

## Risk Assessment

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### Covid-19 Reopening the Café takeaway provision Risk Assessment

What are the hazards	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
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Transmission of CV 19 to staff working in the Cafe	Staff contract CV 19 infection from other staff members or the public	<ul style="list-style-type: none"> <li>- If any member of a shift shows symptoms they will immediately be sent home and the café will close until a full deep clean can be completed under the supervision of the Director of Social Enterprise. Other team members will then not come into work for 14 days. A Staff member who is ill will not return to work for a full 7 days, regardless of recovery. It will also be made clear to staff that it is incumbent upon them to self-isolate in the event of suspected CV19 being present in their household. Staff who become ill will be supported by their manager and encouraged to seek clinical advice where appropriate.</li> <li>- Staff to use designated toilets within the Mansion first floor– to be thoroughly cleaned before the start of each shift and during shift where possible.</li> <li>- Thorough clean-down at the end of every day, focusing on disinfecting all surfaces in and around the Cafe – to be signed off by whichever of Operations Manager, Head of Front of House, Head of Site Ops, Director of Social Enterprise or Head of Facilities is on site. To be recorded on daily clean sheet.</li> <li>- Collection area (green counter to the right of the barista) where members of the public collect products to be sprayed and wiped regularly, with specific equipment provided for this, or anywhere touched by customers. There are no self-service products available.</li> <li>- Contactless payment only, reducing cash handling and direct contact. Sales taking place using the front sash window, which opens in such a way that it presents a barrier between staff and customer, meaning the contactless machine can be fed through the window and placed on the sill.</li> <li>- Area in front of till is roped 1 m away from till to enforce social distancing.</li> <li>- PPE including gloves, aprons and face coverings available to staff members working in the cafe. Masks and gloves are mandatory for all staff in the public area of the café, and aprons are advised. Chef role will NOT wear gloves, as this represents a hazard due to the risk of burns/scalds. Chef role will have to wear a mask and gloves when leaving the kitchen area into public area where queue runs. Staff on the coffee/hot drinks/cake station will NOT wear gloves as this represents a hazard due to the risk of burns/scalds, masks will be mandatory due to public being in the café indoor area. Staff members wearing gloves are to change them regularly. Staff to be trained in correct use of PPE as part of induction, with brief refresh at start of each shift. PPE to be disposed of in specified bin and double bagged for disposal. Designated PPE station at Welcome Desk in 14G.</li> <li>- Staff members on till and at the barista station are working in close proximity, and so must wear masks at all times, and work with their backs to each other, reducing the risk of face to face contact.</li> <li>- Regular hand washing for all team members, including at start and end of each shift. Sink with appropriate hand cleaning chemicals available in the Cafe. Enforcing this is the responsibility of all individual staff members, and particularly the most senior person on shift.</li> <li>- Each staff shift to have designated toilets on the first floor of the mansion house which are thoroughly cleaned between shifts, and as often as possible during the day.</li> <li>- Staff, as far as possible, to at all times maintain awareness of the location of other team members, to ensure social distancing is observed, and staff to stick to their stations wherever possible.</li> <li>- Staff to use the upstairs People Room 7F for separate storage of all personal belongings.</li> <li>- Breaks to be taken separately, in 7F People Room.</li> <li>- Alcohol hand gel station provided for members of the public at collection point. Staff to politely request members of the public make use of this, in addition to signage requesting the same, and reminding people to maintain social distancing.</li> </ul>	<p>Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns colleagues have.</p> <p>These processes will be reviewed day to day, any changes noted in this document.</p> <p>All staff involved will read and digest this document and confirm they have done so.</p>	GH, AC, AL, BW, NW	29/06/2020	Ongoing
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		<ul style="list-style-type: none"> <li>- All staff members working in the Café have had a discussion with senior colleagues to assess their vulnerability and all are ready and willing to return to work. No staff known to be in vulnerable groups will return to work in the Cafe.</li> <li>- Where possible deliveries to be handled by a single staff member, rather than dual-manual handling.</li> <li>- Shift lead will seek feedback from staff at the end of each shift on the perceived efficacy of the measures taken, and any concerns or suggestions colleagues have, to be recorded at the end of each shift.</li> <li>- Staff members not on shift will not be permitted to enter the café working area without good reason, including the till area, and will be responsible for maintaining distancing and minimising unnecessary touching of surfaces in the area.</li> </ul>				

Transmission of CV 19 to visitors	Visitors/members of the public contract CV 19 infection from other members of the public or staff members	<ul style="list-style-type: none"> <li>- Extensive measures in place to minimise risk of staff members being present on site posing a risk of transmission to the public, as detailed in section above.</li> <li>- Well-spaced waiting-zone system within the indoor café area for customers whose order is not complete by the time they get to the end of the queue.</li> <li>- Controlled queuing system in place to the maximum distance practicable on site.</li> <li>- Queue system flows through reception entrance area, and into the café. Queue is restricted using 2m squared boxes, spaced two metres apart to comply with social distancing and allow room for those with accessibility requirements to pass out back through the main entrance doorway whilst maintaining at least a metre from others. This also allows staff to move through areas whilst maintaining 2m distance. Boxed queue zones are not to be in doorways, so that others with accessibility requirements can safely pass through whilst maintaining social distancing requirements. Those who are able to will be directed out of the café exit down the steps into the seating courtyard, and exit.</li> <li>- Three waiting areas have been set up in the internal café space to allow for customers to wait for their order number to be called before collecting it and leaving, as instructed by the staff member on till. This will reduce the amount of time the customer is at the till waiting for the order, and reduce the risk of customers gathering at the collection point for their order.</li> <li>- An additional gate has been installed to allow for safe one-way flow out of the café seating area</li> <li>- Any dogs to strictly be kept on short leads in the outside seating area, to limit the scope for unintentional breaches of social distancing.</li> <li>- No dogs are to be allowed inside the mansion house, to reduce the risk of unintentional breaches of social distancing.</li> <li>- No public toilets provided inside the building to reduce risk of transmission as this would be a high-risk area.</li> <li>- Exterior public toilets are available during the hours of 12 and 4pm Monday to Friday, and 12pm and 6pm Saturday and Sunday, and are cleaned at regular 30 minute intervals to reduce risk of CV19 transmission.</li> <li>- If an individual urgently requires the use of the inside toilets, staff are to call a member of the operations team wearing a mask, who will take their details for Track and Trace and provide them with hand sanitiser and the option of gloves, and show them to the ground floor accessible toilet, whilst maintaining social distance of at least 1 metre. Once the individual has used the toilet and exited the building, accompanied by a member of operations, the toilet will be thoroughly cleaned and disinfected.</li> <li>- Staff to pour milk into hot drinks for customers and provide what would normally be self-service products, to reduce touch points on milk-jugs, packages etc. and request customers to add sugar sachets provided once they have left the premises. Bins provided outside.</li> <li>- Staff to do their best to enforce maintenance of social distancing in the queue.</li> <li>- Customers to be discouraged from lingering in proximity to queue.</li> <li>- Customers are to be discouraged from standing in doorways by enforcement of the 'queue box' areas. This will enable us to create a distanced exit route for staff leaving the café area, and public with accessibility requirements who require exiting the café via the main door,</li> <li>- Alcohol hand gel provided at order collection point, with another bottle held at the till for the use of customers who need to enter a pin number.</li> </ul>	<p>Efficacy of queue system to be monitored continuously, any issues recorded in this document and changes made and recorded.</p> <p>Any feedback or complaints from the public and staff to be recorded, with contact details requested should follow up be required.</p> <p>Responsibility for this with shift lead, to be reported to Director of Social Enterprise.</p>	GH, AL, BW, AC, NW	29/06/2020	Ongoing
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		<ul style="list-style-type: none"> <li>- Card payments only, contactless encouraged, no cash to be handled.</li> </ul>				
Social Distancing measures cause unintended physical risks	Risk of being trapped in the queue in the event of a fire alarm activation causing panic in the courtyard.	<ul style="list-style-type: none"> <li>- Persons in the queue will not be physically prevented from leaving, ramps can be easily evacuated in an emergency, and there are two exits available, through the main entrance and café step exit. Staff Fire Marshall on shift at all times to take control of the situation in the event of an emergency.</li> </ul>	Efficacy of measures to be constantly monitored.	GH, AL, BW, AC, NW	29/06/2020	Ongoing
Risk to the psychological wellbeing of staff	The perceived risk of returning to work in the circumstances damages the wellbeing of staff members, or the stress of implementing new measures does the same.	<ul style="list-style-type: none"> <li>- There has been direct consultation with staff in advance of their return to work – only those who are keen to do so and are in a position to do so safely will return. Shift leads will typically be senior staff members who will continuously monitor wellbeing of team members. Any issues that need to be escalated will be passed to People Team for support.</li> <li>- Teams will be debriefed after each shift and encouraged to raise any concerns they have, and this will be recorded.</li> </ul>	Regular catch ups between senior team members to report any issues arising, and assess any developing support that team members may require.	GH, AL, BW, AC, NW	29.05.2020	Ongoing