

## Customer Refreshments – Intention to Open

For the purposes of this form Customer Refreshments are classed as facilities provided to enable customers to have a hot or cold drink. This may be self service or served by an Associate.

### Understanding the Risk

Customer Refreshments pose a unique COVID 19 risk due to the increased frequency of bringing items (food and drink) to your mouth. COVID 19 can enter the body through this route. The mixture of multiple persons within this area touching appliances, items and surfaces used to dispense drinks also increases the likelihood of COVID 19 transmission. If not controlled this area becomes a high risk for COVID 19 transmission

### Controlling the Risk

It must be stressed that failure to control the risk of transmission in these areas will leave Associates and Customers vulnerable to COVID 19 transmission. The following controls have been identified and MUST with no exceptions be followed by all using the Customer Welfare Facilities:

Control	Implementation
Hand sanitisation	All Associates using the Customer Refreshment area MUST wash or sanitise their hands prior to using any of the facilities and following its use. Customers must also be encouraged to do the same. Failing to do so could contaminate several items for the following users
Surface Sanitisation	Any surfaces used to dispense drinks from must be regularly sanitised with surface sanitiser. This control will help remove any contamination stopping it from transmitting to your food.
Hot Drinks Machines	These MUST be serviced prior to being reinstated. They must also either be contactless (no need to modify drink after it has been poured) or Associate managed (drink made and served by Associate)
Use of Appliances – Hot drinks machines, Fridges	Any buttons or switches, fridge handles must be regularly sanitised. They MUST also wiped down any spillages or clear any debris created by their activities. Anything touched by another person could harbour the virus. Wiping it on a regular basis helps to eliminate the virus
Seating	All seating within customer waiting areas must still adhere to social distancing requirements. This means sitting 2 metres apart from each other and not directly face to face. This helps lower the possibility of inhalation transmission.
Communal Activities	If making a customer(s) drinks the Associate MUST ensure they have washed/sanitised their hands prior to doing so. They must also not touch the rim of any drinks vessels and serve the drinks on a tray allowing the customer to take the drink from the tray rather than being handed it directly
Cleaning	Customer Refreshment areas must be included as part of the contract cleaning schedule. However, Associates must also take ownership of this area

	and adopt a “Clean as you go” policy cleaning the area on a regular basis
Signage	The “Customer Refreshments - An Intention to Use” poster should be clearly displayed. These posters are displayed to nudge users of the facility to act in the correct manner.
Face Coverings	National guidance stated within the “Use of Face Coverings” guidance note should be followed.
Supply of product	The customer refreshment areas must remain stocked with both surface and hand sanitiser as well as a sufficient amount of wipes or cloths to wipe areas and equipment down.

If there is an intention to use the Customer Refreshment facilities the above controls MUST be implemented to lower the likelihood of transmitting the COVID 19 virus.

The main points of this document are detailed in the “Customer Refreshments - An Intention to Use” control Poster.

If you require more clarity on the above listed controls, please contact Group Health and Safety at [health.safety@pendragon.uk.com](mailto:health.safety@pendragon.uk.com)