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Policy & Procedure:

The health, safety and welfare of team members, our guests and anybody who may be affected by our business has the highest possible priority within the company. In order to achieve and maintain a safe and healthy working environment, we need the team member's co-operation and assistance. Only by working together as a team can we achieve the highest possible standards of safety for all.

Health & Safety

- You are responsible for your own safety and that of others that are affected by your actions during working hours.
- Proper procedures should be used to avoid accidents when using equipment and chemicals.
- All accidents and situations that could be hazardous should be reported to your Supervisor

Chemical Safety


Chemicals can be extremely dangerous and great care must be taken when using them. In the event of an accident appropriate action should be taken according to the instructions on the container or hazard data sheet.

- All team members must be trained on how to use chemicals safely before using them.
- Always use chemicals as instructed in training.
- Non-authorized team members should not touch chemicals.
- Appropriate protective clothing should be worn i.e. gloves, goggles or masks.
- Never mix substances with one another.
- Never use a substance for any purpose other than that for which it was supplied.
- Never put substances into containers designed for other products.
- Never measure or scoop substances using drinking glasses or cups or spoons etc.
- Store all substances tidily in a secure and designated storage area.
- Ensure any spillages are cleaned away safely and immediately.
- Report any accidents immediately to your Supervisor.
- Never fool around with chemicals.
- Always wash your hands after using chemicals.

First Aid

Having a clear understanding of the First Aid facilities and procedures will be extremely important in the event of an accident.

- First Aiders – There should always be a trained First Aider on site. A list of all First Aiders should be kept updated in all Departments.

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- First Aid Box – Know where the First Aid boxes are located. First Aid boxes should be available in all large Departments.
- Person in charge – In the event of a serious accident, the most senior person on site will take charge of the situation.

In the event of an accident to you, a colleague or a guest, you must:

- Seek medical advice immediately by contacting a First Aider and if necessary calling an ambulance.
- The First or Appointed Person will take charge of the situation.
- Be ready to provide whatever assistance that may be required.
- The First Aider will need to know what happened, e.g. if chemicals were involved.

Accident Reporting

In the event of an accident to you, a colleague or a guest you must:

- Seek Medical Advice, first aid
- Contact your Manager and Duty Manager
- The accident must be recorded.