

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	<p>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.</p> <p>Note 1: This risk assessment covers all store activities, stores apply the relevant sections.</p>
Format	All UK Retail stores – Large and Convenience	
Last Reviewed and Updated	01.04.22	

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"> Cleaning equipment and alcohol hand gel is available for customer and colleague use in stores and Petrol filling stations Point of sale packs provided to stores for communications to support the cleaning and safety messages. Housekeepers focus on touchpoints cleaning All store colleagues continue with Clean as you Go including touchpoint areas Colleagues are encouraged to regularly wash hands with soap and water or use Alcohol hand gel during breaks. Fitting rooms remain closed 	<ul style="list-style-type: none"> Safe and Legal FAQ's: Covid-19 – GPS SharePoint Covid-19 Point of sale Brochure – Tesco Help Social Distancing Guidance – Tesco Help Clean and Tidy Document– Tesco Help Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Clean and Tidy – Front End Colleague behaviours and responsibilities – Tesco Help Cleaning Stations WGLL – Tesco Help Explanatory Memorandum to the Health Protection (Coronavirus Restrictions) (No. 5) (Wales) (Amendment) (No. 5) Regulations 2021 – GPS SharePoint Updated Covid-19 restrictions – England – Large/Convenience – 19.07.21 – Tesco Help Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance January 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27 Third weekly cleaning audit
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Cleaning station available at store exit (Wales only) Where practical floor stickers and POS in place to promote safe distancing Tannoy announcements to remind shoppers of key safety messages 		
Checkout operations	Checkout payment handling and close proximity to customers and colleagues unable to maintain safe distancing guidance	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> Perspex screens and dividers installed on Self Service and Scan As You Shop checkouts enabling all checkouts to be open. Disposable Gloves have been made available to all colleagues that work in these areas. Screens added at customer service desks and all payment points 	<ul style="list-style-type: none"> WHO guidance of limited spread of virus on money – GPS SharePoint Covid-19 Point of sale Brochure – Tesco Help Convenience and Large Stores Divider Screens Installation Guide – Tesco Help Safe and Legal Audit – interim questions sets – Large and Express Social Distancing Guidelines – Large and Metro and Convenience – Tesco Help New Clear Self Service Checkout Dividers – Store Help Centre NHS posters – hand washing Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance February 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27 Physical installation confirmation for screens and barriers Review of CCTV to confirm compliance with guidance in retail areas
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Tape to indicate where customers should stand to maintain safe distancing Dividers in place at Self Service and Scan As You Shop checkouts 		
Additional barriers and screens in stores	Trip hazards from bases of screens and barriers	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> Colour contrast of the screen feet to the colour of the floor or hazard tape used to secure Positioning guidance given to stores Appropriate screen to be used, all equipment is approved via the Design Standards Group and meet our design and safety standards. 	<ul style="list-style-type: none"> Convenience and Large stores divider screens installation guide – Communications Centre Design Standard (DES8169) – Retail Checkout Barriers 	<ul style="list-style-type: none"> Review of CCTV to confirm compliance with guidance in retail areas Design Standards Group governance

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Managing increased demand from customers	Congestion in aisles – colleagues unable to safely fill shelves Unable to maintain the safe distancing guidance	Colleagues, customers	Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Store capacity limits set with a maximum occupancy based on 1m2 spacing. 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. 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 Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue. One way in and one way out is being maintained at entrances for large format POS supporting key safety messages in place 	<ul style="list-style-type: none"> Opening hours point of sale – Tesco Help Social Distancing Guidance – Stores Help Desk Social Distancing – checklist and colleague guide – Stores Help Desk Safe and Legal Audit – interim questions sets – Large and Express Covid-19 Point of sale Brochure – Tesco Help Safe store system occupancy roll out comms. Traffic light system – Tesco Help Safe store occupancy system – store manager briefing – Tesco Help How to use your safe store occupancy system – Tesco Help Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video One way in/one way out – Retail Daily News – 11.01.21 Social Distancing Convenience stores – Tesco Help – 24.02.21 Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27
Direct suppliers – ceasing deliveries	Manual handling issue of colleagues moving milk to petrol filling stations	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> 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. Safety footwear and high viz will be worn at all times 	<ul style="list-style-type: none"> Stock Transfer to PFS Guidance on Tesco Help. 	<ul style="list-style-type: none"> NA
Violence towards colleagues	Increased level of incidents of verbal/physical assaults – linked to concerns with face coverings, queueing and availability of products	Colleagues, customers	United Kingdom	<ul style="list-style-type: none"> Tesco operate a zero-tolerance policy regarding violence and aggression towards colleagues Managers’ report all breaches of the zero-tolerance policy to the police Where there is an emergency or belief that the situation is life threatening, pressing the panic alarm will alert Tesco Security Support who will contact the police Posters provided regarding treating colleagues with respect available to all stores Support requested from local police forces where necessary Stores are supplied with Spit Kits to collect DNA evidence that is forwarded to the Police 	<ul style="list-style-type: none"> Scripted tannoy announcements – Tesco Help Covid-19 Point of Sale Brochure – Tesco Help Changes to store opening hours-store guidance – Tesco Help Opening hours point of sale – Tesco Help Coronavirus – gloves, masks, and visors – information and guidance – Tesco Help Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Incident Reporting – Reporting and Reviewing Incidents – Tesco Help Managing your personal safety – Convenience and Large – GPS SharePoint 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27
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"> Stores have been provided with shop floor units with alcohol hand gel and cleaning equipment for use by colleagues and customers Posters displayed regarding Hand washing and Toilet hygiene 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. Trolley and basket handles will be regularly cleaned with an approved cleaning solution as part of our Clean as you go regime. 	<ul style="list-style-type: none"> Safe and Legal FAQ's: Covid-19 – GPS SharePoint Covid-19 Point of sale Brochure – Tesco Help Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Retail Daily News – 8 Dec – External covid-19 safe plan and capacity video Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance February 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27 Third party cleaning audit
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Petrol filling stations have a cleaning station on entrance for customer use Stores reminded of the importance of cleaning basket and trolley handles (Wales only) 		
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"> Perspex screens are fitted at all checkouts. Plastic gloves available on the PFS forecourt Face coverings to be worn as outlined in Wearing of face coverings and face masks below Cleaning undertaken following CAYG routines in store 	<ul style="list-style-type: none"> Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance February 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27 Third party cleaning audit
			Scotland and Wales	<ul style="list-style-type: none"> Kiosk capacity is managed to avoid the kiosk becoming crowded 		

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			Northern Ireland	<ul style="list-style-type: none"> 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) 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 Pump handles are cleaned throughout the day 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"> Manage the queue, ensuring the occupancy limits aren't breached and safe distancing is maintained Ensure all customers are wearing a suitable face covering, unless exempt 		
Wearing of face coverings and face masks	Wearing of the face mask incorrectly Cross contamination Disposal of used face masks which are potentially contaminated	Colleagues	Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> 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 Guarding companies have been informed of the face covering and shop alone policies Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings 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. 	<ul style="list-style-type: none"> WHO video guide on when and how to put on face mask https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own Coronavirus Questions and Answers – Colleague Help – GPS SharePoint Covid-19 People Policies – Colleague Help Updated Covid 19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid 19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance January 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use
			Scotland	<ul style="list-style-type: none"> 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"> All back areas including the colleague room, except when eating or drinking When working behind a screen In all external areas In offices and meeting rooms when more than one person is present 		
			Wales and Northern Ireland	<ul style="list-style-type: none"> Unless medically exempt, colleagues are strongly encouraged to wear a face covering when: <ul style="list-style-type: none"> On the shop floor In customer facing areas In communal areas 2 or more colleagues are present, and the doors are closed in the: <ul style="list-style-type: none"> Cash Office Pharmacy (as per controls highlighted in Pharmacy Risk Assessment) Small offices or meeting rooms 		
			England	<ul style="list-style-type: none"> Face coverings are provided for colleagues who wish to wear them 		
Wearing of face masks and face coverings – customers, contractors and visitors	Not wearing a face mask or face covering and spreading Covid-19 to others.	Customers, colleagues, visitors, contractors	Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> A supply of face coverings will be available near the front of the store for customers to purchase Point of sale will be displayed for customers and colleagues reinforcing the Hands, face Space messaging Regular tannoy announcements are made explaining to customers the relevant requirements for wearing face coverings Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> Children: <ul style="list-style-type: none"> Under 11 – Wales Under 12 – Scotland Under 13 – Northern Ireland 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. 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. If colleagues or customers need to take medication or to eat or drink where reasonably necessary. 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. 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. 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) G4s staff are exempt from wearing face coverings as part of the Exemption Guidance and Regulations 	<ul style="list-style-type: none"> Covid-19 POS Central Support plan July 2021 Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Updated Covid-19 Guidance January 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> NA

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				<ul style="list-style-type: none"> 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 A Team 5 communication has been provided to stores for briefing all colleagues. Contractors and visitors will follow the controls as described in Wearing of face masks and face coverings above 		
			Scotland	<ul style="list-style-type: none"> Unless medically exempt, it is mandatory for customers, contractors and visitors to wear a face covering when in store 		
			Wales and Northern Ireland	<ul style="list-style-type: none"> Unless medically exempt, customers, contractors and visitors will be strongly encouraged to wear a face covering when in store 		
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"> Cleaning materials and alcohol hand gel available for colleague use G4S collections are completed by 1 colleague only to assist with safe distancing Meeting rooms and offices cleaned regularly and have signage for occupancy numbers 	<ul style="list-style-type: none"> Social Distancing Guidance – Tesco Help Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Covid-19 Point of sale Brochure – Tesco Help Colleague area guidance – Help Centre Covid 19 POS Central Support plan July 2021 Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21 Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Screens available for separating colleagues in offices to maintain a safe distance Meeting rooms have stickers in place to show where colleagues can sit Colleague rooms have been rearranged to allow for safe distancing to be maintained and where practical floor stickers provided 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. Safe distancing to be maintained in the smoking shelter POS to support safe distancing to be maintained A box using tape is marked out around the clocking in machine and all other colleague touchpoints e.g. PDA cabinet, MPCs Where practical tape or floor stickers placed at intervals moving away from the clocking machine to support with a safe queue Clear signage displayed explaining one colleague in the box at one time A safe route is created for colleagues to access back areas If there is not a separate corridor for exit, keep left POS should be displayed supported by tape and arrows One-way system flows throughout colleague areas (Large stores) Signage displayed throughout reminding colleagues to stop and check it is safe to enter a specific area or pass through 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 Smaller areas, such as chillers and high value lock ups, have a ‘one in one out’ system with signage displayed on the door Lifts are for single occupancy only and are signed 		
			England	<ul style="list-style-type: none"> Colleague room furniture is arranged to facilitate maintaining a distance between colleagues 		
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"> Alcohol hand gel and cleaning equipment provided within the Colleague Room Clear signage is displayed throughout the colleague areas including outside areas used for breaks A ‘U’ shape walking route around the outside of the colleague room should be created to protect colleagues sitting at tables Colleagues encouraged to bring their own food and cutlery in Where practical floor stickers and signage displayed in changing rooms asking colleagues to check it is safe to enter Colleagues are encouraged to leave safe space when in colleague areas Signage displayed on all colleague room tables reminding colleagues to clean the chair and table after use 	<ul style="list-style-type: none"> Social Distancing – Large and Convenience Stores – Tesco Help Updated Covid-19 Restrictions England Large Format and Convenience effective from 19.07.21 Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 	<ul style="list-style-type: none"> NA
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Furniture and chairs are rearranged so only one colleague is sitting per table Stickers are placed on tables, including 4-seater booths, showing only one colleague can sit per booth 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 POS to support the safe distancing to be maintained Colleague toilets have every other urinal and sink taken out of use and signage displayed 		

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			England	<ul style="list-style-type: none"> Cleaning materials will be provided in all colleague rooms as part of the clean and you go process Colleague room furniture is arranged to facilitate maintaining a distance between colleagues 		
Visitors and contractors	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	United Kingdom	<ul style="list-style-type: none"> 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 Visitors and contractors required to carry out retail activities instructed to follow all covid-19 related controls 	<ul style="list-style-type: none"> Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint Updated Covid-19 Restrictions England Large Format and Convenience effective from 19.07.21 Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams Safe and legal audit commenced from week 14. All stores audited by external provider (except during 9 Dec – 4 Jan 2021) Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> 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 Supplier issued with guidance regarding store visits: <ul style="list-style-type: none"> Observe Hands, Face, Space guidelines –wear a mask, wash hands, follow safe distancing at all times Do not visit a store if showing symptoms of COVID-19 POS to support the safe distancing to be maintained 		
Tesco Phone Shops	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	United Kingdom	<ul style="list-style-type: none"> Perspex screens are installed at the till point and sign up desks Phone Shops provide alcohol hand gel and cleaning materials Cleaning takes place at the start and end of the day and in between customers using the approved cleaning chemicals Disposable gloves are made available to colleagues should they wish to use them Colleagues required to regularly wash their hands/use alcohol hand gel ‘Greeters’ positioned at the front of the Phone Shop unless required for sales or service tasks Colleagues and customers follow the controls as described in Wearing of face masks and face coverings above 	<ul style="list-style-type: none"> Coronavirus Update – Tesco Help Tesco Mobile Social Distancing video – GPS SharePoint Phone Shop Covid-19 guidelines refresh and break management – GPS SharePoint Updated Covid-19 guidance – January 2022 (England) – Tesco Help 	<ul style="list-style-type: none"> NA
			Scotland, Wales and Northern Ireland:	<ul style="list-style-type: none"> 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 Customers are not permitted to ‘browse’ when waiting to be served and are instructed where to queue whilst following the safe distancing guidance Queuing system in place, with distanced ‘footprint’ markers. Where space permits there are separate entry and exit points 		
Food Sampling	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	United Kingdom	<ul style="list-style-type: none"> Third party colleagues briefed on how to work safely when in a Tesco store 	<ul style="list-style-type: none"> Contactless sampling – HSU and ASU – GPS SharePoint N2O Event Risk assessment – GPS SharePoint 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> No open food / drink samples given out (pre-packaged only and to be consumed outside of the store). Avoiding close personal contact with customers at all times 		
In-store volunteers (charity) 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	United Kingdom	<ul style="list-style-type: none"> All volunteering activities will be subject to relevant government restrictions Volunteers selected on the basis they are fit and medically able to work in a store environment Cleaning arrangements in place for objects which may be touched e.g. goblets. Colleagues to practise good hand hygiene after handling shared items (e.g. wash / sanitise hands after emptying cash collection tins or transferring collections) Volunteers will follow current guidance including: <ul style="list-style-type: none"> Regularly sanitise hands Regularly clean contact points Volunteers are aware to not block or impede any potential customer queues Charities will supply and follow their own risk assessments 	<ul style="list-style-type: none"> Charity collections communications Updated Covid 19 Restrictions England Large Format and Convenience effective from 19.07.21 Updated Covid-19 Restrictions Scotland Large Format and Convenience effective from 09.08.21 Updated Covid-19 Restrictions Wales Large Format and Convenience effective from 07.08.21 Christmas news – Week 38 – GPS SharePoint 	<ul style="list-style-type: none"> In store review of adopted practices and guidance by Safety Teams
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> When collecting from a fixed location i.e. behind a table, safe distancing must always be maintained between all volunteers and customer When collecting and not confined to a fixed location, safe distancing must be maintained during the interaction with the customer Location of volunteers to be agreed with individual stores based on the following principles: <ul style="list-style-type: none"> Location of volunteers do not create ‘bottle necks’ and impact on customers being able to maintain safe distancing Maximum of 2 people collecting and positioned to be distanced from each other (unless they are already in a ‘bubble’) 		

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				<ul style="list-style-type: none"> Volunteers will follow current guidance including: <ul style="list-style-type: none"> Wearing a suitable face covering Maintain safe distancing Provision of floor markers for customers to assist with maintaining safe distancing when collecting from fixed areas (e.g. behind a table). Avoiding close personal contact with customers at all times, including unnecessary pinning of purchased merchandise onto customers. Customers not permitted to rummage through merchandise (e.g. poppies) to select their own. 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. 		
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 safe distancing guidelines	Colleagues, customers, contractors	England	<p>General:</p> <ul style="list-style-type: none"> Colleagues and visitors follow the controls as described in Wearing of face masks and face coverings above Colleagues briefed on additional procedures to follow due to Covid-19 <p>PAC coordinator at entry:</p> <ul style="list-style-type: none"> 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. <p>Cleaning up:</p> <ul style="list-style-type: none"> Full clean down completed after each sampling session including touch points. The PAC sampling area and kitchen area are cleaned thoroughly daily. 	<ul style="list-style-type: none"> Procedure to minimise risk of Covid-19 – Sandhurst PAC – GPS SharePoint Ecolab cleaning card for aseptopol use – GPS SharePoint Safe and Legal check sheet – GPS SharePoint Sandhurst PAC Covid-19 track and trace form PAC Covid-19 colleague instructions 	<ul style="list-style-type: none"> NA
Regional colleagues travelling for work and meeting rooms safe distancing	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	United Kingdom	<ul style="list-style-type: none"> When conducting group meetings colleagues ensure: <ul style="list-style-type: none"> A safe distance is maintained between all colleagues Where possible open spaces e.g. warehouses are used to conduct meetings with multiple colleagues 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 Transmission is avoided during meetings by not sharing equipment Colleagues may wear face coverings during in person meetings 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 	<ul style="list-style-type: none"> Guidance for Regional colleagues and meeting rooms safe guidance –September 2021 – Colleague Help Coronavirus Update – October 2021 – People Teams 	<ul style="list-style-type: none"> NA
			Scotland, Wales and Northern Ireland	<ul style="list-style-type: none"> Colleagues should only travel for business critical or legal reasons e.g. Store Auditors or Regional Operational Risk Managers 		