

Steep Street Coffee House – COVID-19 Risk Assessment

| What are the hazards | Who Might be Harmed and How? | What are you already doing to control the risks? | When is the action needed by? | Done |
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| An infected staff member | Staff members | Temperature checks will be mandatory at the start of each shift. Following government advice any employees experiencing symptoms of Covid 19 must report them by phone to their manager as soon as possible. This must be at least two hours before their shift starts. Under no circumstances can a person with the symptoms of Covid 19 enter the building. | Implemented 4/7/20 | Enforcement ongoing |
| Spreading virus by touching surfaces | Customers, staff members | <p>Frequent handwashing and disinfecting surfaces. Hands must be washed after touching potentially contaminated surfaces such as handles and door knobs.</p> <p>All workers must clean hands with alcohol hand gel or soap and water every 20 minutes. All handles and door knobs must be disinfected every hour.</p> <p>Customers will be encouraged to use contactless payment and contact free ordering via our app.</p> <p>Following cash payment, the cashier will be required to disinfect hands/gloved hands with alcohol gel.</p> <p>All customers will be asked to use alcohol gel and a handwashing station at the entrance.</p> <p>All customers will be asked to use alcohol gel before entering and after leaving the toilet.</p> <p>All condiments such as sugar, salt and sauces will be handed out at the table,</p> | Implemented 4/7/20 | Enforcement ongoing |

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| | | <p>either in sachets or in small containers that are put through the dishwasher after use.</p> <p>Wedging doors open to avoid touch points where appropriate. This does not apply to fire doors.</p> <p>The kitchen assistant needs to thoroughly clean and disinfect the table they are clearing, including table top, buzzer and chairs.</p> <p>The cashier needs to clean the card machine between orders.</p> <p>Frequent cleaning and disinfecting of workstations.</p> <p>Following current daily and weekly cleaning schedules as usual on top of additional Covid related cleaning tasks.</p> <p>Always washing hands before handling plates and cutlery.</p> <p>Posters back of house will provide reminders to wash hands, avoid touching the face and sneeze into a tissue that is binned.</p> | | |
| Skin irritation from frequent handwashing | Staff members | <p>Non taint, nut and oil free cream will be provided to replenish moisture stripped by handwashing</p> <p>Gloves can be worn but gloved hands must be washed just as frequently as ungloved</p> | Implemented 4/7/20 | Enforcement ongoing |
| Switching between till position and plating food | Customers, staff members | <p>A protective screen between customers and the cashier will prevent the spreading of infection through water droplets in the air.</p> <p>The person on till must wash/disinfect their hands with alcohol gel between</p> | Implemented 4/7/20 | Enforcement ongoing |

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| | | <p>serving customers and doing any other tasks including plating up food or making drinks.</p> <p>Tongs and utensils must be used to handle food.</p> | | |
| Being too close to another person/group of people inside the main cafe space | Customers, staff members | <p>All customers will be asked to queue outside the cafe separated by two metre markings on the pavement. Barriers will help to designate the queuing area. A sign will explain our ordering system and a plinth in the doorway will instruct customers to wait until they are called in to order.</p> <p>Customers will be called forth one by one/group by group to control movement of people within the cafe.</p> <p>There will be an option for ordering without contact via an app at the table or alternatively customers can order at the counter.</p> <p>There will be a Perspex screen to protect customers and employees from each other.</p> <p>A Perspex screen edging the counter will create a barrier between customer areas and work stations.</p> <p>After ordering at the counter customers will be allocated a clean and disinfected table and asked to sit down.</p> <p>Customers are also able to order and pay for items via an app.</p> <p>Where tables are closer than two meters, we have constructed large two meter, barriers from wood and Perspex to</p> | Implemented 4/7/20 | Enforcement ongoing |

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| | | create an impenetrable barrier between groups/individuals at each table. Signs and posters will help to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. | | |
| Confined working space behind the counter limits ability to separate by two meters | Staff Members | Employees will be partnered. Partners will work in close proximity to one another but will have more distance from other members of the team. Teams will be fixed as much as possible to reduce the volume of contact between employees. Workers will be assigned to specific areas with specific tasks. Floor tape will be used to mark out one-meter increments in the workspace to help workers to socially distance Those working in close proximity will face opposite directions on their work stations and will attempt to reduce face to face contact as much as possible. All team members will wear clear visors to protect them from inhaling water droplets containing the Covid virus. | Implemented 4/7/20 | Enforcement ongoing |
| Interaction between food preparation workers and | Staff Members | It is important that the person making food and baking does not come into contact with other workers who are moving throughout the café The washing up and food preparation areas are separate from each other so | Implemented 4/7/20 | Enforcement ongoing |

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| other employees | | there will be limited crossover between workers if working on shift together. Food prep/baking shifts will be moved forward to early morning to limit crossover between kitchen assistant and food preparation shifts. | | |
| Containing an outbreak | Customers, staff members | In the unlikely case of a localized outbreak of Covid 19 we will be collecting customer names and details as they order and voluntarily through the app | Implemented 4/7/20 | Enforcement ongoing |
| People not being aware of social distancing measures | Customers | Posters in the windows where customers are queuing will provide clear distance on social distancing measures, expected customer behaviors and hygiene requirements. This information will also be made available on our website. | Implemented 4/7/20 | Enforcement ongoing |
| Employees and customers crossing paths | Customers, staff members | Screens at the counter will separate the employee working space and the cashier from customers and the main café space When orders are taken over to the table, they will be delivered on a tray which will be handed to customers to reduce contact time. Staff will be wearing protective visors throughout their shifts When serving customers at the table staff should stand a meter away When running drinks and food staff should check to see if any customers are leaving and let them pass. If they do encounter a customer, they should pass in a designated passing place. | Implemented 4/7/20 | Enforcement ongoing |

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| Contact between front and back of house when clean crockery is brought out | Staff Members | The kitchen assistant must leave trays of crockery on the worksurfaces for front of house team to put away | Implemented 4/7/20 | Enforcement ongoing |
| Spreading the virus to clean surfaces or becoming infected after handling dirty crockery | Staff Members | <p>The kitchen assistant must take extra precautions when washing up to avoid getting infected and also to avoid passing infection on.</p> <p>These will include</p> <p>Never touching face or hair and washing hands if this does occur.</p> <p>Being vigilant about clean and dirty areas in the kitchen. Making sure clean crockery and clean tea towels remain in the clean area of the kitchen</p> <p>Washing all trays that return from the tables before they are used again for clean items</p> <p>Washing/disinfecting with alcohol gloved hands extremely frequently between handling dirty crockery (such as loading the dishwasher) and unloading the dishwasher and moving clean items out front. This is a critical area and the most likely place for cross contamination to occur. It is vital that handwashing rules are followed unfailingly. Intensive training will be given on 2 July 2020 and managers will monitor this closely</p> | Training completed on 2/7/20. Policy implemented 4/7/20 | Enforcement ongoing |

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| | | Ensuring that alcohol gel is used or hands are washed before leaving the kitchen to complete a task out front, including table clearing. | | |
| The spread of Covid via use of toilets | Customers, staff members | Toilets will be checked frequently and handles, sinks, flush and taps will be sprayed and disinfected, then wiped dry with disposable blue roll Signs and alcohol gel stations will instruct customers to clean hands with alcohol gel on entering and leaving the toilets. Plentiful soap and hand driers are available so that customers can also wash their hands Signs will ask customers to return to their seat and wait if the toilet is occupied. Staff use their own dedicated toilet facility not shared by customers | Implemented 4/7/20 | Enforcement ongoing |
| Contact during deliveries | Staff Members | Deliveries will be taken via the back entrance. Drivers will be requested to leave items in the entrance to the shop for staff to move inside Disinfecting all items on delivery before putting away | Implemented 4/7/20 | Enforcement ongoing |
| Congestion between staff at work | Staff Members | Shift start and end times are staggered which will reduce any congestion at entrance and exit points | Implemented 4/7/20 | Enforcement ongoing |
| Contamination of uniforms | Staff Members | Staff will be given multiple aprons and required to wash them after each shift. Aprons will only be changed into in a clean environment once at work. | Implemented 4/7/20 | Enforcement ongoing |
| Break space | Staff Members | Workers should take breaks outside where possible | Implemented 4/7/20 | Enforcement ongoing |

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| | | If the weather does not allow for this there will be a designated area in the second unit, in the shop area. | | |
| An emergency | | During an emergency such as a fire, break in, accident etc social distancing measures do not need to be followed if doing so would put people at risk. | Implemented 4/7/20 | Enforcement ongoing |
| Face coverings | | <p>It is not mandatory to wear face coverings but workers are allowed to wear them if they wish.</p> <p>It is important not to touch your face when wearing a face covering as this can contaminate them with germs from your hands</p> <p>If you do touch the covering or if it gets damp you will need to remove/replace it.</p> <p>The face covering will need to be changed daily</p> <p>We will ask all front of house workers to wear visors to protect themselves and each other</p> | Implemented 4/7/20 | Enforcement ongoing |