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| --- | --- | --- | --- | --- | --- | --- |
| **Risk** | **Risk statement** | **Response strategy** | **Objectives** | **Likelihood** | **Impact** | **Risk level** |
| Spillage of hot drinks | Hot drinks (such as coffee, tea) may be spilled on staff / customers which would cause them physical harm and lead to the café facing legal trouble. | All staff must carry hot drinks on trays and must not carry more than 3 hot drinks at a time. | Reduce the likelihood of hot drinks being dropped. | Medium | Medium | 5 |
| Slipping on wet surfaces | Staff / customers may slip on wet surfaces and suffer injuries. | All spillages must be cleaned immediately and a “wet floor” sign must be placed on the wet surface it is on the floor. | Reduce the likelihood of someone slipping. | Medium | Medium | 5 |
| Contaminated produce | Food and drinks may be contaminated with bacteria or fungi which can lead to food poisoning and other illnesses. | All food and drinks must be kept separate and stored in appropriate containers (fridge, freezer etc.). | Mitigate the risk of contamination | Low | Medium | 4 |
| Stolen earnings | Money stored in the tills may be stolen and unrecoverable. | All transactions must be recorded and the till must be opened by authorised staff only. The till must be emptied and locked when the café is closed. | Mitigate the risk of money going missing or being stolen. | Low | Medium | 4 |
| Oil fire | The café provides a highly oily menu which leads to a build-up of oil in the kitchen. This can easily catch fire and spread very fast. | All excess oil must be disposed of once cool in the correct bin. All surfaces and cooking utensils must be thoroughly cleaned of oil before lighting the hob. | Mitigate the risk of a fire starting and spreading. | Medium | High | 8 |

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| --- | --- | --- | --- | --- |
|  |  | **Impact** | | |
|  |  | Low | Medium | High |
| **Likelihood** | Low | 1 | 4 | 7 |
| Medium | 2 | 5 | 8 |
| High | 3 | 6 | 9 |