followed • Availability of alcohol hand gels</td>
<td>• Coronavirus - DC / CFC policy to minimise risk WOLL Visual and operational guidance – myOC • COVID-19 Guidance Meetings and Audits – GPS SharePoint • COVID-19 Guidance First Aid • H&amp;S Guidance Document – myOC Covid-19 Tesco Property Guidance • Covid-19 Tesco Maintenance Guidance</td>
<td>• Depot review of adopted practices and guidance by Group People Safety Team • Completion of a safe and legal audit by the in house safety / audit team and external audits at all sites. • Daily additional safe and legal questions on MPro5</td>
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| Use of welfare facilities on sites | Unable to maintain the 2m social distancing guidance from other colleagues or customers | Colleagues, customers | • Equipment should not be shared between attending parties – pens, laptops etc.  
• Colleagues follow the relevant location controls for wearing a face covering as outlined in Wearing of face covering and face masks  
• Meeting rooms and offices have signage for occupancy numbers and colleague room have been re-arranged to accommodate social distancing with stickers identifying which desks can be used  
• Lifts are for single occupancy only and are signed  
• Social distancing to be maintained in the smoking shelter  
• Posters and signage to highlight need for social distancing (available in multiple languages in DC’s/CFC’s)  
• Cleaning equipment provided in offices and meeting rooms for colleagues to use after each meeting  
• Daily review checks completed | • Social Distancing – Large and Convenience – Stores Help Centre  
• Site Specific Risk Register Covid-19 packs – my DC  
• Coronavirus daily review checks – MPo5 | • NA |
| Accessing sites – Signing in visitors log book, Authorisation to Work / Permit to Work | 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, contractors | • Planning visits to minimise psychical touch points  
• Arranging visits in advance with relevant site manager  
• Where possible colleagues use their own pen to sign in – gloves and alcohol hand gels are available to use for all colleagues  
• Contractors allowed to use electronic forms where agreed with contract manager  
• Access to hand washing points at sites  
• Follow social distancing guidance  
• Availability of alcohol hand gels  
• Disposable gloves are provided  
• Colleagues follow the relevant location controls for wearing a face covering as outlined in Wearing of face covering and face masks | • Coronavirus - DC / CFC policy to minimise risk WGLL Visual and operational guided – myDC  
• Site Specific Risk Register Covid-19 Packs – my DC  
• Coronavirus daily review checks – MPo5  
• Covid-19 Tesco Property Guidance | • Dept review of adopted practices and guidance by Group People Safety Team  
• Completion of a save and legal audit by the in house safety / audit team and external audits at all sites  
• Daily additional save and legal questions on MPo5 from week 10 |