

# Customer Reopening

## Customer Communication Health and Safety Guidance and Tariff for Reopening Sites

### **Contents**

### Page 1 - Plumbed Machines

- Health and Safety Guidance (Water Safety)
  - Required Works

### Page 2 - COVID-19 Reopening Tariff

Tariff

### Page 3 - Additional Guidance

- Bacterial Risks of Consumables in Hot Drink Machines
- Out of Date Stock Risks in Snack, Cold Drink and Food Machines

### Page 4/5 - Recommended Signage

- Machine 'Out of Use' Sign (Printer Friendly)
- Welcome Back 'Machine Ready for Use' Sign (Printer Friendly)



### **Plumbed Machines**

- Health and safety guidance
- Required works

### **Health and Safety Guidance (Water Safety)**

**Important Note:** It is your responsibility to ensure that water intended for human consumption, is provided for all plumbed in machines, and remains a potable supply. It is advised that you seek guidance from your facilities company or water supplier for specialist advice if required on water systems maintenance. Before we can attend to recommission the equipment, you will be asked to confirm that the water supply to each machine remains potable.

Legionnaires' disease is a serious type of pneumonia caused by bacteria, called Legionella, that live in water. Legionella can make people sick when they inhale contaminated water from building water systems that are not adequately maintained.

Water that has been static within the mains water pipes throughout a shut-down building, may have warmed and stagnated and be adversely affected by **bacterium**, **organisms**, or **biofilms**. It is recognised that under these conditions, where water remains stagnant for multiple weeks, it may lead to the growth of **Legionella bacteria** which may become a **hazard** if cleaning protocols are not followed before site reopening. Legionnaires' disease is a potentially fatal, serious type of pneumonia caused by inhaling airborne water droplets containing viable legionella bacteria.

Many businesses will have maintained key maintenance during the closure period, including keeping water systems safe and healthy (in line with the Health & Safety Executive's L8 rules for Legionella control). The same is advised for water dispensing equipment safety after an extended shutdown.

### **Required Works**

To reinstate plumbed in machines once you have confirmed the water on site remains potable, there are two options.

The quickest and most cost-efficient approach to water safety reinstatement for all plumbed in hot drink and or water machines, is to change the water filter. The alternative approach is to flush water through the existing filter. This involves flushing a minimum quantity of water through the system using buckets (for a standard filter, this is 60 litres) which is a very labour intensive and logistically challenging task, that comes with more risks and associated costs than simply fitting a new filter.

Selecta have opted for the <u>quickest</u> and <u>most cost-efficient</u> approach to reinstating machines:

√ We will be sanitising, fitting a new filter and flushing through the water system for all plumbed in machines.

We know that while customers understand reinstatement works are necessary, many customers have been experiencing financial hardship and we empathise during these unprecedented circumstances. In response to the COVID-19 crisis and with a customer first approach to (1) eliminating health and safety risks quickly, and (2) leading with our expertise to carry out the required works professionally, a COVID-19 REOPENING TARIFF has been defined for reopening customers only. All required works within this tariff will be carried out at cost price to Selecta.

This tariff will be applicable <u>only</u> for customers reopening 'after extended periods of site closure' and does not negate any obligations under your existing Contract with Selecta.





### **COVID-19 REOPENING TARIFF**

### Water machines

### £90.00 fixed fee per unit

- COVID-19 Engineer call out
- Refer to page 2 (and below) for required works

### **Hot Drink machines**

### £120.00 fixed fee per unit

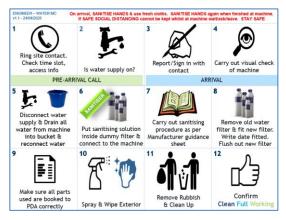
- COVID-19 Engineer call out
- Refer to page 2 (and below) for required works
- Please note hot drink machines operated by Selecta, where consumables are required to be disposed of will be charged an additional £40.00 per unit.

### Snack/cold drink machine (Operated):

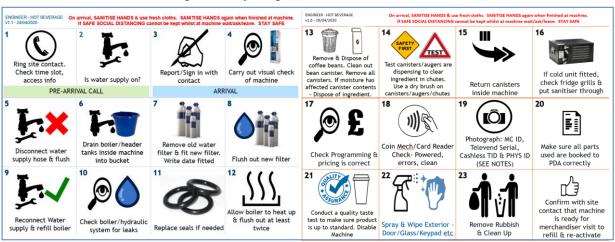
### £10.00 per unit

- COVID-19 Merchandiser call out
- Extra 30 minutes labour
- Please note for snack, cold drink and combination snack/cold drink machines operated by Selecta, where consumables
  are required to be disposed of, there will be an additional charge of £55.00 per unit.

### **COVID-19 Engineer Reopening Works Schedule - Water Machines**



### COVID-19 Engineer Reopening Works Schedule - Hot Drink Machines







### **Guidance for Water Machines**

- Put a safety notice 'machine out of service'
- 2. Engineer will attend site to sanitise, replace filter and flush through the water system

### **Guidance for Hot Drinks Machines**

- 1. Put a safety notice 'machine out of service'
- 2. Engineer will attend site to sanitise, replace filter and flush through the water system
- DIY customers follow below guidelines
- Operated customers a merchandiser visit will follow (below guidance for information only)

Whole beans, ground and instant coffee: Machine inactivity affects the product quality of ingredients in your machines. Depending on the conditions in and around the machine, the taste of the coffee will deteriorate after exposure to sunlight and oxygen and it is recommended to empty all cannisters, clean cannisters and replace with fresh product when machines have been out of use for an extended period of time.

Chocolate, milk-powders: Dry products can attract moisture due to humidity. After many weeks of inactivity, the risk of bacterial growth and fermenting mould may result in microbiological hazards, especially around the mixing and canister nozzle areas where residual moisture can be found. Ingredients that are sitting unused in machine hoppers and canisters will likely be stale and significantly degraded as a result of long periods of exposure to air, light and humidity. Protein containing ingredients, like milk, topping, or hot chocolate may also have been subject to the conditions and time to establish the growth of bacteria. Where moisture is present ingredients may also clog. Activities should include disposing of affected products, cleaning and drying or swapping out canisters. Where we are the operating company, we will plan and carry out this activity. If you operate in-house, then you will need to ensure that this has taken place. In all cases this will need to be after the water reinstatement works described on page one has happened.

**Fresh Milk:** It is envisaged that all fresh-milk machines will have been subject to correct routine cleaning as part of any close-down, even if coffee hoppers and hot chocolate canisters may not. Please be advised fresh milk left for extended periods of time will quickly establish **bacteria** and should not be left in the machines overnight, unless a full refrigeration system is in use and stock replenishment process monitored. All fresh milk left in machines during lockdown should be disposed of fully. After the water reinstatement works and dry ingredient replacement described above, a **routine milk-line machine cleaning process** should then reinstate the machine for re-use.

- 1. Remove product from the machines as per above guidance
- 2. Once the machine has heated, cleaning must be performed by using the manufacturers recommended cleaning product through the machine for all bean to cup machines. Traditional machines should use the recommended cleaning tablets. Floor standing machines should ensure the boiler is emptied.
- 3. After refilling, dispense a few drinks from the machine (do not drink) making sure any remaining residue is flushed.
- 4. Put a safety notice 'machine out of service'
- 5. Engineer will attend site to sanitise, replace filter and flush through the water system

To place a Wholesale Order (including cleaning products) please call 0203 697 0620 (option 2) or email <a href="mailto:sales.post@selecta.com">sales.post@selecta.com</a> and a member of the team will be in touch.

### **Guidance for Snack, Cold Drink and Food Drink Machines**

**Food Safety:** Any foodstuff, or product remaining in any chilled food machine, or display fridge that has passed it's 'Use By' date must be discarded as they are deemed unsafe for consumption.

**Food Snack and Cold Drink Products:** Other snack products, confectionery, or cold drinks that have passed their 'best before' dates are unlikely to be harmful, although they may not be of best quality and so, should be removed from sale and discarded. You should consult your food safety advisor in the event of any doubt. Where we are the operating company, we will plan and carry out this activity. If you operate in-house, then you will need to ensure that this has taken place.





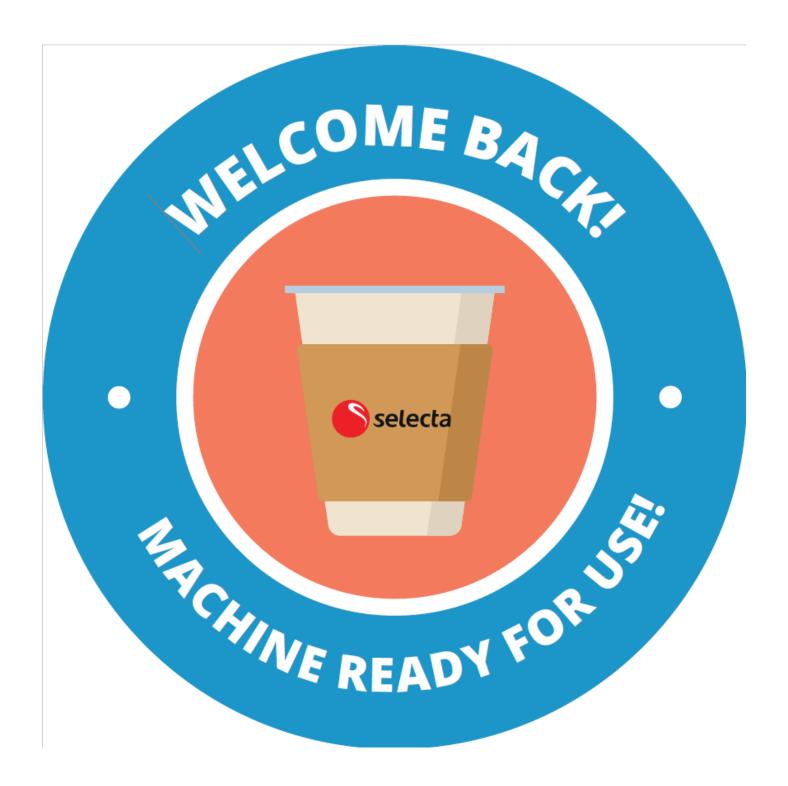


# WARNING Out of order

# Do not start or touch

Make the day work





Make the day work