

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



Scope		Commentary
Areas Included / Not Included	Includes: All UK Tesco Stores Ltd store departments except for Retail Dotcom Excludes: One Stop, 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 safe 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	30.11.21	

Activity	Hazard	People at Risk	Country	Controls	Relevant Training / Supporting Information	Assurance
Routine activity in stores in customer facing areas	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> <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 Blue towel is provided for handle cleaning.</li> <li>Point of sale packs provided to stores for communications to support the cleaning and safety messages.</li> <li>Housekeepers focus on touchpoints cleaning</li> <li>All store colleagues continue with Clean as you Go including touchpoint areas</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>Colleagues are encouraged to regularly wash hands with soap and water or use Alcohol hand gel during breaks.</li> <li>POS to support the safe space message across stores.</li> <li>Tannoy announcements to remind shoppers of the importance of space</li> <li>Additional signage displayed for customer and colleague areas with a reminder of the importance of 'Hands, Face, Space'</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 - Tesco Help</li> <li>Social Distancing Guidance - Tesco Help</li> <li>PFS Pump handle cleaning - Coronavirus update - Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document- Tesco Help</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>Corporate team 5 messages</li> <li>Clean and Tidy - Front End Colleague behaviours and responsibilities - Tesco Help</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>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 - Tesco Help - 24.02.21</li> <li>Cleaning Stations WGLL - Tesco Help</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> <li>POS Pack - England - 19.07.21 - Tesco Help</li> <li>Updated Covid-19 restrictions - England - Large/Convenience - 19.07.21 - Tesco Help</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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 weekly cleaning audit</li> </ul>
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> <li>Removal of makeup testers, blue charity tokens and in-store leaflets</li> <li>Cleaning station available at store exit (Wales only)</li> <li>Closure of Community Rooms</li> <li>Non-essential activities (i.e. Coinstar / photo booths) closed or only open if it is safe to do so and safe distancing can be maintained.</li> <li>Floor stickers and POS in place to promote safe distancing</li> <li>Customers encouraged to shop alone - posters displayed, and automated tannoy announcements introduced</li> <li>Where more than 1 ATM is present, a number will be switched off in order to maintain safe distancing between customers.</li> <li>Process for managing reductions reviewed and re-communicated to enable colleagues to manage safe distancing better</li> <li>All headsets and microphones cleaned with an antibacterial wipe before and after each use.</li> <li>Closure of fitting rooms</li> <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> </ul>		

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<b>Checkout operations</b>	Checkout payment handling and close proximity to customers and colleagues unable to maintain safe distancing guidance	Colleagues, customers	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>Perspex screens and dividers installed on 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>Screens added at customer service desks and all payment points</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 – Tesco Help</li> <li>Convenience and Large Stores Divider Screens Installation Guide – Tesco Help</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Social Distancing Guidelines – Large and Metro and Convenience – Tesco Help</li> <li>New Clear Self Service Checkout Dividers – Store Help Centre</li> <li>NHS posters – hand washing</li> <li>Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video</li> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>Physical installation confirmation for screens and barriers</li> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> </ul>
			<b>Scotland, Wales and Northern Ireland</b>	<ul style="list-style-type: none"> <li>Tape to indicate where customers should stand to maintain safe distancing</li> </ul>		
<b>Additional barriers and screens in stores</b>	Trip hazards from bases of screens and barriers	Colleagues, customers	<b>United Kingdom</b>	<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>Increased levels of absent colleagues due to Covid-19</b>	Insufficient managers to safely operate the store and colleagues temporarily taking on additional responsibility	Colleagues, customers	<b>United Kingdom</b>	<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	<b>United Kingdom</b>	<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  Untrained colleagues	Colleagues, customers	<b>United Kingdom</b>	<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>	Congestion in aisles – colleagues unable to safely fill shelves Unable to maintain the safe distancing guidance	Colleagues, customers	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>Store capacity limits revised, and a maximum occupancy set at 1m2 spacing.</li> <li>Convenience stores without the traffic light system are a smaller footprint and will control numbers by a nominated colleague being responsible for manning the doors at time of increased occupancy.</li> <li>Posters in place to inform customers traffic light system is in operation.</li> </ul>	<ul style="list-style-type: none"> <li>Changes to store opening hours-store guidance – Tesco Help</li> <li>Opening hours point of sale – Tesco Help</li> <li>Social Distancing Guidance – Stores Help Desk</li> <li>Social Distancing – checklist and colleague guide – Stores Help Desk</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>

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				<ul style="list-style-type: none"> <li>Stores with the traffic light system know their occupancy numbers at any point in time and will set the system with the required occupancy from the provided table</li> <li>Managers are able to reduce these numbers if they wish and should these be reached, colleagues will manage any external queues</li> <li>Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue.</li> <li>One way in and one way out is being maintained at entrances for large format</li> <li>POS supporting the key message of safe distancing guidance (as applicable) in place</li> </ul>	<ul style="list-style-type: none"> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Covid-19 Point of sale Brochure – Tesco Help</li> <li>Updated Social Distancing Guidelines – Large and Metro – Tesco Help</li> <li>Updated Social Distancing Guidelines – Convenience – Tesco Help</li> <li>Safe store system occupancy roll out comms.</li> <li>Traffic light system – Tesco Help</li> <li>Safe store occupancy system – store manager briefing – Tesco Help</li> <li>How to use your safe store occupancy system – Tesco Help</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>Covid-19 Risk Assessments email (MC) – Retail – 10.02.21 – GPS SharePoint</li> <li>Social Distancing Convenience stores – Tesco Help – 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>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> </ul>	<ul style="list-style-type: none"> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Direct suppliers - ceasing deliveries</b>	Manual handling issue of colleagues moving milk to petrol filling stations	Colleagues, customers	<b>United Kingdom</b>	<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> <li>Safety footwear and high viz will be worn at all times</li> </ul>	<ul style="list-style-type: none"> <li>Stock Transfer to PFS Guidance on Tesco Help.</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	<b>United Kingdom</b>	<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>N/A</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
	Increased level of incidents of verbal/physical assaults - linked to concerns with face coverings, queueing and availability of products	Colleagues, customers	<b>United Kingdom</b>  <b>Scotland, Wales and Northern Ireland</b>	<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> <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 safe distancing (as applicable) guidance as appropriate</li> <li>Customers informed through posters displayed in stores, emails and press coverage of store opening hours, department closures, safe distancing (as applicable), safety requirements etc.</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>Scotland Face Coverings Guidance 8 July</li> <li>England, NI and Wales Face Coverings Guidance 20 July</li> <li>Scripted tannoy announcements - Tesco Help</li> <li>Covid-19 Point of Sale Brochure - Tesco Help</li> <li>Changes to store opening hours-store guidance - Tesco Help</li> <li>Opening hours point of sale - Tesco Help</li> <li>Coronavirus - gloves, masks, and visors - information and guidance - Tesco Help</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</li> <li>Incident Reporting - Reporting and Reviewing Incidents - Tesco Help</li> <li>Managing your personal safety - Convenience and Large - GPS SharePoint</li> <li>Email - Tannoy announcement - 27.01.21 - GPS SharePoint</li> <li>POS Pack - England - 19.07.21 - Tesco Help</li> <li>Updated Covid-19 restrictions England - Large/Convenience - 19.07.21 - Tesco Help</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>

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Cleaning and hygiene consumables/equipment and processes	Presence and survival of Covid-19 virus on touch points throughout store	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> <li>Stores have been provided with shop floor units with alcohol hand gel for use by colleagues and customers</li> <li>Posters displayed regarding Hand washing and Toilet hygiene</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> <li>Cleaning station set up at front of stores to include approved cleaning chemicals, blue roll, alcohol hand gel and a bin</li> <li>Cleaning units have been supplied to all stores to support the 'Clean as you Go' training</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>Trolley and basket handles will be regularly cleaned with an approved cleaning solution as part of our Clean as you go regime.</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 - Tesco Help</li> <li>PFS Pump handle cleaning - Coronavirus update - Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document May 2020 - Tesco Help</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</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 - Tesco Help - 24.02.21</li> <li>POS Pack - England - 19.07.21 - Tesco Help</li> <li>Updated Covid-19 restrictions - England - Large/Convenience - 19.07.21 - Tesco Help</li> <li>Covid-19 POS Central Support plan July 2021</li> <li>Updated Covid-19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> <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>Stores now manage their own re-ordering of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll</li> <li>Stores reminded of the importance of cleaning basket and trolley handles (Wales only)</li> </ul>		
	Disposal of contaminated cleaning products or face coverings after use	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> <li>Contaminated wipes, blue roll etc. are 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 - Tesco Help</li> <li>Clean and Tidy Document May 2020</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>
Potential allergic reaction to wipes and Alcohol hand gels	Colleagues, customers	United Kingdom	<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 - Tesco Help</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>	
Petrol Filling Stations	Presence and survival of Covid-19 virus on touch points Ensuring safe distancing as volume of customers increases	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> <li>Perspex screens are fitted at all checkouts.</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>Face coverings to be worn as outlined in <b>Wearing of face coverings and face masks</b> below</li> <li>Kiosk capacity is managed to avoid the kiosk becoming crowded</li> <li>Cleaning undertaken following CAYG routines in store</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 - Tesco Help</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</li> <li>Covid-19 Shopping Trip - Large Stores - Email - 20.01.21 - GPS SharePoint</li> <li>POS Pack - England - 19.07.21 - Tesco Help</li> <li>Updated Covid-19 restrictions - England - Large/Convenience - 19.07.21 - Tesco Help</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>
			Northern Ireland	<ul style="list-style-type: none"> <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>Where there isn't sufficient space to allow for safe distancing 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>In Express PFS only during busy periods 1 colleague will stand at the kiosk entrance to avoid the kiosk becoming crowded: <ul style="list-style-type: none"> <li>Manage the queue, ensuring the occupancy limits aren't breached and safe distancing is maintained</li> <li>Ensure all customers are wearing a suitable face covering, unless exempt</li> </ul> </li> </ul>		



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<b>Managing queues external to the building</b>	Unable to maintain the safe distancing	Colleagues, customers	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>Where store capacities are reached, colleagues will manage any external queues ensuring they do not block fire exits or encroach onto vehicular areas</li> <li>Queues are only in place where adequate lighting levels are in place.</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 – Tesco Help</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>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>
<b>Wearing of face coverings and face masks</b>	Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated	Colleagues	<b>United Kingdom</b>	<ul style="list-style-type: none"> <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 colleague as part of their uniform provision. 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> <li>Face visors can be worn but only with another form of suitable face covering that covers mouth and nose</li> <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 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 need to take medication or to eat or drink</li> <li>For customers with a hearing impairment and those who lip-read (except Scotland), colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>If colleagues need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland)</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>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>	<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 – Tesco Help (reusable face coverings allocation).</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Tesco Help</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 – Tesco Help</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> <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> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Covid-19 POS Central Support plan July 2021</li> <li>Updated Covid-19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> <li>Updated Covid-19 guidance England Large and Convenience formats November 2021</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>
			<b>Scotland, Wales and Northern Ireland</b>	<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>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>Guarding companies have been informed of the face covering and shop alone policies</li> </ul>		

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			<b>England</b>	<ul style="list-style-type: none"> <li>Unless medically exempt, it is mandatory for face coverings to be worn by all colleagues when on the shop floor and in customer facing areas – this includes when working behind a protective screen in all areas of the store</li> <li>Unless medically exempt, it is recommended that face coverings are worn by all colleagues when: <ul style="list-style-type: none"> <li>In communal areas</li> <li>2 or more colleagues are present, and the doors are closed in the: <ul style="list-style-type: none"> <li>Cash Office</li> <li>Pharmacy (as per controls highlighted in Pharmacy Risk Assessment)</li> <li>Small offices or meeting rooms</li> </ul> </li> </ul> </li> <li>Should there be a high number of positive cases at a site, in conjunction with the RORM the risk assessment for the site can be enhanced for additional measures</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	<b>United Kingdom</b>	<ul style="list-style-type: none"> <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 reinforcing the Hands, face Space messaging</li> <li>Regular tannoy announcements are made explaining to customers the requirements for wearing face coverings</li> <li>Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> <li>Children: <ul style="list-style-type: none"> <li>Under 11 – Wales and England</li> <li>Under 12 – Scotland</li> <li>Under 13 – Northern Ireland</li> </ul> </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 (except Scotland), 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> </ul> </li> <li>Colleagues have been given guidance as to how to manage situations where customers challenge other customers over not wearing a face covering including seeking support from security and other colleagues</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> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Covid-19 POS Central Support plan July 2021</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> <li>Updated Covid-19 guidance England Large and Convenience formats November 2021</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
			<b>Scotland, Wales and Northern Ireland</b>	<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 or PFS</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 instore</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> </ul>		
			<b>England</b>	<ul style="list-style-type: none"> <li>Unless medically exempt, customers are required to wear a face covering whilst shopping, including when in a petrol filling station kiosk, however, they will not be challenged if they do not wear a face covering</li> </ul>		
<b>Customer and Colleague Toilets</b>	Unable to maintain the safe distancing guidance from other colleagues or customers	Customers, colleagues	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>Hand soap and hot water available at all toilets</li> <li>Method of hand drying available in all toilets</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 – Tesco Help</li> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</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>
			<b>Scotland, Wales and Northern Ireland</b>	<ul style="list-style-type: none"> <li>Signage applied to every other urinal or cubicle to make it unavailable and locked off</li> <li>Adjacent sinks taken out of use</li> </ul>		

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	Survival of the virus on touch points				<ul style="list-style-type: none"> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> </ul>	<ul style="list-style-type: none"> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
Colleagues undertaking activities back of house	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Colleagues, visiting drivers	United Kingdom	<ul style="list-style-type: none"> <li>Clocking in guidance has been provided with the requirement to wash hands after use</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> <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>G4S collections are completed by 1 colleague only to assist with safe distancing</li> <li>Meeting rooms cleaned regularly and have signage for occupancy numbers</li> </ul>	<ul style="list-style-type: none"> <li>Social Distancing Guidance – Tesco Help</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Tesco Help</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 – Tesco Help – 24.02.21</li> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> <li>Meeting rooms have stickers in place to show where colleagues can sit</li> <li>Colleague rooms have been rearranged to allow for safe distancing to be maintained and floor stickers provided</li> <li>Colleagues are reminded to maintain the safe 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 distanced from each other (during replenishing when the store is closed and during trading hours). If needed, aisles should be closed whilst replenishing to maintain safe distancing.</li> <li>Safe distancing to be maintained in the smoking shelter</li> <li>POS to support safe distancing to be maintained</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 intervals moving away from the clocking machine to support with a safe queue</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 remain distanced 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>Lifts are for single occupancy only and are signed</li> </ul>		
			England	<ul style="list-style-type: none"> <li>Colleague room furniture is arranged to facilitate maintaining a distance between colleagues</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 safe distancing guidelines	Colleagues, contractors, visitors	United Kingdom	<ul style="list-style-type: none"> <li>Alcohol hand gel and cleaning equipment provided within the Colleague Room</li> <li>Free fruit for colleagues is currently suspended</li> <li>Stores can order single sachet condiments</li> <li>Clear signage is displayed throughout the colleague areas including outside areas used for breaks</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>Colleagues encouraged to bring their own food and cutlery in</li> <li>Floor stickers and signage displayed in changing rooms asking colleagues to check it is safe to enter</li> <li>Colleagues are encouraged to leave safe space when in colleague areas</li> <li>Signage displayed on all colleague room tables reminding colleagues to clean the chair and table after use</li> </ul>	<ul style="list-style-type: none"> <li>Social Distancing – Large and Convenience Stores – Tesco Help</li> <li>Covid-19 Risk Assessments email (MC) – Retail – 10.02.21 – GPS SharePoint</li> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> <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 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>POS to support the safe distancing to be maintained</li> <li>Colleague toilets have every other urinal and sink taken out of use and signage displayed</li> </ul>		

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			<b>England</b>	<ul style="list-style-type: none"> <li>Cleaning materials will be provided in all colleague rooms as part of the clean and you go process</li> <li>Colleague room furniture is arranged to facilitate maintaining a distance between colleagues</li> </ul>		
<b>Visitors and contractors</b>	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines Lack of awareness of the safe distancing measures in place	Colleagues, visitors, contractors	<b>United Kingdom</b>	<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>Visitors and contractors required to carry out retail activities instructed to follow all covid-19 related controls</li> </ul>	<ul style="list-style-type: none"> <li>Clean and Tidy Document May 2020 – Tesco Help</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> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</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>
			<b>Scotland, Wales and Northern Ireland</b>	<ul style="list-style-type: none"> <li>Note added to Verisae sign in screen for all maintenance contractors to ensure that the safe distancing measures in place in each building are adhered to</li> <li>Supplier issued with guidance regarding store visits: <ul style="list-style-type: none"> <li>Observe Hands, Face, Space guidelines –wear a mask, wash hands, follow safe distancing at all times</li> <li>Do not visit a store if showing symptoms of COVID-19</li> </ul> </li> <li>POS to support the safe distancing to be maintained</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 safe distancing guidelines	Colleagues, customers	<b>United Kingdom</b>	<ul style="list-style-type: none"> <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 customer's 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 safe distancing principles (as applicable), cleaning routines, the importance of handwashing and have watched the video</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 – Tesco Help</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>
			<b>Scotland, Wales and Northern Ireland:</b>	<ul style="list-style-type: none"> <li>Where safe 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 safe distancing guidance</li> <li>Queuing system in place, with distanced 'footprint' markers. Where space permits there are separate entry and exit points</li> <li>Colleagues are required to wear a face covering at all times</li> </ul>		
			<b>England</b>	<ul style="list-style-type: none"> <li>Colleagues are encouraged to wear a face covering at work</li> </ul>		
<b>Customers, colleagues, contractors, members of the public stating they are displaying symptoms of Covid-19</b>	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Colleagues, customers, contractors, members of the public	<b>United Kingdom</b>	<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 – Tesco Help</li> <li>POS Pack – England – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> </ul>	<ul style="list-style-type: none"> <li>NA</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 safe distancing guidelines	Third Party, colleagues, customers, visitors	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>Third party colleagues briefed on how to work safely when in a Tesco store</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>Scotland, Wales and Northern Ireland</b>	<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> </ul>		



Activity	Hazard	People at Risk	Country	Controls	Relevant Training / Supporting Information	Assurance
<b>In-store volunteers (charity)</b>  General controls in place for stores not subject to any national or local lockdown restrictions	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Third party volunteers, colleagues, customers, visitors	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>All volunteering activities will be subject to relevant government restrictions</li> <li>Volunteers selected on the basis they are fit and medically able to work in a store environment</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>Volunteers will follow current guidance including:               <ul style="list-style-type: none"> <li>Regularly sanitise hands</li> <li>Regularly clean contact points</li> </ul> </li> <li>Volunteers are aware to not block or impede any potential customer queues</li> <li>Indoor singing/groups are not permitted</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_EaN7Cc5ArUTSU8ktjxyYpNAvdPR_ikF8N9UQT_NQN0hFWkZJVjNJSkhGV1RGU0IEUTBLSS4u">https://forms.office.com/Pages/ResponsePage.aspx?id=L4IzROBx_EaN7Cc5ArUTSU8ktjxyYpNAvdPR_ikF8N9UQT_NQN0hFWkZJVjNJSkhGV1RGU0IEUTBLSS4u</a></li> <li>Information Cell Call Update – GPS SharePoint – 13.04.21</li> <li>Covid 19 POS Central Support plan July 2021</li> <li>Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21</li> <li>Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21</li> <li>Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21</li> <li>Christmas news – Week 38 – 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>England</b>	<ul style="list-style-type: none"> <li>Volunteers must be located either within the foyer or as close to the store entrance as possible – including indoor singing/groups</li> </ul>		
			<b>Scotland, Wales and Northern Ireland</b>	<ul style="list-style-type: none"> <li>When collecting from a fixed location i.e. behind a table, safe distancing must always be maintained between all volunteers and customer</li> <li>When collecting and not confined to a fixed location, safe distancing must be maintained during the interaction with the customer</li> <li>Location of volunteers to be agreed with individual stores based on the following principles:               <ul style="list-style-type: none"> <li>Location of volunteers do not create ‘bottle necks’ and impact on customers being able to maintain safe distancing</li> <li>Maximum of 2 people collecting and positioned to be distanced from each other (unless they are already in a ‘bubble’)</li> </ul> </li> <li>Volunteers will follow current guidance including:               <ul style="list-style-type: none"> <li>Wearing a suitable face covering</li> <li>Maintain safe distancing</li> </ul> </li> <li>Provision of floor markers for customers to assist with maintaining safe distancing when collecting from fixed areas (e.g. behind a table).</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>		
<b>Product Assessment Centre (PAC) – Sandhurst store</b>	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain safe distancing guidelines	Colleagues, customers, contractors	<b>England</b>	General: <ul style="list-style-type: none"> <li>Colleagues and visitors follow the controls as described in <b>Wearing of face masks and face coverings</b> above</li> <li>Reduced occupancy and seating arranged to allow to ensure adequate space between colleagues and customers</li> <li>Colleagues briefed on additional procedures to follow due to Covid-19</li> </ul> PAC coordinator at entry: <ul style="list-style-type: none"> <li>Tasters selected from the same household only</li> <li>Tasters questioned on whether they are fit and well; not exhibiting any covid-19 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 contact details taken for NHS Test and Trace</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> </ul> Cleaning up: <ul style="list-style-type: none"> <li>Full clean down completed after each sampling session including touch points.</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 check sheet – 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>
<b>Regional colleagues travelling for work and meeting rooms safe distancing</b>	Spread of Covid-19 through presence and survival of the virus on hand touch	Colleagues	<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>When conducting group meetings colleagues ensure:               <ul style="list-style-type: none"> <li>A safe distance is maintained between all colleagues</li> <li>Where possible open spaces e.g. warehouses are used to conduct meetings with multiple colleagues</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Guidance for Regional colleagues and meeting rooms safe guidance –September 2021 – Colleague Help</li> <li>Coronavirus Update – October 2021 – People Teams</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>

Activity	Hazard	People at Risk	Country	Controls	Relevant Training / Supporting Information	Assurance
	points and not being able to maintain safe distancing guidelines			<ul style="list-style-type: none"> <li>○ Meeting rooms and offices have signage for occupancy numbers and colleague rooms have been rearranged so chairs are 2 per table. There may be communal tables available for those colleagues who are comfortable sitting together</li> <li>○ Transmission is avoided during meetings by not sharing equipment</li> <li>○ Colleagues may wear face coverings during in person meetings</li> <li>○ Where the room is deemed to have a lower level of ventilation, face coverings will be required to be worn as indicated by signage on the door</li> </ul>		
			<b>Scotland, Wales and Northern Ireland</b>	<ul style="list-style-type: none"> <li>• Colleagues should only travel for business critical or legal reasons e.g. Store Auditors or Regional Operational Risk Managers</li> </ul>		