

# The Reader Risk Assessment



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## Covid 19 Reopening the Café 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
Transmission of CV 19 to staff working in the Cafe	Staff contract CV 19 infection from other staff members or the public	- 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.	Shift lead will seek feedback from staff at the end of each shift on the perceived efficiency of the measures taken, and any concerns colleagues have.  These processes will be reviewed day to day, any changes noted in this document.	LMc MB, OPS	Reopening 19 May 2021	Ongoing
		- 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, Front of House Manager, or other site management available. To be recorded on daily clean sheet.				
		- 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.				
		- Single use sachet condiments available rather than communal shared condiments.				
		- Contactless payment strongly encouraged, reducing cash handling and direct contact. When cash is handled, the staff member must wear gloves or ensure they wash hands with hand sanitiser before and after contact.				

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		<ul style="list-style-type: none"> <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 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 in welcome area</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>- 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 till point, and collection/condiment 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 efficiency 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>	All staff involved will read and digest this document and confirm they have done so.			
Transmission of CV 19 to visitors	Visitors/members of the public contract CV 19 infection from	<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>- Hand sanitiser station to be available for customers/visitors upon entering the Mansion House</li> <li>- QR code registered for the café so customers are asked to use for track and trace</li> </ul>	Efficiency of queue system to be monitored continuously, any	LMc MB, OPS GH	Reopening 19 May 2021	Ongoing

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	other members of the public or staff members	<ul style="list-style-type: none"> <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 and 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. Accessibility requirements can safely pass through whilst maintaining social distancing. Those who are able to will be directed out of the café exit down the steps into the seating courtyard, and exit.</li> <li>- The café will operate as a hybrid offer of takeaway and sit-in however the risk of customers waiting at the collection point is minimised by the till server monitoring how many people are in the collection area. I.e. that there are never more than 2 people waiting to collect takeout food/drinks. If the till server deems that social distancing at the collection/waiting area is not possible, they will hold the queue until it is clear.</li> <li>- All tables and surfaces will be regularly wiped and sanitised by FoH staff to ensure cleanliness and to lower the risk of transmission</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 not to be allowed inside the Mansion House, to reduce the risk of unintentional breaches of social distancing.</li> <li>- Public toilets accessible inside the building and all touch points and all toilets regularly cleaned between the hours of 9am-4pm. Visitors using the facilities must wear a mask at all times when indoors, except for when sitting at a café table</li> <li>- Exterior public toilets are available during the hours of 10 and 5pm Monday to Sunday, and are cleaned at regular 30-minute intervals to reduce risk of CV19 transmission.</li> <li>- Staff to pour milk into hot drinks for customers to reduce touch points on milk-jugs, packages etc. and request customers to take sugar sachets at collection points and add them to drinks 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> </ul>	<p>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 Head of FoH/FoH Manager</p>			

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		<ul style="list-style-type: none"> <li>- Customers are to be discouraged from standing in doorways by enforcement of the hazard taped 'no queue zone' area. 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>- Hand sanitiser 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> <li>- Contactless payment strongly encouraged, reducing cash handling and direct contact. When cash is handled, the staff member must wear gloves and facemask at all times.</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>	Efficiency of measures to be constantly monitored.	GH, BW, AC, NW		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.	LMc MB		Ongoing

## Normal Operations 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
Slips and trips (Inside and out)	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>- General good housekeeping is carried out.</li> <li>- Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately.</li> <li>- Any spillages or loose objects to be removed immediately to prevent anyone harming themselves.</li> <li>- Wet floor signs to be used if floor surfaces and slippery. Mops &amp; spill kits kept accessible with staff trained to use them.</li> </ul>	No	GH/NW/BW	Ongoing	Ongoing
Use of Cleaning Chemicals	Staff may suffer personal injury if not aware of correct use of cleaning chemicals	<ul style="list-style-type: none"> <li>- Staff will complete an online COSHH training course at the start of their contract in order to understand the dangers of using chemicals and cleaning products.</li> <li>- The Reader cleaning team are fully trained in all areas of COSHH and will supervise FoH staff where necessary</li> </ul>	Head of FoH/FoH Manager to ensure the new staff have completed this training course prior to any practical work commencing.	LMc/MB	Ongoing	
Trips and Fire Hazard	Behind the counter to be kept clear of belongings and objects incl. staff personal belongings and rubbish. This could cause obstruction to the counter exit, in the event of a fire, staff may trip and slip over, causing harm and delay in evacuation.	<ul style="list-style-type: none"> <li>- Make all staff aware of the dangers of cluttering behind the counter.</li> <li>- Fire exits to be kept clear of obstructions, monitor the area to ensure nothing is left in the way.</li> <li>- Staff to keep their belongings in designated area away from cafe</li> </ul>	Allocate a space for staff to hold their personal belonging and coats to prevent the temptation of placing items near the exit.	LMc,MB	19.05.21	Done

Fire	Staff and visitors may be injured or killed in the event of a fire.	<ul style="list-style-type: none"> <li>- Fire alarm system in place. Alarm tested on a weekly basis.</li> <li>- Key site staff are trained Fire Wardens. Further training for more staff in next quarter.</li> <li>- Monthly inspection of fire extinguishers and fire escapes by trained fire safety stewards (operations and senior supervisors) to ensure they are not obstructed and in working order.</li> </ul>		GH, NW, BW	Ongoing	Ongoing
Electrical Sockets	Staff and visitors may suffer electric shock if they are able to push fingers into sockets.	<ul style="list-style-type: none"> <li>- All unused sockets are now fitted with child safety stoppers.</li> </ul>	All unused sockets to be left switch off and holes filled with safety plug. Used sockets to be checked daily and where possible, plugs secured into socket	GH, NW, BW	Ongoing	Ongoing
Accepting/Receiving deliveries, and stocking up.	Employees – Sprains/trips/slips/falling objects	<ul style="list-style-type: none"> <li>- Employees have been instructed not to commit to carrying loads that are too heavy and to seek help from other employees.</li> <li>- To use trolleys provided for multiple stock levels.</li> <li>- Ensure walkways, entrances and the storeroom floor is free from any obstruction that may cause them to trip over and cause harm to themselves.</li> <li>- Avoid lifting from floor level or above, reduce carrying distances</li> <li>- All shelving fixtures are secured to the wall to prevent falling.</li> <li>- First Aid box located in the café kitchen along with first aid booklet. Trained first aider on site at all times</li> <li>- Some staff have had manual handling training</li> </ul>	<p>All staff to be trained in Safe Manual Handling, this would help eliminate potential injuries caused by incorrect lifting techniques.</p> <p>Arrange the stock in the storeroom so heavier objects are not situated too high or too low.</p>	GH,NW, LMc	Ongoing	Ongoing

Personal Injury	All Employees and visitors – Injury of any kind	<ul style="list-style-type: none"> <li>- All staff have been briefed on location and completion of accident reporting procedures. If the same accident is recorded on a regular basis, reviews on the activity will be conducted and a safer, alternative method will be implemented. First Aid box onsite and trained first aider always onsite.</li> </ul>	To review all accidents to determine if a specific risk assessment needs completing. Do alterations to the workplace need reviewing to prevent such accident occurring. Any incidents that have caused a person to be admitted to hospital due to trauma to head, limbs or internally MUST be reported to RIDDOR.	All Staff	Ongoing	Ongoing
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Food Handling	Staff - Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies.	<ul style="list-style-type: none"> <li>- Staff use serving tongs instead of hands where possible.</li> <li>- Non powdered latex free gloves are also available for staff to use. Antibacterial instant hand sanitizer is also available.</li> <li>- Washing hand on a regular basis is also common practise to reduce potential allergies and keep food safe.</li> </ul>	<p>Staff to thoroughly dry hands after washing them. Provide a non-taint, non-perfume hand cream barrier to help keep hands moisturised.</p> <p>In the event latex free gloves are not available, all staff on shift will be informed, and anyone with an allergy will be required to wash hands much more frequently. Staff wearing latex gloves will be instructed to be very careful not to directly touch any customer I.e. ensure ice creams are placed down in the holders rather than handed directly.</p>	LMc/MB	Immediate	Ongoing
	Serving hot food and drinks may cause injury to staff member or customers	<ul style="list-style-type: none"> <li>- Staff to ensure proper equipment/utensils are used safely to serve hot food and ensure there is sufficient space behind the counter in order to safely handle food.</li> <li>- Staff must communicate effectively with one another when serving hot food and drinks, clearly stating 'behind you' or other sufficient clear instruction.</li> <li>- Hot drinks and food must be served in the appropriate packaging e.g. lid firmly secured on takeaway cups and bags/containers for hot food.</li> </ul>	<p>A verbal warning to customers when collecting hot food and/or drinks particularly when children are present. Cup holders available for customers.</p> <p>Staff to avoid working 'too fast' on the coffee machine in order to avoid spillages/burns to themselves and/or customers</p>	LMc/MB	Ongoing	Ongoing
	Allergens – risks of not following allergen guidelines	<ul style="list-style-type: none"> <li>- Staff are trained in allergens and will use correct utensils for serving food and will wear appropriate PPE when serving</li> </ul>	New starter to register for allergen training	LMc/MB	Ongoing	Ongoing



Delivery of food and drink to tables	Employees and customers – Slips/trips/burns/cuts/scalds	<ul style="list-style-type: none"> <li>- Ensuring walkways are free from obstruction to avoid slips and trips.</li> <li>- Staff to use non slip serving trays provided to deliver food and drinks to the tables where necessary.</li> <li>- Staff to wear appropriate footwear. Staff to wear apron provided.</li> <li>- Staff training – not to carry more than is safe to do so at each time</li> </ul>	Customers to wait for drinks ordered to take away and collect themselves. This will minimise the risk of staff being knocked with boiling drinks.	LMc/MB	Immediate	Ongoing
Moving hot food	Employees – Burns/scalds/trips	<ul style="list-style-type: none"> <li>- Hot food is taken from the cafe kitchen to the collection point where it is then served to the customer.</li> <li>- Staff are to use the correct PPE to prevent burns, using the correct food utensils where appropriate to transfer the hot product.</li> <li>- Ensure the walkway is free from clutter and obstruction before carrying the food. Ensure public are at least 1 metre away when carrying trays.</li> </ul>	Staff not to move too quickly through the front of house and counter area to avoid accidents	LMc/MB	Immediate	Ongoing
Stock Room	Objects falling/ strains and pulls.	<ul style="list-style-type: none"> <li>- Not storing heavier items high up reduces the risk of staff unable to lift from heights. If staff are unable to reach, they have been advised to ask for assistance, either from another staff member or the asking the operations team to use a set of steps to reach.</li> </ul>	Continue to review, if the height of the stock becomes a hazard/problem, a work order will be placed to have shelving lowered or installed to suit all heights.	BW, NW, LMc	Immediate	Ongoing
Kitchen fire door	Swings open – knocks & bumps, and burns. The fire door that divides the kitchen and front of house is heavy. It is fitted with a door bracket which opens inwards into the kitchen. It has a window giving staff the visibility to see if anyone is on the other side before opening. This visibility is restricted to the centre of the doorframe area.	<ul style="list-style-type: none"> <li>- Staff have been instructed to always check the window to ensure no one is on the other side when opening the door. The door should be supported by the person opening and not allowed to swing freely when walking through it.</li> </ul>	Focus on the risks of this area during staff training. Training on carrying food- ensuring you have a free hand to open the door to leave the kitchen, and support the door if it swings inwards.	BW, NW, GH	Immediate	Ongoing

Knives	Staff involved in food preparation and service- cuts from contact with blades	Staff are trained on how to use knives correctly. Knives re stored correctly om a magnetic knife rack. Staff trained in the safe use of knives and safe working practices when sharpening them. Using knives suitable for the task and for the food you are cutting. Keep knives sharp Cut on a stable surface. Handle knives carefully when washing up. Carry a knife with the blade pointing downwards. Protective equipment is used when required. First Aid box located in café kitchen.	Ensure staff do not use knives to cut through packaging – Knife sharpening is only to be carried out by trained employees.	AL	Immediate	Ongoing
Café exit french doors and stairs	Employees and customers – Slips/trips/bangs  Main exit, and fire exit out of café is down a set of 5 concrete steps.	Barriers positioned down steps for support. Fire doors are held open with hooks during busy or windy periods to avoid french doors swinging. Customers with accessibility, mobility issues or with prams are asked by staff to use the alternative exit, back through the main doors of the house and down the ramp.	Monitor the risk of doors becoming unhooked during high winds, and shut a door if needed to prevent wind 'tunnelling' and causing doors to swing. Staff training needed to support advising customers.	BW, NW, GH	Immediate	Ongoing
Intruders and Abusive behaviour	Risk of intruders on the premises and causing damage/abuse to property or injury to staff	CCTV is in place across the site.  Staff have received training in the event of this risk and the ops lead will inform the emergency services or local authority security service where necessary	Staff induction to cover safeguarding and emergency procedures	LMc/Ops	Ongoing	

You should review your risk assessment if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14