

Appendix 2

Health and Safety Guidelines for Group Leaders

We are very pleased to welcome your group to bag pack at our store. Bag packing can be a brilliant way to fundraise, but there are a number of guidelines you need to follow to ensure your group has a safe and enjoyable visit.

Please brief your group members on the following guidelines before they arrive at the store.

- Please can you bring sealed collection boxes on your visit labelled with the charity's name and charity registration number
- Please can groups always be identifiable by a uniform or kit
- There should be 2 adults present at all times with a ratio of 1 adult to 6 children under 10 years of age, or 1 adult to 8 children aged 10 and above. There should be a maximum of 2 people at each checkout
- Please be aware that collectors and packers will only be given selected checkouts, at a maximum every other checkout so our customers have a choice
- Please do not ask people for money, just leave your collection box in a conspicuous place on the checkout and leave it up to the customer to make the decision. Say 'thank you' for every donation no matter how much it is
- Please ensure flat, enclosed shoes are worn
- Please ensure jewellery is kept to a minimum and is discreet
- Please always walk in store – do not run
- Please stay at your allocated checkout at all times, unless you are asked to move by your supervisor or a member of Tesco staff. If a

customer asks for something ask the Customer Assistant to call a Team Leader

- Please ensure you never wander off on your own, ask someone to escort you if you need to visit the rest room.
- We advise that we do not allow eating, chewing or drinking whilst on the shop floor
- Also, we do not allow mobile phones, i-pods etc on the shop floor, this is in line with our store policy
- Please always assess the weight of an object before lifting it – get help if you think you cannot manage
- Please do not touch any equipment on the checkout area
- Ensure you do not leave the checkout area to visit the rest room or for a break, unless escorted by your supervisor or a member of Tesco staff

Appendix 3

How To Pack Bags

Please ensure a copy of these guidelines on best practice for packing bags in store is given to the charity/organisation before they visit the store so they can train their group.

Also ensure a Manager runs through these guidelines with the group when they arrive in store before they go to the checkouts.

When packing bags we must ensure we always deliver fantastic customer service, always being friendly and helpful. Please ensure you always remember the following points when you are packing bags in our stores:

- Before you start packing bags, introduce yourself to the Customer Assistant on the checkout as you will be working as a team.
- Always make sure you ask each customer if they would like their bags packed. If they say 'No' then just smile and step back
- Ask if they have brought their own bags or have any preferences as to how their bags are packed
- Decide beforehand which one of you is going to pack what. If there are 2 of you at a checkout -- someone can be in charge of fresh and frozen food and the other can do tins, jars, biscuits, crisps etc
- Keep similar items together - i.e. put fruit and vegetables in the same bag, fridge items in another bag. Think of where things are packed away in your kitchen -- it will make it easier for the customer to put things away when they get home
- Keep cleaning products separate from foodstuff -- i.e. bleach, washing powder, shampoo etc as these products could leak
- Keep meat products in a separate bag
- Keep cooked items (e.g. cooked ham) separate from raw products (e.g. raw chicken)
- Pack frozen food in a separate bag
- Do not put heavy items like jars or tins on top of squashable items like bread or crisps
- Keep breakable or squashable items like eggs, bread, yoghurts, crisps or soft fruit to the end -- put them at the top of the trolley
- Make sure no sharp items or corners stick out the side of the bag as it may split or it could hurt the customer as they carry it
- Always smile and be helpful at all times
- If not sure of anything always ask!
- Never wander off on your own