

# Risk Assessment

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Date of risk assessment update: 24/06/2020

## 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>- Fixed shifts on a rota basis, which never cross over, i.e. team 1 and team 2 are never in the same place at the same time. If any member of a shift shows symptoms they will immediately be sent home and the ICP 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 – 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>- Service area (table at foot of café french door stairs) 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>- Complete segregation between customer and staff areas, with the exception of the runner/server role, where customers will be asked to remain at the line until they are called forward to collect their order, at which point the staff member will step back to maintain distancing.</li> <li>- PPE including gloves, aprons and face coverings available to staff members working in the cafe. Gloves, aprons and masks are mandatory for staff working on the till and the runner/server role. Gloves and aprons are required for the staff members operating the cake/toast station, masks are optional due to no exposure to the public and the ease of maintaining distancing with other team members in that role. Staff on the coffee/hot drinks station will NOT wear gloves as this represents a hazard due to the risk of burns/scalds, aprons required, masks optional for the same reasons as the cake/toast station. Gloves to be changed 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>- 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 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> </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>- 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> <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>- Controlled queuing system in place to the maximum distance practicable on site. Clear 2-meter distancing spacing painted on the floor, with one way in one way out, with significant distance between the two to reduce the risk of bottle necks.</li> <li>- Well spaced waiting-zone system for customers whose order is not complete by the time they get to the end of the queue.</li> <li>- An additional gate has been installed to allow for safe one-way flow.</li> <li>- Any dogs to strictly be kept on short leads, to limit the scope for unintentional breaches of social distancing.</li> <li>- No public toilets provided to reduce risk of transmission as this would be a high-risk area.</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, no seating provided (benches removed), with surfaces that could be sat on with signs to ban sitting.</li> <li>- Alcohol hand gel provided at pick up point, under a parasol, with another bottle held at the till for the use of customers who need to enter a pin number.</li> <li>- Card payments only, contactless encouraged, no cash to be handled.</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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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 Chapter 8 barriers can easily be moved. 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