
<table>
<thead>
<tr>
<th>Scope</th>
<th>Commentary</th>
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<tbody>
<tr>
<td>Areas Included / Not Included</td>
<td>The Café</td>
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<td>Last Reviewed and Updated</td>
<td>16.04.21</td>
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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.

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<tr>
<td>Preparing food and serving customers in the café</td>
<td>Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers Close proximity from customer to colleague</td>
<td>Colleagues, customers</td>
<td>• All cafes in Wales currently operate a takeaway service only. Café sites with low sales volumes will be temporarily closed • All cafes in Scotland will re-open for takeaway service only from 19th April • Cafés in England with approved external seating located outdoors will reopen on 12th April for outdoor dine in service only. All other cafes will operate a takeaway service • All cafes will be closed in Northern Ireland • Detailed cleaning with approved cleaning chemical on a cleaning schedule • Provision of a cleaning station with diluted approved cleaning chemical and blue roll • Point of sale packs provided to cafes for communications to support the key messages • All cafes issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll • Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the café • Colleagues reminded to wash hands with soap and Alcohol hand gel at breaks and routinely during the working day • Face masks to be worn to serve food to customers at tables and when clearing tables or when in the public areas • Only one colleague working in the kitchen area and one in the serving area in normal operation. If additional colleagues are required to work in these areas, markings will be provided for each colleague • Limited interaction to pass food between areas, markings will be provided for each colleague • Details captured from all customers and visitors to participate in the Test and Trace • All condiments and cutlery are served to the customer with their food, no open condiments available • No menus and table talkers are in use all menus are displayed at the point of service • Reusable cups will not be used • Where possible colleagues will work in fixed bubbles</td>
<td>• TFDL Café – Cleaning task cards • TFDL Café – Clean as you go tool • TFDL Café – Safety Data Sheets and COSHH risk assessments • TFDL Café – Social distancing and POS guide • Covid-19 Reopening Plan • Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint • Training plan and slides for Service, Barista, Kitchen colleagues • Wales Update December 2020 • TFDL Café – Outdoor Dining Brief (England only)</td>
<td>• Addition of Covid-19 related check in the external audit by Shield from Period 6 • For all sites whether they are dine in or takeaway, the Shield audit will continue to take place • Where a café site is closed the Shield audit will not take place</td>
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| **Taking customer details for test and trace** | Data privacy and holding of information in accordance with GDPR | | • Tesco Privacy team engaged to ensure GDPR is managed correctly  
  • Colleagues serving at the till will record details for Test and Trace or use the NHS Covid-19 App. Sites in Scotland, NI and Wales will continue to use the paper-based process. In England, all customers in the party must provide test and trace details  
  • Wales only: Following Welsh Government guidance it is mandatory to take paper-based test and trace information from all customers. Customers will need to provide verification of their name when giving contact details. Methods of verification may vary but might for example include drivers’ licence, bank or credit cards or Tesco Clubcard. All visitors are required to give test and trace information.  
  • Only a group size of 6 is permitted and customer notices displayed to this effect  
  • In Scotland, when indoor hospitality re-opens a maximum of 4 people from 2 households will be permitted  
  • NHS QR Code poster displayed | • Training plan and slides – Service  
  • WGLL POS checklist | • NA |
| **Café layout** | Close proximity from customer to colleague and customer to customer | | • All cafes in Wales currently operate a takeaway service only. Café sites with low sales volumes will be temporarily closed  
  • All cafes in Scotland will re-open for takeaway service only from 12th April  
  • Cafes in England with approved external seating located outdoors will reopen on 12th April for outdoor dine in service only. All other cafes will operate a take away service  
  • All cafes will be closed in Northern Ireland  
  • In specific cafes in England, Scotland and NI where the layout is practical to do so a social distancing minimum measure of 1m+ space between tables will be adopted with the additional measures as described in this risk assessment.  
  • Up to date alert level information displayed, for colleagues and customers to follow  
  • Face to face meetings between colleagues which have been planned at these sites are to take place via Microsoft Teams  
  • Fixed and Bench seating will have a sufficient number of tables taken out of use to ensure social distancing (as per the guidance above) is enforced and allow access to seating at adjacent tables. These tables will be marked with printed stickers which indicate which tables can be used  
  • Occupancy of the café is infrequently filled to capacity and therefore it is unlikely that all seats will be occupied  
  • Colleague ‘Host’ will ensure customer numbers are maintained within the maximum capacity and ensure social distancing control measures are implemented throughout the Café  
  • Where cafes are operating an outdoor dine in service the area will be monitored by a colleague at all times (England only)  
  • Queuing will be managed with vinyls to maintain social distancing (2m) and queues will be managed with vinyls where outside the café entrance. | • Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint  
  • Training plan and slides – Customer Host  
  • Managing Queues Guidance  
  • TFDL Café – Communication and Help Centre  
  • Scottish strategic framework number hospitality guide.  
  • Wales Update December 2020  
  • TFDL Café – Outdoor Dining Brief (England only) | • NA |
| **Purchase and Payment** | Payment of money and proximity to customers and colleagues unable to maintain the social distancing guidance | Colleagues, customers | • Posters on how to hand wash have been communicated to colleagues and instructions to not touch face/mouth etc.  
  • Perspex screens installed on till point  
  • 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  
  • Customers encouraged to use contactless payments where possible | • WHO guidance of limited spread of virus on money – GPS SharePoint  
  • Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint  
  • Training plan and slides for Service colleagues | • NA |
### Cleaning and hygiene

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| Cleaning and hygiene consumables/equipment and processes | Presence and survival of Covid 19 virus on touch points throughout café | Colleagues, customers | • All colleagues are responsible for cleaning and are trained to ‘Clean as you Go’, ensuring all areas are cleaned regularly using approved cleaning chemical and blue roll  
• All stores order their own supplies of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll  
• Posters displayed regarding Hand washing and Toilet hygiene  
• Tables and chairs (including seats and seat backs) will be cleaned after each use, before the next customers are seated  
• Trays are only handled by colleagues and not left at the tables  
• No individual menus supplied  
• All cutlery and condiments will be given to the customers  
• Colleague Host will ensure high frequency/high touch point areas are kept clean  
• Cutlery, crockery and kitchen equipment washed via a dishwasher | • TFDL Café – Cleaning task cards  
• TFDL Café – ‘Clean as you go tool’  
• TFDL Café – Safety Data Sheets and COSHH risk assessments  
• TFDL Café – Social distancing and POS guide  
• Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint  
• Training plans and slides for Host, Service, Barista and Kitchen colleagues | • NA |
| Disposal of contaminated coverings, face coverings and face masks after use | Colleagues, customers | • Contaminated wipes, blue towel etc. to be bagged and placed in usual waste or into a lidded bin. | • Coronavirus – gloves, masks and visors  
• Training plans and slides for Host, Service, Barista and Kitchen colleague’s information and guidance – Stores Help Centre | • NA |
| 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 | • TFDL Café – Safety Data Sheets and COSHH risk assessments | • NA |
| Managing queues for the Café | Unable to maintain the social distancing guidance from other colleagues or customers | Colleagues, customers | • Colleagues should manage the queue and ensure that fire exits are not blocked  
• Where possible a route in and out will be created  
• A maximum occupancy for the café will be determined and only this number permitted in at any one time. All customers must be seated  
• Use of colleague ‘Host’ to supervise social distancing and queues  
• Queuing will be managed with vinyls to maintain social distancing (1m) and queues will be managed with vinyls where outside the café entrance | • Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint  
• Training plan and slides – Customer Host  
• Managing Queues Guidance | • NA |
| Wearing of face masks and face coverings | Wearing of face masks/face coverings incorrectly | Colleagues, customers | • Unless colleagues are medically exempt, face coverings must be worn in all areas of the café at all times, including:  
  • When the café is closed  
  • When working back of house (including taking in deliveries)  
  • When working behind a screen  
• Colleagues are also required to wear a face covering at all times and in all areas of the store, except when eating or drinking in the colleague room  
• Customers are required to wear a face covering whilst in the café (take away only)  
• Face masks are available for 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 facemask to include being placed in a bag prior to placing in or in a lidded bin or waste bag  
• Face visors can only be worn with another form of suitable face covering that covers mouth and nose as this alone is no longer deemed suitable | • Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• England, Northern Ireland and Wales – Face Coverings guidance 20.07.20 – GPS SharePoint  
• Scotland – Face coverings guidance 08.07.20 – GPS SharePoint  
• Communication regarding Face Visor requirements in Scotland 7.8.20  
• England – Face Covering guidance – September 2020  
• Scotland – Face Covering guidance – July 2020  
• Wales – Face Coverings guidance – September 2020  
• TFDL Café Help Centre - Colleague guidance by Nation | • NA |
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<td>Colleagues undertaking activities back of house</td>
<td>Unable to maintain the social distancing guidance from other colleagues</td>
<td>Colleagues, visiting drivers</td>
<td>• Face coverings are required to be worn as per Wearing of face coverings and face masks above • Colleagues are reminded to maintain the social distancing guidance where possible working in the kitchen and to ensure that hands are frequently washed after touching areas. • Lifts are for single occupancy only and are signed • Only one colleague will work in the kitchen area and one in the servery area in normal operation. If additional colleagues are required to work areas will be marked out for each colleague • Tasks where colleagues will be in close proximity will be short duration</td>
<td>• Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint • Training plans and slides for Host, Service, Barista and Kitchen colleagues • Face Coverings Communications October</td>
<td>NA</td>
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<td>Use of the premises by wheelchair users</td>
<td>Smaller spaces to manoeuvre due to moving of furniture and one way access / exits</td>
<td>Customers, colleagues</td>
<td>• 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 will provide hand sanitiser for any customer who requires it</td>
<td>• Government Checklist and TFDL Response on opening for indoor customer usage – GPS SharePoint • Training plans and slides for Host, Service, Barista and Kitchen colleagues</td>
<td>NA</td>
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<td>Takeaway offer within a retail store (if implemented in response to devolution nations tier requirements)</td>
<td>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines</td>
<td>Colleagues, customers, members of the public</td>
<td>• All cafes in Wales currently operate a takeaway service only. Café sites with low sales volumes will be temporarily closed • All cafes in Scotland will re-open for takeaway service only from 19th April • Cafes in England with approved external seating located outdoors will reopen on 12th April for outdoor dine in service only. All other cafes will operate a take away service. • All cafes will be closed in Northern Ireland • Prior to re-opening all Cafes complete the actions within the ‘Re-opening Checklist’. This included full deep clean (front and back of house), equipment checks and re-commissioning, restarting of Daily Café diary checks (daily food safety management system), installation of social distancing signage and directional routes (front and back of house), Confirmation of completion of Re-opening checklist by Operations Manager • Perspex screens are fitted at till and ordering points • All colleagues are instructed to wash their hands at least every 30 minutes and use alcohol hand gel after handling cash and in between serving customers • Gloves will be available for all colleagues who wish to use them • Face coverings are required to be worn as per Wearing of face coverings and face masks above • All required point of sale will be sent into Cafes prior to opening with instructions on how and where to apply/display • TFDL Café Operation Managers to ensure adequate staffing levels to maintain social distancing • Colleagues required to complete ‘Café Safety Training Refresher 2020’ and ‘Coronavirus Awareness’ training as they return to work • Customer offer is for a limited and reduced take away menu only with shorter opening hours as defined in the guidance for the relevant tier • All customer seating is restricted to prevent customer usage or stacked so customers are unable to access it in takeaway sites • Counter service only – removed ability for customers to self-serve, condiments and serviettes issued by colleagues (except for soft drinks chiller) • Customers encouraged to pay by card</td>
<td>• TFDL Café – Operational re-opening checklist • TFDL Café – Social distancing and POS guide • TFDL Café – Re-opening plan • TFDL Café – Cleaning task cards • TFDL Café – Clean as you go tool • TFDL Customer Cafes Social distancing risk assessment • TFDL Café – Safety Data Sheets and COSHH risk assessments • TFDL Café – Coronavirus awareness training and Café Safety Training Refresher – training completion reports • England, Northern Ireland and Wales – Face Coverings guidance 20.07.20 – GPS SharePoint • Scotland – Face coverings guidance 08.07.20 – GPS SharePoint • TFDL Café Help Centre – Colleague guidance by Nation • TFDL Café – Closure of café on mezzanine floor (England only) • TFDL Café – New guidance on group gatherings – (Wales only) • Retail Daily News – Wed 2 December • TFDL Café – Outdoor Dining Brief (England only)</td>
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| 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                                                          | • Kids activities (colouring/crayons etc.) will not be available  
• Provision of a front of house Cleaning Station, holding new ‘Clean as you go’ tools and cleaning task cards to ensure adequate cleaning of customer areas  
• Managers are permitted to temporarily suspend service if social distancing measures become compromised | • ‘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 touchpoints 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.  
• Following change Government guidance in England from Monday 14 December all UK colleagues should isolate for 10 days where:  
  o they are identified as a close contact  
  o where they need to isolate due to someone in their household having symptoms, or  
  o where they are contacted by Test and Trace  
• 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-notes/  
  o They have symptoms of Covid-19  
  o Someone in their household has Covid-19 symptoms  
  o Are in a support bubble with someone who has Covid-19 symptoms  
  o 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. The colleague should print the isolation note and give it to their manager when they return to work or send a virtual copy  
• Any colleagues who have the Test and Trace app on their mobile phone, should turn the app off if:  
  o They leave their phone in a locker  
  o They are working behind a screen e.g. serving on a till  
• ‘Positive Covid-19 Test in the workplace notification form’ to be completed once a colleague has confirmed they are positive and then call the Covid Helpline to log the case. The form must then be sent to the People Team – TFDL_people@tesco.com  
• From 09.03.21 the Covid-19 related absence form will only need to be completed twice a week, on Tuesday and Fridays.  
• From 09.04.21 the English Government are providing lateral flow testing for all people. Testing is voluntary and symptoms do not need to be displayed to be eligible for the test. | • TFDL Café- Communication and Help Centre | NA            |
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| 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 vary 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](https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know)  
| 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  
• Colleagues encouraged to be active and exercise and provided with online resources that can be used  
• Employee Assistance Programme in place | • TFDL - Help Centre | N/A |
| Travel for regional colleagues | Inability to stay in hotels  
Fatigue  
Increased risk of contracting/spreading the virus through personal contact or common touch points | Colleagues, other road users | • Work should be planned to ensure that colleagues are not driving excessive distances.  
• Travel should be for business-critical tasks only  
• CTM will support with hotel booking as required and a key workers letter will be provided by the business  
• Whilst staying away, hand washing should be undertaken frequently and 2m social distancing guidance maintained wherever possible  
• 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  
• No car sharing between colleagues for store visits unless you are in the same household or bubble  
• Where possible calls and virtual visits using technology should be used | • CTM Website and call centre  
• Critical worker travelling to work letter | N/A |
| Supporting clinically extremely vulnerable and clinically vulnerable colleagues | Greater susceptibility and more adverse reaction to virus for colleagues in this group | Colleagues, customers | • 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 CDEV’s and high risk CVC’s will return to work on 1st April | • TFDL Café – Help Centre and Communication  
• Coronavirus Vulnerable Colleagues Updated Policy, Questions and Answers  
• TFDL Café - Coronavirus awareness training and Café Safety Training Refresher – training completion reports  
• Covid-19 risk assessment outcome certificate  
• Jason Tarry’s Covid-19 Update email – GPS SharePoint | N/A |