

1. AIMS OF SECTION

- ▶ To provide a copy of the Corporate Health and Safety Policy.
- ▶ To provide a copy of the Region Health and Safety Policy.
- ▶ To provide the local Hotel Health and Safety Policy Statement.
- ▶ To specify who is responsible for which areas of Health and Safety within each hotel.
- ▶ To specify the arrangements for health and safety within each hotel.
- ▶ To provide general policy regarding the specific risks associated with the Hotel.

2. INSTRUCTIONS

- ▶ A copy of the signed Hotel Policy Statement should be displayed in the Hotel for staffs' attention.
- ▶ The hotel has amended the policy template to accurately reflect the responsibilities, arrangements and specific hazards in the hotel. A copy of this policy should be placed in this section of the manual.
- ▶ The Policy should be reviewed at least annually with the policy statement being re-signed as appropriate. The Policy may also require review should changes occur to the hotel organisation structure or a serious accident occurs.

**[HOTEL NAME]
HEALTH AND SAFETY POLICY**

SUMMARY OF REVIEWS	
DATE	SIGNATURE

NB Reviews should be undertaken if the operation changes or at least annually

HEALTH AND SAFETY POLICY – PART ONE

HEALTH AND SAFETY POLICY STATEMENT

Health and Safety at Work

[HOTEL NAME]

Our statement of general policy is:

- ▶ to provide and maintain, so far as reasonably practicable, a safe and healthy working environment and to enlist the support of employees towards achieving these ends;
- ▶ to provide adequate control of the health and safety risks arising from our work activities;
- ▶ to consult with our employees on matters affecting their health and safety;
- ▶ to ensure employees are aware that they have a duty to look after themselves and others;
- ▶ to provide and maintain safe plant and equipment;
- ▶ to ensure safe handling and use of substances;
- ▶ to provide information, instruction and supervision to employees;
- ▶ to ensure all employees are competent to do their tasks and to give them adequate training;
- ▶ to prevent accidents and cases of work-related ill health;
- ▶ to maintain safe and healthy working conditions; and
- ▶ to review and revise this policy as necessary and, at least, annually.

SIGNED :

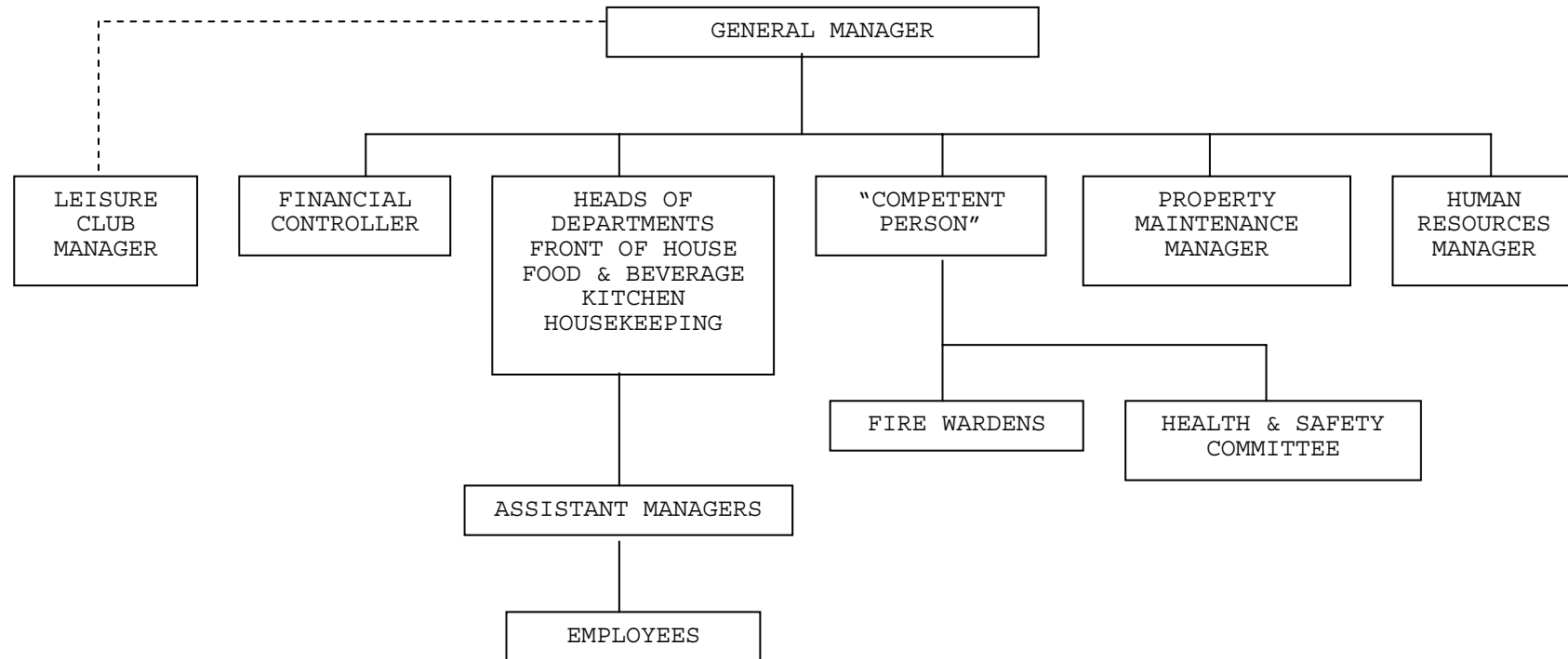
POSITION WITHIN HOTEL : **GENERAL MANAGER**

DATE :

HEALTH AND SAFETY POLICY – PART TWO

RESPONSIBILITIES FOR HEALTH AND SAFETY

HOTEL ORGANISATION: OVERVIEW



HEALTH AND SAFETY POLICY – PART TWO

SUMMARY OF RESPONSIBILITIES

General Manager

Responsible for:

- ▶ overall health & safety within their hotel;
- ▶ ensuring adequate resources (human, financial and equipment) are made available;
- ▶ ensuring that the planning for health and safety, and the monitoring and reviewing of procedures by Heads of Departments is being carried out;
- ▶ ensuring the policy is put into practice;
- ▶ ensuring health & safety standards are maintained/improved;
- ▶ ensuring health and safety risk assessments are carried out including:
 - occupational
 - manual handling
 - display screen equipment
 - personal protective equipment
 - fire
 - legionella
 - asbestos
 - disability;
- ▶ ensuring adequate fire precautions are in place and are maintained;
- ▶ ensuring plant and equipment within the hotel is adequately maintained;
- ▶ maintaining the Crisis and Disaster Recovery Manual;
- ▶ ensuring the operators of the “third party” businesses within the hotel such as the Leisure Club and shops maintain a safe environment for their guests; and
- ▶ ensuring the policy is reviewed as necessary and, at least, annually.

FINANCIAL CONTROLLER

Responsible for:

- ▶ ensuring the budgetary funds allocated by the General Manager for Health and Safety are made available to the Heads of Departments as appropriate.

HEALTH AND SAFETY POLICY – PART TWO

HEADS OF DEPARTMENTS (FOOD & BEVERAGE, MEETINGS & EVENTS, HOUSEKEEPING, FRONT OFFICE)

Responsible for:

- ▶ health & safety on a day to day basis – implementation of health and safety procedures, precautions and controls;
- ▶ undertaking risk assessments within their department;
- ▶ ensuring and encouraging the highest possible standards of health & safety within their department by effective communication and consultation with employees;
- ▶ monitoring standards of health and safety within their departments;
- ▶ ensuring good standards of housekeeping;
- ▶ ensuring COSHH risk assessments are carried out as appropriate;
- ▶ the provision and maintenance of suitable personal protective equipment;
- ▶ ensuring staff attend fire training sessions;
- ▶ carrying out hazard spotting checks of their department; and
- ▶ assessing and meeting health & safety training needs.

PROPERTY MAINTENANCE MANAGER

Responsible for:

- ▶ ensuring statutory inspections are carried out (eg. lifting equipment, pressurised vessels, window safety eye-bolts);
- ▶ arranging for planned maintenance of work equipment with records kept;
- ▶ ensuring kitchen extract systems are cleaned by specialists with records kept;
- ▶ arranging for planned inspection of the electrical installation and portable electrical appliances;
- ▶ ensuring monitoring procedures for Legionella are implemented as indicated by the Legionella risk assessment;
- ▶ ensuring COSHH risk assessments are carried out as appropriate;
- ▶ ensuring only approved contractors are used by the hotel and that these contractors have provided copies of their Health and Safety Policies and Risk Assessments;
- ▶ ensuring fire safety equipment is maintained as required by the fire risk assessment;
- ▶ ensuring lightning conductors are inspected; and
- ▶ ensure asbestos safety controls are implemented

HEALTH AND SAFETY POLICY – PART TWO

“COMPETENT PERSON”

Position held by Property Maintenance Manager / (Regional) Human Resources & Training Manager (delete as appropriate)

Responsible for:

- ▶ communicating and developing health & safety;
- ▶ implementing the policy on a day to day basis;
- ▶ carrying out health & safety audits;
- ▶ arranging for risk assessments to be undertaken;
- ▶ organizing and running the health and safety committee meetings;
- ▶ carrying out accident investigations;
- ▶ notifying accidents if necessary and as appropriate; and
- ▶ ensuring that the first aid boxes are full;

FIRE MARSHALLS

Responsible for:

- ▶ carrying out regular inspections of the premises with regard to fire hazards and precautions;
- ▶ organising fire drills in conjunction with the Property Maintenance Manager;
- ▶ ensuring the safe evacuation of the building and taking the role call;
- ▶ putting the fire out if it is possible without risk to themselves; and
- ▶ assisting in the development of the hotel emergency plan.

REGIONAL HUMAN RESOURCES & TRAINING MANAGER

Responsible for:

- ▶ ensuring statutory health & safety training managed and recorded as well as communicated to Heads of Departments and staff;
- ▶ ensuring staff files are up to date and available for inspection;
- ▶ ensuring statutory inspections and policies are displayed; and
- ▶ ensuring employees are made aware of the Health and Safety Policy during their induction to the company.

HEALTH AND SAFETY POLICY – PART TWO

SAFETY REPRESENTATIVES

Responsible for:

- ▶ representing employees in discussions with the hotel management on health, safety or welfare issues;
- ▶ ensuring regular health and safety inspections are carried out within the areas they are responsible for including relevant documentation; and
- ▶ attending the health and safety committee.

EMPLOYEES

Responsible for:

- ▶ co-operating with their managers to achieve a healthy and safe workplace;
- ▶ taking reasonable care of their own health & safety and others;
- ▶ ensuring they do not interfere with any article provided in the interests of health and safety;
- ▶ using any machinery, equipment or dangerous substance in accordance with any training and instruction received; and
- ▶ reporting all health & safety concerns to the “Competent Person”.

HEALTH AND SAFETY POLICY – PART THREE

ARRANGEMENTS

HEALTH AND SAFETY RISKS ARISING FROM THE HOTEL'S WORK ACTIVITIES

- ▶ The position responsible for ensuring risk assessments are undertaken is:
General Manager
- ▶ Findings of the risk assessments will be reported to:
Competent Person/General Manager/The Health and Safety Committee
- ▶ Action required to remove/control risks is approved is:
General Manager/Heads of Departments
- ▶ The position responsible for ensuring the action required is implemented is:
Competent Person/Heads of Departments
- ▶ The position responsible for checking that the implemented actions have been removed/reduced is:
Competent Person/Heads of Departments
- ▶ Assessments are reviewed at least every **2 years** (ideally annually) or when the work activity changes/an accident occurs - whichever is soonest.

INFORMATION, INSTRUCTION AND SUPERVISION

- ▶ Health and safety advice is available from:
Group Safety Advisors (Food Alert), Group Legal Solicitor, Local Enforcing Officers
- ▶ Supervision of young workers/trainees will be arranged/undertaken/monitored by (if appropriate):
Heads of Departments
- ▶ Consultation with employees is provided by:
 - health and safety committee meetings
 - notices
 - Heads of Departments

HEALTH AND SAFETY POLICY – PART THREE

HEALTH AND SAFETY COMMITTEE

All departments are represented on the Health and Safety Committee which meets regularly. The committee will be responsible for keeping under review the measures taken to ensure the health and safety of all employees and promote co-operation and communication between staff of all levels by investigating, developing and carrying out these measures.

There will be regular meetings of the Health and Safety Committee to review the effectiveness of the Policy. The committee should comprise of members of the management team and representatives of staff from all departments. All suggestions made will also be considered and the appropriate action will be taken by the relevant responsible member of the management team.

The European, Middle East and Africa Region also operates a Health and Safety Committee. Terms of reference have been drawn up for both the EMEA Region and local hotel committees.

SAFE PLANT AND EQUIPMENT

- ▶ The position responsible for ensuring new plant and equipment meets health and safety standards before it is purchased is:

Property Maintenance Manager/Central Purchasing

- ▶ The position responsible for identifying all equipment/plant needing maintenance is:

Property Maintenance Manager

- ▶ The position responsible for ensuring effective maintenance procedures are drawn up is:

Property Maintenance Manager

- ▶ The position responsible for ensuring that all identified maintenance is implemented is:

Property Maintenance Manager

- ▶ Problems found with plant/equipment should be reported to:

Property Maintenance Manager

- ▶ The position responsible for ensuring lifting equipment and pressurized vessels are subject to statutory inspection is:

Property Maintenance Manager

HEALTH AND SAFETY POLICY – PART THREE

- ▶ The position responsible for ensuring deep cleaning of the kitchen extraction system with records kept is:

Property Maintenance Manager

CONTROL OVER CONTRACTORS

The Hotel Management recognises the responsibility it has for all who have access to the premises. This includes contractors undertaking work. The Hotel will, therefore, operate the following system:

- ▶ that all contractors are vetted regarding their Health and Safety Awareness prior to use. Copies of their Safety Policy, sample risk assessments, liability insurance, professional body memberships and training standards are to be requested which will allow the contractor to become “Approved”; this will be co-ordinated by Central Purchasing;
- ▶ all approved contractors have to agree to follow the Hotel’s ‘Conditions for Short Term Contractors’ (included in this policy) before commencing work. This document sets the Hotel’s limitations upon the activities of the contractors in the interest of Health and Safety;
- ▶ for any hazardous job the approved contractor must submit details of their proposed ‘safe method of working’;
- ▶ all contractors will report to the Property Maintenance Manager’s Department on entering the building at the staff entrance. All contractors will sign in and be issued with Visitor’s Passes and Permits to Work (if appropriate);
- ▶ The General Manager’s Office, Property Maintenance Manager/Assistant Property Maintenance Manager or relevant Head of Department will be informed that the contractors are on site when appropriate. Visiting contractors will be made aware of the hotel fire evacuation procedure and a check made to ensure that they have the necessary personal protective equipment. On completion or departure of any contractor, they will sign out and return their Visitors Pass.

The Property Maintenance Manager will be responsible for the co-ordination of contractors and ensuring that they adhere to the Hotel's ‘Conditions for Short Term Contractors’. They will also ensure that a log is kept of the contractors' agreement to abide by the Hotel's safe working practices.

HEALTH AND SAFETY POLICY – PART THREE

Conditions for Short Term Contractors [HOTEL NAME]

1. The policy of this Hotel set out in this document is to protect the Health and Safety of its employees and all those who have access to the premises.
2. In order to protect you and your employees during your visit, the following Health and Safety Information for Contractors and Sub-Contractors must be observed from the moment of arrival until departure.
 - a. **You may not** use any equipment or substance provided by the Hotel except with the express permission of the Manager.
 - b. **You may not** enter any area other than the ones for which you have been specifically authorised.
 - c. If it is necessary for you to remove any guard or open any area of restricted access, you must outline and implement a suitable safe system of work.
 - d. If any hazardous substance, equipment or procedure is to be used, full details must be discussed with the Property Maintenance Manager before work commences.
 - e. Appropriate personal protective equipment (PPE) must be worn when necessary.
 - f. Hotel rules concerning dress, behaviour, smoking, etc must be obeyed at all times.
 - g. Visitor's passes will be worn **at all times**.
 - h. You and your employees must be aware of and comply with the action to be taken in the event of a fire or the alarm.
3. The presence of any asbestos in the area in which you are working will be brought to your attention. You must not interfere with any asbestos or work in any area, which has an asbestos sign displayed without first checking with the Property Maintenance Manager.
4. Having read this notice, you are requested to indicate, by signing below that you have read the conditions and agree to abide by them.

SIGNED :

COMPANY :

DATE :

HEALTH AND SAFETY POLICY – PART THREE

SAFE HANDLING AND USE OF SUBSTANCES

- ▶ The position responsible for identifying all substances that require a COSHH assessment is:
Property Maintenance Manager/Executive Chef/Housekeeping
- ▶ The position responsible for undertaking COSHH assessments is:
Property Maintenance Manager/Executive Chef/Housekeeping
- ▶ The position responsible for ensuring all actions identified in the assessments are implemented is:
Property Maintenance Manager/Executive Chef/Housekeeping
- ▶ The position responsible for ensuring that all relevant employees are informed about the COSHH assessments is:
Property Maintenance Manager/Executive Chef/Housekeeping
- ▶ The position responsible for ensuring new substances can be used safely before they are purchased is:
Property Maintenance Manager/Executive Chef/Housekeeping/Central Purchasing
- ▶ Assessments will be reviewed every **2 years** (ideally annually) or when the work activity changes, whichever is soonest.

Asbestos

The location of asbestos records within the Hotel is documented in the asbestos register, which is located in the Property Maintenance Manager's Office. The asbestos register is based upon the survey that was carried out in [REDACTED] (year). The Property Maintenance Manager is responsible for keeping these records updated.

The property maintenance staff will be appropriately trained regarding asbestos control. Only licensed approved contractors will be allowed to work on/remove any asbestos.

Any asbestos on site, which is known about, will be identified by a hazard warning sign. Their presence will be checked for once a year. Any missing notices will be replaced.

Every three years an asbestos condition survey will be undertaken to ensure no damage has occurred to the asbestos in place. If any has occurred then a licensed contractor will be employed to make undertake appropriate remedial action.

HEALTH AND SAFETY POLICY – PART THREE

Any contractor working on site will be asked to complete the ‘Conditions for Short Term Contractors’ form which brings the presence of asbestos to their attention and the action to be taken in the case of discovery.

The crisis procedure for dealing with exposure of asbestos can be found in the Crisis and Disaster Recovery Manual

COMPETENCY FOR TASKS AND TRAINING

- ▶ The position responsible for providing induction training is:
Regional HR Manager
- ▶ The position responsible for providing job-specific training is:
Heads of Departments
- ▶ Specific jobs that require special training are identified within the **Department Risk Assessments**
- ▶ The position responsible for keeping training records is:
Regional HR Manager/Heads of Departments
- ▶ The position responsible for identifying, arranging and monitoring training is:
Regional HR Manager/Heads of Departments

ACCIDENTS, FIRST AID AND WORK-RELATED HEALTH

- ▶ The first aid box(es) is/are kept at (location):
- ▶ There will be, at any given time in a 24 hour period, *at least* one trained First Aider on duty.
- ▶ Those deemed as First Aiders will have certificates of proficiency awarded by relevant acknowledged providers.
- ▶ A list of qualified First Aiders will be displayed at the staff entrance, in the Switchboard Room and all departments.
- ▶ All accidents, near-misses and cases of work-related ill-health are to be recorded in the accident book. The book is kept by/at (location):
- ▶ The position responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority is:
Competent Person
- ▶ Health surveillance is not normally required for employees.

HEALTH AND SAFETY POLICY – PART THREE

MONITORING

- ▶ To check our working conditions, and ensure our safe working practices are being followed, we will:
 - carry out regular inspections by the Safety Representatives
 - check our record-keeping on a regular basis
 - review our accident records
 - review our risk assessments
 - act on notifications from staff regarding issues of safety
 - act on audit reports received from external bodies
 - display Health and Safety Committee meeting minutes on notice boards
- ▶ The position responsible for investigating accidents is:
Competent Person
- ▶ The position responsible for investigating work-related causes of sickness absences is:
Competent Person
- ▶ The position responsible for acting on investigation findings to prevent a recurrence is:
General Manager/Heads of Departments

EMERGENCY PROCEDURES – FIRE AND EVACUATION

- ▶ The position responsible for ensuring the fire risk assessment is undertaken and implemented is:
General Manager
- ▶ Escape routes are checked by/every:
Duty Manager, every day
- ▶ Fire extinguishers are maintained and checked annually by:
[REDACTED]
- ▶ Alarms are tested weekly by:
Property Maintenance Manager
- ▶ The position for ensuring the emergency lighting are tested monthly is:
Property Maintenance Manager

HEALTH AND SAFETY POLICY – PART THREE

- ▶ Emergency evacuation will be carried out **twice** per annum (details recorded by the Competent Person).
- ▶ The Emergency Plan and Crisis and Disaster Recovery Manual documents the procedures to follow in the event of emergencies such as:
 - fire
 - bomb
 - terrorist threat
 - IT crash
 - discovery/disturbance of asbestos
 - discovery of Legionella in water samples

HEALTH AND SAFETY POLICY – APPENDIX

SOME KEY AREAS OF RISK

ELECTRICAL EQUIPMENT SAFETY

Electrical switch rooms and plant rooms must be kept locked with an appropriate warning notice displayed, prohibiting unauthorized entry and advising of the hazards inside. Switch rooms must not be used for general storage.

Always report defective or unsound electrical equipment or wiring. Never repair it yourself unless it is part of your responsibilities and you are qualified to do so.

Never overload electrical sockets or allow others to do so as this could cause a fire.

Never allow electrical leads to trail across working areas.

All live electrical installations, including fuse and switch boxes should be securely covered.

All items of equipment, which are not portable, must be supplied through its own permanent cable and have its own switched fuse, that allows it to be turned off easily.

All equipment, which is small and likely to be carried around the premises, can be fixed to socket outlets by flexible cables. Industrial type plugs and sockets should be used. The use of un-fused multiple adapters should not be necessary.

Where the cable enters the plug, the cable must be gripped by "cord grips". The plug should be fitted with the correct fuse for the appliance. Loose or damaged plugs must be taken out of service immediately and replaced before the appliance is reused.

Flexible cables should be laid so that they are not subject to damage from crushing or heat. They should be regularly inspected to ensure they are in good condition. If they are faulty the appliance should immediately be withdrawn from service.

All electrical equipment should be situated as far away from water sources as possible. If it is likely that water will be splashed or sprayed in the area, then watertight electrical equipment should be used. A sensitive residual current device should be fitted in the supply to pressure washing units and steam cleaners.

If electrical equipment appears to be defective or is overheating, then it should be disconnected and examined by a qualified electrical engineer.

A "Permit to Work" system will operate should work be required on high voltage electricity.

HEALTH AND SAFETY POLICY – APPENDIX

GAS EQUIPMENT SAFETY

Each appliance should be fitted with its own shut-off valve in addition to the main cut-off valve.

If there are gas appliances within your property these will be regularly serviced by competent persons.

You should only light the gas equipment if you have been trained to do so. If the equipment does not light immediately and there is a build up of gas, allow it to dissipate before trying to relight.

If gas is smelt:

- ▶ Shut off the gas;
- ▶ Do not use any naked lights;
- ▶ Do not switch off the lights or any electrical appliance or switch;
- ▶ Open doors and windows; and
- ▶ Contact your manager who will, in turn, contact the emergency service.

HOUSEKEEPING AND PREMISES

▶ **SLIPS AND TRIPS**

Clean up spilt oil, grease or liquids immediately and display an appropriate warning sign if necessary.

Follow effective cleaning regimes as indicated by the supplier of the floor and use appropriate cleaning chemicals.

Train cleaning staff to follow the correct procedure.

Maintain floors to reduce the likelihood of tripping. Ensure staff wear appropriate footwear.

Remove or high-light sudden changes in levels and ensure steps have clearly visible nosings (treads), good hand-rails etc.

HEALTH AND SAFETY POLICY – APPENDIX

▶ WASTE DISPOSAL

Always keep your workplace tidy and do not let waste of any kind accumulate where it could cause a fire, hygiene or obstruction risk.

All waste shall be deposited into the bins that are provided and not placed on the floor or left on the worktops.

▶ SAFE STACKING AND STORAGE

Ensure that all storage is secure, with no risk of falling. Proper access must be used for anything that is stored at height. Do not overload shelving.

Merchandise and equipment must be stored at an appropriate level and position to its weight or bulk, and storage equipment available. Mechanical lifting equipment must be used if available.

Food and/or goods should be stacked on trolleys and pallets etc., which lift the food off the floor and away from the wall.

Employees should not stand on the goods and/or food, shelves or racking and must use steps or special fitted ladders securely placed to gain access to difficult areas. Any ladders or steps must be regularly inspected for wear.

WORK EQUIPMENT

Hazardous parts of moving machinery must always be securely guarded. You must never remove a guard unless authorized to do so.

Never operate any equipment unless you have been trained to do so.

Always isolate the equipment from the electrical supply before cleaning.

Ladders should be regularly inspected and employees who use ladders should be instructed in their safe use.

All equipment should be inspected in accordance with any advice from suppliers.

Only use the work equipment for what it is intended.

Prescribed dangerous machines will only be cleaned and operated by those persons over the age of 18.

HEALTH AND SAFETY POLICY – APPENDIX

HAZARDOUS SUBSTANCES

Chemical substances such as solvents and cleaning fluids can be particularly hazardous and should be used and stored strictly in accordance with the suppliers' instructions.

Chemicals should be clearly labeled and securely stored away from food and drink.

All employees are required to know the safety procedures to follow so as not to endanger themselves or others through exposure to substances that are hazardous to health.

Only substances approved by the hotel are to be used on the premises. These will generally be found in the following departments:

- ▶ Maintenance
- ▶ Kitchen
- ▶ Housekeeping
- ▶ Leisure Club

The company policy is to ensure that suppliers provide up-to-date information on the hazards associated with the substances they supply to us. Furthermore, the company will limit exposure to hazardous substances so that no health risk exists. Particular care will be taken with the introduction of new substances and their risk will be assessed as required.

All employees who use hazardous substances or who can come into contact with them will receive training. The training will be given by your manager with the aid of the cleaning company's representative. This type of training will also be given to every applicable new employee when they start as part of their induction training.

Refresher training will be given to staff when misuse of substances is found and when a new chemical is introduced. All training records will be kept for 5 years as well as an attendance sheet for that training session. This training will cover:

- ▶ The chemicals in use in the workplace
- ▶ The hazards associated with them
- ▶ How to dispose of the containers correctly
- ▶ How to deal with spillages
- ▶ What first aid should be administered
- ▶ Correct storage of each chemical
- ▶ Where to find the operating instructions for each product
- ▶ What personal protective equipment (PPE) should be worn

HEALTH AND SAFETY POLICY – APPENDIX

Employee golden rules:

- ▶ **DO** follow instructions
- ▶ **DO** wear the PPE provided
- ▶ **DO NOT** mix chemicals
- ▶ **DO NOT** use unauthorized chemicals
- ▶ **DO NOT** put chemicals into unmarked or different containers, especially food containers

IT SHOULD BE NOTED THAT THE CHEMICAL SUBSTANCES USED ARE OF FAIRLY LOW RISK; NEVERTHELESS, RISK ASSESSMENTS MUST BE CARRIED OUT ON ALL CHEMICALS. DESPITE THE LOW RISK OF CHEMICALS IN USE, IT IS IMPORTANT THAT ALL EMPLOYEES INVOLVED IN TRAINING OF STAFF ARE AWARE OF THE HAZARDS.

MANUAL HANDLING

The most common injury sustained at work is sprains/strains of the back. There are particular risks when loads have to be moved off the floor, from above head height or when there is twisting of the back during the movement of the load. It is therefore essential any appliance or tool that has been provided to assist in lifting or moving loads be always used. If the load appears to be too heavy employees must not lift it on their own. Assistance should be sought or mechanical aids obtained.

All employees are reminded that they must avoid lifting heavy items whenever possible. If in doubt, please consult with your manager. Two people lifting the load will help to reduce the risk to your back.

The correct method for lifting heavy objects such as boxes, furniture, equipment etc. is to bend your knees, keep your back straight, keep feet apart, but close to the load. Lift slowly with head up and eyes to the front.

DISPLAY SCREEN EQUIPMENT

Always make sure your workstation is correctly arranged and report any defects in the equipment to your manager. Remember to take a break of 5 minutes every hour. Frequent short breaks are better than long ones. During the breaks you may undertake different work. If at any time you start suffering from eye strain or aches in the wrist or neck, report this to your manager.

Please review the company policy on workstation display screen equipment and eye care with your Human Resources Department.

HEALTH AND SAFETY POLICY – APPENDIX

PERSONAL PROTECTIVE EQUIPMENT (P.P.E)

When other control measures have been applied and there remains a risk to the person, P.P.E should be made available by the employer. Examples include gloves, goggles, masks, hard hats, safety shoes and insulated clothing. Employees should always wear the P.P.E. that has been supplied. Supervisors must be notified by employees if the equipment is broken or ill fitting, so that it can be replaced.

THE USE OF KNIVES

Employees whose tasks include the use of knives must ensure:

- ▶ only good quality knives of the correct type are used, which are intended for the job to be undertaken;
- ▶ knives are to be sharp and in good condition;
- ▶ knives are used on cutting boards or chopping blocks which are firm and not subject to slipping;
- ▶ cutting areas are sited away from busy areas so that people using the knives will not be subject to being knocked in any way;
- ▶ knives are not left lying about on work-tops or tables;
- ▶ knives are not placed unprotected in drawers nor left in washing up water; and
- ▶ knives are stored in suitable racks or sheaths.

When using a knife:

- ▶ a firm grip should be used;
- ▶ cut downwards and away from the body;

When carrying knives:

- ▶ the point should be downwards.

IF A SIGNIFICANT PROPORTION OF THE TIME IS SPENT CUTTING THEN PROTECTIVE CLOTHING SHOULD BE WORN.

Knives should be used on cutting boards or chopping blocks which are firm and not subject to slipping. They should be sited away from busy areas so that people using the knives will not be subject to being knocked in any way.

HEALTH AND SAFETY POLICY – APPENDIX

SMOKING

The company recognises that passive smoking can cause harm to health. Non-smokers will not be required to work in areas where there is heavy smoke.

Whenever possible, a non-smoking policy within enclosed workplaces shall be regarded as preferred. When this is not possible, rest areas, public areas such as front desk, bars and any other parts of the premises where non-smokers may be exposed to tobacco smoke shall be thoroughly ventilated. This may be the staff restaurant.

Any complaints or comments regarding the policy should be directed to the General Manager.

STRESS

The hotel recognises stress as a workplace health issue. Staff will not be subject to excessive pressures that could result in the symptoms of stress. Where appropriate, risk assessment will be carried out to identify any pressures at work that could lead to stress, who might be affected and ascertaining whether further controls are necessary to remove or reduce the levels of stress.

Managers should be aware of the symptoms of stress and monitor for signs, taking appropriate action if necessary.

AGGRESSIVE MEMBERS OF THE PUBLIC OR WORK COLLEAGUES

If an employee feels physically threatened by an individual at their place of work, they should not become involved or retaliate; instead notify their manager immediately.

DEFECTIVE FURNITURE AND LIGHTING

Employees should report any defective furniture or general lighting failure to their manager so that an inspection can be carried out and a repair made.

TEMPERATURE AND VENTILATION

If an employee feels that the temperature in their place of work is too hot or cold they should notify their manager of this so that this is investigated. Likewise, poor ventilation in an employee's place of work needs to be conveyed so that this can also be investigated.

HEALTH AND SAFETY POLICY – APPENDIX

STAIRS

If an employee should discover any stairway being partially blocked or in poor condition, it is their duty to notify their manager immediately so that this can be investigated and action taken.

Legionella

A reasonably foreseeable risk of exposure to Legionella bacteria exists in:

- ▶ Water systems incorporating a cooling tower
- ▶ Water systems incorporating an evaporative condenser
- ▶ Hot and cold water systems
- ▶ Other plant and systems containing water which is likely to exceed 20°C and which may release a spray or aerosol during operation or when being maintained

The hotel has ensured that a Legionella Risk Assessment has been undertaken by a “competent person”. The control measures identified as part of the assessment are implemented and monitored.

Asbestos

The company has arranged for asbestos surveys to be carried out where appropriate. Risk assessments have identified the appropriate control measures whether they be removal or containment.

Emergency procedures regarding discovery/disturbance of asbestos are documented within the Crisis and Disaster Recovery Manual.

Working at Height

Before starting any work appropriate barriers and safety signs must be displayed around the work place. The area cordoned off must be sufficient to prevent any dropped materials or collapse of the access equipment causing injury to all.

Ladders are often used when it would be safer to use other equipment, eg. mobile tower scaffolds.

Ladders may be used for short jobs. This can still be dangerous however, and many ladder accidents happen during work lasting 30 minutes or less.

HEALTH AND SAFETY POLICY – APPENDIX

Longer ladders are harder to handle. They flex more in use and are harder to ‘foot; effectively. Do not use a ladder longer than 6m as a workplace unless fixed or tied.

When choosing a ladder, you must make sure it is strong enough for the job and check that it is in good condition, eg. that no rungs are cracked or missing. Do not use makeshift or home-made ladders or carry out makeshift repairs to a damaged ladder.

When placing the ladder, rest its foot on a firm, level surface. Do not place it on material or equipment to gain extra heights. Ladders must extend at least 1m above the landing place unless there is a suitable hand hold to provide equivalent support.

Angle the ladder so that the bottom will not slip outwards – four units up to each one out from the base.

Rest the top of the ladder against a solid surface. Equipment such as ladder stays can be used to spread the load if the surface is brittle.

Ladder used for access or as a place of work should be secured or footed to prevent movement.

Extending ladders need an overlap of at least three rungs.

Never paint ladders – this may hide defects.

Do not carry heavy items or long lengths or material up it.

Carry light tools in a shoulder bag or holster attached to a belt so that you have both hands free to hold it.

Do not overreach.

Do not leave ladders in place after use.

Step ladders can be easily overturned. Do not use the top step of a ladder to work from unless it has specially designed hand holds. Do not overreach.

Due to the special risks posed by those people working at height (including on the roof), a “Permit to Work” system should be operated as far as possible.

Wet Floors

Ensure slippery floor signs are displayed.

Ensure floors are cleaned thoroughly to remove any grease.

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Window Cleaning

As window cleaning poses a significant risk, the contractor must be fully vetted and provide details of the safe system for work to be utilised, along with appropriate COSHH information prior to being approved.

Adequate safety bolts must be installed with arrangements in place for their testing annually or equivalent safe system. It is the responsibility of the contractor to ensure that their staff have the appropriate safety harness and are instructed on its use.

If the work is above first floor, a “Permit to Work” must be issued.

Work Permits

Where work involves:

- ▶ the roof area
- ▶ working alone in a plant area
- ▶ working on the air handling units
- ▶ substantial work with 415volts
- ▶ external window cleaning,

a Work Permit is to be issued by the Property Maintenance Manager.

The Property Maintenance Manager is responsible for supervising the works to ensure that safe systems of work are followed.

In addition the works are to be checked by the Property Maintenance Manager prior to the equipment plant being made live.

The Property Maintenance Manager is also responsible for ensuring that all Work Permits are returned at the end of the day. Any missing Work Permits must be accounted for before the end of the shift.

Further details of hazards and control measures identified within the workplace are found within the Health and Safety Risk Assessments.

LOCATION OF RISK ASSESSMENTS:

Any other hazards identified within the hotel will be managed by the issuing and implementation of specialist “Guidance Notes”
