

RISK ASSESSMENT

Below you will find details of possible risks at Coffee Cup and information on how to minimise these risks. This document has been updated to include additional possible risks due to Covid-19.

If you are aware of any possible risk that is not listed below, please inform your Health and Safety representative (Adam Parsons)

What are the Hazards?	Who might be Harmed and How?	What are we doing already?	What further action is necessary?	Action by Who?
Spread of Covid-19 Coronavirus	Staff and Customers, delivery drivers, any other visitors to our premises.	Hand Washing – visual training guides in all locations detailing correct way to wash hands. Hand washing facilities always available in close vicinity to staff, with disposable tissue to dry hands and moisturiser where required. Alcohol gel dispensers on site and stocked in reserve.	Staff to ensure they follow guide and wash hands regularly (at least every 30 minutes) Managers to ensure dispensers are always stocked.	All Managers and Staff
		Additional Cleaning – as well as the daily cleaning rota, a new Covid-19 specific cleaning rota has been introduced that focuses on high traffic areas such as door handles, counter tops, Credit Card Machine, etc for regular cleaning and disinfecting. Single use cloths also introduced alongside Coffee Cup cleaning products, to be disposed of after use in new sanitary bins provided.	Staff to ensure they follow the cleaning rota at all times, Managers to check and enforce this.	All Managers and Staff
		Serving Procedure updated: <ul style="list-style-type: none"> All products now only available for Take Away. Staff to add sugars, lids, stirrers, etc to products before handing them to customers to ensure no unnecessary waiting / gathering and no additional items for customers to touch (such as sugar pots, etc). Screen between Staff and Customers to protect one another from potential spread of virus through air / droplets. Customers to wait in clearly marked waiting area after placing order (minimum 2m away from staff) Limited Menu to reduce the amount of staff required to work together. Cash accepted, however, contactless payments are preferred. 	Regular checking to ensure these procedures are being followed at all times. Following any new Government Guidance, these procedures regularly reviewed and updated.	All Managers and Staff

Spread of Covid-19 Coronavirus	Staff and Customers, delivery drivers, any other visitors to our premises.	Social Distancing Measures introduced for staff and customers – floor markings clearly indicating 2m distance from one another. Waiting area introduced for customers. Signage for customers to read and follow.	Regular checking to ensure these procedures are being followed at all times. Following any new Government Guidance, these procedures regularly reviewed and updated.	All Managers and Staff
		Only external seating areas open. Cleaning stations and clear signage introduced for customers to use and follow. Seats kept as far apart as possible, if too close together, every other table is closed.	Regular checks to ensure all restrictive measures remain in place at all times and staff to maintain cleanliness where needed (with help of customers).	All Managers and Staff
		External children’s play area open. Clear signage installed to remind users of social distancing and cleaning measures. Limiting the number of children using the equipment. Cleaning stations available for parents/guardians to use to keep equipment clean before and after use. Extra cleaning taking place by staff during the day.	Regular checks to ensure all restrictive measures remain in place at all times and staff to maintain cleanliness where needed (with help of customers).	All Managers and Staff
		Increased ventilation – doors and windows to remain open to ensure locations are well ventilated. Customer access restricted to these points where required.	Managers to be responsible for opening doors and windows safely when we open, and closing and locking up at the end of the day.	All Managers
		<p>Protection of Staff working together:</p> <ul style="list-style-type: none"> • Introduction of PPE – Face Coverings provided by Coffee Cup to now be worn on every shift. Must be cleaned before every shift and changed if contaminated during shift. Hands must be washed before these are put on and again before removing these. • Staff working in small teams of the same people where possible. Social Distancing to take place where possible, but staff to work side by side or back to back where Social Distancing is not possible. Staggered start times and break times will be enforced where possible / required. • Staff to wash uniform after every shift and have been approached in advance to ensure they have a sufficient amount of uniform to enable them to do this. 	Regular checking to ensure these procedures are being followed at all times. Following any new Government Guidance, these procedures regularly reviewed and updated.	

		<ul style="list-style-type: none"> All contact numbers and emergency contact numbers requested to ensure we have updated versions. Tissues provided in all staff areas to ensure staff catch any coughs or sneezes in a tissue and then dispose of the tissue and wash hands. Confirmation of symptoms to look for, Managers to be aware of how to identify these and what they should do. Staff to follow self-isolate guidelines if they feel they have symptoms of Coronavirus. Disposable gloves available to use if staff have to clean an area that may have become contaminated (for example, where someone has coughed) Sanitary bins provided where required in addition to regular bins. 		
		Checking government guidelines and updating where necessary	Head Office Team to roll out any new procedures / equipment, etc required if new information comes to light	Head Office Team
		Deep Cleaned all locations before opening, including checking and disposal of stock where necessary.	Regular deep cleaning to continue, as well as daily cleaning as described above.	All Managers and Staff
Slips and Trips	Staff and Customers may be injured if they fall on a wet floor / trip over objects.	Work areas kept tidy, goods stored sufficiently, any spillages cleaned immediately and wet floor sign(s) used when necessary.	Ensure staff are following the correct procedure at all times.	All Managers and Staff members.
Manual Handling	Staff may suffer injuries from handling heavy / bulky objects.	Stock ordered in packaging that is of a sensible size and therefore light enough for staff to carry. Stock stored in appropriate places, where stock is stored at a high level, steps are provided for staff to use.	Ensure staff are not attempting to carry too much as this may result in injury.	All Managers and Staff members.
Contact with Hot Water, Steam and Hot Surfaces	Staff may suffer scalding or burns.	Staff fully trained in risks of release of Steam, use of Coffee Machine, Boiler, etc. Staff made aware of hot surfaces on Merrychef, Panini Grills, Jacket Potato Ovens, Hot Displays, Hot Chocolate Machines, Ovens, Microwave, etc. Tongs, Oven Gloves, etc provided. Staff fully trained in the use of all equipment.	Ensure staff are working as per their training. Re-training to take place as necessary	All Managers and Staff members.
Knives	Staff may suffer injuries such as cuts from using sharp objects.	Staff trained to handle knives Knives suitably stored when not in use First-Aid box provided	Ensure staff are working as per their training. Re-training to take place as necessary	All Managers and Staff members.
Food Handling &	Staff and customers may suffer	Gloves are provided for food handling such as making	Ensure staff are working as per	All Managers and Staff

Storage	food poisoning if cleanliness procedures are not followed or food not chilled / warmed correctly	baguettes. Tongs are to be used whenever possible. Temperature checks completed daily to ensure food is held at the correct temperature.	their training. Re-training to take place as necessary	members.
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Cleaning and general use of Equipment	Staff may suffer injuries from sharp objects within equipment.	Staff are trained on how to use and clean all equipment, some of which requires the equipment to be taken apart in order for it to be cleaned (such as the Orange Juice Machine, Dishwasher, etc)	Ensure staff are working as per their training. Re-training to take place as necessary	All Managers and Staff members.
Contact with Bleach and other cleaning chemicals	Prolonged contact with water particularly in combination with detergents can cause skin damage. Cleaning products may cause irritation in they come in contact with eyes or skin. Vapours may cause breathing problems.	Dishwasher used instead of washing up by hand where possible. All containers clearly labelled. Long handled Mops and brushes provided and used. Staff trained and chemical posters displayed where possible. Cleaning Materials Sheet displayed.	Ensure staff are working as per their training. Re-training to take place as necessary	All Managers and Staff members.
Gas Appliances	Staff and customers could suffer serious / fatal injuries as a result of explosion / release of gas.	Gas bottles and appliances checked at least every other day.	Staff must report any unusual occurrence when using any gas appliances.	All Managers and Staff members.
Electrical	Staff could suffer serious / fatal injuries as a result of electric shock.	Staff trained on the use of all electrical equipment and must report any defective equipment, damaged cables, discoloured sockets, etc.	Staff must report any unusual occurrence when using any electrical appliances.	All Managers and Staff members.
Fire	Staff and customers could suffer serious / fatal injuries as a result of a fire.	Fire Extinguishers easily accessible. Fire Evacuation Procedure in place and staff trained accordingly. Smoke detectors in place and checked regularly by landlord.	None	N/A

Completed By.....

On date.....