

Dukes Coffee House

COVID-19 Risk Assessment V.1.3

Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures.

1 Minimising risk to staff

- Increasing the frequency of handwashing and surface cleaning.
- Using screens or barriers to separate staff from customers at counter.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Waiting staff to wear face covering or face shield.
- Kitchen staff to remain in the kitchen at all times to reduce contact with waiting staff and customers.

2. Who should come to work

- Strict staff body temperature taken on arrival to work using contact free thermometer. Should temperature be outside the safe range, the member of staff will be sent home. Daily records of staff temperature will be logged.
- Rota for the minimum number of people needed on the premises to operate safely and effectively.
- Should a staff member show any of the symptoms, they should self-isolate for 14 days within the current government guidelines. Staff to inform management of any symptoms immediately.

3. Social distancing at work

- You must maintain social distancing in the workplace wherever possible.
- Where the social distancing guidelines cannot be achieved, further increasing the frequency of hand washing and surface cleaning.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

- Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits and during breaks.

4. Coming to work and leaving work

- Strict staff body temperature taken on arrival to work using contact free thermometer. Should temperature be outside the safe range, the member of staff will be sent home. Daily records of staff temperature will be logged.
- Provide additional handwashing facilities and additional hand sanitiser stations for use on arrival to work.
- Bags, coats etc to be stored in the storeroom
- All uniforms to be washed at the end of each shift by the staff. Clean uniform is needed each day worked.

5. Moving around buildings

- Reduce movement between buildings to essential movement only.

6. Workstations

- To maintain social distancing between staff when they are at their workstations, where possible.
- Where social distancing is not possible arranging people to work side-by-side or facing away from each other rather than face-to-face.
- Using screens to create a physical barrier between staff and customers at till points. Sneeze screen to be installed at counter. Waiting team to wear face covering or face shield.
- Following existing [EHO guidelines](#) on managing food preparation and food service areas.
- Allowing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Minimising contact at 'handover' points with other staff, such as when presenting food and drinks. Use of drop off table located outside the kitchen.

7. Managing Food & Drink to customers and table clearing

- Increasing the frequency of handwashing and use of hand sanitiser.
- Minimising contact between staff and customers. Only waiting staff to have closer contact with customers. Face covering or face shields to be worn by waiting staff at all times.
- Trays to be used for all drinks to be taken to customer in one visit (where possible). The tray to be placed on the table, staff to step back and check all is ok. Tray also to contain any cutlery and sachets condiments.

- Food to be collected by waiting staff from food collection table outside kitchen door. Hand sanitiser to be used every time. Plates to be taken to customer table and placed on table appropriately. Staff to stand back and make sure customer is ok.
- Display clear instructions/signage for customers regarding new measures.
- Creating a physical barrier with a sneeze screen, between staff and customer at the counter.
- All staff to maintain social distance where possible.
- Reduce number of surfaces to be touched by staff and customers.
- Encourage contactless payment at the table.
- Minimise contact between waiting team and kitchen team.
- Maintain good ventilation by keeping doors open.
- Continued regular cleaning of all areas where customers visit.
- Strict cleaning tables and chairs down between customers. Informing customers politely to wait until table has been cleaned before they sit down.
- All table cleaning to be done with Anti-bac spray not FAD. All surfaces to be cleaned including table tops, chairs and benches.
- All high chairs to be cleaned each morning and again before and after use using Anti-bac spray. Chairs to be made available on request and are to be stored inside.
- Regular cleaning of staff touch points including gadgets, card machines, etc

8. Managing customers

- Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines. Barriers and screens to be used where possible. Strict, NO moving of any tables and chairs by staff or customers. Table locations will be marked using tape on the floor. Regular monitoring of table locations to make sure they haven't been moved.
- Reducing the need for customers to queue or congregate by using table service for order taking and payment.
- Provide single use or laminated menus and online versions of the menu.
- Display clear instructions/signage for customers regarding new measures.
- Provide hand sanitiser and encourage customers use.
- Minimising contact between staff and customers by making as few visits to each table as possible.
- Creating a physical barrier with a sneeze screen, between staff and customer at the counter. Waiting staff to wear face covering or face shield.
- All condiments and cutlery to be given to customers after ordering or by request.
- Customers with children must keep them under control at all times. Highchairs will be available and be cleaned at point of handing over.
- Maintaining good flows of customers through the buildings when they need to be inside (where possible). Floor markings to help.

9. Payment

- Display clear instructions for customers regarding new preferred payment measures.
- Contactless payments will be encouraged as preferred payment method.

- Cash payments will be 'non contact' and all inbound cash will be immediately sterilised and left overnight in sterilising solution. Sterilised cash will be used to give change from the till.

10. Cleaning

- Follow existing high standards within the EHO guidelines on cleaning of food preparation and food service areas.
- Increasing the frequency of handwashing and surface cleaning.
- Everything to be washed in commercial dishwasher at over 65 degrees.
- Keep doors open where possible to help maintain airflow and to reduce touchpoints. Additional, regular cleaning of all surfaces and areas inside and outside when possible. Additional regular cleaning of regular touchpoints including fridges and freezer handles.

11. Toilets

- Using signage to maintain awareness of good handwashing technique.
- Increased cleaning frequency of toilet. Particular attention to frequency hand touched areas and handles.
- Putting up a visible cleaning schedule.
- Additional cleaning materials will be made available.
- Additional signage for one in one out use.
- Given the toilets size and location, customers will be advised of alternative toilets located within the market, when they are open.

12. Goods inwards

- Minimum contact should be made with Goods inwards delivery drivers. Only one member of staff should be present at checking in.
- Social distancing should be maintained when checking goods in.
- All accounts will be moved from COD to accounts payable where possible.
- Handwashing after packing goods away in store.

13. PPE and Face coverings

Gov. advice - Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical setting. Unless you are in a situation where the risk of COVID-19 transmission is very high, the role of PPE in providing additional protection is extremely limited.

We therefore recommend the strong advice of regular handwashing throughout the day to reduce risk.

Face coverings/Face shields for waiting staff:

Wearing a face covering/shield is optional and is not required by law, including in the workplace. However to add an additional level of protection for our staff and customers, the closer contact, waiting staff, are required to wear either a face covering or a face shield. It is important to use these properly and wash hands before putting them on and taking them off.

We support all staff if they wish to use face coverings or additional PPE. However ALL Staff MUST:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

Blue PPE gloves will also be provided, but the regular handwashing is our preferred method of safe practice.