



The Coffee Club Policy: Broken Glass & Crockery

In the event that glass or crockery is broken the following steps should be implemented immediately to ensure no health, safety or contamination risks exist.

Notify all staff of safety risk

Note: Allow glasses to cool down to room temperature before chilling wherever possible.

DISHWASHER

- Wear gloves when handling broken glass or crockery
- Remove and rinse all items in dishwasher
- Carefully remove all broken glass or crockery from dishwasher and dispose of in specially marked container set aside for broken glass or crockery
- Check sink for any remaining broken glass or crockery.
- Empty the Dishwasher completely and refill with fresh water.
- Rewash all unbroken items to guarantee no broken particles remain on plates or glasses

COUNTER, KITCHEN AND PREP AREAS

- Wear gloves when handling broken glass or crockery
- Carefully remove all broken glass or crockery from counter and dispose of in specially marked container set aside for broken glass or crockery
- **Dispose of all food products from area at risk of contamination**
- **If the breakage occurred in the kitchen, you MUST dispose of all food items from the Bains and set up prep again.**
- Carefully wipe and dry the counter, bench and any other items on the counter
- Clean the floor to remove any broken glass or crockery
- Check sink for any remaining broken glass or crockery
- **REMEMBER: no glass is allowed in the kitchen and prep area**

IN OR NEAR THE ICE WELL

- Wear gloves when handling broken glass or crockery
- Carefully remove all broken glass or crockery from area and dispose of in specially marked container set aside for broken glass or crockery
- Clean, wipe and completely dry the area around the ice well
- **Empty ice well and dispose of all ice to avoid risk of contamination**
- Once emptied carefully rinse and wipe out ice well
- Check well for any remaining broken glass or crockery
- Refill ice well once completely satisfied that all broken glass and crockery is completely removed

ON THE FLOOR

- Wear gloves when handling broken glass or crockery
- Ensure no customers or team members walk in the area
- Carefully remove all broken glass and crockery from floor and dispose of in specially marked container set aside for broken glass or crockery
- Sweep and mop the floor to remove any traces of broken glass or crockery
- Ensure wet floor safety signs are in place when floor is damp

IF AN INJURY OCCURS

- Follow standard first aid procedures
- Complete incident report as per company policy
- Notify your BDM at the earliest opportunity