



Customer Reopening

Customer Communication Health and Safety Guidance and Tariff for Reopening Sites

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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 quickest and most cost-efficient 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 only 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

ENGINEER - WATER MC v1.1 - 24/04/2020				On arrival, SANITISE HANDS & use fresh cloths. SANITISE HANDS again when finished at machine. IF SAFE SOCIAL DISTANCING cannot be kept whilst at machine wait/ask/leave. STAY SAFE			
1 Ring site contact. Check time slot, access info	2 Is water supply on?	3 Report/Sign in with contact	4 Carry out visual check of machine	PRE-ARRIVAL CALL		ARRIVAL	
5 Disconnect water supply & Drain all water from machine into bucket & reconnect water	6 Put sanitising solution inside dummy filter & connect to the machine	7 Carry out sanitising procedure as per Manufacturer guidance sheet	8 Remove old water filter & fit new filter. Write date fitted. Flush out new filter				
9 Make sure all parts used are booked to PDA correctly	10 Spray & Wipe Exterior	11 Remove Rubbish & Clean Up	12 Confirm Clean Full Working				

COVID-19 Engineer Reopening Works Schedule – Hot Drink Machines

ENGINEER - HOT BEVERAGE v1.1 - 24/04/2020				ENGINEER - HOT BEVERAGE v1.6 - 29/04/2020			
On arrival, SANITISE HANDS & use fresh cloths. SANITISE HANDS again when finished at machine. IF SAFE SOCIAL DISTANCING cannot be kept whilst at machine wait/ask/leave. STAY SAFE							
1 Ring site contact. Check time slot, access info	2 Is water supply on?	3 Report/Sign in with contact	4 Carry out visual check of machine	13 Remove & Dispose of coffee beans. Clean out bean canister. Remove all canisters. If moisture has affected canister contents - Dispose of ingredient.	14 Test canisters/augers are dispensing to clear ingredient in chutes. Use a dry brush on canisters/augers/chutes	15 Return canisters inside machine	16 If cold unit fitted, check fridge grills & put sanitiser through
PRE-ARRIVAL CALL		ARRIVAL					
5 Disconnect water supply hose & flush	6 Drain boiler/header tanks inside machine into bucket	7 Remove old water filter & fit new filter. Write date fitted	8 Flush out new filter	17 Check Programming & pricing is correct	18 Coin Mech/Card Reader Check- Powered, errors, clean	19 Photograph: MC ID, Televend Serial, Cashless TID & PHYS ID (SEE NOTES)	20 Make sure all parts used are booked to PDA correctly
9 Reconnect Water supply & refill boiler	10 Check boiler/hydraulic system for leaks	11 Replace seals if needed	12 Allow boiler to heat up & flush out at least twice	21 Conduct a quality taste test to make sure product is up to standard. Disable Machine	22 Spray & Wipe Exterior - Door/Glass/Keypad etc	23 Remove Rubbish & Clean Up	 Confirm with site contact that machine is ready for merchandiser visit to refill & re-activate

Guidance for Water 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

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 sales.post@selecta.com 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 its **'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**

