

# Coronavirus and Hadfer Ltd. Risk Assessment for The Eric Jones Cafe

## Introduction

With images of lockdown measures being lifted in England depicting hoards at beaches, crowds at shop fronts and little regard for social distancing businesses in Wales must be prepared. Further localised outbreaks at businesses, such as that at Llangefni and Wrexham, highlight that the virus has not 'magically' disappeared and lax attitudes/complacency is the next threat to any progress made to date and can devastate businesses, their employees and families alike.



Further outbreaks in Germany, Australia and China are also seeing localised lockdowns reintroduced reinforcing the fact that it is not 'business as normal'. Even in 30+ degree heat outside the virus can last up to 30 minutes on surfaces and upto 72 hours in other settings (perhaps longer). Factor in the rapid/high volume turnover of customers in a busy area, either inside or outside, then without clinical sanitizing after each and every operation the risk to staff and customers alike is very real.

## Requirement for Risk Assessment

As a result Hadfer Ltd. have conducted a further risk assessment to the measures already taken and currently in place along with any further possible alterations to the current situation to assess the feasibility of opening up the cafe/seating areas/toilets as Government guidelines are relaxed with regard to the transmission of the coronavirus.

In conducting this risk assessment the following are addressed:

What could go wrong?

How could it go wrong?

What other processes/objectives could be affected?

Is the risk to a strategic objective (i.e. Long Term)

Is the risk to an operational objective (i.e. Affecting the day to day activity)?

In addition consideration should be given to whether the risk could be both strategic and operational e.g. an operational risk that if not controlled will stop the business achieving a strategic objective.

The following matrix is used in assessing each area for Severity (S) against the Likelihood (L)

<b>Major</b>	Low	Medium	High	High
<b>Serious</b>	Low	Medium	Medium	High
<b>Significant</b>	Low	Low	Medium	Medium
<b>Minor</b>	Low	Low	Low	Low
<b>S/L</b>	<b>1 - Remote</b>	<b>2 - Unlikely</b>	<b>3 - Likely</b>	<b>4 - Very Likely</b>

In assessing the Risk Rating the situation has been modelled by:

- 1) Firstly scoring to show the level of risk **with NO** control measures in place – this allows demonstrates the base line risk.
- 2) Secondly showing the score **with current** control measures in place. This allows us to see the true value of any control measures.
- 3) Thirdly discussing any **slight variations** but with control measures still in place to include opening up seating areas and toilets.

## The Categories of Risks Facing Hadfer Ltd. and their Overview

Hazards and risks need to be taken into account in judgements about the short and medium goals and objectives of the organisation, as well as the day-to-day operations of the Cafe during the coronavirus pandemic. These may be/are: -

<b>ID</b>	<b>Category</b>	<b>Notes/Risk Overview</b>
1	Coronavirus transmission to cafe staff	The risk of transmission to staff can/could occur at the following locations and situations under 'normal' cafe conditions: Point of order, point of collection/delivery, collection/washing of plates, handling of condiments/cutlery, other surfaces such as tables, chairs, benches, door handles, ledges and shared toilets. Being within/less than recommended distance e.g. 2m Deliveries/drivers/handlers and goods
2	Coronavirus transmission between cafe customers	The risk of transmission between customers can/could occur at the following locations under 'normal' cafe conditions: Point of order, point of collection/delivery, handling of condiments/cutlery, other surfaces such as tables, chairs, benches, door handles, ledges and shared toilets> Being within/less than recommended distance e.g. 2m
3	Coronavirus transmission between cafe staff	The risk of transmission between staff within the cafe can/could occur within all areas/surfaces of the cafe to include kitchen, dining and serving areas along with ancillary areas such as storage and toilets.
4	Business - Loss of key/critical staff i.e. management/integral operators	The risk to strategic goals and operations of the business if key staff become ill/unable to work and that are critical to the business staying open in the running of the essential day to day business of the site e.g. coordinating supplies, staff, ordering, bookings, IT etc. and would force the business to close/become inoperable if those individuals were to become seriously ill, hospitalised or die
5	Business - Loss of support staff i.e. employees	Staff that are essential to support the day to day operations of the site e.g. customer facing or business support operations and that would put a burden on remaining staff if those individuals were to become unavailable for work
6	Customer Activities within the site boundary	Customers arriving on site and the risk associated with their actions such as vehicle movement, pedestrian movement and moving between areas e.g. car parks, seating, access routes and exits
7	Waste associated with	Business generated waste associated with day to day

	all business operations	operations e.g. packing/recycling/food/general waste. Customer generated waste if eating on site e.g. packaging/cups, used napkins or food waste
8	Associated Hazards and Activities within the site boundary	Risks associated with the day to day operations on site: delivery vehicles, unauthorized parking/use of site, gas deliveries, tradespeople, waterways, grass cutting and associated general site maintenance

Each of these are further discussed below to identify the level of risk:

**1) Customer to Staff Transmission**

Whilst the infection rate R is currently below 1 throughout the majority of the country cafe staff can potentially come into contact with 200-300+ people daily during the course of a peak 'normal' day be it through face to face contact or through non-direct contact activities i.e. clearing plates of people, cleaning activities where people have been touching/using e.g. tables/toilets and other items such as condiments/cash etc.

- a) Due to this, without measures the likelihood risk to staff is very likely due to the high footfall/potential for transmission as a result. The age of staff employed would mean that the the Severity could range from Serious to Major therefore this results in an overall rating of high.

Likelihood : Very Likely, Severity : Serious/Major, Overall - High

- b) With measures implemented to date, customers stay in cars/drive through/contactless payment/perspex screens/no seating/toilets available then the likelihood becomes remote and whilst the Severity remains the same then the overall rating is low.

Likelihood : Remote, Severity : Serious/Major, Overall - Low

- c) Any deviation from this where potential customer contact is increased (via direct or non-direct activities) would return an unacceptable level of risk even if further control measures were introduced such as sanitizing tables/seats after each 'activity' or the wearing of masks and would need to be 100% effective. In a clinical setting or where there are a limited number of activities/number of customers then this may be acceptable and practically achievable but is impractical in a cafe environment without many extra staff which is economically unviable.

Likelihood : Likley, Severity : Serious/Major, Overall - Low

## 2) Customer to Customer Transmission

Individuals come from all over the UK to holiday in North Wales and usually stay in 'family' units/groups when visiting the cafe though climbers/bikers sometimes meet up with others and is outside of our control/scope. Age groups that visit range from middle to old age. Outside seating benches/seats are already spaced apart and any transmission would be more than likely via surface contact e.g. tables/chairs/toilets/handles etc. Seating inside is quite compact/small space and there is little ventilation.

- a) Due to this, without measures the likelihood risk to customers is unlikely outside due to the virus not surviving as long outdoors along with the distancing between seating. The age\* of customers would mean that the Severity could range from Significant to Major therefore this results in an overall rating of Low-Medium rating. Indoors the likelihood would increase to likely and therefore a medium risk returned. Use of the toilets would further increase the likelihood/negate the benefit of those that had been sitting outdoors.

Likelihood : Unlikely/Likely, Severity : Significant/Major\*, Overall : Low/Medium

- b) With measures implemented to date, customers stay in cars/drive through/contactless payment/perspex screens and all seating is removed and toilets closed. Some customers may eat their food 'off-site' whilst socially distanced or park up in their cars near others though the likelihood becomes/remains remote and whilst the Severity remains the same then the overall rating is low. (\*dependent on age)

Likelihood : Remote, Severity : Significant/Major\*, Overall : Low

- c) Any deviation from this where potential customer to customer contact is increased (via direct or non-direct activities) would return an increased level of risk even if further control measures were introduced such as sanitizing chairs/tables after each use or the wearing of masks and would need to be 100% effective both in an outdoor and especially indoor setting. Toilet sanitization would be impossible after each use and add further risk to staff along with a higher volume of customers to the site further increasing the likelihood too.

Likelihood : Likely, Severity : Serious/Major, Overall - High

### 3) Staff to Staff Transmission

Staff usually work close together and pass each other regularly in the normal day to day operations within the cafe though set areas exist already and some staff are more confined to these already e.g. order area, food prep area and washing up area.

a) With no measures staff would be within each others vicinity and use shared surfaces, equipment, towels, toilets etc.

Likelihood : Very Likely, Severity: Significant/Major, Overall: High

b) With distancing measures/own toilets/set areas and cleaning own areas after shift then staff to staff risk is significantly diminished however it does rely on the cleaning regime and also staff reporting if they have any symptoms to stop any potential infection therefore cannot be assessed as Remote.

Likelihood : Unlikely, Severity: Significant/Major, Overall: Medium

c) Opening up seating areas/toilets to customers would mean that staff would be unable to have own toilet facilities and that staff would have to transit through other 'areas' e.g. collecting plates/drop off in the wash area via kitchen. This may require the same staff to operate in the same areas as not economically viable to have extra staff for each additional area to avoid contact. Disposable items would help though costly in terms of waste and to the environment.

Likelihood : Likely, Severity: Significant/Major, Overall: High

### 4) Business Risk & Key Staff

The current situation sees the key main staff having to run and coordinate all the business activities and due to Government restrictions on opening has seen a limited customer mobility within the business catchment area with a resulting major downturn in takings. This situation is due to change with restrictions to mobility and accommodation set to change with the resulting influx of visitors to the area and subsequent customers that the cafe can expect.

- a) Without measures to protect the two key staff on site then if either one becomes ill or are unable to work due to recovery from illness then the severity of such would be Major and the likelihood 'likely' in the current environment when taking into account the high volumes of customers above. The business would face **total closure** for possibly a significant period and all future bookings for accommodation could be at risk along with future plans for projects currently underway for the next season and all staff laid off until further notice.

Severity : Major, Likelihood : Likely, Overall : High

- b) With measures implemented to date via the drivethru/contactless payment/screens etc. the two key staff are secure and exposed only to the day to day activities such as deliveries and any 3rd party maintenance or other staff members on the premises. With further measures to isolate staff the Likelihood is remote and the overall risk Low.

Severity : Major, Likelihood : Remote, Overall : Low

- c) As discussed above even with measures in place for distancing/sanitisation the footfall/volume of customers would still significantly increase the likelihood and as such the risk would again become unacceptable due to the potential for a total closure of the business/loss of livelihood/staff lay off etc.

Severity : Major, Likelihood : Likely, Overall : High

## 5) Business Risk & Non Key Staff

Other staff may become ill/have to self isolate due to illness or through contact outside of work

- a) Without measures to isolate staff from key staff then risk may increase due to immediate contacts of staff and/or staff staff become ill. Through contact tracing subsequent key staff may have to self isolate resulting in **temporary** business closure or running at a reduced rate/some service available.

Likelihood : Unlikely/Likely, Severity : Significant - Overall : Low-Medium

- b) Measures within the cafe currently ensure that staff are isolated from each other/have own areas/washing facility/training and currently staff also have their own toilets along with the measures to reduce/eliminate customer contact with staff. Measures to protect staff subsequently protect the business,

Likelihood : Remote, Severity : Serious/Major, Overall : Low

- c) Opening the cafe seating/tables etc. would further increase the risk by exposing staff and therefore subsequently increasing risk to key staff as discussed in A above that would initially pose a temporary risk to the business but could escalate to a Major one if not caught early enough e.g. via testing or contact tracing etc.

Likelihood : Likely, Severity : Serious/Major, Overall : Medium/High

## **6) Waste**

Staff exposed to waste contaminated by customers with virus e.g. plates/cups/disposables/tissues etc.

- a) Without measures all staff would potentially be exposed to contaminated waste.

Likelihood : Very Likely, Severity : Serious/Major, Overall : High

- b) Waste left 72 hours before handling and then with PPE/washing

Likelihood : Remote, Severity : Serious/Major, Overall : Low

- c) Continued exposure daily from a high number of potential sources even with PPE and regular handwashing etc. would increase the risk and would need a 100% conformity by staff and further burden on hygiene within all areas affected.

Likelihood : Likely, Severity : Serious/Major, Overall : Medium/High

## **7) Customer Activity**

Within the site customers arrive by various means; car/bike/foot and customers transit across car park/entrances/seating areas by foot too.

- a) Without measures customers/pedestrians can potentially be in close proximity to moving vehicles at low speed on many areas of the site e.g. car parks resulting in injury.

Likelihood : Unlikely, Severity : Significant/Serious, Overall : Low/Medium

- b) With measures via drivethru/seating removed customers pay/collect at window and either park up to wait for collection/eat food or take food off site so reducing the proximity/possibility of collision. Cyclists and motorbike owners have their own area 'off site' to sit on grass/provide 2m distancing with reduced exposure to moving vehicles.

Likelihood : Remote, Severity : Significant/Serious, Overall : Low

- c) Opening up of the main seating area alongside the drive thru would further increase difficulty of pedestrian proximity to vehicles as crossing a vehicle 'highway' within the site and be of a similar risk to a) above.

## **8) Associated Hazards**

Within the site deliveries, maintenance by contractors and day to day maintenance by staff continues to ensure the overall operation of the site.

- a) Without measures contractors/delivery drivers and goods may all be contaminated and have a direct/uncontrolled route of access into the building when dropping off goods in kitchen or working. Goods may have contamination on surfaces. Customers may have been on site and therefore surfaces may be contaminated posing a risk to contractors too.

Likelihood : Likely, Severity : Serious/Major, Overall : Medium/High

- b) With measures delivery drivers do not enter the building and goods are left in trays/unpacked with gloves and packaging e.g. boxes disposed off prior to bringing into kitchen area where possible. Contractors arranged for out of hours opening to avoid face to face contact and equipment removed and/or cleaned if in the vicinity of work area before/after. No customers on site eliminates customer contamination. Though staff and contractors to be aware of possible unauthorized use of site/access where individuals have been found to use benches/areas out of hours when key staff have not been able to monitor.

Likelihood : Remote Severity : Serious/Major, Overall : Low

- c) Opening up public areas outside with control measures would see no significant increase in risk to contractors unless within specific areas with potential for high contamination e.g. toilets; though measures such as 72 hour quarantine could easily be achieved. Grass cutting after possible customer contamination/sitting is unlikely due to separation/mechanical equipment.

Likelihood : Remote Severity : Serious/Major, Overall : Low

## **Conclusions**

The current implementation of drive thru/screened ordering/contactless payment/screened collection/sanitizing/training/restricted deliveries/zoned areas for staff and separate staff toilets reduces the virus risk to key staff, staff and customers to LOW.

The virus risk to **key staff/staff** by opening up the exterior and/or interior of the cafe to serve food would be HIGH. For **customers** the increased risk would be MEDIUM for those in an older age group.

The risk to the **business** would be HIGH if the exterior/interior of the cafe was opened to serve food due to high volumes of footfall and increased likelihood of contraction of the virus. By removing shared facilities such as communal seating and shared toilets the virus risk to customers and all staff is LOW.

With no seating/drive thru/takeaway only the risk is assessed as LOW for injury through collision and is also LOW via less pedestrians on site.

**As a business the decision has been taken to keep ALL customer seating areas/toilets CLOSED until the risk to the business/staff is considered LOW in all areas above as the risk to staff, customers and the business is unacceptable in the current climate.**

Prepared for and on behalf of Hadfer Ltd.

Gareth Streatfield  
MSc, BSc(Hons), PGCE, Dip DesInn  
Co-Director Hadfer Ltd.

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