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Disclaimer.

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1.1 Application

ABC Company falls into the general category of Catering. We provide a range of ready to eat convenience food for consumption off the premises. This Safety Statement has been developed to assist ABC Company Ltd comply with relevant H&S standards and to ensure that clients and employees are fully aware of ABC Company Ltd's commitment to high standards in H&S.

1.2 OBJECTIVES OF THE SAFETY STATEMENT

To provide a reference for the policies and procedures used in the Company and to assess and audit the levels of health and safety being achieved.

To provide evidence that the policies and procedures to ensure health and safety objectives are met and have been thought out and documented in order to help those who must execute them.

To provide a control document to record the pertinent changes to the Company Safety Statement, which become necessary due to the changing business environment.

To help identify training requirements that needs to be fulfilled in order to generate suitably qualified personnel to carry out the policies and procedures contained within the document.

To provide assurance that compliance with legal requirements for health and safety are being met or exceeded.

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1.3 COMPANY SAFETY STATEMENT

The general Statement on this page sets out the Safety Policy of ABC Company.

It is this Company's intention that its work will be carried out in accordance with the relevant statutory provisions of the Safety, Health & Welfare at Work Act 2005 and the Safety, Health & Welfare at Work (General Application) Regulations and that all reasonable practicable measures will be taken to minimise risk to employees or others who may be affected by company activities.

Manager 1 has responsibility for managing Health, Safety & Welfare, to whom reference should be made, in the event of any difficulty arising in the implementation of this policy.

The Success of the policy will depend on the co-operation of all employees. It is therefore important that you acquaint yourself with all areas of the Safety Statement. You should ensure that you understand your role and the overall arrangements for Health & Safety within the Company and within your individual area. You should also be aware that you have an obligation to take care of your own safety and that of others that might be affected by your actions.

Signed: _____
Manager 2

Date: _____

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2.2 MANAGER 2

- ❑ The Manager 2 bears ultimate responsibility for ensuring that the ABC Company is supplied with adequate resources to manage Health and Safety effectively.
- ❑ He is also responsible for ensuring that staff are supported in enabling them to reach the correct decisions in respect of health and safety matters.
- ❑ Supervise the Company Health and Safety programme.
- ❑ Review all safety rules bi-annually and, when necessary, make suitable changes.
- ❑ Review the investigations of all major accidents and damage to Company property and implement actions.
- ❑ The Health, Safety, and Welfare of all employees are not compromised when all other performance standards are set.
- ❑ That adequate funding is reserved to meet regulatory needs of safety and health.
- ❑ That management will lead by example in adhering to stated policies to achieve the Company's aim to reduce accidents and health exposures.
- ❑ Take part in an Annual Safety Audit of the business.

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3.6 FIRST AID

CONTROL MEASURES

The first aid box should be suitably marked and easily accessible.

The exact location of the First Aid box must be known by all employees and a specific notice, identifying its whereabouts, must be posted to include names of qualified First Aiders.

It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities.

The first aid boxes are suitably marked and easily accessible. The location is follows;

- **General Kitchen Area**
- The First Aid Boxes are inspected on a weekly basis by Manager 1. This check and replenishment is recorded and kept on file.
- It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities.
- The number of First Aiders required by the company will be kept under review.
- It should be noted that First Aiders are not empowered to dispense analgesics, pills, or medications. Supplies of such items will not be in first aid boxes. Individual employees who believe they might have a need of these items must be responsible for their own supplies.

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4.1 HAZARD INSPECTIONS

The management of the Sandwich Bar recognises that its activities and premises may present Health and Safety risks and shall identify the areas where control measures are required. Identification of hazards shall be undertaken at regular intervals and management shall take all practicable control measures to reduce the risks to its staff and visitors.

Hazards will be identified, risk assessments made and categorised as per our risk assessment formula.

HAZARD IDENTIFICATION AND RISK ASSESSMENT

- The policy of the Company is to identify hazards in the place of work and to assess the risk to Safety and Health and to control risks as far as is practicable so that they are reduced to an acceptable level.
- "Hazard" is taken to mean "any substance, article, material or practice, which has the potential to cause harm to the Safety, Health or Welfare of employees at work."
- "Risk" is taken to mean "the potential for the hazard to cause harm in the actual circumstances of use."
- Risk Assessment is based on the linking of the probability of occurrence with the severity of loss and/or injury. In this exercise, risks are graded "High," "Medium" or "Low" and numerically rated using the formula below. This is to help with the giving of priority to the employment of controls and the allocation of resources.

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4.2.1 FIRE FIGHTING EQUIPMENT

The purpose of portable fire fighting equipment is as follows:

1. Extinguish incipient fires
2. Protect means of escape in case of fire
3. Protect employees and visitors
4. Protect property.

Portable Fire Extinguishers

Portable fire extinguishers will be provided in sufficient numbers to give adequate cover as per the advice of our Fire Protection Company.

Action in the event of fire

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary.
3. If there is no danger by doing so, try to put out the fire with the apparatus provided, but remember our equipment will only be effective on a small fire - you must catch it before it gets hold.

4.2.2 MEANS OF ESCAPE IN CASE OF FIRE

It is essential that escape routes be established, clearly identified and maintained available for use and that the protection afforded them is not impaired in the operation of the premises.

No person shall obstruct a means of escape. Fire exit routes and doors must never be obstructed.

4.2.4 FIRE DRILL

A fire drill shall be undertaken at least twice per year. Details of the Fire Drill Records are held in the Appendix of this Safety Statement.

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4.5 MANUAL HANDLING

HAZARDS

- Incorrect method of lifting
- Attempting to lift something which is too heavy
- Lifting sharp/awkward shapes

The main injuries associated with manual handling and lifting are:

- Back strain, slipped disc.
- Hernias.
- Lacerations, crushing of hands or fingers.
- R.S.I.
- Bruised or broken toes or feet.
- Various sprains, strains, etc.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

All staff are trained in Manual Handling. This training is in the form of a briefing using the HSA Simple Safety for Retail Series. Download from www.hsa.ie

- Loads which must be manually handled shall be assessed on the basis of their risk to health and safety and due caution exercised where there is a risk of back injury etc. The method of handling shall take account of the size, weight, shape, condition and position of the load to be handled.
- Where possible measures shall be taken to reduce the amount of manual handling to a minimum and mechanical handling devices supplied and used in so far as is reasonably practicable.
- Where loads have to be manually handled, safe access shall be assured.

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4.9 HAZARDOUS SUBSTANCES

HAZARDS

Health hazards from substances can be divided into the following categories:

- External contact - corrosive, skin absorption, dermatitis.
- Inhalation - gases, fumes, vapours.
- Ingestion - swallowing.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

TRAINING

Staff using the food grade approved cleaners; receive training from our suppliers. This training is validated and recorded.

SUPERVISION WHEN NECESSARY

- The Workplace Supervisor will ensure that:
 - Cleaning and other food grade substances are only purchased from approved suppliers.
 - A full list of all substances in the Sandwich bar is available.
 - Material Safety Data Sheets (MSDS) have been provided from our suppliers for each substance.
 - The control measures and other information from the MSDS are available on site.
 - Any, equipment, hygiene measures or protective clothing are provided and maintained as required.
 - Staff sign for the above PPE and are expected to wear them.
 - Staff to adhere to training, instructions on the labels and precautions in the MSDS.
 - Information is given on the following:
 - Hazards presented by substances and nature of risks to health from exposure to substance.
 - The control measures in force, the reasons for the controls and how to use them.
 - The reasons for the provision of P.P.E. and where it should be used.
 - The use of warnings/safety signs.

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4.11 Cash Handling

Hazards:

Irate customers
Robbery

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control Measures

- Staff always have an experienced manager within easy reach.
- Cash is dropped to a safe on a regular basis.

All staff trained in the following procedures:

Dealing with Angry Customers

1. Try to remain calm.
2. Do not take any comments personally.
3. Listen to the complaint very carefully without interrupting the Customer.
4. Take notes if relevant.
5. When the Customer has finished making the complaint, tell them that you want to make sure you have all the details correct and repeat the details in a polite fashion. This will allow you a little breathing time and also allow the Customer time to relax a little.
6. If you can assist the Customer with his/her problem then do so as best you can.
7. If you cannot personally assist the Customer then politely ask them to wait while you get a senior member of Management to attend to them.

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4.12 Serve Over

Hazards:

Irate customers
 Robbery
 Broken Glass
 Manual Handling
 Chemicals
 Bio Hazard
 Hot water, drinks

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control Measures

- All staff receive chemical handling training from our suppliers.
- All staff provided with PPE as follows:
 - Gloves – Chemicals/Glass, etc.
 - Uniform – General dust etc.
 - Heavy duty aprons – cleaning the Keg Room.
- Bio Hazard kits are available for cleaning of vomit, blood, etc. (relevant with late night operations)
- First aid kit and trained first aider on call.
- All equipment in the sandwich bar is subject to maintenance and inspection.
- Plastic container provided for collecting broken glass.
- Heavy duty gloves provided for sorting glass bottles etc for recycling.

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4.13 Knives and Kitchen Area

Hazards:

Heat – Liquids, flames, utensils, equipment
 Blades and sharp implements
 Slips and falls - see also section 4.4 on Housekeeping
 Manual Handling
 Chemicals

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control Measures

- Chemicals training is provided by our supplier.
- Wash up is separate to the other areas.
- Full HACCP system is in place to cater for food safety and implement segregation.
- Only trained staff are allowed operate toasters and catering equipment.
- All equipment is on a schedule of maintenance as per the manufacturer's recommendations.
- First aid kit is provided appropriate to the risk.
- Fire extinguishers are provided appropriate to the risk.
- Fire blankets are provided for emergency.
- Broken glass procedure is in place.
- Electrical power points are placed high to avoid liquids.
- Chemical classification and control system displayed on the walls as per our supplier's info sheets.
- **Knives:**
 - All cutting operations will be carried out away from distraction and from walkways
 - Maintain all knives and blades clean and in good condition
 - Knives may only be sharpened by qualified staff
 - Cutting boards/butchers block will always be used and kept in good condition
 - All knives will be used with the utmost care
 - No bladed instrument will be left unattended at any time
 - Use the proper knife or blade for the Task
 - Use the knife or blade in a safe and proper manner
 - Knives will be picked up and handled by the handle only
 - Cutting will always be performed away from the body

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4.17 Toasters and Panini Machines

HAZARDS

- Hot surfaces – burns
- Electric leads and power points

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

General

- All guarding, safety devices must be in place and working properly at all times.
- All machinery and equipment must be used in accordance with the manufacturers' instructions.
- Only approved service technicians may install service the toasters.
- Only staff who are trained may operate or clean the toasters.
- Make sure machine is assembled correctly
- Make sure you know how to use this equipment properly and safely before use
- Do not touch anything on the machine that could be hot
- Always use tongs to handle Paninis etc. as they can be very hot.
- Be careful of spilled cheese or sauces around the Panini machine as they may be hot.
- Do not immerse unit in water.
- Only use the unit for the purpose for which it was designed.
- If food gets stuck switch off and unplug the unit. Wait until it cools down and use a plastic tongs to remove the blocked food.
- Never reach into a toaster with a metal implement.

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4.20 Microwave Ovens

HAZARDS

- The main hazards associated with using microwave ovens are burns and scalds caused when sealed containers containing hot food burst open. Hot food containers and steam also cause burns.
- Microwave ovens can catch fire if they are not used properly or if their contents overheat. Poorly sited ovens can cause the user back strain.
- Microwave energy could burn the user if the door seals are not effective or the protective mesh behind the glass door panel slips.

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

General

- All guarding, safety devices must be in place and working properly at all times.
- All machinery and equipment must be used in accordance with the manufacturers' instructions.
- Do not use a domestic model oven for commercial catering. Have the microwave oven regularly serviced by a trained engineer. Do not take the back off a microwave oven.
- The single most important precaution is not to put food in a sealed container in the oven unless the food manufacturer's instructions are to do so. A dish covered with, for example, unpierced Clingfilm, or the shell round an egg, has the same effect in a microwave as a sealed container: either can burst open. Remove lids from jars and take-away food containers.
- Food must not be cooked in metal containers or on metal plates unless they were supplied with the oven or the oven manufacturer says this is safe.
- When covering food try to use only the microwave designed plastic covers.
- Keep the appliance cord away from the heated surfaces.
- Do not immerse cord or plug in water.
- Do not let cord handle over edge of table or counter.
- Do not cover or block any openings on this appliance.
- Do no cook food for longer than necessary. Take care when setting the timer.

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4.21 Hot food preparation

HAZARDS

- Manual Handling
- Electricity
- Hot water
- Gas

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Set out below are the specific controls and instructions for using the hot food and drink equipment.

1. Deep Fryers

Hazards Include

Burns and scalds from hot oil and surfaces.
Spills of oil and food.
Electricity
Fire

Control Measures.

1. Only approved service technicians may install service the Fryers.
2. Fryers to be positioned so that staff are not likely to be struck by passing people, service trolleys, etc.
3. Only staff who are trained may operate or clean the Fryers.
4. Ensure that the fat is up to the safe operating level
5. Ensure that the gas pilots are operating properly
6. Make sure you understand how to use this equipment properly and safely, and become familiar with the Manufacturer's instructions
7. Deep fry baskets and tongs to be used when deep frying
8. Make sure the correct temperature is being used
9. Do not spill water into hot oil
10. Do not add wet food to hot fat
11. Lower basket carefully
12. Never leave unattended
13. Do not be splashed by hot fat
14. Do not place any part of body in hot oil
15. Turn off gas/electricity immediately in the event of malfunction
16. Fire – use a fire blanket thrown over the Fryer to smother the fire, or use the special fire extinguisher for fat fires

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17. Burns to body – put burn area under water for 10 minutes

Cleaning:

1. Clean up hot fat/oil with warm water and detergent ASAP or cover with salt if not able to clean up immediately.
2. Only clean as per the manufacturer's instructions.
3. Only approved chemicals may be used.
4. HACCP principles to be followed at all times.
5. Ensure all food waste is removed from the basin area as well as the surfaces of the Fryer.
6. Ensure power is off for cleaning.
7. Be aware of hot surfaces and use gloves as appropriate.
8. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Be very careful when working near the hot oil.
2. Always wear your gloves and aprons when cleaning.
3. Be careful of hot surfaces.
4. Be aware of possible spills on the floor and trip hazards.

2. Gas Rings

Hazards Include

1. Burns
2. Traps and catches on the doors
3. Slip and fall from food on the floors

Control Measures.

4. Only approved service technicians may install service the ovens.
5. Only staff who are trained may operate or clean the rings.
6. Gas – ensure pilot light is on properly
7. Gas – auto shut off for gas leaks in place.
8. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Manufacturer's instructions
9. Do not lean across the gas burners.
10. Do not carry hot food around the kitchen; use a serving trolley where possible.
11. Keep clothes tight and snug fitting.
12. Ensure fire blanket is in close proximity.
13. Do not rush or run in the general area.
14. Ensure the floor is kept free of trip and slip hazards.
15. First aider to be on duty at all times.
16. Do not leave burning rings unattended.

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RISK ASSESMENT: Medium

CONTROL MEASURES

At no time is it permitted to drive the vehicle while holding a mobile phone or receiving / sending text messages

Training / instruction must be given to staff on the dangers of using a mobile phone while operating a vehicle

5. Truck/vehicle Maintenance (company owned) – RTA due to poor maintenance

RISK ASSESMENT: Low

CONTROL MEASURES

Maintenance / service in place.

A bi-monthly Health & Safety Vehicle Review will be made on the van and a record kept in the Health & Safety folder

Staff will occasionally be requested to carry out an assessment on the van.

Van to include the following:

- Current Vehicle Service Record
- Fire Extinguisher
- Torch
- Reflective Jacket
- Bin for litter
- Warning Triangle
- Emergency Breakdown/Accident phone number
- First Aid Kit Accident number

6. Drivers

- Ensure your CPC is current (where relevant).
- Follow safety instructions.
- Use seat belts at all times.
- Always drive within the speed limit.
- Reduce your speed to take account of weather conditions.
- Do not continue driving if tired. Take regular breaks. Get out of the Coach/Bus and take some fresh air.
- **Do not use stimulants to overcome tiredness.**
- Always comply with local traffic conditions and follow requirements on driving time.
- Adjust your seating position so it is as upright as possible and so that you are using the head restraint. This will help to prevent whiplash in the event of an accident.

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