



Gloucestershire Warwickshire Steam Railway Plc
Risk Assessment for Use Catering Facilities - Railway Catering Services

Risk Assessment - Use Catering Facilities

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Assessment Approver: Kevin Jarvis

There are numerous risks associated with the operation of a catering outlet such as our cafes and on train buffets. This RA addresses those risks and defines some control actions.

Department: Railway Catering Services

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Review Due Before: 30 April 2028

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Cafes and buffet cars catering for visitors and passengers

Type	Hazard Cause	Persons Affected	Control Measures	L S T			Additional Control Measures	L S T			Owner/Action Overall
				Overall	Overall	Overall		Overall	Overall	Overall	
Health and Safety	Slips & Trips Tripping over spillages or objects	Everyone	1) CRITICAL - Engineering: Equipment maintained to prevent leaks. - Effective 2) CRITICAL - Engineering: Drip trays to be provided in areas where required. - Effective 3) CRITICAL - Engineering: Good lighting to be present in all areas. - Effective 4) CRITICAL - Engineering: Any changes of level in areas or on steps to be highlighted. - Effective 5) CRITICAL - Administrative: Good housekeeping. Work areas kept tidy with goods stored suitably. - Effective 6) CRITICAL - Administrative: Any faults reported and addressing as soon as possible. - Effective 7) CRITICAL - Administrative: Spillages to be cleaned up immediately. - Effective 8) CRITICAL - Administrative: Suitable cleaning materials to always be available. - Effective 9) CRITICAL - Administrative: No trailing cables or obstructions to be placed in walkways. - Effective 10) CRITICAL - PPE: Ensure suitable footwear is worn at all times - Effective	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.	2 = 6	6	1) Engineering: Consider improvements to existing floor surfaces. - Effective	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.	2 = 6	n/a	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.

Score and Control Measure Notes.

Risk very difficult to eliminate.

Risk remains the same.

Health and Safety	Manual Handling Strains or bruising from carry heavy objects	Volunteers & Staff	1) CRITICAL - Engineering: Consider using manual handling aids such as sack trucks and trolleys etc. - Effective 2) CRITICAL - Engineering: Store heavy items at low levels. - Effective 3) CRITICAL - Engineering: Store regularly used items at low levels. - Effective 4) CRITICAL - Engineering: Use steps and ladders as appropriate. - Effective 5) CRITICAL - Administrative: All staff to have completed the GWSR Manual Handling training. - Effective 6) Administrative: Arrange for deliveries to be made in packages that can be safely handled. - Effective 7) CRITICAL - Administrative: Seek assistance for heavy/awkward loads. - Effective	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.	2 = 6	None	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.	2 = 6	n/a	3 x Medium - Risk to be minimised and controlled so far as is reasonably practical.	
Health and Safety	Burns & Scalds Contact with hot water, steam, hot equipment or surfaces	Volunteers & Staff	1) CRITICAL - Administrative: Staff to be trained and aware of risks of hot oils, equipment and surfaces. - Effective 2) CRITICAL - Administrative: Staff to be trained in the use of hot equipment such as coffee machines and grills etc. - Effective 3) CRITICAL - Administrative: No U18's to use cooking equipment. - Effective 4) CRITICAL - PPE: Wear heat resistant gloves as appropriate. - Effective 5) CRITICAL - PPE: Wear aprons as appropriate. - Effective	2 x Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.	2 = 4	4	1) Engineering: Use water mixer taps wherever possible. - Effective 2) Engineering: Consider signage warning of hot surfaces and water etc. - Effective 3) PPE: Consider wearing long sleeves at all times. - Effective	2 x Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.	2 = 4	n/a	2 x Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.



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Health and Safety	Cuts Knives and other sharp implements in use	Volunteers & Staff	1) CRITICAL - Engineering: Knives and other sharp implements to be stored securely when not in use. - Effective 2) CRITICAL - Administrative: Staff to be trained in the use of knives and other sharp implements. - Effective	3 x 2 = 6 Medium - Risk to be minimised and controlled so far as is reasonably practical.			1) Administrative: Staff to be reminded to use scissors and cutters to open packaging and not knives. - Effective 2) Administrative: Special care and attention to be made when washing knives. - Effective	3 x 2 = 6 Medium - Risk to be minimised and controlled so far as is reasonably practical.			n/a
Health and Safety	Food Handling Allergies or impact of frequent hand washing	Volunteers & Staff	1) CRITICAL - Engineering: Use utensils wherever possible to handle foods. - Effective 2) CRITICAL - Administrative: Wash hands thoroughly and frequently when handling food. - Effective 3) CRITICAL - Administrative: Thoroughly dry hands after washing. - Effective 4) Administrative: Staff to have completed Safe Food training - Effective 5) CRITICAL - PPE: Food grade gloves to be worn as appropriate. - Effective	1 x 1 = 1 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			1) PPE: Consider use of food safe barrier creams. - Effective	1 x 1 = 1 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a
Health and Safety	Chemicals Contact, sometimes prolonged, with detergents or splashed to eyes etc or vapours being breathed.	Volunteers & Staff	1) CRITICAL - Engineering: Use dishwashers rather than hand washing wherever possible. - Effective 2) CRITICAL - Engineering: COSHH assessments available for all chemicals. - Effective 3) CRITICAL - Engineering: Use long handled mops and brushes to avoid splashes and contact. - Effective 4) CRITICAL - Administrative: All containers to have clear, permanent, manufacturers labels. - Effective 5) CRITICAL - PPE: Gloves and protective eye-wear to be worn as appropriate. - Effective 6) CRITICAL - PPE: Gloves to be cleaned and stored appropriately after use. - Effective	2 x 2 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			1) Substitution: Use paper and or recyclable plates and cutlery where appropriate for easy disposal and reduced cleaning. - Effective 2) Administrative: Use milder chemical options wherever possible. - Effective	2 x 2 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a
Health and Safety	Gas Appliances Serious injury caused by explosion or gas release	Everyone	1) CRITICAL - Engineering: Equipment to be inspected and certified as safe for use. - Effective 2) CRITICAL - Engineering: Staff to be trained and aware of how to isolate equipment in an emergency situation. - Effective 3) CRITICAL - Engineering: Equipment to be suitably maintained and inspected. - Effective	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			1) Engineering: Consider fitting of flame failure sensors on gas burning equipment. - Effective	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a



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Health and Safety	Electrocution Electric shock from contact with faulty equipment or installations	Everyone	1) CRITICAL - Engineering: Fixed wiring inspections to be carried out as per the regulations. - Effective 2) CRITICAL - Engineering: PATS testing of portal equipment to be carried out as per the regulations. - Effective 3) CRITICAL - Engineering: Equipment to be suitable for use in a high volume kitchen environment. - Effective 4) CRITICAL - Engineering: RCD protection to be fitted to all hand held (230V) equipment. - Effective 5) CRITICAL - Administrative: Staff trained in use of equipment. - Effective 6) CRITICAL - Administrative: Any damage, discolouration or signs/smells of burning to be reported immediately. - Effective 7) CRITICAL - Administrative: Staff to be aware of how to isolate equipment at fused spurs, fuse/switch boxes or similar. - Effective	2 x 3 = 6 Medium - Risk to be minimised and controlled so far as is reasonably practical.			1) Administrative: Introduce a regular internal housekeeping check of equipment. - Effective	2 x 3 = 6 Medium - Risk to be minimised and controlled so far as is reasonably practical.			n/a
Health and Safety	Fire Injuries from flames or smoke	Everyone	1) CRITICAL - Engineering: Fire fighting equipment to be available. - Effective 2) CRITICAL - Engineering: Emergency exits to be clearly marked. - Effective 3) CRITICAL - Engineering: Emergency lighting to be fitted, tested and operational. - Effective 4) CRITICAL - Administrative: Building must have a current fire risk assessment in place with all actions addressed. - Effective 5) CRITICAL - Administrative: All staff to have completed the GWSR Fire awareness training. - Effective	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			None	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a
Health and Safety	Machinery Contact with moving parts of equipment	Volunteers & Staff	1) CRITICAL - Engineering: All dangerous moving parts to be guarded as appropriate. - Effective 2) CRITICAL - Engineering: Repairs to equipment only to be undertaken by competent persons. - Effective 3) CRITICAL - Engineering: Equipment always to be isolated before undertaking any cleaning or repair work. - Effective 4) CRITICAL - Administrative: Staff suitably trained in the use of all equipment. - Effective 5) CRITICAL - Administrative: Equipment to be visually inspected before use. - Effective 6) CRITICAL - Administrative: Staff to report any defective equipment straight away. - Effective 7) CRITICAL - Administrative: Operating instructions for equipment to be readily available. - Effective	2 x 2 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			None	2 x 2 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a
Health and Safety	Falls from Height Falls from ladders etc.	Volunteers & Staff	1) CRITICAL - Administrative: All staff to have undertaken GWSR Working at Height training. - Effective 2) CRITICAL - Administrative: Staff to be trained in the use of ladders and steps. - Effective 3) CRITICAL - Administrative: All working at height equipment to be inspected and ticket in date. - Effective	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			None	1 x 4 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.			n/a



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Health and Safety	Temperature Fatigue caused by heat	Volunteers & Staff	1) CRITICAL - Engineering: Fans, extraction equipment and opening windows to be provided as required. - Effective 2) CRITICAL - Administrative: Staff to take regular breaks and hydrate as necessary. - Effective	2 x 1 = 2	None			2 x 1 = 2	Low - Risk	to be monitored to ensure it remains adequately controlled to an acceptable level.	n/a

COSHH Assessments

There are no COSHH assessments associated with this risk assessment.

Ends