

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



| Scope                         |                                                                                                                    | Commentary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Areas Included / Not Included | Includes: All UK Tesco Stores Ltd store departments except for Retail Dotcom<br>Excludes: One Stop, Jack's, 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     | 25.06.21                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Activity                                                   | Hazard                                                                                                                 | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Assurance                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Routine activity in stores in customer facing areas</b> | Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers | Colleagues, customers | <ul style="list-style-type: none"> <li>Removal of makeup testers, blue charity tokens and in-store leaflets</li> <li>Closure of Community Rooms and fitting rooms</li> <li>Non-essential activities (i.e. Coinstar / photo booths) closed or only open if it is safe to do so and social distancing can be maintained.</li> <li>Cleaning equipment is available should a customer request a piece of equipment is cleaned prior to them using it e.g. photo booths and alcohol hand gel is supplied for customer use</li> <li>Detailed cleaning with approved cleaning chemical. Please refer to cleaning section for detailed assessment.</li> <li>Cleaning station available at all store entrances and alcohol hand gel available at each checkout and store exit (Wales only)</li> <li>Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores.</li> <li>Regular cleaning of Trolley and basket handles with an approved cleaning solution. Basket handles to be cleaned before placing out to the front of the store.</li> <li>Floor stickers in place to promote 2m social distancing.</li> <li>Diluted approved cleaning chemical and blue towel to clean trolley/basket handles are available for customers and alcohol hand gel.</li> <li>Point of sale packs provided to stores for communications to support the cleaning messages and explaining to customers how to safely use.</li> <li>Housekeepers focus on touchpoints across Large Format and Metros.</li> <li>All store colleagues continue with Clean as you Go and focus on common touch points such as checkouts, scan as you shop and customer service desks. These are cleaned regularly using diluted approved cleaning chemical and blue roll.</li> <li>Colleagues to wear key worker recognition badges</li> <li>All headsets and microphones cleaned with an antibacterial wipe before and after each use.</li> <li>Petrol station pump handles cleaned on a regular basis.</li> <li>All Petrol filling stations have a cleaning station on entrance for customer use</li> <li>Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store.</li> <li>Customers encouraged to shop alone – posters displayed and automated tannoy announcements introduced</li> <li>Colleagues are encouraged to regularly wash hands with soap and water or use Alcohol hand gel during breaks.</li> <li>Clothing returns no longer required to be quarantined</li> </ul> | <ul style="list-style-type: none"> <li>Keeping your trolleys clean – Coronavirus update – Thursday 19th March – second edition</li> <li>Safe and Legal FAQ's: Covid-19 – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Social Distancing Guidance – Stores Help Centre</li> <li>PFS Pump handle cleaning – Coronavirus update – Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Email – Covid-19 Daily Product update 31.03.20 – GPS SharePoint</li> <li>F&amp;F News Week17 – Stores Help Centre</li> <li>Corporate team 5 messages</li> <li>Clean and Tidy – Front End Colleague behaviours and responsibilities – Stores Help Centre</li> <li>Retail Daily News – 19 November – Scotland Level 4 restrictions.</li> <li>Covid-19 Christmas Serve plans – store manager guide – Extra, Superstore, Metro</li> <li>Retail Daily News – 3 December – covid-19 poster update</li> <li>Jason Tarry's email to customers – 22.12.20 – GPS SharePoint</li> <li>Email 04.01.21 – ref Candy King</li> <li>Gold Group Meeting notes – 06.01.21</li> <li>Email – Communication Message (Planned Fire Drill and Personal Emergency Evacuation Plans (PEEP) – 5014 – 06.01.21</li> <li>Candy King documents – GPS SharePoint</li> <li>Maintaining social distancing during reductions – Communications Centre – 21.01.21</li> <li>Flower Wrap advice – Email – 28.01.21</li> <li>Social Distancing Convenience stores – Stores Help Centre – 24.02.21</li> <li>Cleaning Stations WGLL – Stores Help Centre</li> <li>Explanatory Memorandum to the Health Protection (Coronavirus Restrictions) (No. 5) (Wales) (Amendment) (No. 5) Regulations 2021 – GPS SharePoint</li> <li>Retail Daily News – Wed 24 March (key worker badges)</li> <li>Information Cell update – 14.06.21 – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Third weekly cleaning audit</li> </ul> |

| Activity                                                     | Hazard                                                                                                                         | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Assurance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|                                                              |                                                                                                                                |                       | <ul style="list-style-type: none"> <li>Tongs and scoops removed for picking up loose products and replaced with greaseproof paper 'hands' at bakery and Krispy Kreme</li> <li>Candy King provide point of sale and disposable gloves for use when handling their scoops</li> <li>Fire drills across all stores have been postponed until August 2021 to reduce disruption and possible compromising of social distancing (Personal Emergency Evacuation Plans will be reviewed as normal)</li> <li>Additional signage displayed for customer and colleague areas with a reminder of the importance of 'Hands, Face, Space'</li> <li>Process for managing reductions reviewed and re-communicated to enable colleagues to manage social distancing better</li> <li>Where more than 1 ATM is present, a number will be switched off in order to maintain 2m social distancing between customers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Checkout operations</b>                                   | Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2m social distancing guidance | Colleagues, customers | <ul style="list-style-type: none"> <li>Posters on how to hand wash have been communicated to colleagues and instructions to not touch face/mouth etc (NHS posters sent to stores)</li> <li>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.</li> <li>Disposable Gloves are optional but have also been made available to all colleagues that work in these areas.</li> <li>Customers encouraged to use contactless payments where possible.</li> <li>• Increase of card contactless limit to £45 and high value contactless to £250.</li> <li>Optional till receipts for transactions under £40 are available in Large stores and Metros on mainbank and basket tills. In Express this is available up to £99 on all checkouts.</li> <li>• A single internal queuing system is available to colleagues to re-introduce when needed, e.g. each checkout is full and queues forming.</li> <li>• Screens added at customer service desks and all payment points</li> <li>Tape to indicate where customers should stand to maintain social distancing</li> <li>Message to shop alone recommunicated to reduce numbers in store</li> <li>Colleagues only to offer bag packing if they are comfortable with doing so and when they notice a customer may need additional help or if requested by a customer. Colleague to follow social distancing and practise good hand hygiene (gloves / use of sanitiser).</li> </ul> | <ul style="list-style-type: none"> <li>WHO guidance of limited spread of virus on money – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Convenience and Large Stores Divider Screens Installation Guide – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre</li> <li>New Clear Self Service Checkout Dividers – Store Help Centre</li> <li>NHS posters – hand washing</li> <li>Covid-19 Christmas Serve plans – store manager guide – Extra, Superstore, Metro</li> <li>Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Physical installation confirmation for screens and barriers</li> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> </ul> |
| <b>Additional barriers and screens in stores</b>             | Trip hazards from bases of screens and barriers                                                                                | Colleagues, customers | <ul style="list-style-type: none"> <li>Colour contrast of the screen feet to the colour of the floor or hazard tape used to secure</li> <li>Positioning guidance given to stores</li> <li>Appropriate screen to be used, all equipment is approved via the Design Standards Group and meet our design and safety standards.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Convenience and Large stores divider screens installation guide – Communications Centre</li> <li>Design Standard (DES8169) – Retail Checkout Barriers</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> <li>Design Standards Group governance</li> </ul>                                                                                                                                                                                                                                                                                                                                                      |
| <b>Re-opening of Counters (Meat and Fish)</b>                | Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers         | Colleagues, customers | <ul style="list-style-type: none"> <li>Open counters / self-service (e.g. salad bar) remain closed.</li> <li>Completion of Re-opening checklist</li> <li>Pre-opening deep clean completed</li> <li>Colleagues place items on the counter and then stand back to allow the customer to collect them</li> <li>Floor markings in place identifying where customers stand to be served and whilst queuing</li> <li>Hand washing and cleaning routines already in place</li> <li>All colleagues are trained in their roles</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Hot deli counter re-open serve over guide – Stores Help Centre</li> <li>Hot deli counter operational guide – Stores Help Centre</li> <li>Meat, Fish and Hot deli counter training – Click and Learn</li> <li>Re-opening your Meat Counter – Operational Guide – Store Help Centre</li> <li>Re-opening your Fish Counter – Operational Guide – Stores Help Centre</li> </ul>                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Safe and legal audit commencing from week 14</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Increased levels of absent colleagues due to Covid-19</b> | Insufficient number of colleagues to maintain safe working                                                                     | Colleagues, customers | <ul style="list-style-type: none"> <li>Managers authorised to close store if not able to support with sufficient number of colleagues.</li> <li>Business as usual recruitment policy in place</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Induction – Warm Welcome to Tesco for Temporary and Partner colleagues – Click and Learn and Stores Help Centre</li> <li>Recruitment update via Coronavirus people update – Communications Centre</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> </ul>                                                                                                                                                                                                                                                                 |

| Activity                                        | Hazard                                                                                                                      | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Assurance                                                                                                                                                                                                                                                                                                                                                           |
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|                                                 | Insufficient managers to safely operate the store and colleagues temporarily taking on additional responsibility            | Colleagues, customers | <ul style="list-style-type: none"> <li>Training material developed for Stores to assist in the upskilling of colleagues in duty management – including options candidates and colleagues who were previous managers.</li> <li>Learning curriculums developed and uploaded to Click and Learn – Leading a store and Shift Leader</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Leading a store and Shift Leader – Click and Learn</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
|                                                 | Lack of skilled colleagues in operational area e.g. back door, petrol filling station, phone shop                           | Colleagues, customers | <ul style="list-style-type: none"> <li>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 and cash office</li> <li>Area to be closed if insufficient competent trained staff to an appropriate level to support the operation</li> <li>Retail apprenticeship virtual open days taking place from 01.06.21 in England only</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Multiskilling our colleagues – Click and Learn</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Retail apprenticeship programme – Retail Daily News</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
|                                                 | Not recording training when using the new/revised training material<br><br>Untrained colleagues                             | Colleagues, customers | <ul style="list-style-type: none"> <li>All new and amended training material is completed online through the Click and Learn platform which allows for individual access and date stamps on completion of modules or hard copy training record cards are completed and retained in store</li> <li>Training has a learning validation in the form of a question set</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
| <b>Managing increased demand from customers</b> | Non-availability of key essential consumables to support the store being open                                               | Colleagues, customers | <ul style="list-style-type: none"> <li>Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores</li> <li>Equipment used to help colleagues during Covid-19 has been added to the weekly consumables count</li> <li>Stores able to highlight any concerns in levels of consumables via the ATC process and mpro5 app</li> <li>Face visors are re-usable, cleaned before and after use and stored in the bag provided.</li> <li>Face visors and face masks are orderable for all stores via click to order</li> <li>All chemicals from Ecolab are COSHH assessed</li> <li>Bulk Buy restrictions for high demand items removed</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>COSHH Risk Assessments and Material Safety Data Sheets</li> <li>Safe and Legal Audit – interim questions set – Large and Express – GPS SharePoint</li> <li>Weekly Shop Floor Feedback Paper to UK Leadership Team</li> <li>Retail Daily News – 21.12.20</li> <li>Retail Daily News – 23.3.21 (Bulk Buy Limits)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
|                                                 | Congestion in aisles – colleagues unable to safely fill shelves<br><br>Unable to maintain the 2m social distancing guidance | Colleagues, customers | <ul style="list-style-type: none"> <li>Store hours amended to reflect current trading patterns.</li> <li>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.</li> <li>Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue.</li> <li>Where needed, colleagues support queue management internally and externally to ensure social distancing measures are in place.</li> <li>Changes to opening hours displayed at the front of stores.</li> <li>Managers will close aisles (full or partial) with barriers where necessary to maintain a safe working environment. Activities include replenishment, cleaning and changing point of sale</li> <li>Floor safe distancing stickers are in place to ensure that customers are encouraged to social distance.</li> <li>POS supporting the key message of social distancing guidance in place</li> </ul> | <ul style="list-style-type: none"> <li>Changes to store opening hours-store guidance – Stores Help Centre</li> <li>Opening hours point of sale – Stores Help Centre</li> <li>Social Distancing Guidance – Stores Help Desk</li> <li>Social Distancing – checklist and colleague guide – Stores Help Desk</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Updated Social Distancing Guidelines – Large and Metro – Stores Help Centre</li> <li>Updated Social Distancing Guidelines – Convenience – Stores Help Centre</li> <li>Greeters – front of store communication</li> <li>Safe store system occupancy roll out comms.</li> <li>Traffic light system – Stores Help Centre</li> <li>Safe store occupancy system – store manager briefing – Stores Help Centre</li> <li>How to use your safe store occupancy system – Stores Help Centre</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |

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|                                              |                                                                                                                                                                               |                       | <ul style="list-style-type: none"> <li>In England, Wales and Northern Ireland from 19.04.21 'Greeters' will be present in: <ul style="list-style-type: none"> <li>Band A-D stores</li> <li>High risk band E and F stores</li> <li>Stores without a traffic light system</li> </ul> </li> <li>In England, Wales and Northern Ireland Greeters will operate: <ul style="list-style-type: none"> <li>Monday to Saturday 09.00 – 18.00 and 09.30 – 16.30 Sunday</li> </ul> </li> <li>Greeters will remain in all Scottish stores as follows: <ul style="list-style-type: none"> <li>In Large stores they operate from 08.00 – 20.00 Monday to Saturday and 09.30 – 16.00 Sunday</li> </ul> </li> <li>"Greeters" remind customers of store rules (e.g. to wear face coverings, to maintain social distancing and to highlight if the hygiene station is running low.</li> <li>One way in and one way out is being maintained at entrances</li> <li>Safe System Occupancy Roll Out in all large format stores and 888 convenience stores from 12.02.21. Automated footfall counter linked to store capacity which controls customer entry using traffic light system (green to enter, red to wait). This sets the capacity of the store using the issued guidelines and ensures that numbers are maintained below this level in the store.</li> <li>Stores with the traffic light system are able to know their occupancy numbers at any point in time.</li> <li>Posters in place to inform customers traffic light system is in operation.</li> <li>Convenience stores without the traffic light system are a smaller footprint and control their customer numbers by a nominated colleague on the shop floor monitoring numbers and taking action by manning the door should the maximum number come close to being reached</li> </ul> | <ul style="list-style-type: none"> <li>Front of store Greeters – 5 Nov – Comms Centre.</li> <li>Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video</li> <li>One way in/one way out – Retail Daily News – 11.01.21</li> <li>Store Greeter email – 13.01.21 – GPS SharePoint</li> <li>Covid-19 Risk Assessments email (MC) – Retail – 10.02.21 – GPS SharePoint</li> <li>Social Distancing Convenience stores – Stores Help Centre – 24.02.21</li> <li>Retail Daily News – 29.03.21 – replacement traffic light posters available and Greeters to ask customers to shop alone if possible</li> <li>Information Cell Call Update – GPS SharePoint – 13.04.21</li> <li>Retail Daily News – 14.04.21 – Front of store greeters</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                     |
|                                              | Vulnerable persons in stores<br><br>Elderly or infirm customers unable to queue                                                                                               | Colleagues, customers | <ul style="list-style-type: none"> <li>Priority access for NHS workers (including pharmacists), emergency services, health care workers, elderly, vulnerable and customers wearing a sunflower lanyard, is in place in every store.</li> <li>Dedicated Sunday shopping hour in place for vulnerable customers (including NHS workers)</li> <li>Additional grocery home shopping slots made available to reduce the number of vulnerable customers needing to come into the store</li> <li>The number of customers in store at any one time is managed on a local level by store management based on their safe occupancy numbers calculated from guidance provided.</li> <li>Signage at the front of the store reminding anyone with symptoms not to enter.</li> <li>Where needed, colleagues support queue management internally and externally to ensure social distancing measures are in place,</li> <li>Clothing returns no longer required to be quarantined</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Vulnerable persons guidance - Colleague Help</li> <li>Extended 100-day refund policy for F&amp;F clothing – Stores Coronavirus update – Communications Centre</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Changes to Specialist Hours – Stores Help Centre</li> <li>Retail Daily News – 30.12.20 – Dedicated shopping hours – GPS SharePoint</li> <li>Information Cell update – 14.06.21 – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> </ul>                                                                                                                                                                                                                                                |
| <b>Direct suppliers - ceasing deliveries</b> | Manual handling issue of colleagues moving milk to petrol filling stations                                                                                                    | Colleagues, customers | <ul style="list-style-type: none"> <li>Selected PFS sites where milk direct deliveries are not taking place to use colleagues to manually move stock from main store to PFS using either a customer trolley, cage or dot com van.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Stock Transfer to PFS Guidance on Stores Help Centre.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                |
| <b>Violence towards colleagues</b>           | Reduced guarding - due to self-isolation/illness                                                                                                                              | Colleagues, customers | <ul style="list-style-type: none"> <li>TSS and Cordant confirmed their commitment to their required hours</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                |
|                                              | Increased level of incidents of verbal/physical assaults - linked to colleagues challenging customers to wear face coverings, customers queueing and availability of products | Colleagues, customers | <ul style="list-style-type: none"> <li>Tesco operate a zero-tolerance policy regarding violence and aggression towards colleagues</li> <li>Managers report all breaches of the zero-tolerance policy to the police</li> <li>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</li> <li>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</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Scotland Face Coverings Guidance 8 July</li> <li>England, NI and Wales Face Coverings Guidance 20 July</li> <li>Scripted tannoy announcements - Stores Help Centre</li> <li>Covid-19 Point of Sale Brochure - Stores Help Centre</li> <li>Changes to store opening hours-store guidance – Stores Help Centre</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |

| Activity                                                        | Hazard                                                                   | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Assurance                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                                                 |                                                                          |                       | <ul style="list-style-type: none"> <li>Posters provided regarding treating colleagues with respect available to all stores</li> <li>Support requested from local police forces where necessary</li> <li>Scripted tannoy announcements provided for stores regarding safety and social distancing guidance as appropriate</li> <li>Store hours amended to reflect current trading patterns.</li> <li>Customers informed through posters displayed in stores, emails and press coverage of store opening hours, department closures, social distancing, safety requirements etc.</li> <li>Face visors available for all greeters and colleagues supporting the queuing (including queues at the Petrol Filling Station) to support with spitting incidents. These must be worn alongside a suitable face covering.</li> <li>Colleagues reminding customers of the requirement to wear a suitable face covering (unless exempt), must wear both a face covering and face visor</li> <li>Stores are supplied with Spit Kits to collect DNA evidence that is forwarded to the Police</li> </ul>                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Opening hours point of sale – Stores Help Centre</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Incident Reporting – Reporting and Reviewing Incidents – Stores Help Centre</li> <li>Managing your personal safety – Convenience and Large – GPS SharePoint</li> <li>Email – Tannoy announcement – 27.01.21 – GPS SharePoint</li> <li>PFS Face Visor update – Communications Centre – 25.01.21 – GPS SharePoint</li> </ul>                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                 | Sudden influx of customers into stores on opening                        | Colleagues, customers | <ul style="list-style-type: none"> <li>Guidance sent to stores on Crowd Control and Queue management</li> <li>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.</li> <li>Safe occupancy limits agreed for each store.</li> <li>POS supporting the message available for customers</li> <li>Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue</li> <li>Customers advised to shop alone where possible</li> <li>Safe System Occupancy Roll Out (traffic light system) in all large format stores 888 convenience stores from 12.02.21. Automated footfall counter linked to store capacity which controls customer entry using traffic light system (green to enter, red to wait). This sets the capacity of the store using the issued guidelines and ensures that numbers are maintained below this level in the store. Posters in place to inform customers traffic light system is in operation.</li> <li>In non-traffic light system stores, regular customer counts in place and queuing systems introduced when needed.</li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>Crowd Control and Queue Management in Stores – Communications Centre</li> <li>Social Distancing Guidance – Stores Help Desk</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Social Distancing Convenience stores – Stores Help Centre – 24.02.21</li> <li>Retail Daily News – 29.03.21 – replacement traffic light posters available</li> </ul>                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                     |
| <b>Cleaning and hygiene consumables/equipment and processes</b> | Presence and survival of Covid 19 virus on touch points throughout store | Colleagues, customers | <ul style="list-style-type: none"> <li>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</li> <li>Cleaning units have been supplied to all stores to support the 'Clean as you Go' training</li> <li>Trolley and basket handles will be regularly cleaned with an approved cleaning solution. Basket handles to be cleaned before placing out to the front of the store.</li> <li>Cleaning station set up at front of stores to include approved cleaning chemicals, blue roll, alcohol hand gel and a bin</li> <li>Front of store Greeters will highlight if the cleaning station is running low. Colleagues will then ensure it is replenished accordingly</li> <li>Weekly Cleaning check with contract cleaners</li> <li>Housekeepers focus on touchpoints across Large Format and Metros. Colleagues in all formats focus on touchpoints in their area as part of Clean as you Go.</li> <li>All headsets and microphones cleaned with an antibacterial wipe before and after each use.</li> <li>Petrol station pump handles cleaned on a regular basis and all stores have a cleaning station on entrance for customer use</li> <li>Point of sale packs provided to guide stores on what posters etc. to be used in the store i.e. cleaning station</li> </ul> | <ul style="list-style-type: none"> <li>Keeping your trolleys clean – Coronavirus update – Thursday 19th March – second edition</li> <li>Safe and Legal FAQ's: Covid-19 – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>PFS Pump handle cleaning – Coronavirus update – Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document May 2020 – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Greeters – front of store communication</li> <li>Front of store Greeters – 5 Nov – Comms Centre.</li> <li>Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video</li> <li>Wales update – 29.01.21 – GPS SharePoint</li> <li>Social Distancing Convenience stores – Stores Help Centre – 24.02.21</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Third party cleaning audit</li> </ul> |

| Activity                       | Hazard                                                                                                                                                                                    | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Assurance                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                |                                                                                                                                                                                           |                       | <ul style="list-style-type: none"> <li>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</li> <li>Posters displayed regarding Hand washing and Toilet hygiene</li> <li>Stores have been provided with shop floor units with alcohol hand gel for use by colleagues and customers</li> <li>Stores reminded of the importance of cleaning basket and trolley handles (Wales only)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                | <p>New chemicals not CoSHH (Control of Substances Hazardous to Health) assessed and cleaning cards not in place</p> <p>Cleaning chemicals used by the public to clean trolley handles</p> | Colleagues, customers | <ul style="list-style-type: none"> <li>Sourcing guidelines for provision of an alternative suppliers/chemicals if Ecolab products are not available. Ecolab are currently the provider for all chemical products</li> <li>Contingency process in place for suitable alternative</li> <li>CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores</li> <li>Chemicals for customer use are diluted and able to be used without requiring PPE</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Data Sheets</li> <li>COSHH RA</li> <li>Safe and Legal – Cleaning cards</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                     |
|                                | Disposal of contaminated cleaning products or face coverings after use                                                                                                                    | Colleagues, customers | <ul style="list-style-type: none"> <li>Contaminated wipes, blue roll etc. to be bagged and placed in usual waste or into a lidded bin.</li> <li>Lidded bins available in back of house areas for colleagues to dispose of face coverings.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Scottish Government Briefing Notes – GPS SharePoint</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>Clean and Tidy Document May 2020</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Mandatory face coverings – England – GPS SharePoint</li> </ul>                                                                                                                                | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                     |
|                                | 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 | <ul style="list-style-type: none"> <li>Alternative suppliers or consumables being sought if current suppliers unable to maintain demand</li> <li>CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores</li> <li>Products auto delivered to stores so availability is always met</li> <li>Hand driers will be kept switched on in public toilets to ensure hand drying facilities are always available</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                     |
|                                | Potential allergic reaction to wipes and Alcohol hand gels                                                                                                                                | Colleagues, customers | <ul style="list-style-type: none"> <li>All Tesco sourced Alcohol hand gels and wipes are always without allergenic/sensitising properties</li> <li>CoSHH Information held for all products used</li> <li>Colleagues advised to wear gloves if they experience sensitivity issues when using wipes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Retail Daily News SFF – 01.01.21 – Stores Help Centre</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                                                    |
| <b>Petrol Filling Stations</b> | <p>Presence and survival of Covid-19 virus on touch points</p> <p>Ensuring social distancing as volume of customers increases</p>                                                         | Colleagues, customers | <ul style="list-style-type: none"> <li>Perspex screens are fitted at all checkouts.</li> <li>Where there isn't 2m between each checkout, Perspex screens are being fitted to allow both checkouts to open.</li> <li>Pump handles are cleaned throughout the day</li> <li>Plastic gloves available on the PFS forecourt</li> <li>Clearly defined, segregated areas away from moving traffic are identified for queueing (Express PFS)</li> <li>A limit of 2 customers permitted in the kiosk at any one time (excluding kiosks where Store Manager has agreed a different number due to the kiosk size)</li> <li>A minimum of 2 colleagues should be in the kiosk during kiosk opening hours (excluding variable stores)</li> <li>In Express PFS only during busy periods 1 colleague will stand at the kiosk entrance to: <ul style="list-style-type: none"> <li>Manage the queue, ensuring the occupancy limits aren't breached and social distancing is maintained</li> <li>Ensure all customers are wearing a suitable face covering, unless exempt</li> <li>Provide a face covering for customers who do not have their own and are not exempt</li> </ul> </li> <li>Face coverings to be worn as outlined in <b>Wearing of face coverings and face masks</b> below</li> </ul> | <ul style="list-style-type: none"> <li>PFS forecourt services and social distancing – Communications Centre</li> <li>Clean and Tidy Document May 2020 – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Retail Daily News 17 November and Communications Centre – Car Washes</li> <li>Covid-19 Shopping Trip – Large Stores – Email – 20.01.21 – GPS SharePoint</li> <li>Retail Daily News – 12.04.21 – Communications Centre: Jet washes re-opening</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Third party cleaning audit</li> </ul> |

| Activity                                        | Hazard                                                                                                                                                                                                                                                                                                                                      | People at Risk        | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Assurance                                                                                                                                                                                                                                                                                                                                                           |
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|                                                 |                                                                                                                                                                                                                                                                                                                                             |                       | <ul style="list-style-type: none"> <li>Customers will wear face coverings as outlined in <b>Wearing of face masks and face coverings – customers, contractors and visitors</b> below</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Managing queues external to the building</b> | <p>Customer queues using third party land</p> <p>Queueing past concessions that will open i.e. Waves Car Wash</p> <p>Queueing past / blocking fire exits</p> <p>Queueing in areas that are for vehicles</p> <p>Queueing in shared spaces i.e. shopping centres, public pavements</p> <p>Spread of covid-19 from contaminated umbrellas.</p> | Colleagues, customers | <ul style="list-style-type: none"> <li>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</li> <li>Queues must start 6m away from the front entrance, not block any fire exits or ATMs. Barriers used to guide the flow and direct queue onto covered walkways, canopies and pavement. No queue should encroach onto the vehicle areas of the car park</li> <li>Queues are only in place where adequate lighting levels are in place.</li> <li>Colleagues instructed to ensure snakes queues maintain 2m social distancing between customers at all times.</li> <li>When needed, colleagues support queue management internally and externally to ensure social distancing measures are in place.</li> <li>In England, Wales and Northern Ireland from 19.04.21 'Greeters' will be present in: <ul style="list-style-type: none"> <li>Band A-D stores</li> <li>High risk band E and F stores</li> <li>Stores without a traffic light system</li> </ul> </li> <li>Greeters will remain in all Scottish stores</li> <li>"Greeters" remind customers of store rules (e.g. to wear face coverings, to maintain social distancing and to highlight if the hygiene station is running low.</li> <li>Queues do not block any fire exits (all are externally signed) – the queue stops and starts either side of the fire exit</li> <li>Customers are given umbrellas if waiting in queues in unsheltered areas. Umbrellas dried and sanitised by colleagues once handed back.</li> <li>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</li> <li>Where feasible, stores have separate entrances and exits</li> <li>During inclement weather stores can place green produce matting after the mat well to reduce excess water being walked into the store</li> <li>Should it be required, a colleague will arrange for cleaning and managing of the mats to avoid creating slip/trip hazards</li> </ul> | <ul style="list-style-type: none"> <li>General Health and Safety Events Risk Assessment – GPS SharePoint</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre</li> <li>Greeters – front of store communication</li> <li>Front of store Greeters – 5 Nov – Comms Centre.</li> <li>Covid-19 Christmas Serve plans – store manager guide – Extra, Superstore, Metro</li> <li>Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video</li> <li>Covid-19 Risk Assessments email (MC) – Retail – 10.02.21 – GPS SharePoint</li> <li>Information Cell Call Update – GPS SharePoint – 13.04.21</li> <li>Retail Daily News – 14.04.21 – Front of store greeters</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
| <b>Wearing of face coverings and face masks</b> | <p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p> <p>Disposal of used face masks which are potentially contaminated</p>                                                                                                                                                                                                | Colleagues            | <ul style="list-style-type: none"> <li>Unless medically exempt, it is mandatory for face coverings to be worn at all times by all colleagues in all parts of a store, this includes: <ul style="list-style-type: none"> <li>All back areas including the colleague room, except when eating or drinking</li> <li>When working behind a screen</li> <li>In all external areas</li> <li>In offices and meeting rooms when more than one person is present</li> </ul> </li> <li>Face visors can be worn but only with another form of suitable face covering that covers mouth and nose</li> <li>As well as a face covering, face visors are now provided for colleagues working on Scan as you Shop, Self scan and required for greeters</li> <li>Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin</li> <li>Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings</li> <li>Reusable cloth face coverings have been issued to each store. Four face coverings per colleague have been issued with instructions on how to clean and maintain them. However, colleagues can choose to wear their own.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Tesco and USDAW joint letter on the importance of face coverings for all colleagues (25.08.20)</li> <li>Retail / Metro / Express Daily News – 1<sup>st</sup> October 2020 – Stores Help Centre (reusable face coverings allocation).</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>WHO video guide on when and how to put on face mask</li> <li><a href="https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</a></li> <li>Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre</li> <li>Retail daily news – Stores Help Centre</li> <li>Face Coverings Guidance – 06.01.21 – GPS SharePoint</li> <li>Joint letter from USDAW and Tesco to colleagues – 08.01.21 – GPS SharePoint</li> <li>Face Visors for SSC and SayS colleagues – Retail Daily News – 07.01.21</li> </ul> | <ul style="list-style-type: none"> <li>Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use</li> </ul>                                                                                                                                                                              |

| Activity                                                                              | Hazard                                                                     | People at Risk                               | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Assurance                                            |
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|                                                                                       |                                                                            |                                              | <ul style="list-style-type: none"> <li>Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear</li> <li>Guidance issued to change every shift or after a break and not to touch the face</li> <li>Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> <li>Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any physical or illness or impairment or disability or without severe distress.</li> <li>If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland)</li> <li>Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them</li> <li>Security Guards exempt from wearing a face covering are being issued with an 'I am exempt' badge to wear with a sunflower lanyard.</li> </ul> </li> <li>Colleagues who are exempt from wearing a face covering are offered a referral to Occupational Health, a documented record is kept of where the offer was not taken up</li> <li>Guarding companies have been informed of the face covering and shop alone policies</li> </ul>                                                                                                                                                                | <ul style="list-style-type: none"> <li>People Team Update – 13.01.21 – GPS SharePoint</li> <li>Coronavirus Questions and Answers – 12.01.21 – Colleague Help – GPS SharePoint</li> <li>Shop floor feedback – Retail Daily News – 14.01.21 and 19.01.21 – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                    |                                                      |
| <b>Wearing of face masks and face coverings – customers, contractors and visitors</b> | Not wearing a face mask or face covering and spreading covid-19 to others. | Customers, colleagues, visitors, contractors | <ul style="list-style-type: none"> <li>Customers will not be permitted into a store if they are not wearing a face covering and are not medically exempt in line with Government guidance</li> <li>Customers not wearing a suitable face covering (including a face visor worn without a face covering underneath is not deemed a suitable face covering) will be politely reminded that they need to wear one correctly (unless medically exempt). If they do not have a face covering, they will be offered one free of charge</li> <li>Customers refusing to wear a face covering will be refused entry to the store</li> <li>Customers wearing a sunflower lanyard will be permitted entry to the store</li> <li>Customers will be reminded of the requirement to wear a suitable face covering if seen removing their own whilst in store</li> <li>Colleagues reminding customers of the requirement to wear a suitable face covering (unless exempt), must wear both a face covering and face visor</li> <li>Colleagues reminding customers of the requirement to wear a suitable face covering (unless exempt), are informed to contact a Manager to seek support (if required)</li> <li>Customers are required to wear a face covering whilst in the stores and petrol filling station kiosks provided by themselves.</li> <li>A supply of face coverings will be available near the front of the store for customers to purchase</li> <li>Point of sale will be displayed for customers and colleagues.</li> <li>A Team 5 communication has been provided to stores for briefing all colleagues.</li> <li>Contractors and visitors will follow the controls as described in <b>Wearing of face masks and face coverings</b> above</li> <li>Exemptions to the rules for wearing face coverings include:</li> </ul> | <ul style="list-style-type: none"> <li>Point of sale on display in our stores.</li> <li>G4S Covid-19: Essential Worker Briefing, September 2020 – GPS SharePoint</li> <li>Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre</li> <li>General press release regarding customers and face coverings – 12.01.21 – GPS SharePoint</li> <li>Mandatory Face Coverings – Front of store guidance – 12.01.21 – GPS SharePoint</li> <li>Covid-19 Shopping Trip – Convenience and Large Stores – 12.01.12 – GPS SharePoint</li> <li>Customers challenging customers – Retail Daily News – 21.01.21 – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>NA</li> </ul> |

| Activity                                                                    | Hazard                                                                                                                                                                                                                                                                                             | People at Risk               | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Assurance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                                                             |                                                                                                                                                                                                                                                                                                    |                              | <ul style="list-style-type: none"> <li>Children under 11 (under 5 in Scotland)</li> <li>Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any physical or mental illness or impairment or disability or without severe distress.</li> <li>Temporary removal for Think-25 checks for age restricted sales – whereby colleagues may politely ask customers to remove face coverings to carry out the Think-25 check.</li> <li>If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>Those customers wearing a Sunflower lanyard, indicating a hidden disability. These customers may also carry a Sunflower exemption card, confirming that they do not need to wear a face covering.</li> <li>If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (Excluding Scotland)</li> <li>G4s staff are exempt from wearing face coverings as part of the Exemption Guidance and Regulations</li> <li>Colleagues have been given guidance as to how to manage situations where customers challenge other customers over not wearing a face covering</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Customer and Colleague Toilets</b>                                       | <p>Unable to maintain the 2m social distancing guidance from other colleagues or customers</p> <p>Survival of the virus on touch points</p>                                                                                                                                                        | Customers, colleagues        | <ul style="list-style-type: none"> <li>Signage applied to every other urinal or cubicle to make it unavailable and locked off</li> <li>Hand soap and hot water available at all toilets</li> <li>Adjacent sinks taken out of use</li> <li>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.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Social Distancing Guidance – Stores Help Desk</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> </ul>                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                                                                                                                                                                                                                                                                                                                                          |
| <b>Franchise Operations / Third party Concessions / Retail partnerships</b> | <p>Excessive customers at the store to utilise the franchise offer</p> <p>Opening the franchise offer means queues block fire exits or go into car parks</p> <p>Maintaining social distancing in joint spaces (i.e. shared counters etc.) and ensuring same standards applied across the board</p> | Customers, colleagues        | <ul style="list-style-type: none"> <li>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</li> <li>Queues should not block any fire exits or extend onto car parks</li> <li>Customer counts in store will include any operational franchises unless they have a separate unit accessed externally to the store i.e. Waves</li> <li>Any franchises opening will have a safety opening checklist to consider all the potential safety impacts</li> <li>Safety checklist for pre-opening considerations available for all partnerships to utilise.</li> <li>Breast Screening cabin temporarily set up in car park of store.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Safety Re Opening Checklist – GPS SharePoint</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Safety opening checklist – GPS SharePoint</li> <li>Re-opening guide for each in-store partner on Stores Help Centre.</li> <li>Retail Daily News – 19 November – Scotland Level 4 restrictions</li> <li>Breast Screening email – 02.02.21 – GPS SharePoint</li> <li>Retail Daily News – 12.04.21 – Non-essential retailers re-opening</li> </ul>    | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Physical installation confirmation for screens and barriers</li> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> <li>Franchises and Third parties produce opening packs – Stores Help Centre</li> <li>Franchise and Third-Party Partnership team review all opening packs and new risk assessments prior to opening</li> </ul> |
| <b>Colleagues undertaking activities back of house</b>                      | 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, visiting drivers | <ul style="list-style-type: none"> <li>Face coverings are provided and must be worn as per <b>Wearing of face masks and face coverings</b> above</li> <li>Clocking in guidance has been provided with the requirement to wash hands after use</li> <li>Meeting rooms and offices have signage for occupancy numbers and stickers in place to show where colleagues can sit</li> <li>Aseptopol and blue towels are placed at every table or computer workstation for cleaning after every use.</li> <li>Alcohol hand gel is available for colleagues to use in offices and meeting rooms</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Social Distancing Guidance – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Colleague area guidance – Help Centre</li> <li>Retail Daily News – Colleague Forums – 05.01.21 – GPS SharePoint</li> <li>Retail Daily News – G4S Collections – 25.01.21 – GPS SharePoint</li> <li>Social Distancing Convenience stores – Stores Help Centre – 24.02.21</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>                                                                                                                                                                                                                                                                                                                                                          |

| Activity                               | Hazard                                                                                                                                            | People at Risk                    | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Relevant Training / Supporting Information                                                                                                                                                                     | Assurance                                              |
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|                                        |                                                                                                                                                   |                                   | <ul style="list-style-type: none"> <li>• Colleague rooms have been re arranged so chairs are 2 to a table</li> <li>• Colleagues are reminded to maintain the 2m social distancing guidance where possible working in the warehouse and undertaking deliveries and to ensure that hands are frequently washed after touching areas.</li> <li>• Colleagues in convenience stores always reminded to stay 2m away from each other (during replenishing when the store is closed and during trading hours). If needed, aisles should be closed whilst replenishing to maintain 2m social distancing.</li> <li>• Lifts are for single occupancy only and are signed</li> <li>• Social distancing to be maintained in the smoking shelter</li> <li>• Guidance on safely rearranging furniture to create 2m distances and the use of floor stickers has been provided for colleague areas</li> <li>• Colleagues that are involved in handling dirty overalls (for laundering) instructed to wear gloves, face coverings whilst sorting through the garments and to wash their hands afterwards.</li> <li>• Quarter 4 Colleague Forums cancelled in all formats</li> <li>• A box using tape is marked out around the clocking in machine and all other colleague touchpoints e.g. PDA cabinet, MPCs</li> <li>• Tape or floor stickers placed at 2m intervals moving away from the clocking machine to support with a safe queue</li> <li>• In stores using a Biometrics system, a cleaning station should be set up beside the machine and signage displayed encouraging cleaning equipment after use</li> <li>• Clear signage displayed explaining one colleague in the box at one time</li> <li>• A safe route is created for colleagues to access back areas</li> <li>• Main route from shop floor used by all colleagues as entry point to clock in, locker rooms etc</li> <li>• If there is not a separate corridor for exit, keep left POS should be displayed supported by tape and arrows</li> <li>• One-way system flows throughout colleague areas (Large stores)</li> <li>• Signage displayed throughout reminding colleagues to stop and check it is safe to enter a specific area or pass through</li> <li>• Clear signage is displayed throughout the warehouse on walls and doors, reminding colleagues to keep 2m apart and allow colleagues to pass at a safe distance</li> <li>• Smaller areas, such as chillers and high value lock ups, have a one in one out system with signage displayed on the door</li> <li>• G4S collections are completed by 1 colleague only to assist with social distancing</li> </ul> |                                                                                                                                                                                                                |                                                        |
| Colleague Rooms and Welfare facilities | 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, visitors | <ul style="list-style-type: none"> <li>• Clear signage is displayed throughout the colleague areas including outside areas using for breaks</li> <li>• Furniture and chairs are rearranged so only one colleague is sitting per table</li> <li>• Stickers are placed on tables, including 4-seater booths, showing only one colleague can sit per booth</li> <li>• A 'U' shape walking route around the outside of the colleague room should be created to protect colleagues sitting at tables</li> <li>• A box using tape should be placed around tea points, vending machines and cardinal card machines with signage displayed – one colleague in the box at one time</li> <li>• Colleagues encouraged to bring their own food and cutlery in</li> <li>• Alcohol hand gel and cleaning equipment provided within the Colleague Room</li> <li>• Recreational gaming equipment e.g. pool tables, football tables and gaming machines have been taken out of use</li> <li>• Floor stickers and signage displayed in changing rooms asking colleagues to check it is safe to enter</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Social Distancing – Large and Convenience Stores – Stores Help Centre</li> <li>• Covid-19 Risk Assessments email (MC) – Retail – 10.02.21 – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>• NA</li> </ul> |

| Activity                                                                                                      | Hazard                                                                                                                                                                                                                       | People at Risk                    | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                            | Assurance                                                                                                                                                                                                                                                                                                                                                           |
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|                                                                                                               |                                                                                                                                                                                                                              |                                   | <ul style="list-style-type: none"> <li>Signage displayed on all colleague room tables reminding colleagues to clean the chair and table after us</li> <li>Free fruit for colleagues is currently suspended</li> <li>Stores can order single sachet condiments</li> <li>Locker rooms have occupancy levels displayed on entry</li> <li>Where locker rooms have multiple entrances, one is used for entry and the other for exit</li> <li>Safe distancing floor stickers are placed on the floor in locker rooms</li> <li>Colleague toilets have every other urinal and sink taken out of use and signage displayed</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Handling cash (e.g. change run, working in the cash office / admin room and transferring cash to G4S).</b> | 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, visitors, contractors | <ul style="list-style-type: none"> <li>Colleagues to maintain 2m social distancing where possible, including in walk in fridges and freezers</li> <li>Activities in the cash office in large format stores and admin room in express stores should be arranged to avoid more than 1 person in the room at any one time unless absolutely necessary and cannot be undertaken at any other time.</li> <li>Mandatory face coverings (that covers the mouth and the nose) must be worn by colleagues when 2m social distancing cannot be maintained. This will include activities such as <ul style="list-style-type: none"> <li>Carrying out the change run in large format stores as you will be working in pairs</li> <li>Carrying out the change run in express stores – only if other colleagues are at the till point.</li> <li>Working in the cash office in large format stores when there are more than 1 person present (e.g. change run colleagues, colleagues undertaking cash collection upskilling and G4S collection).</li> <li>Working in the admin room in Express stores when there are more than 1 person present (e.g. G4S collection for cash in transit safes, accessing the change safe).</li> </ul> </li> <li>All colleagues to wash / sanitise hands whilst carrying out cash handling duties.</li> </ul>                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> </ul>                                                                                                                                                                                                                                                 |
| <b>Visitors and contractors</b>                                                                               | <p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p> <p>Lack of awareness of the social distancing measures in place</p> | Colleagues, visitors, contractors | <ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>Supplier Rep Field teams allowed to visit stores (from 13.5.20) to support with in-fixture and feature space replenishment, take photos, replace missing SELs. Social distancing packs sent requesting them to maintain 2m social distancing at all times.</li> <li>Visitors and contractors required to carry out retail activities instructed to follow all covid-19 related controls</li> <li>Supplier issued with guidance regarding store visits: <ul style="list-style-type: none"> <li>Only to visit Large stores (except for 3 named suppliers to Express stores) and to come alone</li> <li>Observe Hands, Face, Space guidelines – wear a mask, wash hands, follow social distancing at all times</li> <li>Do not visit a store if showing symptoms of COVID-19</li> </ul> </li> <li>Stores reminded to feedback to the centre any examples of suppliers not following the above guidelines</li> <li>From 12.04.21 Petrotec engineers (for Petrol Filling Stations) will re-commence using paper authority/permit to work documentation, this will be passed to colleagues via the kiosk night hatch</li> </ul> | <ul style="list-style-type: none"> <li>Clean and Tidy Document May 2020 – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Supplier store visits – Retail Daily News – 18.01.21 – GPS SharePoint</li> <li>Email – Petrotec – Use of Tesco authority/permit to work documentation in PFS – 06.04.21 – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |

| Activity                                       | Hazard                                                                                                                                                                                                                                              | People at Risk                               | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                | Assurance                                                                                                                                                                                                                                                                                                                                                           |
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| <b>Use of the premises by wheelchair users</b> | <p>Smaller spaces to manoeuvre in due to one-way channelling in stores particularly smaller convenience stores</p> <p>Unable to utilise the cleaning stations to clean basket handles</p> <p>Inability to use the lift to travel between floors</p> | Customers, colleagues                        | <ul style="list-style-type: none"> <li>Reasonable adjustments to be made for all colleagues after discussions with managers</li> <li>Lifts can be used with a carer / member of the same household and colleagues should facilitate this</li> <li>Colleagues are stationed at the front of each store and will assist with basket / trolley cleaning as required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> <li>Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021)</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul> |
| <b>Use of carpark recycling facilities</b>     | <p>Spread of Covid-19 through presence and survival of the virus on hand touch points</p> <p>Hygiene and pest concerns from fly tipped items</p>                                                                                                    | Colleagues, customers, members of the public | <ul style="list-style-type: none"> <li>All recycling services are open</li> <li>Stores contact <a href="mailto:customer.recycling@tesco.com">customer.recycling@tesco.com</a> to report any problems</li> <li>Routine cleaning provided by cleaning contractor</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Managing your Customer recycling zone – Stores help Centre</li> </ul>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                |
| <b>Tesco Phone Shops</b>                       | 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                        | <ul style="list-style-type: none"> <li>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</li> <li>Opening hours have been reduced</li> <li>There are usually at least two colleagues working in the Phone Shop at all times (one serving and the other greeting)</li> <li>During colleague breaks to allow the Phone Shop to continue trading the 'greeter' role is temporarily removed</li> <li>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</li> <li>Customers are not permitted to 'browse' when waiting to be served and are instructed where to queue whilst following the 2m social distancing guidance</li> <li>All required point of sale is sent to the Phone Shops ahead of opening with instructions as to where and how to use it</li> <li>Queuing system in place, with 2m distanced 'footprint' markers. Where space permits there are separate entry and exit points</li> <li>Perspex screens are installed at the till point and sign up desks</li> <li>Phone Shops have their own supplies of alcohol hand gel, blue roll and approved cleaning chemical – provided by the store.</li> <li>Cleaning takes place at the start and end of the day and in between customers using the approved cleaning chemicals</li> <li>Disposable gloves are made available to colleagues should they wish to use them</li> <li>Dummy handsets are available and cleaned after each customer has used them</li> <li>Where colleagues have touched a customers own handset, these are wiped down before and after use</li> <li>Colleagues required to wash their hands/use alcohol hand gel in between customers</li> <li>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</li> <li>Colleagues are required to wear a face covering at all times</li> <li>Addition of a daily safe and legal check to inspect Perspex screens for correct adhesion and damage</li> </ul> | <ul style="list-style-type: none"> <li>Coronavirus Update – Stores Help Centre</li> <li>Phone Shop Re-opening Plan – Stores Help Centre</li> <li>Tesco Mobile Social Distancing video – GPS SharePoint</li> <li>Opening up additional desks (selected phone shops only) – GPS SharePoint</li> <li>Phone Shop Covid-19 guidelines refresh and break management – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                                                                                                                                                                                                                                                                |

| Activity                                                                                                   | Hazard                                                                                                                                         | People at Risk                                            | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                  | Assurance                                            |
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| 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 | <ul style="list-style-type: none"> <li>Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store.</li> <li>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.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Covid-19 Point of sale Brochure - Stores Help Centre</li> </ul>                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>NA</li> </ul> |
| 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                        | <p>General:</p> <ul style="list-style-type: none"> <li>Suitable face coverings that cover mouth and nose to be worn by all PAC co-ordinators whilst serving and tasting takes place</li> <li>Maximum of 1 colleague working in the office area at any time (signage in place)</li> <li>Maximum of 1 colleague in the kitchen preparation area at any time (signage in place)</li> <li>Face covering to be worn by colleagues at all times and in all parts of the store</li> <li>Colleagues briefed on additional procedures to follow due to Covid-19</li> </ul> <p>PAC coordinator at entry:</p> <ul style="list-style-type: none"> <li>In order to maintain 2m social distancing at all times, no more than 6 people allowed in the PAC at any time (including co-ordinators and tasters).</li> <li>Tasters selected from the same household only (ideally 2 tasters sitting either end of table up to maximum of 4 tasters from the same household – each corner of the table).</li> <li>Tasters questioned on whether they are fit and well; not exhibiting any covid related symptoms; not been asked to isolate or quarantine and not been in close contact with anyone else who has Covid-19 symptoms or tested positive. Tasters refused entry if Co-ordinator in any doubt.</li> <li>Tasters taken through the room layout and shown the 1-way system</li> <li>PAC co-ordinator administers the track and trace form (proof of ID requested to confirm same household if in doubt).</li> <li>Tasters only permitted entry if they have a suitable face covering which must remain on until seated.</li> <li>Tasters have access to handwashing facilities and supplied with antibacterial gel to sanitise their hands before sampling takes place. They are also supplied with disposable gloves if they choose to use these.</li> <li>Disposable face coverings given to tasters to use if they require after sampling has been completed.</li> <li>Taster information collected as part of track and trace</li> </ul> <p>Cleaning up:</p> <ul style="list-style-type: none"> <li>After sampling all used cutlery and crockery will be disposed of in a lidded bin. The plate with the food samples on will be washed in the dishwasher (with spares available for the next tasting session) and the table and chairs will be cleaned and disinfected using diluted aseptopol.</li> <li>PAC colleagues trained on following the colleague cleaning cards to safely make up diluted aseptopol (i.e. wear safety goggles and chemical mixing gloves)</li> <li>PAC colleagues supplied with disposable latex free gloves and disposable apron which are changed between tasting sessions.</li> <li>The PAC sampling area and kitchen area are cleaned thoroughly daily.</li> </ul> | <ul style="list-style-type: none"> <li>Procedure to minimise risk of Covid-19 – Sandhurst PAC – GPS SharePoint</li> <li>Ecolab cleaning card for aseptopol use – GPS SharePoint</li> <li>Safe and Legal checksheet – GPS SharePoint</li> <li>Sandhurst PAC Covid-19 track and trace form</li> <li>PAC Covid-19 colleague instructions – Dec 2020</li> </ul> | <ul style="list-style-type: none"> <li>NA</li> </ul> |

| Activity                             | Hazard                                                                                                                                                                                                                       | People at Risk                                          | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Relevant Training / Supporting Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Assurance                                                                                                           |
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|                                      |                                                                                                                                                                                                                              |                                                         | <ul style="list-style-type: none"> <li>PAC colleagues trained to clean and disinfect all contact points such as ipad and touch points between sessions using diluted aseptopol or drysan oxywipes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                     |
| <b>Food Sampling</b>                 | Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines                                                                               | Third Party, colleagues, customers, visitors            | <ul style="list-style-type: none"> <li>No open food / drink samples given out (pre-packaged only and to be consumed outside of the store).</li> <li>Avoiding close personal contact with customers at all times</li> <li>Third party colleagues briefed on how to work safely when in a Tesco store (i.e. maintain 2m social distancing, to regularly sanitise hands and regular clean contact points)</li> <li>Third party colleagues selected on the basis they are fit and medically able to work in a store environment</li> <li>Face coverings to be worn as outlined in <b>Wearing of face coverings and face masks</b> above</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Contactless sampling – HSU and ASU – GPS SharePoint</li> <li>N2O Event Risk assessment – GPS SharePoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> </ul> |
| <b>Modern Stock Take (MST)</b>       | <p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p> <p>Lack of awareness of the social distancing measures in place</p> | Colleagues, contractors                                 | <ul style="list-style-type: none"> <li>MST's are taking place across the whole of the United Kingdom with strict controls in place</li> <li>MST's in remote Scottish locations suspended until end February due to contractor travel distances</li> <li>MST contractors follow the controls as outlined in <b>Wearing face coverings and face masks – Customers, Contractors and Visitors</b> above</li> <li>Store Directors make the final decision on whether the MST can take place</li> <li>Pre-visits are conducted virtually to reduce physical contact</li> <li>Contractors are informed of the current Tesco controls and their requirement to follow them, including: <ul style="list-style-type: none"> <li>Adhering to 2m social distancing</li> <li>Use of cleaning equipment on all touch points</li> <li>Frequent hand washing and use of alcohol hand gel</li> </ul> </li> <li>Pharmacy (dispensary part with controlled drugs) is currently excluded from MST due to not being able to maintain 2m social distancing during the count.</li> <li>Contractors ensure their colleagues are fit to work in stores</li> <li>Contractors follow government guidance for safe transporting of their colleagues</li> <li>Tesco review contractors travel arrangements to ensure they meet all requirements</li> <li>All counts are completed by 06.00 (outside of store opening hours) with the wrap up taking place between 06.00 – 08.00</li> <li>Counts in aisles are organised to allow 2m social distancing to be followed, counts in areas of limited space e.g. petrol filling stations, kiosk, pharmacy counter are completed by one person</li> <li>During Blind Checks, where paperwork is used by both colleagues and contractors, alcohol hand gel is used after the paperwork had been handed over</li> <li>Alcohol hand gel and cleaning equipment is provided at the Control desk</li> </ul> | <ul style="list-style-type: none"> <li>MST Social distancing guidance – Stores – GPS SharePoint</li> <li>MST Covid-19 Process Changes – Express and Large – GPS SharePoint</li> <li>RAS Covid-19 Company Transport Protocol – GPS SharePoint</li> <li>RAS Covid-19 Protocols and Guidance – GPS SharePoint</li> <li>RGIS Best Practices against Covid-19 – GPS SharePoint</li> <li>MST Lockdown pre-visit – GPS SharePoint</li> <li>MST Count Summary Executive Checklist – GPS SharePoint</li> <li>Communication Centre Week -6 notes – GPS SharePoint</li> <li>Email – Updated Covid-19 risk assessments – 21.03.21 – GPS SharePoint</li> </ul> | <ul style="list-style-type: none"> <li>NA</li> </ul>                                                                |
| <b>In-store volunteers (charity)</b> | Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain social distancing guidelines                                                                               | Third party volunteers, colleagues, customers, visitors | <ul style="list-style-type: none"> <li>All volunteering activities will be subject to relevant government restrictions</li> </ul> <p><b>General controls in place for stores not subject to any national or local lockdown restrictions:</b></p> <ul style="list-style-type: none"> <li>When collecting from a fixed location i.e. behind a table, 2m social distancing must always be maintained between all volunteers and customers</li> <li>When collecting and not confined to a fixed location, 2m social distancing must be maintained until the interaction with the customer during the collection which must be kept to a minimum</li> <li>Location of volunteers to be agreed with individual stores based on the following principles:</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Charity collections communications</li> <li>Cash collections guidance for Tesco Turns Pink <a href="https://forms.office.com/Pages/ResponsePage.aspx?id=L4IzROBx_EaN7Cc5ArUTSU8ktiYpNAYdPR_lkF8N9UQTNQ0hFWkZJVjNJSkhGV1RGUOI_EUTBLSS4u">https://forms.office.com/Pages/ResponsePage.aspx?id=L4IzROBx_EaN7Cc5ArUTSU8ktiYpNAYdPR_lkF8N9UQTNQ0hFWkZJVjNJSkhGV1RGUOI_EUTBLSS4u</a></li> <li>Information Cell Call Update – GPS SharePoint – 13.04.21</li> </ul>                                                                                                                                                | <ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Safety Teams</li> </ul> |

| Activity | Hazard | People at Risk | Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Relevant Training / Supporting Information | Assurance |
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|          |        |                | <ul style="list-style-type: none"> <li>○ Location of volunteers do not create ‘bottle necks’ and impact on customers being able to maintain 2m social distancing</li> <li>○ Maximum of 2 people collecting and positioned to be socially distanced from each other (unless they are already in a ‘bubble’)</li> <li>• Volunteers selected on the basis they are fit and medically able to work in a store environment</li> <li>• Volunteers will follow current guidance including: <ul style="list-style-type: none"> <li>○ Wearing a suitable face covering</li> <li>○ Maintain 2m social distancing</li> <li>○ Regularly sanitise hands</li> <li>○ Regularly clean contact points</li> </ul> </li> <li>• Provision of floor markers for customers to assist with maintaining 2m social distancing when collecting from fixed areas (e.g. behind a table).</li> <li>• Cleaning arrangements in place for objects which may be touched e.g. goblets.</li> <li>• Colleagues to practise good hand hygiene after handling shared items (e.g. wash / sanitise hands after emptying cash collection tins or transferring collections)</li> <li>• POS stating that no change will be given on charity donations.</li> <li>• Avoiding close personal contact with customers at all times, including unnecessary pinning of purchased merchandise onto customers.</li> <li>• Customers not permitted to rummage through merchandise (e.g. poppies) to select their own.</li> <li>• In stores where merchandise is left for sale (e.g. for charity collections), only a handful of products will be put out and adequately spaced out to minimise contamination.</li> </ul> |                                            |           |