

# 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 Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and Tesco's duty as an employer, our aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops. This risk assessment has been prepared and agreed in consultation with our recognised Trade Unions.
Format	All UK Retail stores - Large and Convenience	
Last Reviewed and Updated	23.10.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<b>Routine activity in stores in customer facing areas</b>	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	<ul style="list-style-type: none"> <li>Detailed cleaning with approved cleaning chemical. Please refer to cleaning section for detailed assessment.</li> <li>Removal of makeup testers and blue charity tokens</li> <li>Non-essential activities (i.e. Coinstar / photo booths) closed or only open if it is safe to do so and social distancing can be maintained.</li> <li>Closure of Community Rooms and fitting rooms.</li> <li>Regular cleaning of Trolley and basket handles by front end and trolley colleagues with an approved cleaning solution.</li> <li>Cleaning station available at all store entrances.</li> <li>Diluted approved cleaning chemical to clean trolley/basket handles is available for customers and Point of sale in place explaining how to safely use.</li> <li>Housekeepers focus on touchpoints across Large Format and Metros.</li> <li>Colleagues in all formats focus on touchpoints in their area as part of Clean as you Go.</li> <li>All store colleagues continue with Clean as you Go, ensuring checkouts, scan as you shop, and customer service desks are cleaned regularly using diluted approved cleaning chemical and blue roll.</li> <li>All headsets and microphones cleaned with an antibacterial wipe before and after each use.</li> <li>Petrol station pump handles cleaned on a regular basis.</li> <li>All Petrol filling stations have a cleaning station on entrance for customer use</li> <li>Point of sale packs provided to stores for communications to support the cleaning messages.</li> <li>Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores.</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>Clothing returns held, as per timescales outlined in the current Tesco guidance, at the customer service desk prior to being returned to F&amp;F department.</li> </ul>	<ul style="list-style-type: none"> <li>Keeping your trolleys clean – Coronavirus update – Thursday 19th March – second edition</li> <li>Safe and Legal FAQ's: Covid-19 – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Social Distancing Guidance – Stores Help Centre</li> <li>PFS Pump handle cleaning – Coronavirus update – Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Email – Covid-19 Daily Product update 31.03.20 – GPS SharePoint</li> <li>F&amp;F News Week17 – Stores Help Centre</li> <li>Corporate team 5 messages</li> <li>Clean and Tidy – Front End Colleague behaviours and responsibilities – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</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>
<b>Checkout operations</b>	Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2m social distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> <li>Posters on how to hand wash have been communicated to colleagues and instructions to not touch face/mouth etc (NHS posters sent to stores)</li> <li>Perspex screens and till dividers installed on back to back units, Self Service and Scan As You Shop checkouts (Clear dividers for Self Service, solid dividers for Scan As You Shop and Main bank) enabling all checkouts to be open.</li> <li>Disposable Gloves are optional but have also been made available to all colleagues that work in these areas.</li> </ul>	<ul style="list-style-type: none"> <li>WHO guidance of limited spread of virus on money – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Convenience and Large Stores Divider Screens Installation Guide – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 14</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> </ul>

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			<ul style="list-style-type: none"> <li>Customers encouraged to use contactless payments where possible.</li> <li>Increase of card contactless limit to £45 and high value contactless to £250.</li> <li>Optional till receipts for transactions under £40 are available in Large stores and Metros on mainbank and basket tills. In Express this is available up to £99 on all checkouts.</li> <li>A single internal queuing system is available to colleagues to re-introduce when needed, e.g. each checkout is full and queues forming.</li> <li>Screens added at customer service desks and all payment points (fitted permanently from mid-July 2020)</li> <li>Tape to indicate where customers should stand</li> </ul>	<ul style="list-style-type: none"> <li>New Clear Self Service Checkout Dividers – Store Help Centre</li> <li>NHS posters – hand washing</li> </ul>	<ul style="list-style-type: none"> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> </ul>
<b>Additional barriers and screens in stores</b>	Trip hazards from bases of screens and barriers	Colleagues, customers	<ul style="list-style-type: none"> <li>Colour contrast of the screen feet to the colour of the floor or hazard tape used to secure</li> <li>Positioning guidance given to stores</li> <li>Appropriate screen to be used, all equipment is approved via the Design Standards Group and meet our design and safety standards.</li> </ul>	<ul style="list-style-type: none"> <li>Convenience and Large stores divider screens installation guide – Communications Centre</li> <li>Design Standard (DES8169) – Retail Checkout Barriers</li> </ul>	<ul style="list-style-type: none"> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> <li>Design Standards Group governance</li> </ul>
<b>Re-opening of Counters (Meat and Fish)</b>	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	<ul style="list-style-type: none"> <li>All large format stores have had their manned counters re-opened from 1<sup>st</sup> September 2020.</li> <li>Open counters / self-service (e.g. salad bar) to remain closed.</li> <li>Completion of Re-opening checklist</li> <li>Pre-opening deep clean completed</li> <li>Colleagues place items on the counter and then stand back to allow the customer to collect them</li> <li>Floor markings in place identifying where customers stand to be served and whilst queuing</li> <li>Hand washing and cleaning routines already in place</li> <li>All colleagues are trained in their roles</li> </ul>	<ul style="list-style-type: none"> <li>Hot deli counter re-open serve over guide – Stores Help Centre</li> <li>Hot deli counter operational guide – Stores Help Centre</li> <li>Meat, Fish and Hot deli counter training – Click and Learn</li> <li>Re-opening your Meat Counter – Operational Guide – Store Help Centre</li> <li>Re-opening your Fish Counter – Operational Guide – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>Safe and legal audit commencing from week 14</li> </ul>
<b>Increased levels of absent colleagues due to Covid-19</b>	Insufficient number of colleagues to maintain safe working	Colleagues, customers	<ul style="list-style-type: none"> <li>Managers authorised to close store if not able to support with sufficient number of colleagues.</li> <li>Business as usual recruitment policy in place</li> </ul>	<ul style="list-style-type: none"> <li>Induction – Warm Welcome to Tesco for Temporary and Partner colleagues – Click and Learn and Stores Help Centre</li> <li>Recruitment update via Coronavirus people update – Communications Centre</li> <li>Resourcing and Recruitment policy on Colleague Help</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 14</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>
	Insufficient managers to safely operate the store and colleagues temporarily taking on additional responsibility	Colleagues, customers	<ul style="list-style-type: none"> <li>Training material developed for Stores to assist in the upskilling of colleagues in duty management – including options candidates and colleagues who were previous managers.</li> <li>Learning curriculums developed and uploaded to Click and Learn – Leading a store, Leading a Shift and Multiskilling our colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Leading a store, leading a shift, multiskilling our colleagues – 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 Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Lack of skilled colleagues in operational area e.g. back door, petrol filling station, phone shop	Colleagues, customers	<ul style="list-style-type: none"> <li>Training platform provided for multiskilling colleagues on more specialist roles – My Learning Curriculum, including reviewed training and validations e.g. petrol filling station, backdoor, customer service desk, cash office and payroll</li> <li>Area to be closed if insufficient competent trained staff to an appropriate level to support the operation.</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> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</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	<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 Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> </ul>

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					<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>
Managing increased demand from customers	Non-availability of key essential consumables to support the store being open	Colleagues, customers	<ul style="list-style-type: none"> <li>Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores</li> <li>Equipment used to help colleagues during Covid-19 has been added to the weekly consumables count</li> <li>Stores able to highlight any concerns in levels of consumables via the ATC process and mpro5 app</li> <li>Face visors are re-usable, are cleaned before and after use and stored in the bag provided.</li> <li>Face visors and face masks are orderable for all stores via click to order</li> <li>All chemicals from Ecolab are COSHH assessed</li> </ul>	<ul style="list-style-type: none"> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>COSHH Risk Assessments and Material Safety Data Sheets</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Weekly Shop Floor Feedback Paper to UK Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	<p>Congestion in aisles - colleagues unable to safely fill shelves</p> <p>Unable to maintain the 2m social distancing guidance</p>	Colleagues, customers	<ul style="list-style-type: none"> <li>Majority of stores closed between midnight and 06.00, (unless their pre-Covid-19 trading hours were shorter i.e. pre-Covid-19 if a store closed between 20.00 and 08.00, they have reverted to these hours), allowing for safer shelf filling (Note: From 07.09.20, 10 stores will be returning to 24 hour trading as part of a trial).</li> <li>Store capacity limits revised – initially these were conservative (allowing for twice the governments recommended safe space). The revised limits allow for a minimum 2m safe space between every customer and colleague within a store, which is consistent with government guidance.</li> <li>Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue.</li> <li>Where needed, colleagues support queue management internally and externally to ensure social distancing measures are in place.</li> <li>Changes to opening hours displayed at the front of stores.</li> <li>Managers will close aisles (full or partial) with barriers where colleagues need to work and 2m distancing is unable to be achieved. Activities include replenishment, cleaning and changing point of sale</li> <li>Floor safe distancing stickers are in place to ensure that customers are encouraged to social distance.</li> <li>POS supporting the key message of social distancing guidance in place</li> <li>Social distancing lollipops and t shirt messaging available and can be used where needed.</li> <li>Front of store “Greeters” re-introduced from 24.09.20 during selected/busy trading hours in large format stores to remind customers of store rules (e.g. to wear face coverings, to maintain social distancing and to ensure the hygiene station is set up correctly).</li> <li>Safe System Occupancy Roll Out in all large format stores and 813 convenience stores from 28.09.20. Automated footfall counter linked to store capacity which controls customer entry using traffic light system (green to enter, red to wait).</li> </ul>	<ul style="list-style-type: none"> <li>Changes to store opening hours-store guidance – Stores Help Centre</li> <li>Opening hours point of sale - Stores Help Centre</li> <li>Social Distancing Guidance – Stores Help Desk</li> <li>Social Distancing – checklist and colleague guide – Stores Help Desk</li> <li>Safe and Legal Audit – interim questions sets – Large and Express</li> <li>Covid-19 Point of sale Brochure - Stores Help Centre</li> <li>Updated Social Distancing Guidelines – Large and Metro – Stores Help Centre</li> <li>Updated Social Distancing Guidelines – Convenience – Stores Help Centre</li> <li>Greeters – front of store communication</li> <li>Safe store system occupancy roll out comms.</li> <li>Traffic light system – Stores Help Centre</li> <li>Safe store occupancy system – store manager briefing – Stores Help Centre</li> <li>How to use your safe store occupancy system – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Vulnerable persons in stores  Elderly or infirm customers unable to queue	Colleagues, customers	<ul style="list-style-type: none"> <li>Priority access for NHS workers (including pharmacists), emergency services, health care workers, elderly, vulnerable and customers wearing a sunflower lanyard, is in place in every store.</li> <li>Additional grocery home shopping slots made available to reduce the number of vulnerable customers needing to come into the store</li> <li>The number of customers in store at any one time is managed on a local level by store management based on their safe occupancy numbers calculated from guidance provided.</li> <li>Signage at the front of the store reminding anyone with symptoms not to enter.</li> <li>Where needed, colleagues support queue management internally and externally to ensure social distancing measures are in place,</li> </ul>	<ul style="list-style-type: none"> <li>Vulnerable persons guidance – Colleague Help</li> <li>Extended 100-day refund policy for F&amp;F clothing – Stores Coronavirus update – Communications Centre</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Changes to Specialist Hours – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> </ul>

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			<ul style="list-style-type: none"> <li>Clothing returns extended to 100 days to allow all customers to be able to safely get to the store</li> </ul>		
<b>Direct suppliers –ceasing deliveries</b>	Manual handling issue of colleagues moving milk to petrol filling stations	Colleagues, customers	<ul style="list-style-type: none"> <li>Selected PFS sites where milk direct deliveries are not taking place to use colleagues to manually move stock from main store to PFS using either a customer trolley, cage or dot com van.</li> </ul>	<ul style="list-style-type: none"> <li>Stock Transfer to PFS Guidance on Stores Help Centre.</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>
<b>Violence towards colleagues</b>	Reduced guarding - due to self-isolation/illness	Colleagues, customers	<ul style="list-style-type: none"> <li>TSS and Cordant confirmed their commitment to their required hours</li> </ul>		<ul style="list-style-type: none"> <li>NA</li> </ul>
	Increased level of incidents of verbal/physical assaults - linked to colleagues challenging customers to wear face coverings, customers queueing and availability of products	Colleagues, customers	<ul style="list-style-type: none"> <li>Colleagues are advised not to challenge customers not wearing a face covering.</li> <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 social distancing guidance as appropriate</li> <li>Majority of stores are closed between midnight and 06.00, (unless their pre-Covid-19 trading hours were shorter i.e. pre-Covid-19 if a store closed between 20.00 and 08.00, they have reverted to these hours), allowing for safer shelf filling - communications sent to stores on how to lockdown a store overnight. (Note: From 07.09.20, 10 stores will be returning to 24-hour trading as part of a trial).</li> <li>Customers informed through posters displayed in stores, emails and press coverage of store opening hours, department closures, social distancing etc.</li> <li>Face visors available for all colleagues supporting the queuing to support with spitting incidents. In Scotland and Wales these must be worn alongside suitable face covering.</li> </ul>	<ul style="list-style-type: none"> <li>Scotland Face Coverings Guidance 8 July</li> <li>England, NI and Wales Face Coverings Guidance 20 July</li> <li>Scripted tannoy announcements - Stores Help Desk</li> <li>Covid-19 Point of Sale Brochure - Stores Help Centre</li> <li>Changes to store opening hours-store guidance - Stores Help Centre</li> <li>Opening hours point of sale - Stores Help Centre</li> <li>Coronavirus - gloves, masks and visors - information and guidance - Stores Help Centre</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</li> <li>Incident Reporting - Reporting and Reviewing Incidents - Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Sudden influx of customers into stores on opening	Colleagues, customers	<ul style="list-style-type: none"> <li>Guidance sent to stores on Crowd Control and Queue management</li> <li>Security colleagues or a dedicated colleague manage the queue at store entrance during peak periods only (and when occupancy levels have been reached and customers are queueing) to limit the number of customers coming into the store in one go.</li> <li>Safe occupancy limits agreed for each store.</li> <li>POS supporting the message available for customers</li> <li>Store Managers have the autonomy to reduce the occupancy levels if deemed safety is an issue</li> </ul>	<ul style="list-style-type: none"> <li>Crowd Control and Queue Management in Stores - Communications Centre</li> <li>Social Distancing Guidance - Stores Help Desk</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</li> <li>Covid-19 Point of sale Brochure - Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Cleaning and hygiene consumables/equipment and processes</b>	Presence and survival of Covid 19 virus on touch points throughout store	Colleagues, customers	<ul style="list-style-type: none"> <li>All colleagues are responsible for cleaning and are trained to 'Clean as you Go', ensuring checkouts, scan as you shop, and customer service desks are cleaned regularly using approved cleaning chemical and blue roll</li> <li>Cleaning units have been supplied to all stores to support the 'Clean as you Go' training</li> <li>Trolley and basket handles will be regularly cleaned by front end and trolley colleagues with an approved cleaning solution.</li> <li>Cleaning station set up at front of stores to include approved cleaning chemicals, blue roll, alcohol hand gel and a bin</li> </ul>	<ul style="list-style-type: none"> <li>Keeping your trolleys clean - Coronavirus update - Thursday 19th March - second edition</li> <li>Safe and Legal FAQ's: Covid-19 - GPS SharePoint</li> <li>Covid-19 Point of sale Brochure - Stores Help Centre</li> <li>PFS Pump handle cleaning - Coronavirus update - Monday 23<sup>rd</sup> March</li> <li>Clean and Tidy Document May 2020 - Stores Help Centre</li> <li>Safe and Legal Audit - interim questions sets - Large and Express - GPS SharePoint</li> <li>Greeters - front of store communication</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</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>

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			<ul style="list-style-type: none"> <li>Front of store Greeters to ensure the cleaning station is correctly set up (in large format stores during busy trading hours).</li> <li>Weekly Cleaning check with contract cleaners</li> <li>Housekeepers focus on touchpoints across Large Format and Metros. Colleagues in all formats focus on touchpoints in their area as part of Clean as you Go.</li> <li>All headsets and microphones cleaned with an antibacterial wipe before and after each use.</li> <li>Petrol station pump handles cleaned on a regular basis and all stores have a cleaning station on entrance for customer use</li> <li>Point of sale packs provided to guide stores on what posters etc. to be used in the store i.e. cleaning station</li> <li>All stores initially issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll - stores now manage their own re-ordering</li> <li>Posters displayed regarding Hand washing and Toilet hygiene</li> <li>Stores have been provided with shop floor units with alcohol hand gel for use by colleagues and customers</li> </ul>		
	<p>New chemicals not CoSHH (Control of Substances Hazardous to Health) assessed and cleaning cards not in place</p> <p>Cleaning chemicals used by the public to clean trolley handles</p>	Colleagues, customers	<ul style="list-style-type: none"> <li>Sourcing guidelines for provision of an alternative suppliers/chemicals if Ecolab products are not available. Ecolab are currently the provider for all chemical products</li> <li>Contingency process in place for suitable alternative</li> <li>CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores</li> <li>Chemicals for customer use are diluted and able to be used without requiring PPE</li> </ul>	<ul style="list-style-type: none"> <li>Data Sheets</li> <li>COSHH RA</li> <li>Safe and Legal – Cleaning cards</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Disposal of contaminated cleaning products or face coverings after use	Colleagues, customers	<ul style="list-style-type: none"> <li>Contaminated wipes, blue roll etc. to be bagged and placed in usual waste or into a lidded bin.</li> <li>Lidded bins available in back of house areas for colleagues to dispose of face coverings.</li> <li>Additional guidance issued to Scotland to increase bins due to members of the public being advised to wear face masks via the Scotland Government Briefing.</li> </ul>	<ul style="list-style-type: none"> <li>Scottish Government Briefing Notes – GPS SharePoint</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre Clean and Tidy Document May 2020</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Mandatory face coverings – England – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Cleaning and hygiene supply not available e.g. Alcohol hand gel/wipes re-directed to the NHS or supplier unable to maintain supply	Colleagues, customers	<ul style="list-style-type: none"> <li>Alternative suppliers or consumables being sought if current suppliers unable to maintain demand</li> <li>CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores</li> <li>Products auto delivered to stores so availability is always met</li> <li>Hand driers will be kept switched on in public toilets to ensure hand drying facilities are always available with no requirement to touch the dispenser</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 Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
	Potential allergic reaction to wipes and Alcohol hand gels	Colleagues, customers	<ul style="list-style-type: none"> <li>All Tesco sourced Alcohol hand gels and wipes are always without allergenic/sensitising properties</li> <li>CoSHH Information held for all products used</li> </ul>		<ul style="list-style-type: none"> <li>NA</li> </ul>
<b>Petrol Filling Stations</b>	<p>Presence and survival of Covid 19 virus on touch points</p> <p>Ensuring social distancing as volume of customers increases</p>	Colleagues, customers	<ul style="list-style-type: none"> <li>Perspex screens are fitted at all checkouts.</li> <li>Where there isn't 2m between each checkout, Perspex screens are being fitted to allow both checkouts to open.</li> <li>One colleague available for queue management within the kiosk</li> <li>Pump handles are cleaned throughout the day</li> <li>Plastic gloves available on the PFS forecourt</li> <li>Clearly defined, segregated areas away from moving traffic are identified for queueing (Express PFS)</li> </ul>	<ul style="list-style-type: none"> <li>PFS forecourt services and social distancing – Communications Centre</li> <li>Clean and Tidy Document May 2020 – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> <li>Third party cleaning audit</li> </ul>

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<b>Managing queues external to the building</b>	<p>Customer queues using third party land</p> <p>Queueing past concessions that will open i.e. Waves Car Wash</p> <p>Queueing past / blocking fire exits</p> <p>Queueing in areas that are for vehicles</p> <p>Queueing in shared spaces i.e. shopping centres, public pavements</p>	<p>Colleagues, customers</p>	<ul style="list-style-type: none"> <li>Risk assessments undertaken at a site level when queuing onto council land. Store complete a 'Community Risk Assessment' to submit to the Council as per their requirement</li> <li>No queue should encroach onto the vehicle areas of the car park</li> <li>Queues are marked at 2m safe intervals</li> <li>Queues are only in place where adequate lighting levels are in place.</li> <li>When needed, colleagues support queue management internally and externally to ensure social distancing measures are in place.</li> <li>Front of store "Greeters" re-introduced from 24.09.20 during selected/busy trading hours in large format stores to remind customers of store rules (e.g. to wear face coverings, to maintain social distancing and to ensure the hygiene station is set up correctly).</li> <li>Queues do not block any fire exits (all are externally signed) – the queue stops and starts either side of the fire exit</li> <li>Stores located within close proximity of other businesses (in shopping centres, retail parks, high streets) liaise with either the centre manager or other businesses managers to co-ordinate external queues to ensure social distancing can be maintained and our queues do not interfere with other businesses</li> <li>Where feasible, stores have separate entrances and exits</li> </ul>	<ul style="list-style-type: none"> <li>General Health and Safety Events Risk Assessment – GPS SharePoint</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Social Distancing Guidelines – Large and Metro and Convenience – Stores Help Centre</li> <li>Greeters – front of store communication</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</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 covering and face masks</b>	<p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p> <p>Disposal of used face masks which are potentially contaminated</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> <li>Face coverings must be worn by all colleagues whilst on the shop floor</li> <li>Face coverings only need to be worn in back areas where 2m social distancing can't be maintained – except in Scotland where they must be worn at all times including the colleague room unless eating or drinking</li> <li>Face covering do not need to worn when the store is closed – except in Scotland where they must be worn at all times</li> <li>Face coverings do not need to be worn when working behind a screen unless not working alone and 2m social distancing can't be maintained – except in Wales where face coverings must be worn when working behind a screen</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 how to dispose of a used face mask by being placed in a waste bag or lidded bin</li> <li>Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings</li> <li>Reusable cloth face coverings have been issued to each store. Four face coverings per colleague have been issued with instructions on how to clean and maintain them. However, colleagues can choose to wear their own.</li> <li>Face masks have been provided and should be worn where the 2m social distancing guidance cannot be applied i.e. during deliveries and for queue marshalling.</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 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>If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>For customers with a hearing impairment and those who lip-read, colleagues should remove</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Tesco and USDAW joint letter on the importance of face coverings for all colleagues (25.08.20)</li> <li>Retail / Metro / Express Daily News – 1<sup>st</sup> October 2020 – Stores Help Centre (reusable face coverings allocation).</li> <li>Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre</li> <li>WHO video guide on when and how to put on face mask</li> <li><a href="https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</a></li> <li>Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre</li> <li>Retail daily news – Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>Face mask and Chemicals Governance Meeting where all new face masks and cleaning chemicals are discussed and deemed suitable for use</li> </ul>

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> <li>face coverings, as necessary, to provide advice, information or assistance.</li> <li>○ If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody’s attention about a danger (excluding Scotland)</li> <li>○ Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them</li> </ul>		
<b>Wearing of face masks and face coverings – customers, contractors and visitors</b>	Not wearing a face mask or face covering and spreading covid-19 to others.	Customers, colleagues, visitors, contractors	<ul style="list-style-type: none"> <li>• Customers are required to wear a face covering whilst in the stores and petrol filling station kiosks provided by themselves.</li> <li>• A supply of face coverings will be available near the front of the store for customers to purchase</li> <li>• Point of sale will be displayed for customers and colleagues.</li> <li>• A Team 5 communication has been provided to stores for briefing all colleagues.</li> <li>• The above is applicable to all contractors and visitors during store opening hours, except in Scotland where face coverings are required to be worn at all times – please refer to <b>Wearing of face masks and face coverings</b> above</li> <li>• Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> <li>○ Children under 11 (under 5 in Scotland)</li> <li>○ Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any physical or mental illness or impairment or disability or without severe distress.</li> <li>○ Temporary removal for Think-25 checks for age restricted sales – whereby colleagues may politely ask customers to remove face coverings to carry out the Think-25 check.</li> <li>○ If colleagues or customers need to take medication or to eat or drink where reasonably necessary.</li> <li>○ For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance.</li> <li>○ Those customers wearing a Sunflower lanyard, indicating a hidden disability. These customers may also carry a Sunflower exemption card, confirming that they do not need to wear a face covering.</li> <li>○ If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody’s attention about a danger (Excluding Scotland)</li> <li>○ G4s staff are exempt from wearing face coverings as part of the Exemption Guidance and Regulations</li> </ul> </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> </ul>	<ul style="list-style-type: none"> <li>• NA</li> </ul>
<b>Customer and Colleague Toilets</b>	<p>Unable to maintain the 2m social distancing guidance from other colleagues or customers</p> <p>Survival of the virus on touch points</p>	Customers, colleagues	<ul style="list-style-type: none"> <li>• Signage applied to every other urinal or cubicle to make it unavailable and locked off</li> <li>• Hand soap and hot water available at all toilets</li> <li>• Adjacent sinks taken out of use</li> <li>• Method of hand drying available in all toilets. Hand driers maintained as microbial evidence does not require removal. Driers are touch free, paper towels were considered an arson risk and potentially would not be available at sometimes due to over excessive use.</li> </ul>	<ul style="list-style-type: none"> <li>• Social Distancing Guidance – Stores Help Desk</li> <li>• Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>• Covid-19 Point of sale Brochure - Stores Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>• In store review of adopted practices and guidance by Group People Safety Team</li> <li>• Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>• Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Franchise Operations / Third party Concessions / Retail partnerships</b>	Excessive customers at the store to utilise the franchise offer	Customers, colleagues	<ul style="list-style-type: none"> <li>• Before any franchise re-opens a detailed Risk Assessment on principles of operation will be completed by the Franchise and signed off with Retail Partnerships to understand the impact</li> </ul>	<ul style="list-style-type: none"> <li>• Safety Re Opening Checklist – GPS SharePoint</li> <li>• Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>• Safety opening checklist – GPS SharePoint</li> <li>• Re-opening guide for each in-store partner on Stores Help Centre.</li> </ul>	<ul style="list-style-type: none"> <li>• In store review of adopted practices and guidance by Group People Safety Team</li> <li>• Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> </ul>

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
	<p>Opening the franchise offer means queues block fire exits or go into car parks</p> <p>Maintaining social distancing in joint spaces (i.e. shared counters etc.) and ensuring same standards applied across the board</p>		<ul style="list-style-type: none"> <li>Queues should not block any fire exits or extend onto car parks</li> <li>Customer counts in store will include any operational franchises unless they have a separate unit accessed externally to the store i.e. Waves</li> <li>Any franchises opening will have a safety opening checklist to consider all the potential safety impacts</li> <li>Safety checklist for pre-opening considerations available for all partnerships to utilise</li> </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> <li>Physical installation confirmation for screens and barriers</li> <li>Review of CCTV to confirm compliance with guidance in retail areas</li> <li>Franchises and Third parties produce opening packs – Stores Help Centre</li> <li>Franchise and Third-Party Partnership team review all opening packs and new risk assessments prior to opening</li> </ul>
<b>Colleagues undertaking activities back of house</b>	Unable to maintain the 2m social distancing guidance from other colleagues	Colleagues, visiting drivers	<ul style="list-style-type: none"> <li>Face visors are available for tasks i.e. taking in of deliveries where 2m guidance is difficult to follow. In Scotland and Wales face visors are required to also be accompanied by a suitable face covering that covers the mouth and nose-</li> <li>Face masks are also provided for any colleague that wishes to wear them</li> <li>Clocking in guidance has been provided with the requirement to wash hands after use</li> <li>Meeting rooms and offices have signage for occupancy numbers and colleague room have been re arranged so chairs are 2 to a table</li> <li>Colleagues are reminded to maintain the 2m social distancing guidance where possible working in the warehouse and to ensure that hands are frequently washed after touching areas.</li> <li>Lifts are for single occupancy only and are signed</li> <li>Social distancing to be maintained in the smoking shelter</li> <li>Guidance on safely rearranging furniture to create 2m distances and the use of floor stickers has been provided for colleague areas</li> </ul>	<ul style="list-style-type: none"> <li>Social Distancing Guidance – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Colleague area guidance – Help Centre</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Visitors and contractors</b>	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p> <p>Lack of awareness of the social distancing measures in place</p>	Colleagues, visitors, contractors	<ul style="list-style-type: none"> <li>Communication of Tesco policy relating to anyone showing signs of infection or has been in contact with infected household members should not be allowed onto the premises</li> <li>Note added to Verisae sign in screen for all maintenance contractors to ensure that the social distancing measures in place in each building are adhered to</li> <li>Supplier Rep Field teams allowed to visit stores (from 13.5.20) to support with in-fixture and feature space replenishment, take photos, replace missing SELs. Social distancing packs sent requesting them to maintain 2m social distancing at all times.</li> </ul>	<ul style="list-style-type: none"> <li>Clean and Tidy Document May 2020 – Stores Help Centre</li> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Use of the premises by wheelchair users</b>	<p>Smaller spaces to manoeuvre in due to one-way channelling in stores particularly smaller convenience stores</p> <p>Unable to utilise the cleaning stations to clean basket handles</p> <p>Inability to use the lift to travel between floors</p>	Customers, colleagues	<ul style="list-style-type: none"> <li>Reasonable adjustments to be made for all colleagues after discussions with managers</li> <li>Lifts can be used with a carer / member of the same household and colleagues should facilitate this</li> <li>Colleagues are stationed at the front of each store and will assist with basket / trolley cleaning as required</li> </ul>	<ul style="list-style-type: none"> <li>Safe and Legal Audit – interim questions sets – Large and Express – GPS SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>In store review of adopted practices and guidance by Group People Safety Team</li> <li>Safe and legal audit commencing from week 12. All stores to be audited by external provider</li> <li>Weekly safe and legal checks for colleagues and managers recorded on the handheld device from week 27</li> </ul>
<b>Use of carpark recycling facilities</b>	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points</p> <p>Hygiene and pest concerns from fly tipped items</p>	Colleagues, customers, members of the public	<ul style="list-style-type: none"> <li>Clothing donations units closed as deemed non-essential and point of sale displayed</li> <li>All other recycling services remain open</li> <li>Stores contact <a href="mailto:customer.recycling@tesco.com">customer.recycling@tesco.com</a> to report any problems</li> <li>Routine cleaning provided by cleaning contractor</li> </ul>	<ul style="list-style-type: none"> <li>Covid-19 Point of sale Brochure – Stores Help Centre</li> <li>Managing your Customer recycling zone – Stores help Centre</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> </ul>



Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
<b>Tesco Phone Shops</b>	Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines	Colleagues, customers	<ul style="list-style-type: none"> <li>• Completion of 'Phone Shop Re-opening Activity Checklist' required before Phone Shop can re-open – Area Manager confirms the shop as being ready to re-open</li> <li>• Opening hours have been reduced</li> <li>• There are usually at least two colleagues working in the Phone Shop at all times (one serving and the other greeting)</li> <li>• During colleague breaks to allow the Phone Shop to continue trading the 'greeter' role is temporarily removed</li> <li>• Where social distancing space allows in selected stores only, 2 customers are permitted to be served at once. In all other stores only one customer permitted to be served at any time – entrance to the Phone Shop is managed by the colleague greeting and physical barriers positioned to assist them</li> <li>• Customers are not permitted to 'browse' when waiting to be served and are instructed where to queue whilst following the 2m social distancing guidance</li> <li>• All required point of sale is sent to the Phone Shops ahead of opening with instructions as to where and how to use it</li> <li>• Queuing system in place, with 2m distanced 'footprint' markers and tape. Where space permits there are separate entry and exit points</li> <li>• Perspex screens are installed at the till point and sign up desks</li> <li>• Phone Shops have their own supplies of alcohol hand gel, blue roll and approved cleaning chemical – provided by the store.</li> <li>• Cleaning takes place at the start and end of the day and in between customers using the approved cleaning chemicals</li> <li>• Disposable gloves and face masks are made available to colleagues should they wish to use them</li> <li>• All 'dummy' handsets have been removed to reduce touch points</li> <li>• Colleagues required to wash their hands/use alcohol hand gel in between customers</li> <li>• All returning colleagues are taken through the Colleague Brief which includes the social distancing principles, cleaning routines, the importance of handwashing and have watched the video</li> <li>• Colleagues are required to wear a face covering at all times</li> <li>• Addition of a daily safe and legal check to inspect Perspex screens for correct adhesion and damage</li> </ul>	<ul style="list-style-type: none"> <li>• Coronavirus Update – Stores Help Centre</li> <li>• Phone Shop Re-opening Plan – Stores Help Centre</li> <li>• Tesco Mobile Social Distancing video – GPS SharePoint</li> <li>• Opening up additional desks (selected phone shops only) – GPS SharePoint</li> <li>• Phone Shop Covid-19 guidelines refresh and break management – GPS Sharepoint</li> </ul>	<ul style="list-style-type: none"> <li>• NA</li> </ul>
<b>Colleagues returning to stores after a period of extended absence</b>	Colleagues unfamiliar with the changes which have taken place since the onset of Covid-19 to manage the spread of the virus on touchpoints and not maintaining the social distancing guidelines	Colleagues, customers	<ul style="list-style-type: none"> <li>• All colleagues returning to work in stores complete the 'Keeping you safe' online training prior to starting work</li> </ul>	<ul style="list-style-type: none"> <li>• 'Keeping you safe' – Click and Learn</li> </ul>	<ul style="list-style-type: none"> <li>• NA</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 social distancing guidelines	Colleagues, customers, contractors, members of the public	<ul style="list-style-type: none"> <li>• Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store.</li> <li>• If someone does enter and state they have symptoms of Covid-19 they should be sent home or if too unwell an ambulance would be called and they would be isolated in a room.</li> </ul>		<ul style="list-style-type: none"> <li>• NA</li> </ul>
<b>Re-opening of the 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	Colleagues, customers, contractors	<ul style="list-style-type: none"> <li>• Handwashing facilities for colleagues and alcohol hand gel provided for colleagues and customers</li> <li>• Customer tables and chairs arranged to enable social distancing to be maintained</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> </ul>	<ul style="list-style-type: none"> <li>• NA</li> </ul>

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
	maintain social distancing guidelines		<ul style="list-style-type: none"> <li>• Numbers of customers permitted in the PAC is limited and managed by a Product Co-ordinator at the PAC entrance</li> <li>• Customers required to use alcohol hand gel and wear disposable gloves on entry to the PAC</li> <li>• Colleague social distancing maintained by job role i.e. one in the kitchen, one in the office, one in the sampling area (with customers)</li> <li>• Colleagues strongly encouraged to wear face coverings during all interaction with the customers</li> <li>• All colleagues are responsible for cleaning and are trained to 'Clean as you Go', ensuring all areas and equipment are cleaned regularly using approved cleaning chemical and blue roll i.e. iPads, sampling trays, chairs, tables,</li> <li>• All stores order their own supplies of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll</li> <li>• The PAC sampling and kitchen area is cleaned thoroughly at the start and end of every day and after each customer</li> <li>• Disposable cutlery and crockery is used and disposed of in a lidded bin</li> <li>• Colleagues briefed on additional procedures to follow due to Covid-19</li> <li>• If required, customers issued with disposable face mask as they leave the PAC</li> <li>• Colleagues where appropriate PPE when diluting approved cleaning chemical</li> <li>• Customer information collected as part of track and trace</li> </ul>	<ul style="list-style-type: none"> <li>• Safe and Legal checksheet – GPS SharePoint</li> <li>• Sandhurst PAC covid track and trace form</li> </ul>	