|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Risk.** | **Risk Statement** | **Response strategy** | **Objectives** | **Likelihood** | **Impact** | **Risk level** |
| **Slips and Falls** | Slips and falls account for a substantial amount of workplace accidents and injuries. Wet and slippery floors due to spills from beverages and food can cause slips and falls for employees and customers. Trips can occur from uneven flooring or insufficient lighting in certain areas. | Making sure you always keep your café clean and neat. | To prevent customers and staff from getting injured | Medium | Medium | 4 |
| Burns | this risk presents itself when served coffee that is “too hot” and/or the cup’s lid is not properly secured, causing it to spill and cause a burn injury. Or any food or drinks that could be to hot. | Whatever that you serve which is hot you make your customers aware of it. | To prevent your customer from getting burned | Low | Medium | 2 |
| Property | Coffee shops require the use of expensive machinery, like espresso machines and coffee grinders all of which are subject to damage. Or even a break in. | Make sure you keep your equipment’s up to date and having security system in place. | Prevents equipment’s from breaking and your store. | Low | Medium | 2 |
| Cybersecurity Attacks | They're often easy targets and are prey for identity thieves because they typically have less security in place than larger companies. A data breach at a coffee shop location could compromise customer data, such as financial information. | Making sure your cybersecurity is up to date. | Prevents customers and staff’s data to be leaked. | low | Medium | 3 |
| **COVID-19 Safety and Coffee Shops** | COVID-19 cases, so many coffee shop owners are finding it once again necessary to take extra health and safety precautions to ensure the safety of their staff and customers. Many coffee shops owners found themselves switching to drive-through or curb side service only. | Making sure you follow the safety procedures for COVID-19. | Prevents people from catching COVID-19 | High | Very high | 9 |
| **Gas And Fire** | Many substances found in the workplace can cause fires or explosions. These range from the obvious, eg flammable chemicals, gas, cellulose paint thinners and welding gases, to the less obvious – materials, dusts from wood, flour and sugar. | Suitable fire extinguisher (CO2) or Wet Chemical. Gas appliances inspected annually by a competent  person and record  kept available. | To prevent your store and customer from getting burned down and having an explosion. | Medium | Very High |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Risk Level | Low | Medium | High |
| Low | 1 | 4 | 7 |
| Medium | 2 | 5 | 8 |
| High | 3 | 6 | 9 |

**Impact**

Likelhood