

Coffee on Cue Workplace Risk Assessment

Risk Areas	Risk factors	Chance/ probability of sustaining injury	Potential injury	Level of Exposure to Risk	Severity of injury			Procedure to avoid injury	Actions taken if injury is sustained
					1 - Very likely to happen 2 - Likely - could happen 3 - Part of the job, likely 4 - Very unlikely, low risk	Resulting a disability, ill health or a fatal accident	Resulting in time off work due to injury		
Manual handling	Lifting boxes of stock	HIGH	Muscle strains, sprains, pinched nerves, bruises etc	MEDIUM	4	3	2	Bend your knees when lifting heavy items and use trolleys to move them. Stretch and improve personal fitness to avoid injuries	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Pushing/pulling coffee carts and fridges	LOW		MEDIUM	4	4	3	Use your core strength and your legs to drive and move the equipment. Stretch and improve personal fitness to avoid injuries	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Loading carts into Townace with tri-fold ramp	HIGH		LOW	4	3	3	Use your core strength and your legs to drive and move the equipment. Stretch and improve personal fitness to avoid injuries	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Lifting coffee machine up and down off cart	HIGH		MEDIUM	4	3	3	Bend your knees when lifting heavy items and avoid twisting your torso and shoulders. Stretch and improve personal fitness to avoid injuries	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Moving full water tanks	LOW		MEDIUM	4	3	3	Use your core strength and shoulders to lift and carry water tanks. Stretch and improve personal fitness to avoid injuries	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists

Slips, trips and falls	Slipping on wet floor surface under around coffee machine	MEDIUM	Bruises, sprains, strains etc.	LOW	4	3	3	Ensure your workspace and floor around the coffee cart remains dry and non-slip at all times. Always lay down rubber mats to prevent slipping	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Tripping on exposed power leads	HIGH		LOW	4	3	3	Tuck all exposed power leads under mats and use gaffa tape to tape them to the floor where necessary	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Slipping when loading/unloading gear into the van	LOW		MEDIUM	4	3	3	Be sure to move safely both when entering or exiting the van and always ensure you have solid footing when moving equipment around	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Tripping over foam/ rubber mat flooring under cart	MEDIUM		LOW	4	3	3	Ensure you take care when moving around the coffee cart to ensure you don't trip on the mats placed underneath the machine as they sit on top of the event floorspace	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
	Slipping on wet/ greasy kitchen and back-of-house rooms	MEDIUM		LOW	4	3	3	Ensure you take care when walking through back-of-house rooms/kitchens when on-site. Give way to venue staff/ chefs/kitchen hands as back-of-house areas can be high traffic areas	Rest injured area, apply bandage/massage cream/ ointment and take painkillers if pain persists
Prolonged or repetitive work	Standing on your feet for long hours during an event service	HIGH	Sore muscles, cramps, stiffness, fatigue etc.	HIGH	4	4	3	During break periods ensure you look to take a seat and give your feet a rest. Consider stretching and improving personal fitness if certain muscles become sore over time	Stretch areas that may be stiff or cramping. Take a break and sit down to give your feet a rest
	Tamping coffee grounds	LOW		HIGH	4	3	3	Ensure you're tamping action is correct (covered in CoC training), and when applicable switch roles with a second barista (work the milk station instead) to share the workload	Stretch your arm/hand/fingers if they are stiff or cramping

	Exposed to low-light or artificial light for long periods of time	MEDIUM		LOW	4	4	4	During break periods ensure you look to take a break from your workspace, by stepping outside to catch some fresh air and sunlight	Take a break away from the lighting that is causing discomfort; perhaps taking a walk outside will help also
	Standing on your feet for long hours when completing office work	HIGH		HIGH	4	3	3	During break periods ensure you look to take a seat and give your feet a rest. Consider stretching and improving personal fitness if certain muscles become sore over time	Stretch areas that may be stiff or cramping. Take a break and sit down to give your feet a rest
	Staring at a laptop screen for hours completing office work	HIGH	Sore eyes, tired eyes, difficulty focussing, headaches etc	HIGH	4	3	4	Ensure you take regular breaks away from the screen to give your eyes a rest to improve stamina and reduce the risk of headaches and fatigue	Take a break away from the screen to give your eyes a rest; perhaps taking a walk outside will help also
	Driving for a long period of time	MEDIUM	Sore muscles, cramps, stiffness, fatigue etc.	LOW	2	2	3	Ensure you take appropriate breaks to stretch your legs and catch some fresh air during long distance travel. Look to grab a coffee or snack to remain alert	Stop the van and take a short walk to stretch your legs, neck and arms. Grab a coffee or snack to keep your energy levels up
Cuts and burns	Burning yourself on the hot water from coffee machine	MEDIUM	Skin burn, welts, boils, infection etc	HIGH	4	3	2	Ensure you don't come into contact with any hot water exiting the coffee machine	Place the scalded area under running cold water or even apply an ice pack to reduce inflammation
	Burning yourself on the steam wand from coffee machine	LOW		HIGH	4	3	2	Ensure you don't come into contact with any hot steam exiting the coffee machine. Use a chux cloth when wiping and cleaning the steam wand	Place the scalded area under running cold water or even apply an ice pack to reduce inflammation
	Cutting yourself with the scissors contained in the kit	LOW	Cuts, wounds, lacerations, infection etc	LOW	4	4	2	Take care when using the scissors to open coffee, and store scissors in a safe place away from high-traffic areas on the bench	Clean and dry the laceration. Place a band-aid over the cut, or a medical grade patch and bandage for a larger wound
	Cutting yourself on the grinder blades	LOW		LOW	4	4	2	Take care when emptying the grinder of beans and debris; always use cleaning brushes when cleaning down the grinder	Clean and dry the laceration. Place a band-aid over the cut, or a medical grade patch and bandage for a larger wound

Workplace stress and occupational violence	Stress due to running late for an event	MEDIUM	Flustered, panic attack, making mistakes, cutting corners etc.	MEDIUM	4	3	4	Take your time and take a deep breath. Contact both your manager and the client to update them on the situation	Ensure you contact your manager to update him of your situation. Remain calm and cool and carry out your event from start to finish as you would normally
	Stress due to forgetting an item/s required for an event	MEDIUM		MEDIUM	4	3	4	Take your time and take a deep breath. Contact both your manager and the client to update them on the situation	Ensure you contact your manager to update him of your situation. Remain calm and cool and carry out your event from start to finish as you would normally
	Stress due to high volume service period	HIGH		MEDIUM	4	3	4	Prepare your station prior to service commencing. Ensure you have everything ready in its right place for high volume periods. Establish a smooth workflow that will give you rhythm and confidence when taking multiple orders	Take a quick second to calm yourself, clean your station and reset your workspace so you can comfortably continue with service. Take a deep breathe and gather yourself if need be
	Stress caused from non-business related matters and issues	MEDIUM	Lack of focus, distant, preoccupied, making mistakes, lack of assertiveness etc.	LOW	4	3	4	Always keep your manager updated with anything personal or outside of business you feel he should know. This will allow your manager the opportunity to work through these issues with you so they won't hinder your work	Write a list of things you need to address outside of work, perhaps make a note of your emotions and set some tasks to work towards after your event. Be sure to ask your manager for any help you may require
	Working with cash could lead to someone violently acting towards taking it	LOW	Bruises, cuts, verbal abuse, intimidation and threatening etc.	LOW	3	2	3	Always keep the cash till locked, and store it away and out of sight whenever you are not preparing coffee on the machine. If a hostile situation arises, keep calm and manage the person/s through your words and not your actions. Call your manager or for help if it gets out of your control	Call your manager for help and seek any first-aid treatment you may require if you have been involved in a physical altercation
	Working alone could lead to someone acting violently as there is no-one else	LOW	Bruises, cuts, verbal abuse, intimidation and threatening etc.	MEDIUM	3	2	3	If a hostile situation arises at an event, keep calm and manage the person/s through your words and not your actions. Call your manager for help if it gets out of your control	Call your manager for help and seek any first-aid treatment you may require if you have been involved in a physical altercation

Workplace chemicals	Coming into contact with coffee machine cleaner	LOW	Skin irritation, redness, sores, eye irritation, vomiting/sickness if ingested etc.	LOW	4	3	2	Always take caution when handling the machine cleaner. Ensure you only ever sprinkle a small amount for each group head to minimise the risk of getting machine cleaner on yourself	Immediately wash and rinse the area that was exposed to the cleaning powder under cold water. This applies for skin contact, eye contact or even ingestion. Seek further medical attention if irritation persists
	Coming into contact with petrol or diesel	LOW		LOW	4	3	2	Always take care when filling up any of the company vans with petrol or diesel. Ensure you follow the correct procedures outlined at the service station	Immediately wash and rinse the area that was exposed under cold water. Use a cloth to wipe as much remaining fluid as possible. Seek further medical attention if irritation persists
	Coming into contact with general purpose spray cleaner	LOW		LOW	4	3	2	Always direct the spray cleaner towards the surface that requires cleaning. Only ever spray a small amount so as to reduce the chance of getting the cleaner on yourself	Immediately wash and rinse the area that was exposed to the spray under cold water. This applies for skin contact, eye contact or even ingestion. Seek further medical attention if irritation persists
Noise	Exposure to loud music for long periods that may be played for event	LOW	Temporary deafness, ringing in the ears, potentially noise-induced hearing loss etc.	LOW	3	4	4	Ensure that during your break periods you take a step outside of the areas that contain the loud music. This may mean taking a step outside for some fresh air and sunlight	Take a break away from the loud music. If possible, consider relocating your workspace away from loudspeakers etc.
	Exposure to loud machinery that may be on an event site	LOW		LOW	3	4	4	Ensure that during your break periods you take a step outside of the areas where the machinery is located. This may mean taking a step outside for some fresh air and sunlight	Take a break away from the loud machinery. If possible, consider relocating your workspace away from the machinery
	Exposure to constant noise produced from a generator	LOW		LOW	3	4	4	Always set up the generator as far as possible from your workstation. Ensure that during your break periods you take a step away from where the generator is located	Take a break away from the generator. If possible, consider relocating your workspace as far away from the generator as you can

Infectious disease	Catching illness from a co-worker	LOW	Cold, flu, stomach bug, vomiting, diarrhea etc.	LOW	4	3	3	Make sure if your co-worker is ill they are taking the necessary precautions to reduce the risk of spreading their illness. They should also contact your manager to notify that they are ill	Boost your immune system by applying all the natural methods (citrus, ginger, garlic) and also take medication if illness persists. Consider seeing a doctor also
	Catching food poisoning from food supplied at event	LOW		LOW	3	3	3	Always take your own lunch and snacks to your event and consume them during your break periods. This will reduce the risk of succumbing to food poisoning from any of the food catered and supplied for the event	Boost your immune system by applying all the natural methods (citrus, ginger, garlic) and also take medication if illness persists. Consider seeing a doctor also
Connecting electrical equipment	Getting an electric shock	MEDIUM	Death, heart failure, brain injury, severe bodily harm, muscle and organ damage and failure	HIGH	2	2	1	<p>Ensuring all equipment, cords, and interconnections that pass or receive 240V or above have a current up to date electrical tag:</p> <ul style="list-style-type: none"> • All electrical equipment is visually inspected for damage prior to use • All electrical cords and equipment are positioned and secured appropriately. 	Take time off work and seek immediate medical assistance, either a doctor or ambulance and hospital in the most extreme cases