

GENERAL RISK ASSESSMENT



Bakers & Baristas UK Ltd

146-156 Sarehole Road, Birmingham, B28 8DT

Title : Coronavirus – Retail Stores/Cafes	Date of Assessment : 23/09/2020	Risk Assessor : Vikesh Patel, COO
Risk Assessment Reference : V5	People involved in making this assessment : 3	
Task/ Process : COVID-19	People at Risk : Employees, Members of the Public	
Hazard : Uninformed Employees who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.		
Control Measures:		
1. Our employees have been fully briefed and provided with a copy of our internal Social Distancing Policy on e-mail to review before returning to work to understand the risks/hazards and the necessary precautions being put in place.		
2. Our employees will also have to complete mandatory e-learning training covering off the high risk areas and to understand the best ways to prevent the spread of the virus, take good care of their own health and safety and of others. These modules will include areas such as Personal Protection (PPE), Take-aways and Deliveries, Cleaning and Hygiene, Social Distancing and Customer Service.		
3. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.		
4. Signage regarding Social Distancing and Public Health posters and POS will be displayed throughout the premises (including handwashing and contactless payments).		
5. Our plans and procedures are also available for our landlords or retail management companies by request.		
Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination.		
Control Measures:		
1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.		
2. Ensure that when spills of food or liquids occur, they are cleaned straight away and work surfaces are left in a clean and sanitised condition.		
3. Employees should use takeaway cups/cutlery when eating and drinking in store. They should be disposed of after each use.		
4. Employees instructed to keep their hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues.		
5. Employees instructed to wash their hands thoroughly before using these facilities.		
6. The microwave oven, rationale oven and all other cooking equipment (including grills) should be left in a clean condition and wiped out after use.		
7. Centre feed blue role should be used on a single use basis. i.e. do not use the same piece on multiple tables.		

8. A dishwasher is available and must be used to thoroughly clean kitchen equipment (Knives, pans etc.).
9. Drinks are to be served in takeaway cups. Where metal cutlery is used, this and any crockery must be washed in the dishwasher after each use.
Hazard : Communal facilities, entrance, toilets, stairs. etc Risk of cross-contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.
Control Measures:
1. More frequent cleaning checks will be carried out and checked by our Store Management. Toilets and communal areas, along with workspaces, are cleaned more frequently than usual and our cleaning schedule and checklist has been increased to a higher specification. Toilets should remain closed until instructed otherwise.
2. Supplies of soap and sanitising gels/agents provided and regularly topped-up at all hand washing stations. Public Health and internal hand washing advice posters displayed.
3. Employees instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
5. Employees instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately within coat cupboards avoiding contact with other people's personal items. Employees work clothes and inform will also be expected to be cleaned properly before their next shift.
7. If practicable staff and customers to use separate restrooms.
8. Our tills and PDQ/Card machines for public use will be wiped down regularly with sanitiser spray. We will not be accepting cash payments and only contactless payments as a temporary measure to prevent any possible spread of the virus of harmful germs.
Hazard : Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).
Control Measures:
1. Waste bins are provided at behind the counter area and within kitchen areas where possible
2. Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Employees instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by our employees and disposed of responsibly.
Hazard : Workstations and kitchen areas Risk of cross contamination and pathogens spreading between persons in kitchens/other work areas.
Control Measures:

1. Where practicable our kitchen employees will be working from stations spaced 2 metres apart.

2. Our kitchen team will also be trained using e-learning modules on social distancing for themselves whilst working on the cook line or in a food preparation area.

3. The total number of staff in the kitchen has been reduced / capped.

4. Only one person can access walk in storage areas, storage rooms, cleaning cupboards, fridges and freezers at any time.

5. Workstations have been rearranged so kitchen workers are either side by side or facing away from each other.

8. Contact at 'handover' points with other staff has been minimised, Employees are to leave food at the handover point and leave, then staff can come to collect food once it is safe to do so.

Hazard : Close contact Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Employees instructed to avoid close face-to-face contact with other employees, visitors, etc and follow the 2-metre rule so far as is reasonably practicable. If it is not possible to ensure working areas comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) the business will consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

2. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.

3. Employee break times have been staggered to reduce risk of close contact.

4. Face masks compulsory for all employees and must be worn at all times whilst in store, unless medically exempt.

Hazard: Restaurant Areas Potential risk or transfer of virus through cross-contamination.

1. Tables and seating adjusted to meet social distancing guidelines.

2. Tables are immediately cleaned and disinfected after use.

3. Increased signage informing customers of our rules and adjustments in order to ensure social distancing is adhered to.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus. Contaminated items/objects could then be passed onto members of the public.

Control Measures:

1. Government guidance on cleaning food preparation and food service areas is being followed.

2. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers or pumps are provided throughout the building (for team and guests). Signage to remind our employees to frequently wash their hands will be in place.

3. Employees are required to report anything contaminated or spilt that requires cleaning.

4. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff have been increased in line with the increased cleaning regimes.

5. A colour-coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces, please see safety operating procedures for additional information.

6. Suitable disinfectant cleaning products are used our employees when carrying out cleaning and hygiene duties.

7. Regular cleaning throughout the day for equipment such as tills, card machines and other surfaces which might be regarded as high contact points.

8. Cleaning and Hygiene e-learning training will be compulsory for our employees to complete before returning to work

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

2. Our uniform standards policy is available online (or by request) for all employees so they can be clear on what is expected

3. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.

4. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

5. Employees instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal. Always washing your hands after you sneeze, touch your face, nose and/or mouth.

Hazard : Food consumption areas Risk of cross contamination and pathogens spreading by members of the public using seated areas to consume food and beverages. Difficulty in enforcing social distancing and enhanced cleaning measures. (Note: This will need reviewing as Government guidelines change.)

Control Measures:

1. Customer space to customer space has been arranged so as to ensure at least 1m distance is maintained between parties. Entry and exit points are clearly marked and monitored so as to reduce the risk of congestion. Operations Manager to check store set up and to be informed of any concerns by store management.

2. Signage installed informing customers and members of the public that these areas are closed.

3. Employees to complete compulsory e-learning training to enable them to enforce these measures and understand the significant importance of Social Distancing.

4. Dine in guests must move to a seated table immediately after completing the purchase of food and drinks and remain seated. They must wear a face covering at all times when not seated unless medically exempt.

5. Customers who are purchasing takeaway products must keep their mask on at all times whilst in store unless medically exempt.

Hazard : Members of the public Risk of cross contamination and pathogens spreading by members of the public and staff coming into close contact.

Control Measures:

1. To ensure the premises does not become overcrowded and to minimize interactions between customers and our employees.

2. Store team and Operations Manager are aware of the maximum store capacity. Order and collection points adequately distanced and regularly sanitised.

3. A maximum number of customers in the premise at any one time (this is done on a site by site basis, depending on the size and layout of the store).

4. Installation of screens/barriers between employees and customers where possible.

5. Specific customer collection zones/areas have been created.

6. Signage displayed encouraging contactless payment. Contact kept to a minimum when handling cash and hands are washed after each non contactless transaction.

7. Social distancing markers (Internal and external) for queuing areas where possible.

8. Signage at the entrance of the premises so customers are made aware of our policy and social distancing measures. Customers are also made aware of these measures on our website as well.

9. Customers are encouraged to wear facemasks as per the Government guidance when visiting the stores for takeaway items.

10. NHS QR code in place with information and QR codes available on each table and visible in store and on entering the store. All employees are briefed in the track and trace procedures. Customers without a Smartphone will have their details recorded and entered on to the track and trace database daily.

Hazard : Handling goods merchandise or other materials (Inbound) Contamination and transmission of COVID-19 through merchandise and stock entering the business, this could then travel through food preparation areas and eventually leaving the premises via takeaway food/boxes.

Control Measures:

1. Accepting of deliveries and ingredients will be done by one employee per shift only to minimise/limit the risk to others

2. Employees who handle goods & merchandise are to wash hands or use sanitiser on a much more frequent basis.

3. Cleaning procedures have been implemented for shared equipment, staff to wash equipment and hands are touching any shared equipment. Where practicable equipment is not shared.

Hazard : Handling goods, merchandise or other materials (Outbound) Contamination and transmission of COVID-19 through merchandise and stock leaving the business

Control Measures:

1. Employees to wash hands before and after handling any takeaway boxes/serving containers/plates.	
9. Drinks are to be served in takeaway cups. Where metal cutlery is used, this and any crockery must be washed in the dishwasher after each use.	
3. Employees preparing food and staff serving customers to be separated as much as reasonably practicable.	
4. Drop off zones for food/goods to minimise direct handling.	
Hazard : Deliveries & Delivery Drivers Cross contamination of pathogens and transmission of COVID-19 by delivery drivers who might contact into contact with contaminated surfaces during deliveries to customers.	
Control Measures:	
1. Designated contactless pick up points so delivery drivers do not come into contact with other employees/members of the public.	
2. Delivery drivers to follow hygiene procedures upon re-entering the building from a delivery.	
3. Delivery drivers to follow Social Distancing practices and stay 2m apart from employees and members of the public.	
4. Delivery bags & storage containers to be cleaned inside and out before being brought back onto the premises.	
Documents Associated with this Risk Assessment:	<ul style="list-style-type: none">- Social Distancing Policy (Retail) available on Bizimply- E-learning modules and reference guides available on FLOW LMS- Additional POS, Posters and Signage available from our Marketing Team upon request
Review Date : 3 months (23rd December 2020)	Reviewer : Vikesh Patel, Chief Operating Officer