

Covid-19 Risk Assessment – Regional Pharmacy Manager Activities.

Scope		Commentary
Areas Included / Not Included	Regional Pharmacy Management (RPM) & Store visits	<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>To be read in conjunction with the General & Retail Covid-19 Risk Assessments</p>
Format	Large	
Last Reviewed and Updated	22.04.22	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Colleagues confirmed as having or displaying symptoms of Coronavirus being at work	<p>Increased risk of contracting/spreading the virus through personal contact or contact with equipment or surfaces</p> <p>Colleague returns to work too soon</p>	Colleagues, Customers	<ul style="list-style-type: none"> Return to Work documentation available in line with Government advice Return to Work Health Clearance process instigated for all colleagues prior to returning after a Covid-19 absence Signage displayed reminding of Covid-19 symptoms with a reminder not to enter the workplace if experiencing symptoms Health and Safety Guide includes actions to take following a colleague confirming as being positive for Covid-19 - working as per the latest Government guidance Communication sent out regarding Covid-19 testing for all Tesco colleagues self-isolating with symptoms or for a household member who is self-isolating with symptoms Testing and Contact Tracing Programme now in place 	<ul style="list-style-type: none"> Health and Safety Guide (FAQ's) - Colleague Help Group Communication - Covid-19 testing for Tesco Colleagues Covid-19, Colleague Testing - Colleague Help Covid-19 Testing and Contact Tracing Guidance - Colleague Help Pandemic Coronavirus (Covid-19) Return to Work health Questionnaire - Colleague Help 	<ul style="list-style-type: none"> Review conducted by Group People Safety
Store Visits	<p>Presence and survival of the virus on surfaces and hand touch points</p> <p>Unable to maintain safe distancing guidance from other colleagues / customers</p>	Colleagues and customers	<ul style="list-style-type: none"> Visits are planned in advance to minimise the number of attendees and for arrangements to be made with the store Limited number of visits per colleague Hand washing points and alcohol hand gel is provided across the stores Colleagues follow the safe distancing guidance whilst in store Whilst on the shop floor colleagues follow the controls found below in Wearing face masks and face coverings (Shop floor) However, once in the Pharmacy the guidance for Pharmacy colleagues is applicable as per the C-19 Risk Assessment for Pharmacy PPE required for the task is provided Colleagues can use C-19 Lateral Flow testing kits in countries where they are made available by the NHS. Tests are for identification of asymptomatic colleagues. Tests to be conducted twice a week and results are updated onto the appropriate NHS Portal. As healthcare professional colleagues have priority access to the national C-19 vaccination service 	<ul style="list-style-type: none"> Covid-19 Care Package - GPS SharePoint Using C-19 Lateral Flow Tests in Pharmacy support pack. C-19 Risk Assessment for Pharmacy https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/ 	<ul style="list-style-type: none"> NA
Wearing of face masks (Pharmacy)	<p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p>	Colleagues	<ul style="list-style-type: none"> Whilst in the Pharmacy only face masks of the correct grade (Type I, Type II or Type IIR fluid resistant mask) are to be worn at all times 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 Guidance issued to change every shift or after a break and not to touch the face 	<ul style="list-style-type: none"> Coronavirus - gloves, masks and visors - information and guidance - Stores Help Centre Coronavirus - gloves, masks and visors - information and guidance - Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks - Information and Guidance for use in English Pharmacies - Stores Help Centre 	<ul style="list-style-type: none"> NA

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	<p>Failure to supply face masks of the correct quality and standard</p> <p>Disposal of used face masks which are potentially contaminated</p>		<ul style="list-style-type: none"> Guidance issued on how to dispose of a used facemask to include being placed in a bag or in a lidded bin Only face masks of the correct grade have been purchased (Type I, Type II or Type IIR fluid resistant mask) for use in pharmacy Face masks for pharmacies are sourced from either PHE or from Tesco's approved suppliers Face visors can be worn in addition to the correct pharmacy face mask 	<ul style="list-style-type: none"> https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/new-recommendations-for-primary-and-community-health-care-providers-in-england 	
<p>Wearing face masks and face coverings (Shop floor)</p>	<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"> Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin 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. 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. 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 Guidance issued to change every shift or after a break and not to touch the face Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> Colleagues with health conditions who cannot put on, wear or remove a face covering because of any physical or illness or impairment or disability or without severe distress. If colleagues need to take medication or to eat or drink For customers with a hearing impairment and those who lip-read (excluding Scotland), colleagues should remove face coverings, as necessary, to provide advice, information or assistance. If colleagues need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland) Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them Face visors can be worn in addition to the correct pharmacy face mask 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 An occupational health referral is available for colleagues who have medical concerns which may require reasonable adjustments being made <p>In Scotland, Wales and Northern Ireland:</p> <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 Small offices or meeting rooms <p>In England:</p> <ul style="list-style-type: none"> Wearing of face coverings is left to colleague's own personal choice 	<ul style="list-style-type: none"> Tesco and USDAW joint letter on the importance of face coverings for all colleagues (25.08.20) Retail / Metro / Express Daily News – 1st October 2020 – Stores Help Centre (reusable face coverings allocation). Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre 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 Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre Retail daily news – Stores Help Centre 	<ul style="list-style-type: none">

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Use of customer and colleague Toilets	Unable to maintain safe distancing guidance from other colleagues or customers Survival of the virus on touch points	Colleagues	<ul style="list-style-type: none"> Signage applied to every other urinal or cubicle to make it unavailable and locked off Hand soap and hot water available at all toilets Adjacent sinks taken out of use 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 some times due to over excessive use. 	<ul style="list-style-type: none"> Covid-19 Tesco Property Guidance 	<ul style="list-style-type: none"> NA
Controlled Drug Schedule 2 Destruction	Unable to maintain safe distancing guidance Disposal of used face masks and other PPE which are potentially contaminated Presence and survival of Covid-19 virus on touch points throughout pharmacy area	Colleagues	<ul style="list-style-type: none"> Hand washing and good hygiene measures in place. Appropriate PPE available Separate space available i.e. consultation room. Consultation room cleaning routines. All drugs and CD inserts to be segregated by Pharmacy Manager prior to arrival of Regional Pharmacy Manager Safe distance guidance provided Consultation room checklist 	<ul style="list-style-type: none"> Misuse of Drugs Regulation 2001, as amended COSHH Risk Assessments and Material Safety Data Sheets Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre https://support.global.tesco.org/hc/en-us/articles/115005747929-Cleaning-Specifications?flash_digest=e05f1698e357cc737f0cc49c93fe9a775fdb2597 Re-opening consultation room checklist – GPS SharePoint 	<ul style="list-style-type: none"> CD Reconciliation Completed questions on safe and legal MPro5
High Incident Reviews & Investigations	Unable to maintain safe distancing guidance Disposal of used face masks and other PPE which are potentially contaminated Presence and survival of Covid-19 virus on touch points throughout pharmacy area	Colleagues	<ul style="list-style-type: none"> Hand washing and general hygiene measures in place. Safe distance guidance provided Use of the consultation room where necessary. Consultation room checklist All required documentation prepared prior to the visit Appropriate PPE available If discussion with colleague is required, to ensure safe distancing is maintained use a screen or position chairs side on Cleaning procedure in place for consultation room 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre https://support.global.tesco.org/hc/en-us/articles/115005747929-Cleaning-Specifications?flash_digest=e05f1698e357cc737f0cc49c93fe9a775fdb2597 Re-opening consultation room checklist – GPS SharePoint 	<ul style="list-style-type: none"> Completed HIR sent to Compliance Team Set next review date
Simple Dispensing Review & Sign Off	Unable to maintain safe distancing guidance Disposal of used face masks and other PPE which are potentially contaminated Presence and survival of Covid-19 virus on touch points throughout pharmacy area	Colleagues	<ul style="list-style-type: none"> Hand washing and general hygiene measures in place. Appropriate PPE available Safe distance guidance provided Where physical inspection of dispensary required and social distancing unable to be maintained, all dispensary colleagues temporarily leave the area 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> Send Check List to Support Office
Onboarding & Sign Off for new NHS Services (including Influenza Vaccinations)	Disposal of used face masks and other PPE which are potentially contaminated Presence and survival of Covid-19 virus on touch points throughout pharmacy area	Colleagues	<ul style="list-style-type: none"> Hand washing and general hygiene measures in place. Safe distance guidance provided Use of consultation room where necessary. Consultation room checklist Appropriate PPE available All required documentation to be prepared in advance Consultation room cleaning procedure in place 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre https://support.global.tesco.org/hc/en-us/articles/115005747929-Cleaning-Specifications?flash_digest=e05f1698e357cc737f0cc49c93fe9a775fdb2597 Re-opening consultation room checklist – GPS SharePoint 	<ul style="list-style-type: none"> NA

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Checks for Clinical & Operational Governance	<p>Unable to maintain safe distancing guidance</p> <p>Disposal of used face masks and other PPE which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on touch points throughout pharmacy area</p>	Colleagues	<ul style="list-style-type: none"> Hand washing and general hygiene measures in place. Safe distance guidance provided Appropriate PPE available Observations to be conducted as much as possible from outside the pharmacy, the pharmacy is only entered if required If required, physical evidence prepared in advance of the visit 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> Next Steps post visit to correct exceptions via email
Critical Conversations with Team & Stakeholders (Training/Performance/Behaviour)	<p>Disposal of used face masks and other PPE which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on surfaces and hand touch points</p>	Colleagues	<ul style="list-style-type: none"> Hand washing and general hygiene measures in place Safe distance guidance provided Use of meeting rooms within store Appropriate PPE available Any meeting notes are retained at store Separate stationary provided for any meeting notes Cleaning procedures in place for rooms used Where possible the meetings are held remotely e.g. Zoom, Microsoft Teams 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre https://support.global.tesco.org/hc/en-us/articles/115005747929-Cleaning-Specifications?flash_digest=e05f1698e357cc737f0cc49c93fe9a775fdb2597 	<ul style="list-style-type: none"> Email to relevant parties
Travel to store &/or meeting	Increased risk of contracting/spreading the virus through personal contact or common touch points	Colleagues	<ul style="list-style-type: none"> Where possible colleagues avoid using public transport. If used, colleagues must wear a face covering and ensure they maintain safe distancing Personal car sharing is not permitted unless with someone from the same household Journeys to stores should be less than 3 hours in one direction. If a longer journey is required a manager must authorise the journey Colleagues are required to take a rest break after driving for 2 hours Overnight stays are only permitted with authorisation Tesco RPM colleagues are each provided with a Care package containing alcohol hand gel, disposable face masks and disposable gloves 	<ul style="list-style-type: none"> Covid-19 Care Package – GPS SharePoint The Health Protection (Coronavirus Restrictions) (No.2) (Wales) (Amendment) (no.19) Regulations 2020 – GPS SharePoint 	<ul style="list-style-type: none"> NA
Driver breakdown on public highway and requires recovery	Unable to maintain safe distancing guidance	Colleagues, recovery driver, members of the public	<ul style="list-style-type: none"> Recovery company will have aligned their recovery procedure to standards set out by Highways England and the IVR (Institute of Vehicle Recovery) and are recommending drivers and passengers of casualty vehicles remain in their vehicle whilst being recovered 	<ul style="list-style-type: none"> IVR COVID-19 Rescue Protocol. 	<ul style="list-style-type: none"> NA
Using the self-serve petrol pumps (inc water / air pumps)	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	<ul style="list-style-type: none"> Disposable gloves made available for the use of fuel/air/water pumps and key pads Daily cleaning and disinfection of all contact points by cleaning contractors (dispenser handle, key pads). Pumps are sufficiently distanced to maintain safe distancing guidance 	<ul style="list-style-type: none"> Handwashing poster campaign 	<ul style="list-style-type: none"> Quarterly review conducted by Group People Safety to confirm processes and practices from issued guidance.
Recruitment & Return to Work (RTW) Checks	<p>Disposal of used face masks and other PPE which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on surfaces and hand touch points</p>	Colleagues	<ul style="list-style-type: none"> Where possible, interviews conducted via video conferencing If conducting an interview within store, safe distancing guidance and good hygiene measures are followed and any appropriate PPE is worn RTW checks – Onfido reports are sufficient 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> NA