

## Coronavirus Risk Assessment October 2020

This risk assessment is a supplementary one purely for the risks of contamination with Covid-19. Our main café risk assessment still applies for all other risks.

It has been updated based on the current café system: table service inside and outside the café

Area of café	Step through customer 'journey'	Steps taken to minimise risk of transmission	Tick when complete	
FRONT DOOR	Arriving / queuing at front door	Front door pinned open when possible (weather permitting) to avoid touching handle		
		Sanitiser placed by front door		
		Clear signs about 2m gaps while queuing		
		Barrier within café to avoid customers walking more than 1m inside café		
		Clear sign about wearing face covering while inside		
		Staff to wear face coverings when interacting with customers at door, and staying 1m+ away from customers.		
TOILETS	Public / customers using toilets, entering from outside	Queue to enter the building via doors which are pinned open. Clear sign "only 1 person to wait in here at once". Bin in toilet lobby to be left with no lid so customers can drop items into it. Managers will regularly sanitise toilet doors, taps, soap, loo brush, any other surfaces which customers need to touch. Set up system to remind manager about this daily.		
	Customers using toilets entering from café door	Clear sign that only one person should wait in lobby area at once. Customers to be wearing face covering after leaving café		
INSIDE SEATING	Arrival at table	Customers brought past barrier by member of staff, thus regulating flow into café		
		Spacing between tables to allow 'corridors' for customers to walk through without getting too close to each other		
		Face coverings to be worn inside		
		Tables and everything on them, and chairs, to have been sanitised before arrival		
		Information / instructions about covid secure operation left on each table (laminated, sanitised after use)		
			Introduction from member of staff (wearing face covering and at 1m+) to inform customers of the safe methods	
	During visit	Orders taken, food and drink delivered, payment taken all at table. Staff to wear face coverings and keep distance as much as possible.		
		Food and drinks to be delivered on trays at the edge of the table - customers to then take things off themselves so that staff do not need to get closer than necessary.		
		Customers asked politely to load up trays so that staff can clear tables without reaching across table.		
		Every item given to a customer to be either washed or thrown away after use. So e.g. no shared bottles of ketchup or jars of sugar.		
All plates, cups, cutlery, trays etc to be washed in commercial food-safe dishwasher after use, this gets hot enough to kill virus.				
		Tables and chairs arranged to ensure every customer is minimum 1m+ from other guests. Minimum distance 1m plus either back-to-back or back-to-side.		
		Customers requested not to leave the table unless necessary, and to wear face covering while moving if so.		
		Customers encouraged to pay by contactless wherever possible. If using chip and pin, we will sanitise the card machine before and after use by the customer. If paying by cash, we will put money into a box and not touch it for a week - change to be given from "clean" money in the till.		
Exiting café	Customers directed to toilet door exit, which enables 1m+ spacing to remain on exit Customers directed to wear face coverings whilst moving around in the café.			
CAKE AREA		Cakes left covered so that no virus particles can fall onto them		
		Staff to wear face coverings when cutting cakes as this is in a section of the café near to customers.		

<b>OUTSIDE SEATING</b>	<b>Arrival at table</b>	<p>No sharing of outdoor seating between different groups - staff to remind customers if needed.</p> <p>Signs on outdoor tables to remind customers of the need for social distancing and other aspects of staying covid-secure, e.g. good hand hygiene</p> <p>Tables well spaced to allow plenty of room for customers to walk among tables</p> <p>Outdoor tables &amp; seats will be cleaned each morning with a special cleaning liquid provided by DD cleaning services - food safe but kills viruses and gives 24 hour protection.</p>	
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	<b>After visit</b>	<p>Menus to be sanitised before giving to next customer</p> <p>Outdoor bins left with lids open</p>	
<b>TAKEAWAY SERVICE</b>	<b>Ordering</b>	<p>Customer to stop at barrier at café door, and to order / pay from here (wearing face covering). Staff member to wear face covering and stay as far back as possible. Consider installing perspex screen next to door to allow this process without face:face contact.</p> <p>Customers encouraged to pay by contactless wherever possible. If using chip and pin, we will sanitise the card machine before and after use by the customer. If paying by cash, we will put money into a box and not touch it for a week - change to be given from "clean" money in the till.</p>	
	<b>Collecting drinks etc</b>	<p>Drinks, food etc to be delivered to outdoor table for just this purpose. Staff members to place items onto table and step back, whilst wearing face covering.</p> <p>Refillable cups or bottles will be accepted but staff member must wash hands if they touch them.</p> <p>Additional items like sugars to be added by staff, or sachets given to customer - no sharing of sugar shakers etc.</p>	
<b>STAFF AREAS</b>	<b>General policies for staff</b>	<p>Staff to wash hands regularly</p> <p>Aprons and t-shirts to be left in the café, for manager to wash (wearing gloves) at 60 degrees</p> <p>Staff encouraged to shower and change immediately on return home</p> <p>Signs at the staff toilet area to remind staff to wash hands before, as well as after, entering.</p> <p>Staff to take breaks separately</p> <p>In general, staff to avoid contact with each other before, during and after work. No car sharing.</p> <p>Reinforce 'stay at home' rules for all staff before their return to work. Arrange testing if anyone has symptoms.</p> <p>Use gloves, or immediately wash hands, after touching any items (including rubbish, recycling) handled by customers</p> <p>Avoid double handling of items which will be sold e.g. soft drinks</p> <p>Bright signs for reminding staff to think about Covid risks.</p> <p>Work areas to be set up to minimise contact and sharing of equipment. Where working close together is essential, split team into 'bubbles' and avoid close working between people from different bubbles (e.g. chefs may need to work closely but don't need to mix with baristas)</p> <p>Where sufficient staff allow, split whole team into two non-overlapping cohorts who don't need to work alongside each other</p> <p>Shared items e.g. phone, pens taken by one person for the whole day. At the end of the day they should be sanitised before leaving.</p>	
	<b>General policies for contractors</b>	<p>Any contractors must follow the same distancing practises as staff if they have to visit during working hours - try to arrange when café is otherwise closed.</p> <p>Sanitise all surfaces touched by contractors after their visit.</p>	
	<b>General policies for deliveries</b>	<p>Ensure that staff do not get within 2m of delivery drivers. Sign paperwork with our own pens rather than the ones they carry.</p> <p>Delivery drivers should not enter the café unless absolutely necessary.</p> <p>For the suppliers where we do not know if they have been careful with the handling of their products, sanitise any products or remove outer packaging (where appropriate) upon receipt.</p> <p>Wash hands after handling deliveries.</p>	