

LOGO HERE

COMPANY SAFETY STATEMENT

ABC Company

Address Line 1

Address Line 2

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	1

Contents

PART 1	Company Statement
1.1	Application
1.2	Objectives of the Safety Statement
1.3	Company Safety Statement
1.4	Policy
1.5	Revisions
PART 2	Duties and Responsibilities
2.1	Management control
2.2	Manager 2
2.3	Manager 1
2.4	Supervisors
2.5	Employees
2.6	Contractors
PART 3	Arrangements for Safe Working
3.1	Resources
3.2	Safety Induction
3.3	Training
3.4	Safety Consultation
3.5	Safety Representation
3.6	First Aid
3.7	Reporting of Accidents, Diseases and Dangerous Occurrences
3.8	Welfare Facilities
3.9	Personal Protective Equipment
3.10	Smoking Policy
3.11	Drugs and Alcohol Policy
3.12	Bullying Policy
3.13	Young and Inexperienced Workers Policy
PART 4	Hazard Identification and Control Measures
4.1	Hazard Inspections
4.2	Fire
4.3	Access and Egress
4.4	Housekeeping
4.5	Manual Handling
4.6	Electricity
4.7	Offices
4.8	Visual Display Units
4.9	Hazardous Substances
4.10	Working at heights and ladders
4.11	Working in store

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	2

- 4.12 Pallet trucks
- 4.13 Cooked food preparation
- 4.14 Cash handling
- 4.15 Pallets
- 4.16 Using the compactor
- 4.17 General Machine hazards
- 4.18 Storage and falling stock
- 4.19 Food prep and knives
- 4.20 Bullying and Stress
- 4.21 General shop hazards
- 4.22 Floor washer
- 4.23 Home deliveries
- 4.24 Bottled gas

PART 5 Petrol Station Emergency plans

PART 6 Annual Report

PART 7 Staff sign off

PART 8 Appendix

- A1 Accident Report Form
- A2 Safety Inspection sheet
- A3 Staff Suggestion form
- A4 Deli Safe Systems of Work

PART 9 Related Policies

- Environmental Policy
- Equality Policy

Disclaimer.

This Statement has been prepared with the assistance of www.safety-statements.ie no liability may attach to www.safety-statements.ie arising out of any element of the contents of this statement. It is accepted that Manager 2 is responsible for ensuring the contents adequately reflect the activities of the business.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	3

1.1 APPLICATION

This Safety Statement has been developed to assist ABC Company comply with relevant H&S standards and to ensure that clients and employees are fully aware of ABC Company's commitment to high standards in H&S.

Please note that Parts 1, 2 & 3 deal with the general policies and procedures for the company. Part 4 deals largely with the Shop based hazards and Part 5 deals with the Forecourt based hazards.

1.2 OBJECTIVES OF THE SAFETY STATEMENT

To provide a reference for the policies and procedures used in house. It is also used 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.

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	4

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
- ✓ The Safety, Health & Welfare at Work General Application Regulations 2007 (and all other regulations made under the 2005 Act that may be relevant to ABC Company)
- ✓ The Construction Regulations 2013
- ✓ The Private Retail Petroleum Storage Regulations

All reasonable practicable measures will be taken to minimise risk to employees or others who may be affected by company activities.

Manager 2 has appointed Manager 1 as having responsibility for managing Health, Safety & Welfare. Reference should be made to Manager 1, in the event of any difficulty arising in the implementation of this policy. Manager 2 will have ultimate responsibility for ensuring that the provisions of this Safety Statement are implemented.

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: _____

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	5

1.4 Policy Statement:

ABC Company is committed to, protecting the Safety, Health and Welfare of all employees at work, avoiding product loss, preventing property damage and ensuring its processes will not damage the environment. All reasonable and practicable steps to protect members of the public who may be affected either directly or indirectly by its activities will be followed.

All reasonable and practicable steps shall be taken through occupational risk assessment to ensure that workplace conditions, practices and procedures are safe and in compliance with relevant safety, health and welfare legislation.

All employees shall be adequately trained, supervised and equipped to carry out their duties and responsibilities in a safe manner, with all operating procedures clearly outlined. All employees will have access to the company's safety statement and should ensure that they are familiar with its content.

Where necessary employees shall be provided with suitable protective clothing, equipment and training where hazards cannot be eliminated using all reasonable practicable steps.

Accidents/incidents reported shall be investigated by ABC Company to determine the corrective action necessary to prevent recurrence.

This statement shall be revised as often as is necessitated by changes in legislation or the addition of new processes and equipment and all resources shall be provided to ensure its full implementation.

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	6

The table below is a record of all revisions made to the safety Statement

[illegible]

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	7

STRUCTURE FOR HEALTH AND SAFETY

PART 2

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	8

2.1 MANAGEMENT CONTROL SYSTEM

ABC Company is a small to mid sized Supermarket and Petrol station.

The companies' employees operate an average of 40 hours per week from 7:00am to 10:00pm. However this too is subject to change depending on customer and trading needs

The objective of the Safety Management System is to satisfy our legal responsibilities and to exercise greater control of health and safety within our organisation, to protect people and control the business.

Management points that may be measured:

1. Workplace safety and housekeeping inspections
2. Staff suggestions and query forms
3. Induction and ongoing training
 - 3.1. First aid – as necessary
 - 3.2. Manual Handling – as necessary
 - 3.3. Safety Induction.
4. Safety critical equipment maintenance records
 - 4.1. Vehicles
 - 4.2. Fire extinguishers
 - 4.3. Hand tools
5. Fire drill records
6. Risk assessments
 - 6.1. Initial assessments from xx/xx/xx
 - 6.2. Annual reviews after xx/xx/xx
7. Monthly Safety review (part of general management meetings)
 - 7.1. Minutes
 - 7.2. Action points
 - 7.3. Outstanding issues resolved
8. Safety Statement
 - 8.1. Implementation after xx/xx/xx
 - 8.2. Annual reviews after xx/xx/xx
9. Annual report

Records of all of the above points will be held within a Safety Management Folder. This folder is maintained by Manager 1.

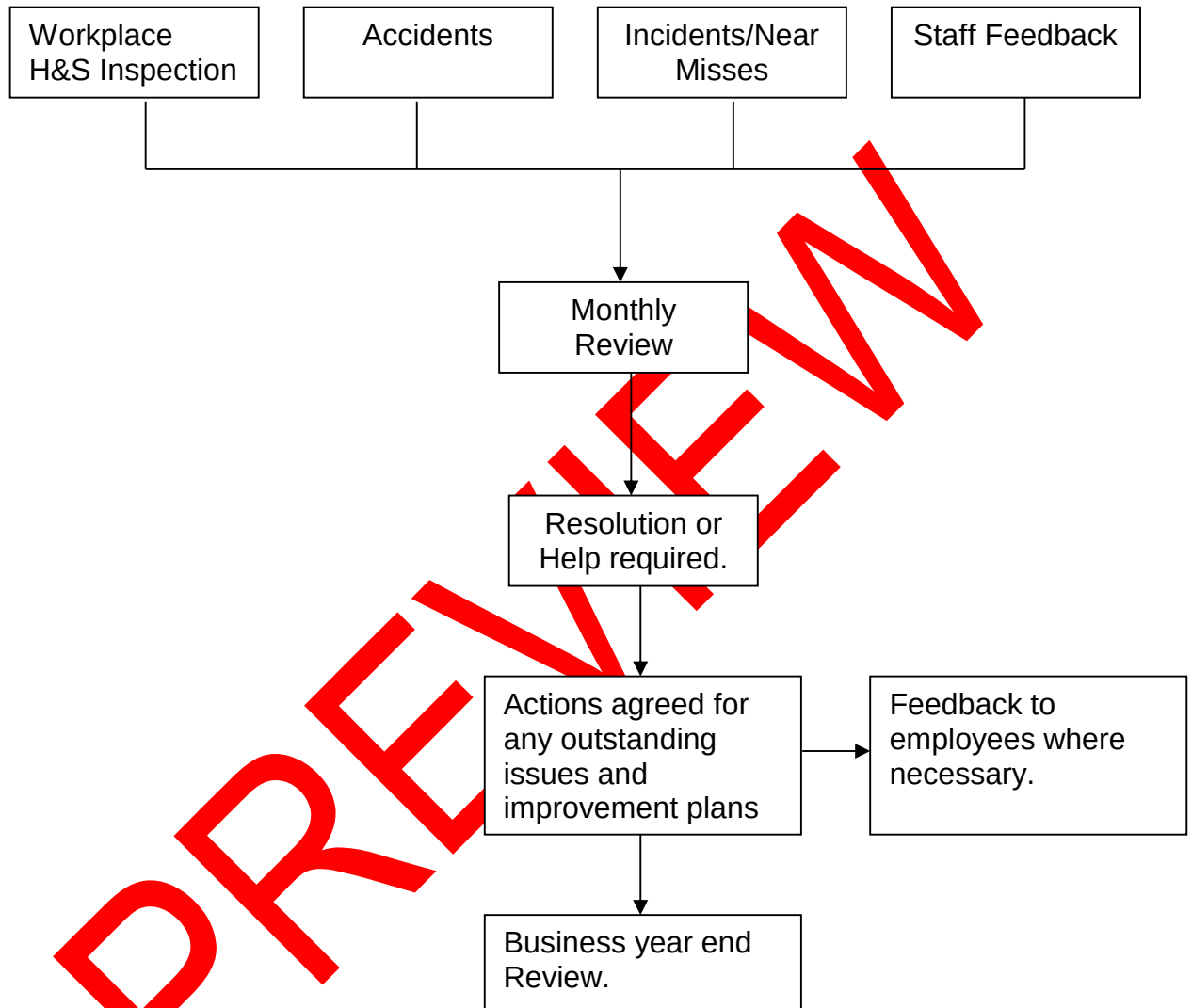
Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	9

LOGO HERE

ABC Company Safety Statement

Health and Safety Management process for ABC Company

Process flow below indicates how Health and Safety issues and procedures are handled.



Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	10

LOGO HERE	ABC Company
	Safety Statement

Procedure for Workplace Inspections.

1. Result from previous inspection is filed for review at Management meeting, along with any issues that could not be resolved at the time.
2. Any issues requiring discussion are dealt with at the meeting and action points are put in place.
3. Manager 1 or an employee designated by her will carry out the Workplace Inspection.
4. Inspection is completed and given Manager 1 by 2.30 pm that day if another employee was responsible.
5. The inspection has corrective actions that have been completed highlighted and any issues that could not be dealt with identified.
6. Any significant issues on the inspection are immediately actioned by Manager 1 in consultation with Manager 2.
7. Any non urgent issues are held over until the Management Meeting and actioned as appropriate.
8. Manager 2 or appointed deputy, will then review the performance of the company at the Management Meeting.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	11

LOGO HERE	ABC Company
	Safety Statement

2.2 Manager 2

- ❑ Manager 2 will be responsible for implementation of the procedures within the Safety Statement.
- ❑ Manager 2 bears the ultimate responsibility for ensuring that staff are given correct information and training for them to do their job effectively.
- ❑ Manager 2 is also responsible for ensuring that staff reporting to him 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, recommend suitable changes.
- ❑ Investigate all major accidents and damage to Company property and recommend action.
- ❑ Ensure that accident records are maintained.
- ❑ Ensure that records of hazards/near miss reports are maintained.
- ❑ Ensure that the systems for ensuring that fire precautions are adequate.
- ❑ 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.

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	12

LOGO HERE	ABC Company
	Safety Statement

2.3 Manager 1

- ❑ Regularly inspect the workplace to ensure that the programme is being complied with and make recommendations directly to all employees in matters concerning Health and Safety.
- ❑ Ensure the review of Health and safety at the Management meeting.
- ❑ Review the Staff suggestion and query forms weekly.
- ❑ Control Sub-contractor work on the premises. (when necessary)
- ❑ Supervise the Company Health and Safety programme.
- ❑ Get the assistance of all management in monitoring the effectiveness of the Company Safety Statement.
- ❑ Review all safety rules on a regular basis and, where necessary, recommend suitable changes.
- ❑ Assist in the induction and safety training of new employees.
- ❑ Inspect and maintain records of hazards/near miss reports.
- ❑ Monitor the systems for ensuring that fire precautions are adequate.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	13

2.4 Supervisors

All supervisors will be responsible for planned implementation of effective health and safety standards within their area of operation.

Supervisors bear the responsibility for ensuring that staff are given correct information and training for them to do their job effectively and that their work targets are realistic and do not compromise health and safety requirements.

They are also responsible for ensuring that staff reporting to them are supported in enabling them to reach the correct decisions in respect of health and safety matters.

SPECIFIC RESPONSIBILITIES OF ALL SUPERVISORS

- ❑ Ensure that all procedures are complied with for all new employees.
- ❑ Implement an efficient communication procedure so that all Personnel are aware of workplace standards as measured against the Company's Safety Policy and are provided with information on accidents and other safety, health and welfare information.
- ❑ Plan and co-ordinate safety training as necessary.
- ❑ Plan and supervise all work processes in a safe manner and in accordance with the standards set out in the Safety Statement.
- ❑ Ensure that all employees directly under your control are aware of their specific responsibilities.
- ❑ Provide assistance to staff in carrying out their responsibilities, particularly in determining the most appropriate order and methods of working.
- ❑ Where work is of a nature not normally carried out by the Company, then identify hazards and, if necessary, arrange for written instructions to be issued, regarding safety sequence, method of work and precaution to be taken, to the person in charge of the work.
- ❑ Allocate work in such a way that health and safety standards are not compromised.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to senior management.
- ❑ Commend Employees who by action or initiative eliminate hazards.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	14

2.5 All Employees

- ❑ All Employees are to co-operate with management in the wearing of the correct safety equipment, using the appropriate safety devices and following proper safe systems of work.
- ❑ All Employees are to co-operate in the investigation of accidents and the reporting of them and also the reporting to their supervisors of any local hazards of which they become aware.
- ❑ All Employees will be encouraged to promote ideas on the improvements of health and safety standards and also provide suitable suggestions for reduction in risks.
- ❑ All Employees are forbidden to interfere with or misuse any specified items of safety equipment or any safety device.
- ❑ All Employees are required to take care of their own health and safety and they should not indulge in horseplay, wilful unsafe acts or carry out or play practical jokes on other employees.
- ❑ Employees found guilty of wilful unsafe acts may be liable to summary dismissal.
- ❑ Employees are advised that strict requirements under the Health and Safety at Work Act can be used by the enforcing authorities against such persons if found guilty of reckless behaviour.
- ❑ All employees must clean up their working area or assist in tidying up thereof and also to help maintain clear passageways and maintain high standards of local housekeeping and hygiene.
- ❑ Do not smoke in designated "No Smoking" areas and dispose of spent matches, cigarette ends etc. properly.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to management.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	15

2.6 CONTRACTORS (Plumbers, Electricians, etc.)

The following responsibilities are allocated to contractors to whom ABC Company assigns work:

- All contractors must submit their Safety Policies and Insurances to ABC Company for approval prior to being awarded any works.
- All Contractors will be expected to prepare a Method Statement appropriate to the works they will be engaged in.
- All contractors will be expected to comply with the ABC Company Policy for Health, Safety and Welfare and must ensure that their own Company's policy is made available to the ABC Company whilst work is being carried out.
- All work must be carried out in accordance with relevant statutory provisions.
- All plant and equipment brought onto site by contractors must be safe and in good working order, fitted with any necessary guards and safety devices and with any necessary certificates available for checking.
- Any injury sustained by a contractor's employee must be reported immediately to management at ABC Company.
- Contractors must comply with any safety instructions given by ABC Company management.
- ABC Company must be notified of any material or substance brought onto the premises which has health, fire, or explosive risks. Such materials must be stored and used in accordance with current recommendations.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	16

ARRANGEMENTS FOR SAFE WORKING

PART 3

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	17

3.1 RESOURCES

ABC Company recognises that for the effective implementation of the safety procedures and policies laid down in this Safety Statement, adequate resources and funding must be made available.

ABC Company undertakes:

- To ensure that adequate numbers of suitably trained staff are available to undertake all work activities carried out by the company.
- To include health and safety considerations into all annual estimates for the running of the company.
- Undertake that in so far as is reasonably practicable resources shall be made available for any upgrading, maintenance, replacement and repair of facilities
- Undertake to provide resources for the ongoing monitoring of health and safety and for the provision of information and training of all staff in health and safety.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	18

3.2 SAFETY INDUCTION

This procedure will be carried out by ABC Company at the work place where the new employee will be required to work.

Apart from explaining to the new employee what he/she will be required to do and to whom he/she will be directly responsible the following points require highlighting:

1. Show new employee where the Safety Statement is kept, explain its purpose and ensure that the employee is aware of his/her responsibility.
2. Advise new employee of any potentially dangerous areas in the work place.
3. Warn new employee of any prohibited actions in the work place, e.g. operating machinery unless authorised to do so.
4. The training and instruction required for each individual must be considered. The supervisor will arrange for specific training to be given to an employee.
5. Show new employee the location of the First Aid Box and explain the procedure in the event of an accident, in particular the necessity to record accidents, however trivial they may appear at the time.
6. Demonstrate to the new employee the fire and evacuation procedure and assembly points.
7. Instruct the staff member in relation to any job specific risk assessments.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	19

3.3 TRAINING

HAZARDS

Inadequately trained staff are a hazard to themselves and their co-employees. ABC Company shall identify the training needs of their staff and ensure they are fulfilled.

It is the Policy of ABC Company that every employee will receive safety training on an ongoing basis. All new personnel will receive safety training as part of their induction. Staff training is not only concerned with imparting facts but also with notifying staff to face up to their responsibilities and to be equipped to deal with emergencies.

Training will include safety induction and safety awareness, manual handling training and First Aid training.

ABC Company will keep training records to include:

1. Name of the employee being trained.
2. Date of training.
3. Training details.
4. Signature of the trainer and employee to ensure that the training has been carried out, documented and understood.

Staff will be trained to spot and act on hazards and encouraged to consult with management on health and safety issues.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	20

3.4 SAFETY CONSULTATION

Section 13 of the 2005 Act places a general obligation on ABC Company as employer to consult with and to take account of any representations made by the employees for the purpose of giving effect to its statutory duties.

To facilitate consultation on issues relating to the individuals safety at work, the company operates a Suggestion or Query form.

A folder of blank forms is held in the main office. Staff members complete a form as needed. The forms are reviewed on a weekly basis by ABC Company.

ABC Company will seek more information as necessary from the relevant staff member and will then agree any actions arising from the Suggestions or Concerns if necessary.

3.4.1 SAFETY COMMITTEE

ABC Company have a Safety Committee on site. The members of the Safety Committee are Manager 1, Manager 2 and an Employee Representative. The committee meet on the first Monday of every month. The following is the agenda for each meeting:

- Review previous month's inspections.
- Review any reported accidents or incidents from the previous month.
- Review any suggestions or queries from staff.
- Plan a safety topic briefing for the coming month.
- Review any new safety guidelines/legislation that ABC Company have been made aware of.
- Post the minutes on the Staff Notice Board.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	21

3.5 SAFETY REPRESENTATION

In agreement with the 2005 Act the employees may select and appoint a person, to be called a Safety Representative, from their numbers at their place of work to represent them in consultations with ABC Company.

However, at the moment, it has not been necessary to elect a Safety Representative. As the company grows it is accepted that this position may change.

The rights of the Safety Representative include:

1. Information from the employer as necessary and particularly from the Safety Statement, to ensure the Safety Health and Welfare of employees.
2. To be informed by the employer of a visit by the H.S.A. Inspector.
3. Investigate accidents and dangerous occurrences provided it does not interfere with the performance of any statutory obligation required to be performed by any person.
4. Make representations to and receive advice from the H.S.A.
5. Carry out inspections and investigate hazards and complaints subject to agreement.
6. Accompany a H.S.A. Inspector on any visit except when this is for accident investigation.
7. Time off as may be reasonable to act as Safety Representative or to acquire the knowledge to carry out that function.

ABC Company will facilitate the Safety Representative in carrying out their functions as defined in the Act and as outlined above.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	22

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;

- ☐ Office
- ☐ Food prep area
- ☐ The First Aid Boxes is inspected on a weekly basis by the driver. This check and replenishment is recorded and kept on file.
- ☐ When employees are carrying out an installation/delivery at a Client premises, they shall seek the advice and assistance of the Client First Aider if necessary.
- ☐ 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.

First aider names:

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	23

The following contents are required in a first aid box:

- ❑ Card giving general first aid guidance.
- ❑ Individually wrapped sterile adhesive dressings.
- ❑ Sterile eye pads, with attachment, e.g. Standard Dressing No. 16 BPC.
- ❑ Triangular bandages (sterile).
- ❑ Safety pins.
- ❑ Blue Plasters
- ❑ A selection of Unmedicated wound dressings which should include:
 - ❑ Medium size sterile unmedicated dressings (approx. 10cm x 8cm, e.g. Standard Dressings Nos. 8 and 13 BPC).
 - ❑ Large size sterile unmedicated dressings (approx. 13cm x 9cm, e.g. Standard Dressings Nos. 9 and 14 BPC and the Ambulance Dressing No. 1).
 - ❑ Extra large sterile unmedicated dressing (approx. 28cm x 17.5cm, e.g. Ambulance Dressing No. 3).
- ❑ It is also recommended that a pair of latex gloves be included in each first aid kit for use by the first aider.

PROCEDURE & RECORD KEEPING

- ❑ In the event of an accident, a qualified first-aid person will be responsible for dispensing any first aid material.
- ❑ All issues of first aid consumables and the relevant treatment must be entered on the accident report form.
- ❑ The relevant trained first-aid person with Manager/Supervisor on duty will be responsible for completing the form.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	24

3.7 REPORTING OF ACCIDENTS, DISEASES AND DANGEROUS OCCURRENCES

All accidents and dangerous occurrences must be reported.

- ❑ Accident report Form
 - ❑ The accident report form must be completed for all accidents.
Copies of this form are available from Manager 1.
 - ❑ All injuries must be reported on the worksheet also.
- ❑ Health & Safety Authority
 - ❑ If an accident occurs either at the place of work or related to a place of work or work activity and causes loss of life to a person who is employed by the Company or disables any person for more than three days from performing his/her normal duties of employment, then written notice must be given to the Health and Safety Authority at this web link <https://webapps.hsa.ie/CIRW/index.php> .
 - ❑ If the accident is fatal, then the scene of the accident must be left undisturbed for three days after notice has been given, other than for rescue purposes.

CONTROL MEASURES

- ❑ All Accidents, near misses and Dangerous Occurrences
 - ❑ Management, in consultation with the First Aid person, will decide upon the immediate action required in the event of an accident. A medical opinion should be sought in all but the most trivial of injuries.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	25

3.8 WELFARE FACILITIES

Adequate toilet facilities shall be provided and maintained in a good clean hygienic condition.

Adequate washing facilities and washing and drying materials/equipment shall be provided and maintained.

Arrangements for eating foodstuffs shall be provided in the form of a canteen/tea room facility on the premises.

An adequate supply of drinking water shall be provided on the premises.

Adequate cloakroom facilities shall be provided for the storage of wet coats, etc.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	26

3.9 PERSONAL PROTECTIVE EQUIPMENT

ABC Company shall ensure that all employees use Personal Protective Equipment where required.

HAZARDS

- Physical Exposures
- Chemical Exposures
- Machine exposures

CONTROL MEASURES

All safety equipment purchased by the Company will be to approved standards.

ABC Company will ensure that adequate supplies of all the necessary protective clothing and equipment is available for issue as required and that when issued to employees, a signature is obtained for the equipment.

Management will inform any person in the workplace observed carrying out any procedures which require the use of protective clothing or equipment of both statutory and Company Policy requirements and such persons will be instructed not to continue working until protective clothing or equipment is obtained and used. This applies not only to all employees (including management) but also to contractors.

All PPE is signed for upon issue and replacement PPE may not be issued unless the damaged item has been returned for inspection.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	27

3.10 SMOKING POLICY

The Public Health (Tobacco) (Amendment) Act 2004 became law on Monday 29th March 2004. This means that smoking will not be permitted in any enclosed workplace.

In order to comply with the above legislation and for other Safety and Health reasons, it is the policy of ABC Company that all of our work areas are smoke free. The Organisation recognises that all employees have a right to work in a smoke free environment. All staff have a legal obligation to comply with the legislation. Smoking is prohibited throughout the workplace with no exceptions. This policy applies to all employees, trainees, consultants, contractors, customers and visitors who enter the premises of ABC Company.

Implementation

The overall responsibility for the implementation of this policy rests with the occupier, manager or other person designated, for the time being, in charge of the workplace. All staff have an obligation to adhere to, and facilitate the implementation of this policy.

All new and prospective employees, consultants and contractors shall be given a copy of the policy on hiring, recruitment/induction by the person in charge.

Infringements

Infringements of the No Smoking policy will be dealt with, in the first instance, under employee disciplinary procedures. Employees, trainees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to prosecution.

Smoking cessation

Information on how to obtain help quitting smoking is available from the National Smokers Quitline on callsave 1850 xx/xx/xx03 or the Health Promotion Department of local Health Boards.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	28

3.12 DRUGS AND ALCOHOL POLICY STATEMENT

ABC Company recognises that alcohol, drugs, or other substance abuse by individuals can have an adverse effect on their ability to perform work and consequently put themselves, the Company and others at significant risk.

All Employees, Contractors, Sub - Contractors and Visitors must be able to perform their duties whilst on company business, or when they are in Company premises/ work areas in such a manner that will not affect their safety or the safety of others by acts or omissions.

If the Company has reasonable grounds to suspect that an Employee or Contractor or Sub Contractor is under the influence of alcohol or drugs (illegal or misused legal substances), disciplinary action will be taken which may lead to dismissal of the individual concerned.

The possession, distribution or sale of drugs or any associated materials whilst you are on company property, company owned vehicles or other off site locations, will lead to disciplinary action being taken.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	29

3.13 Bullying at Work Policy

ABC Company recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for employees. As part of the policy of maintaining good employer practice, ABC Company wishes to clearly state that bullying of any kind will not be tolerated.

Bullying at work is defined as: 'Persistent criticism and personal abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self.

Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

ABC Company will strive to ensure that all employees are free to perform, their work in an environment, which is free from threat, harassment and intimidation. All complaints of objectionable or offensive behaviour should be made to ABC Company or the Safety Representative.

Manager 2 gives the undertaking that he will investigate all complaints sensitively and will resolve locally, if possible, the source and cause of the bullying behaviour. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary / grievance procedures.

All employees are invited to strive in ensuring that our working environment remains a pleasant and friendly atmosphere.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	30

3.14 Young persons and inexperienced workers policy

ABC Company does not employ under 18s on a permanent basis. When under 18s are employed on a casual basis they will be closely supervised.

When ABC Company offer work experience to students from local schools, the Safety concerns of the school will be fully addressed.

New employees who are experienced receive in-house induction training and spend an agreed period of time with supervisors before being allowed to operate independently.

All young persons and inexperienced staff will be shown this Safety statement and taken through the specific hazard controls for the equipment/area in which they will be working.

When a young person starts work they are likely to need extra supervision. ABC Company will ensure that they know who the person responsible for them is and that they are given the appropriate information and training on any hazards, risks, and precautions they may have to take.

We will ensure that they understand what they need to do for their own and 'other's health and safety. As some young people may lack the confidence to voice their concerns they are made aware of procedures for doing so

PRELIMINARY

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	31

HAZARD IDENTIFICATION AND CONTROL MEASURES

PART 4

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	32

4.1 HAZARD INSPECTIONS

The management of the Company 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.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	33

The formula to be used for conducting risk assessments, assessing the risk from observed infringements/hazards or after an Audit, is shown here. Very minor injuries should score 1 while very serious ones will score higher, personal judgement is needed here. Likewise with the likelihood, 1 is very unlikely that anybody would be exposed to the hazard, while 7 means definite exposure to the hazard. Again personal judgement is needed.

Once the two scores are agreed they should be multiplied, thus giving a risk rating between 1 and 42.

Scores:

1-6 = Very Low risk

7-12 = Low Risk

13-18 = Low to Medium Risk

19-24 = Medium risk

25-30 = Medium to High Risk

31-36 = High Risk, stop the activity and implement immediate controls.

Over 36 = Very high Risk, stop the activity and implement immediate controls.

Risk Calculation Matrix

	How likely is an injury						
How serious will the injury be	1	2	3	4	5	6	7
1							
2							
3							
4							
5							
6							

Notes:

Hazards = Things that can cause an injury.

Risk = The likelihood of an injury happening.

- ❑ Risk Control measures are intended to reduce the risk to an acceptable level.
- ❑ Where practicable the Company commits itself to the elimination of hazards, whether that is by the provision of access arrangements, machine guarding or the provision of special tools etc.

This approach will take into account normal good practice within this sector of industry and the standards and guidelines where these are available.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	34

4.2 FIRE

FIRE HAZARDS

Fire extinguishers are provided on the premises and are regularly checked. A fire marshal has to be designated and staff trained in fire fighting and emergency procedures.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

A Fire Safety Programme shall be developed by management to:

- (a) Guard against an outbreak of fire
- (b) Ensure as far as is reasonably practicable the safety of persons (including members of the public) on the premises in the event of an outbreak of fire.

The Fire Safety Programme shall incorporate arrangements for:

- (a) The prevention of an outbreak of fire through the establishment of day to day fire prevention practices.
- (b) The instruction and training of staff to familiarise them with fire and emergency evacuation procedures, fire call points and use of fire fighting equipment.
- (c) The holding of fire and evacuation drills.
- (d) The provision and maintenance of escape routes, free from obstruction and all exits unlocked and operational.
- (e) The provision of adequate fire protection equipment and systems.
- (f) The inspection and maintenance of the fire protection equipment systems.
- (g) The provision of assistance to the fire authorities.
- (h) The maintenance of good housekeeping practice to ensure the removal of all combustible rubbish.
- (i) The testing and maintenance of electrical installations, prohibition of portable heating appliances, and ensuring that

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	35

all electrical equipment is switched off and unplugged when not in use.

A fire safety register will be maintained by the Company.

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; Omada.

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. Advise the Manager or Deputy pending arrival of the Fire Brigade.
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. Use the break glass fire alarm.
5. The manager of the area will order evacuation of the building as soon as it becomes apparent that the fire or smoke is spreading.
6. Employees should not delay their departure to collect personal belongings from another part of the building and should assemble at the designated assembly point so that they can be quickly accounted for.
7. Make sure that the building is cleared of employees and visitors. Close doors. See that no unauthorised person enters the building.

4.2.2 MEANS OF ESCAPE IN CASE OF FIRE

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	36

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.

4.2.3 FIRE ALARM SYSTEM

The following details shall be entered in a log book:

- (a) Causes of all alarms (genuine, practice, test etc.)
- (b) Any faults which develop
- (c) Any period of disconnection
- (d) Nature of work (inspection, maintenance or test)
- (e) Any further action required
- (f) Name of person responsible.

It is important to note that each individual call point must be tested at least once in every period of 12 months.

4.2.4 FIRE DRILL

A fire drill shall be undertaken at least twice per year.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	37

4.3 ACCESS AND EGRESS

HAZARDS

Inadequate access and egress facilities can result in:

- Restriction of an orderly evacuation of the premises
- Trips and falls
- Obstruction of emergency exits

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

All doors and access points shall be kept clear and maintained.

All passageways shall be kept clear of obstruction.

All floor covering and surfaces shall be kept clean and in good condition.

Adequate lighting shall be provided at all entry, exit points and along corridor and passageways.

Waste shall be removed regularly and systematically stored in a secure place until collected for disposal.

It is vital that all fire escape doors are not obstructed at any time.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	38

4.4 HOUSEKEEPING

HAZARDS

Poor housekeeping can pose a wide variety of risks to health and safety.

- Trips:- Materials left lying in open aisles
- Slips:- On a greasy floors, slippery material strewn around
- Falls:- Use of materials for accessing higher work areas.
- Collisions:- Blockage of access aisles with materials
- Objects falling on people:- Improper stacking of materials
- Fire:- Inadequately and infrequent disposal of combustible rubbish.
- Glass:- from broken jars etc.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Managers will ensure that access routes are planned, and storage is programmed to ensure that excess materials are not stored in areas that could cause an obstruction, storage areas are defined, staff/sub-contractors are made aware of the Company requirements with regard to storage, clearing up and tidiness.

Employees must maintain the workplace in a tidy condition at all times.

Cleaning program for HACCP to be followed rigidly.

All spillages must be cleared up promptly.

Employees will ensure that all waste materials in and around the premises are cleared and disposed of safely.

Dealing with broken Glass:

- Always use a dustpan, brush and gloves when clearing glass breakages, never use hands unprotected
- Ensure a full sweep of the area takes place as splinters of glass can travel after impact
- If liquid is also involved, thereby further compounding the incident by adding the danger of slipping on the liquid, the area must be isolated with yellow cones during the clean up process
- Discard of broken glass in an appropriate container - it should not be transferred to, e.g. plastic bags as further risk of injury will exist

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	39

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. The points following are general control measures and awareness for manual handling.

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.

All appropriate staff shall be trained in safe manual handling techniques as per the Simple Safety Series.

Where loads have to be manually handled, safe access shall be assured.

Precautions

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	40

1. Manual Lifting Procedure

1. The Lift

The key factors in safe lifting are:

- a) balance
- b) position of back
- c) positioning of the arms and body
- d) the hold

a) Balance

Since balance depends essentially upon the position of the feet, they should be apart about hip breadth with one foot advanced, giving full balance sideways and forward without tension.

In taking up this position, lifting is done by bending at the knees instead of the hips and the muscles that are brought into use are those of the thigh and not the back.

b) Position of the Back

Straight - not necessarily vertical

The spine must be kept rigid and straight, but not necessarily vertical. The spine can be kept straight if it is within 15 to 20 degrees from the vertical. This, coupled with a bent knee position, allows the centre line of gravity of the body to be over the weight, so reducing strain.

c) Position of the Arms and Body

The further the arms are away from the side, the greater the strain on the shoulders, chest and back. The elbow must at all times be close to the body, arms should be straight when carrying a load. One hand should be in advance of the other, whichever foot is placed forward, the same hand is extended, the other hand is kept close to the body. This position ensures that the elbows are into the sides. This coupled with the correct foot position ensures a safe and easy fit.

d) Arms close to the Body

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	41

The further the weight is away from the centre line of gravity of the lifter, the greater the strain. At all times get close to the weight and try to make it part of you.

e) The Hold

When grasping a weight, one often hears the phrase "get a good hold". A good hold means a grasp with the roots of the fingers, not just the tips, plus contact of the weight with the palm of the hand.

Never forget that size and build has no bearing upon the amount any one individual can lift. Everyone should know their own capabilities and should never attempt to exceed them. If in doubt get help, it is far better to be safe than sorry.

Besides these key factors, there are other important points to remember.

2. Centre Line of Gravity

It is essential that the weight of object and the centre line of gravity of the lifter should be as close as possible to one another. This reduces strain, discomfort and the likelihood of loss of balance during the course of the lift.

3. Testing the Weight

When in the initial position for the lift, the lifter should test the weight of the object to make sure it is within his capability and not too heavy for one man to lift. Many accidents happen when a person raises an object a few inches off the floor, realises it is too heavy and lets go.

4. The shape of the weight

Note the shape of the object. It should be turned, if possible, so that the shortest measurement of rectangle is nearer to the centre line of gravity.

5. Movement.

The movement should be controlled and smooth. The weight should be kept close to the body.

Rhythm plays an important part in reducing tension and creating relation.

Before moving any loads, the job should be sized up and possible hazards moved or rectified.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	42

An inspection of the load itself must be made to ensure that it can be moved without danger to the lifter or others.

The following check list can be usefully applied to all lifting jobs:

- if the load is heavy or too large for one person to handle, help should be obtained from a work-mate of similar physique
- jerking a load will add a little extra force, but it will also cause severe strain to the arm, back and shoulder
- even if a load is light in weight, it is dangerous to carry if it is large enough to obscure vision
- loads should not be pushed onto stacks above chest level. If a stack is this high, stand on a sturdy platform
- if the load to be lifted exceeds half the weight of the person lifting it, it is more than likely that the individual will lose his/her balance.

Note: if in doubt when lifting GET HELP.

TRAINING

Any employee whose job involves any manual handling shall be trained to allow him/her to carry this out safely. The extent of the training will depend on the type of lifting in which they are involved.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	43

4.6 ELECTRICITY

HAZARDS

- Electric Shock
- Fire
- Trips or falls from loose cables

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

To ensure that all permanent electrical installations and distribution networks are installed and maintained in a manner to ensure safe working conditions for all employees.

CONTROL MEASURES

1. ABC Company staff do not carry out any electrical work.
2. The Manager will ensure that the wiring installation on the premises is checked on an annual basis by a competent qualified electrician.
3. The inspection should provide a report on the condition of the installation with particular reference to fire safety.
4. A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.
5. Where appropriate all equipment not in use to be switched off, especially at the end of a working, unless of a specialist type, e.g. servers, etc.
6. Sufficient sockets shall be provided to prevent overloading by use of adapters.
7. Proper plugs shall always be fitted to electrical appliances and flex firmly clamped.
8. Frayed and damaged cables shall be replaced immediately.
9. Flexible cables should not be run across floors. Where damage at floor level to other cables is possible, protection by ramps, conduit or armouring will be considered and applied.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	44

4.8 OFFICES

HAZARDS

- While office work may not be considered as a high-risk activity unsafe work systems and layout may result in injury or illness.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Adequate office space is allocated for the working personnel.
- All furniture, fittings and equipment shall be arranged so that staff can move about without collision with sharp corners of desks etc.
- Only one drawer of a filing cabinet shall be opened at any one time. All drawers should be closed after use.
- Sufficient lighting and ventilation shall be provided.
- Electric or telephone cables shall not trail unprotected across the floor. Cable covers shall be supplied and used.
- Chairs desks or drawer should never be used to access higher areas. Step ladders shall be used.
- All items stored above head level shall be stored properly to prevent falling.
- The mains power supply shall be disconnected before attempting to move electrical equipment.
- All damaged floor covering, furniture equipment or machinery shall be reported, replaced, or repaired.
- Before using chemicals (e.g. photocopier toners) read the instructions on the container and avoid contact with skin or clothing.
- Floor areas shall be kept clear of materials and litter.
- Dangerous waste e.g. broken glass, shall be carefully disposed of.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	45

4.9 VISUAL DISPLAY UNITS (VDU'S)

HAZARDS

The main problems that may be associated with VDU's are as follows:

(a) Visual Discomfort

This recognises a contribution from a number of ocular problems:

- (1) long/short sight problems
- (2) glare
- (3) lighting
- (4) screen brightness
- (5) clarity of characters.

(b) Posture

Good adjustable seating is required and it is essential to consider ergonomic factors.

(c) Radiation

Radiation levels across virtually the whole of the electro-magnetic spectrum are below internationally accepted exposure limits when tested under extreme conditions, i.e. close to the screen.

(d) Stress

The work at a VDU can be repetitive and monotonous. This is not exclusive to VDU users as mental stress is associated with all types of work.

On the basis of available evidence, the 'health hazards' associated with VDU's are largely exaggerated in the sense that they are unlikely to cause irreversible long term damage as opposed to varying degrees of discomfort.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	46

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ❑ Be sure that VDU screens meet the appropriate criteria for performance, brilliance, character design, etc.
- ❑ The intensity of the beam, the brightness of the dots against the background and their time persistence are the most important determinants of operator 'safety'.
- ❑ This underlines the importance of keeping VDU's in good condition.
- ❑ It is important that chairs are correctly selected and used and that their sitting is at an optimum distance from the machine.
- ❑ Lighting, ventilation and temperature must be carefully controlled to provide satisfactory environmental conditions.
- ❑ There should be a restriction on continuous use:
- ❑ Over two hours with pauses of between 5-10 minutes before further use.
- ❑ In this respect, short, frequent intervals are more beneficial than infrequent long breaks.
- ❑ The total time of continuous work at a VDU should be restricted to 6 hours per day.
- ❑ Vision should be tested before operating a VDU and at yearly intervals, or earlier if symptoms are experienced. Spectacle wearers should consult their optician.
- ❑ Epileptics should see a medical adviser before starting work.
- ❑ If there is any untoward incidence of VDU related problems medical advice must be sought.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	47

4.10 HAZARDOUS SUBSTANCES (Non-Fuel 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

Almost all chemical materials are potentially dangerous. Although they may find their way into day to day use, it is usually a very diluted or otherwise modified form. The following general rules should always apply:

- All substances are list in a file and copies of the Safety data Sheets are available.
- Chemical products must never be allowed to come into eye contact. Contact with skin and mucous membrane must likewise be avoided.
- Wear protective equipment and clothing supplied.
- Always observe good industrial hygiene practice.
- Do not swallow materials or use in areas where food is being consumed.
- Inhalation of chemical vapours or dust should be avoided. Adequate ventilation must be provided. Suitable respiratory protection will be provided if appropriate.
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleansers and barrier creams.
- Store all products in ventilated areas away from extremes of temperatures and environment.
- Store any flammable substances in a locked flame proof cabinet.
- Clean all spillages instantly and dispose of waste and used containers properly.
- Except for transport in closed packages, only authorised personnel must handle materials.
- Ensure the correct equipment for handling the products is available.
- If any person handling the materials shows the symptoms, which may possibly have been caused by exposure to chemical products, they should be removed from the area and medical advice sought without delay.
- Read the data sheet, container labels, and detailed health and safety information before using any products.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	48

4.10 WORK AT HEIGHTS AND LADDERS

Work at heights is defined as working in an area/location where a person could fall from any height, other than from a scaffold.

HAZARD

The main hazards associated with Work at Heights are:

- ❑ Falls of persons from working places or accesses.
- ❑ Falls of materials or articles.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ❑ The Manager will ensure that work is planned to ensure safe access/egress and working place for Employees to work at heights.
- ❑ Where required Employees will receive instruction in the use of safety equipment provided.
- ❑ Ladders to be inspected monthly
- ❑ In general ladders are not used as work platforms
- ❑ All ladders to be checked for damage before use
- ❑ Position ladder close to work
- ❑ Do Not stretch from the ladder
- ❑ All ladders must be placed on secure flooring/ground
- ❑ If possible ladder should be secured from falling.

4.11 WORKING IN THE STORE

HAZARDS

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	49

- ❑ Taking combis off lorries – slope on back entrance
- ❑ Poor housekeeping.
- ❑ Spillages/materials on floor.
- ❑ Materials falling from racking.
- ❑ Loading/unloading pallets manually.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ❑ Housekeeping cleaning duties must be carried out daily.
- ❑ All spillages should be cleaned up immediately.
- ❑ Restrict access to authorised personnel only.
- ❑ Caution maintained at all times.
- ❑ No obstruction to be put in way of exits.
- ❑ Stairs to office not to be blocked.
- ❑ Access to the cleaning solutions not to be blocked.
- ❑ All product to be kept away from the edge of the Mezzanine.
- ❑ Mezzanine gate alarm to be checked weekly.
- ❑ Controls for

TRAINING

- ❑ Manual Handling.
- ❑ Forklift driving

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	50

4.12 PALLET TRUCKS

HAZARDS

- ☐ May cause serious accident and injury to other members of staff.
- ☐ Reversing against operator.
- ☐ Collision with employee.
- ☐ Material falling from load.
- ☐ Colliding with objects.
- ☐ Standing on pallet forks while in motion.
- ☐ Unsafe pallets/badly damaged pallets.
- ☐ Poorly maintained pallet truck.
- ☐ Wet floors.
- ☐ Carrying excessive weight.
- ☐ Pallet being dropped on to operator's feet.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- ☐ Training of operators.
- ☐ Only trained personnel can use hand pallet truck/ M.H.E.
- ☐ No personnel allowed to stand on pallet trucks/ M.H.E.
- ☐ Use pallet truck/ M.H.E. to lift maximum weight guidelines only.

TRAINING

- ☐ All hazards associated with truck must be clearly identified to operators
- ☐ Correct handling procedure to all operators.

Removal for use

- ☐ Check MHE for any damage and report any damage on log sheet and to supervisor.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	51

When not in use

- ❑ MHE should be parked safely

Return after use

- ❑ Document any damage and report to supervisor.

CONTROL DURING USE

- ❑ Always travel so you see your path ahead.
- ❑ Do not dismount while M.H.E. is still moving.
- ❑ Always travel at a safety speed to the area in which you are working.
- ❑ Always be prepared to stop.
- ❑ When travelling with a load, always lift fully, when exiting a pallet make sure you are fully down, and looking in the direction in which you are travelling.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	52

4.13 COOKED FOOD PREPARATION

Hazards	Risks
Burns	Low
Electrocution	Low
Fire	Low
Entanglement	Low
Slips, Trips and Falls	Medium
Radiation	Low

4.13.1 Microwave Oven

The microwave oven should be placed with centre of door no higher than 1.6 metres from the floor. This should be reassessed in relation to individual employee capabilities each time employee changes occur.

At no time may metal objects / utensils be placed within the Microwave cooker.

4.13.2 Water boiler / coffee machine

This is standard equipment, as found in many Delis, shops and petrol stations. It is to be operated at all times in accordance with the manufacturer's instructions, and using common sense.

4.13.3 Toaster

This is a standard toaster, as found in many homes. It is to be operated at all times in accordance with the manufacturer's instructions, and using common sense.

4.13.4 Vecto Grill

This is standard equipment as found in many Delis. It is to be operated at all times in accordance with the specific risk assessment, manufacturer's instructions, and using common sense.

4.13.5 Ovens

This is standard equipment as found in many Delis. It is to be operated at all times in accordance with the specific risk assessment, manufacturer's instructions, and using common sense.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	53

4.14 CASH HANDLING

Hazards

Assault

Physical injury

Risks

Medium

Medium

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

4.14.1 Cash Movement Controls

1. Avoid letting large amounts of cash accumulate in the register.
2. Perform cash drops regularly depositing cash in a safe.
3. All cash is collected from the registers in a locked case and brought to the cash office.

4.14.2 Cash Movement to and from the Bank

1. Supermarket staff do not make bank lodgements. This is carried out by managers.

4.14.3 Use of Bank Night Safe

1. As above.

4.14.4 Action to be taken in the Case of an Armed Robbery or Personal Attack

1. Keep calm – do not panic.
2. Obey – do only what you are asked to do, nothing more and nothing less.
3. Observe. Note details of the criminal nearest you. Concentrate on:
 - Male/Female
 - Age
 - Height
 - Build
 - Hair colour
 - Colour of eyes
 - Mode of dress
 - Right or left handed
 - Distinguishing features
 - Words used and accent

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	54

- Number of attackers
 - Note where criminals may have placed their hands and feet
 - Identify vehicular transport used (registration, colour, make of car)
4. Preserve the scene intact. Do not interfere with places where fingerprints or footprints may be found.
 5. Hold witnesses at the scene until the Police arrive; otherwise take details (name, address, phone number) for contact later.
 6. Do not discuss the raid with other Witnesses.

Notes:

Stay out of danger. Never jeopardise your own personal security or the security of others.

Provide the Police with tapes from the closed circuit security system.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	55

4.14.5 Post Crime Action – Armed Raids and Personal Attacks

1. Contact the Police.
2. Lock door until the Police arrive.
3. Preserve the scene intact. Do not allow interference with places where fingerprints or footprints may be found.
4. Hold witnesses at the scene until the Police arrive, otherwise take details (name, address, telephone number) for contact later.
5. Identify if anyone has been injured. If so, note the type of injury. Call an ambulance if required.
6. Put in place any measures to prevent further injury.
7. Complete an incident/accident report form including:
 - Precise details of what happened.
 - Who was there (witnesses), include names, addresses and phone numbers of non staff members.
 - Detailed descriptions of the criminal(s).

4.14.6 Responding to Alarm Activations

1. On receiving the telephone call from the monitoring station, ask them if they have also alerted the Police.
2. Contact the Police.
3. Do not approach the premises unless the Police are in attendance.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	56

4.15 PALLETS

All pallets/boxes must be of good quality.

HAZARDS

- ❑ Badly stacked pallets.
- ❑ Nails sticking out from pallets.
- ❑ Splintered wood on pallet.
- ❑ Blocks missing.
- ❑ Cross pieces missing from pallet.
- ❑ Stacking pallets too high in stores.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Before Use:

- ❑ Check that all pallets must be stacked neatly and squarely before lifting.
- ❑ Examine pallets for protruding nails or part nails.
- ❑ Reject pallets that are splintered are a hazard to finished product.
- ❑ Pallets with main blocks missing to be rejected as balance is missing
- ❑ Pallets with cross pieces missing to be rejected as they tend to belly in middle.

TRAINING

- ❑ Manual Handling.
- ❑ Pallet quality training.

4.16 USING COMPACTORS

Description

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	57

Compactor unit that is used for the disposal of waste.

Hazard

- ❑ Entrapment in moving parts causing serious bodily injury.
- ❑ Back injury from lifting heavy waste materials.
- ❑ Trip/fall injuries due to waste materials around the compactor.
- ❑ Electric shock.

Persons at Risk

- ❑ All personnel charged with waste disposal.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control Measures

- ❑ Emergency stop button located on the control panel.
- ❑ Emergency stop button should be checked prior to operating the Baler to ensure that it is operating correctly.
- ❑ Only persons trained in correct manual handling procedures should be allowed to discharge waste into the Baler.
- ❑ Interlocks provided on access openings.
- ❑ Employees are not permitted to enter the compactor.
- ❑ All power to the compactor should be switched off prior to accessing for maintenance or repair, which is only permitted by maintenance personnel.
- ❑ The Baler should never be overloaded.
- ❑ Waste materials should not be accumulated around the machine.

Training

- ❑ Only employees who have been instructed in safe operating procedures should be allowed to use the Baler.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	58

4.17 GENERAL MACHINE HAZARDS

Sealer, floor cleaners, scales, other.

DESCRIPTION

General points with regard to the hazards associated with machinery.

HAZARDS

Entanglement

Electrocution

Fire

RISK ASSESSMENT

Potential for bodily injury is considered to be low due to the nature of the possible injuries and loss.

CONTROL MEASURES

All of the machines on the preceding pages are covered by the general points in this assessment in addition to any specific points they may have.

All machines required to have a pre use inspection checklist
All defects are to be reported to the manager as soon as they are noticed.

All machines are serviced by external contractors; no parts are replaced or repaired by staff.

All machines are fitted with guards over moving parts, conveyer edges, chains, etc.

All guards are interlocked and if opened the machine will stop.
Emergency buttons are in place on various places on each machine.

Maintenance

It is company policy to maintain the premises in good order. All should report any damage or deterioration of company property to management immediately. Similarly, report any example of wear and tear, which may constitute a hazard. On the completion of every task, ensure that goods are in their proper place and the area is left in good order.

Ventilation and Heating: Staff must remember that heating appliances constitute a fire hazard. Clothing or other flammable materials should never be placed on or near the room heaters.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	59

TRAINING

Staff are only allowed to use machines they have been trained for.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	60

4.18 STORAGE AND FALLING STOCK / ITEMS

DESCRIPTION

High storage can result in stock or boxes falling.

HAZARDS

Falling boxes

RISK ASSESSMENT

Likelihood ____ Severity _____ Risk Value _____

CONTROL MEASURES

All racking/shelving checked weekly
Boxes are stored in areas where pedestrians do not have access.
Box storage is kept to a minimum.
Pedestrians are not allowed in areas where product is stored at height.
Pedestrians are not allowed walk under racking/shelving.
All storage at height to be kept in an orderly fashion.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	61

4.19 FOOD PREP AND KNIVES

HAZARDS

Fresh foods preparation holds a variety of health and safety hazards. The preparation in ABC Company is limited to the deli area. However, the following general points apply:

- ☐ Hazardous materials (Cleaning Liquids)
- ☐ Slippery floors
- ☐ Fire
- ☐ Knives

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

The preparation area shall be adequately lit.
Efficient and sufficient ventilation and heating shall be provided.
All floors shall be kept in a clean and dry condition.
No equipment, which is not working properly, shall be used.
Defective equipment should be identified and brought to manager's attention.
All rubbish shall be stored in suitable bins with well fitting lids and shall be emptied regularly.
Firefighting equipment shall be put in position, unobstructed and clearly identified.
All working surfaces shall be undamaged, clean and free from grease.
First Aid facilities shall be made available and maintained.
All knives shall be maintained in a sharp condition.
Where necessary staff will be issued with protective gloves.
All cutting must be done away from the body.
Staff are not permitted to walk or run while carrying a knife.
All knives must be stored in scabbards, presses or magnetic runners.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	62

4.20 BULLYING AND STRESS

Dignity in the Workplace.

ABC Company Anti-Bullying and Anti Harassment in the Workplace

Policy

It is the policy of ABC Company that behaviour of bullying and harassment by an employee or group of employees within the Company will not be accepted or tolerated. It is the belief of the Company that all employees are expected to respect the right of each individual to dignity within their working life. It is the policy of the Company to ensure that such dignity is upheld and to that end the company have put in place appropriate procedures.

What is Bullying?

Bullying is repeated inappropriate behaviour, direct or indirect whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but, as a once off incident, is not considered to be bullying.

The following are some examples of such behaviour:

- > Humiliation
- > Intimidation
- > Verbal Abuse
- > Victimization
- > Exclusion and isolation
- > Pestering, spying and stalking
- > Implied threats

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	63

What is Sexual Harassment?

Sexual Harassment is conduct towards another person which is sexual in nature or which has a sexual dimension and which is unwelcome to the recipient.

The following are some examples of such behaviour:

- > Suggestive remarks
- > Jokes or Tricks of a sexual nature
- > Degrading abuse or insults
- > Gesturing of a sexual nature
- > Displaying of pornographic material
- > Unnecessary touching
- > Indecent exposure

What are the effects of bullying and harassment?

Being the victim of bullying and/or harassment can lead to many physical and psychological problems including:

- > Severe Anxiety
- > Concentration problems
- > Excessive drinking or smoking
- > Raised blood pressure
- > Heart Disease
- > Reduced resistance to infections or other medical conditions
- > Skin problems.

Company procedure for dealing with bullying and harassment allegations

Employees have two forms of procedures available to them for reporting bullying and harassment allegations.

Informal Procedure

- > If an employee believes that the conduct of another employee constitutes bullying or harassment they may raise the matter with the individual in an informal manner.
- > This involves highlighting that their conduct is unwelcome, offensive or interfering with the working environment.
- > Alternatively the employee may approach the Manager 1 and request that the matter be dealt with in an informal manner. As this is an informal procedure, the Company

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	64

Health and Safety Officer will listen to the matter and discuss the options open to the employee, without forming any judgement on the case, as the views of the alleged harasser will not have been heard.

- > This kind of process will not result in disciplinary action being taken against the alleged harasser.
- > The objective of the informal approach is to resolve the difficulty with the minimum of conflict and stress for the individuals involved.

Formal Procedure

- > If an employee feels that the informal procedure is inappropriate or if the employee has used such an approach without success he/she may instigate formal procedures.
- > An employee should approach Manager 1, with an outline of the complaint in writing.
- > The company will treat all such complaints with paramount seriousness and undertake an immediate investigation. This may be conducted by members of management or if appropriate a third party.
- > The complainant will be interviewed and asked:
 - ✓ Who was involved?
 - ✓ When did the incident(s) occur?
 - ✓ Where did the incident(s) occur?
 - ✓ Were there any witnesses?
 - ✓ What they feel would be a desired solution?
- > The alleged harasser will be interviewed and:
 - ✓ Advised of the complaints made against them.
 - ✓ Given an opportunity to respond.
 - ✓ Any witness will be interviewed and asked what they saw and/or heard at the time of the incident(s).

Both the complainant and alleged harasser will be given notice of the findings of the investigation.

All complaints and investigations will be conducted in a confidential manner. During investigations both parties are entitled to have

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	MANAGER 1	MANAGER 2	65

LOGO HERE	ABC Company
	Safety Statement

representation at all meetings. The Company may, in certain circumstances, suspend an employee with pay pending an investigation.

Any decision following an investigation may be appealed to Manager 2 within a reasonable period of time.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	66

4.21 GENERAL SHOP HAZARDS

HAZARDS

Slips trips and falls
Fire

Medium
Low

Controls

Housekeeping: - A good guide is to keep the premises, as you would wish to find your own home. Use bins provided for litter and waste. These are to be emptied regularly as per cleaning list requirements. Make sure that all aisles and passageways are kept clear. Pay particular attention to goods being placed on the floor in the shop area. Items to be placed on shelves must sit firmly and safely.

Where hosepipes, electrical cables or vacuum cleaner pipes are in use, extra care must be taken not to create a hazard. Warnings should be given to people in the area either visually or verbally.

Take extra care to ensure that sweeping brushes and other tools are always stored upright safely out of people's way and that they do not constitute a tripping hazard.

Any spillage of water onto the shop floor, canteen, or in the toilets should be protected immediately with a warning sign and the water taken off and mopped dry.

Take care when unpacking goods delivered, not to allow wrappers and strapping to stay on the floor - plastic and cellophane can be extremely dangerous.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	67

4.22 Floor Washer

DESCRIPTION

Risk assessment on use of the shop floor washer.

HAZARDS

The main hazards associated with hygiene machines are:

Slips & Trips from wet floors, debris, trailing pipes etc.

Moving parts

Crash or strike with equipment or personnel

Chemicals may result in skin or eye damage

Manual handling/unsafe lifting of recovery tank when full or attachments

Battery gas build up when uncharged – danger of explosion

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Authorised & trained personnel may only operate the hygiene machines

Procedure for safe operation of hygiene machines must be adhered to at all times

Authorised area designated to hygiene machines

P.P.E. must be worn at all times e.g. gloves, shoes, uniform/overalls (disposable where required), etc.

Speed governor on hygiene machines

Chemical mixing unit provided on machine

Battery charging procedure must be adhered to at all times

Maintained on a regular basis

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	68

4.23 Home Deliveries

DESCRIPTION

Use of the company van to make deliveries to customer's houses.

Five main hazards are addressed under the risk assessment: Road Traffic Accident, Manual Handling, Wheel Change, Mobile Phones and Van Maintenance.

HAZARDS

1. Road Traffic Accident – Injury due to collision

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Only suitably qualified and insured employees may operate company vehicles.
They must always be driven within the rules of the road and the law.
They must have a recorded and scheduled programme of maintenance, and must hold DOE certificates as necessary.
No hitchhikers may be picked up at any time.
Any breach of Road Traffic Acts will be treated with the utmost severity.

2. Manual Handling – Injury due to lifting and carrying.

RISK ASSESSMENT:

CONTROL MEASURES

Good manual handling practice must be exercised in loading and unloading of the van.
Be very aware of your own capabilities
Be very careful of trap points on doors.
Ask for help from the customer whenever possible.
Be careful of uneven steps or surfaces in customer houses.
Ensure all equipment is safely stowed in the vehicle so that it will not slide or shift forward in the event of an emergency stop

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	69

3. Wheel Change – Cuts, Bruises, MH injury, traffic passing by.**RISK ASSESMENT:****CONTROL MEASURES**

Van is issued with full wheel changing kits.

The van supplies the jack, screwdriver, spare wheel and tyre iron.
The reflective jacket, torch and red triangle are supplied by the company.

All of this equipment is to be properly maintained by the vehicle drivers.

If a puncture occurs and a wheel change is needed do the following:

- Turn on hazard lights
- Pull in to the left-hand side of the road when safe to do so
- Get out of the vehicle and go to the boot
- Place the red triangle approx. 30 feet from the vehicle
- It is imperative that the yellow jacket is worn even in broad daylight
- If the puncture is on the left hand side of the vehicle proceed to change the tyre taking great care with regard to manual handling
- If the puncture is on the right hand side of the vehicle try to angle the car slightly to give protection from oncoming traffic
- When the wheel has been changed replace all equipment back in the vehicle in their original storage places

Have the puncture repaired as soon as possible, especially if the spare is a temporary wheel

4. Mobile phones – road traffic accident**RISK ASSESMENT:****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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	70

5. Van Maintenance – RTA due to poor maintenance**RISK ASSESMENT:****CONTROL MEASURES**

Maintenance / service contract with local garage.

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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	71

4.24 Bottled gas

DESCRIPTION

Storage and sale of bottled gas products.

HAZARDS

Lifting and carrying
Fire and explosion

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

All staff are trained in good manual handling techniques.
Cylinders only purchased from approved sources.
Cylinders are stored inside as the risk of arson in the area is extremely high.
Full and empty cylinders are segregated.
All cylinders are separated from sources of ignition.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	72

LOGO HERE	ABC Company
	Safety Statement

PART 5

Emergency plans and Site Register

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	73

Contents:

1. Emergency contacts
2. Emergency Procedures
 - 2.1. Fire
 - 2.2. Fire Drills
 - 2.3. Spillage during a tanker delivery
 - 2.4. Other major product spillage
 - 2.5. Other minor product spillage
 - 2.6. Overfill during a tanker delivery
3. Day to day preventative measures
4. Fuel delivery related arrangements
5. General fire Prevention arrangements
6. Drawings
7. Electrical Certificates
8. Petrol Pumping Equipment Certificates
9. Petroleum Certificate
10. Training records

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	74

LOGO HERE	ABC Company
	Safety Statement

1. Emergency Contact Names and Numbers

Name of Premises: ABC Company

Address:

Telephone No:

Type of Premises: Petrol Station

Name of Local Authority:

Local Fire Brigade:

Telephone No: 999

Local Garda Station:

Telephone No:

Doctor on Call:

Telephone No:

Nearest Hospital:

Telephone No:

Fire Protection Company:

Telephone No:

Fire Protection Company Contact Name:

Telephone No:

Name of Safety Representative:

Telephone No:

Name of Senior Fire Warden:

Telephone No:

Name of those with special responsibility

Name: _____ Position Held: _____

Name: _____ Position Held: _____

Name: _____ Position Held: _____

Name: _____ Position Held: _____

Name: _____ Position Held: _____

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	75

2. Emergency Procedures

2.1 Fire

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. Shut down the station electrics using the emergency switch or master switch.
3. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. Advise the Manager or Deputy pending arrival of the Fire Brigade.
4. 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.
5. Use the break glass fire alarm.
6. The manager of the area will order evacuation of the building as soon as it becomes apparent that the fire or smoke is spreading.
7. Employees should not delay their departure to collect personal belongings from another part of the building and should assemble at the designated assembly point so that they can be quickly accounted for.
8. Make sure that the building is cleared of employees and visitors. Close doors. See that no unauthorised person enters the building.

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.

2.2 Fire Drill

Instructions for conducting a fire drill

1. The following procedure is to be adhered to by all managers and supervisors during a fire drill.
2. Clear everyone (including customers) from your area of responsibility.
3. Ensure that any area such as toilet that may be under your responsibility is cleared.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	76

4. Alert other staff in the immediate area or any staff you may have sent to work in an area where they may not be aware of the drill.
5. Direct staff and customers to exit by the main door if it is clear and then walk left towards the Assembly point sign.
6. Only leave your area when you are satisfied that you are the last to do so.
7. Do not allow employees to delay their departure to collect personal belongings from another part of the building.
8. Make sure that the building is cleared of employees and visitors. Manager to close doors and ensure that no unauthorised person enters the building.
9. Manager will bring out the staff roster and check off all names. Senior manager will also consult with area supervisors to ensure that all customers vacated the building.
10. Manager will allow everybody back into the premises.
11. Overall time for drill to be 4 minutes.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	77

LOGO HERE	ABC Company
	Safety Statement

Fire Drill Record

Date: _____ Conducted By: _____

DID ALL STAFF ATTEND THE DRILL?

WERE ALL PROCEDURES FOLLOWED?

WHAT ISSUES AROSE?

RECOMMENDATIONS:

Manager 2 Signature:

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	78

2.3 Spillage During Tanker Delivery

Driver:

- Stop delivery
- Activate emergency shutdown on road tanker
- Contain spillage with sand, spill control kit or other absorbent materials
- Prevent spreading to main drains if possible
- Divert spillage to service station drains leading to petroleum interceptor
- Contact depot for guidance on clean up and disposal procedures
- Remove all sources of ignition and do not start vehicles

Competent Person:

- Shut down the forecourt electrics (emergency switch inside door or console emergency stop button inside)
- Call emergency services on 999 or 112 (Fire and Gardai)
- Carry out driver's responsibilities if he/she is incapacitated or assist with drivers task if possible
- Stop sale of all products and close the service station
- Insist on no smoking by all persons in the vicinity including pedestrians
- Have fire extinguishers ready and available
- Contact manager and the Petroleum Officer from the Local Authority
- Carefully record what steps were taken on an incident report:
 - What time did the incident occur?
 - Who was contacted and at what time?
 - When did the fire brigade arrive?
 - Did the spillage enter the local drains?
 - Were fire extinguishers and/or sand used?
 - It is essential that any information available and as many facts as possible are recorded, as in the event of a prosecution this information will be crucial in preparing a defence

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	79

2.4 Other Major Product Spillage

- Shut off all service station electrics, evacuate the public and close the site
- Remove all sources of ignition and do not operate electrical equipment
- If petrol, dial 999 or 112 and summon the Fire Service
- Contain the spillage with sand or other absorbent material
- If necessary wash into the oil interceptor
- Position a fire extinguisher near the hazard
- If product escapes to waterways, drains or off site, contact the Local Authority Pollution

2.5 Other Minor Product Spillage

- Get all persons away from the spillage
- Position a fire extinguisher near the hazard
- Petrol – sweep or wash away, it will evaporate
- Diesel – absorb with sand or other absorbent
- Push any vehicle off the forecourt (do not start the engine)

2.6 Overfill During Tanker Delivery

Signs of Possible Overfill:

- The site has an overfill alarm this should be the first warning of an overfill
- If no alarm is present it should be evident that one compartment is emptying at a slower rate than normal
- Product may be observed seeping from under the pumps during the tanker delivery
- Product may overflow from the tank vent
- Product may overflow from the vapour recovery system when the hose is removed
- A sign of a minor overfill would be product remaining in the tanker delivery hose when the compartment is empty

Driver:

- Stop all delivery from the tanker
- Drain delivery hose completely
- Contain any product spillage with sand or other absorbent material (spill control kit)
- Disconnect hose and replace fill pipe cap securely
- Report to the Depot
- Assess situation and decide where any remaining product can be safely delivered.

Competent Person:

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	80

LOGO HERE

ABC Company

Safety Statement

- Dispense sufficient product through forecourt pump into customer cars or other available cars, until the delivery hose can be completely drained
- Where cars are not available, then exceptionally, other receptacles may be used
- These must be emptied into the storage tank as soon as there is sufficient ullage to take the product
- Carry out the driver duties if he is incapacitated in any way
- Contact your manager and the Petroleum Officer from the Local Authority

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	81

3. Day to Day preventative Measures

The points set out below shall be observed by the Service Station in general. Both Manager 2 and Manager 1 will monitor these points from time to time.

General Availability on site and in the Site Register:

- Tank and pipe work diagram available (in register)
- Petroleum/Renewal Certificates (in register)
- Licensing conditions (in register)
- Letters to/from the Licensing Authority (in register)
- Annual Electrical Inspection Certificate (in register)
- Vapour Hazardous Zones Drawing (in register)
- Map of the Tanker Route and Hard Standing (in register)
- Pump to Tank Relationship (in register)
- Record of Fire Fighting Equipment (in maintenance file)
- Record of Location of Forecourt Service Equipment (in register)
- Record of Underground Storage Tanks Installation and Maintenance (in maintenance file)
- Record of Pipelines Installation and Maintenance (in maintenance file)
- Record of Metering Pumps/Dispensers Installation and Maintenance (in maintenance file)
- Record of Continuous Inventory Checking (On office PC)
- Record of Information and Training for Staff – records and guidelines (in register)
- Electrical Register (in maintenance file)
- Record of Visits to the Service Station (in register)

Items and arrangements for general safe management

- Adequate number of cones available
- Tanks and fill points are clearly identified
- Replace missing tank tags
- Arrange for the regular cleaning of tank tags
- Tank openings and fill points are locked and locks in good working order
- Fill point cap threads are in good condition and not corroded
- Check condition of vent pipes for any impact damage
- Tank gauges are operational, correctly calibrated, identified by tank number, product grade and safe working capacity
- Artificial light for delivery area is adequate
- Drain gullies are clear and free from any obstruction
- Check petroleum interceptor for traces of product on the surface

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	82

- Check that the following signs are displayed at each fuel island:
 - Petroleum Spirit – Highly flammable
 - No Smoking – Switch off engines
 - Switch off mobile telephones
 - Pumps not to be used by persons under 16 years of age
 - Only use approved containers
 - Please report any spillages immediately
 - Product information on Motor Spirit is available in shop

Day to Day Checks

- Forecourt litter bins are emptied regularly
- Check that the following signs are displayed at the fill points:
 - Petroleum Spirit – Highly Flammable
 - No Smoking – Switch Off Engines
 - Switch Off Mobile Telephones
- Check the forecourt for stains, particularly where diesel is dispensed, clean any stain with approved detergents
- In winter keep snow and ice off area where the tanker has to travel and maintain a supply of grit/salt near the loading position

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	83

4. Fuel Delivery Related Arrangements

Pre Delivery:

Before the Road Tanker arrives on site, the competent person must ensure that:

- There is easy access to and from the service station
- Fire extinguishers are readily available and in full working order should the need to use them arise
- No forms of an ignition source or matches are being carried
- Rubber or other suitably soled shoes are being worn without steel toe caps or heels
- No-one with steel toe capped or heeled footwear is near the delivery point
- No means of ignition is within 4.25m (14ft) of the delivery point

Receipt of Fuel

On receipt of the delivery the competent person must ensure that:

- The tank valves are correctly set, the covers are clear and the padlock keys to the caps are available
- The contents of the tanker match the quantity and grade of product ordered, by checking the Delivery Docket with the driver and the ullage on the system.
- Manhole lid is removed for the Diesel tank.
- The Schedule 4 Form is completed with:
 - the full name & address of the service station
 - the date and time
 - the name of the Competent Person
 - Column 1: number of underground storage tank or compartment
 - Column 2: quantity and grade of petroleum to be delivered
 - Column 3: signature (sign the Schedule 4 Form after the hose of the tanker has been securely connected to the correct inlets and before any delivery of petroleum into the storage tanks has commenced)
- The correct inlets are shown to the driver who will make the connection while the competent person witnesses they are secure and correct
- Where a vapour recovery system exists, the vapour hose must be connected to the vapour recovery connection before the delivery fill hose is connected to the inlet pipe

Post Delivery

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	84

At the post-delivery phase, the competent person must ensure that:

- All inlet caps are replaced and locked securely and where appropriate any covers should be securely replaced
- The drivers Delivery Docket is signed and the Schedule 4 Form is given to the driver
- The site copy of the Schedule 4 Form is kept on file for a minimum of 6 months, should a Petroleum Officer or the Licensing Authority need to inspect it
- The tanker exits the site safely
- All fire extinguishers, sand buckets and cones are returned to their rightful place

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	85

5. Fire Prevention Arrangements

Fire extinguishers are provided on the premises and are regularly checked. Staff trained in fire fighting and emergency procedures by our Fire and Emergency equipment supplier.

CONTROL MEASURES

A Fire Safety Programme shall be developed by management to:

1. Guard against an outbreak of fire
2. Ensure as far as is reasonably practicable the safety of persons (including members of the public) on the premises in the event of an outbreak of fire.

The Fire Safety Programme shall incorporate arrangements for:

1. The prevention of an outbreak of fire through the establishment of day to day fire prevention practices.
2. The instruction and training of staff to familiarise them with fire and emergency evacuation procedures, fire call points and use of fire fighting equipment.
3. The holding of fire and evacuation drills.
4. The provision and maintenance of escape routes, free from obstruction and all exits unlocked and operational.
5. The provision of adequate fire protection equipment and systems.
6. The inspection and maintenance of the fire protection equipment systems.
7. The provision of assistance to the fire authorities.
8. The maintenance of good housekeeping practice to ensure the removal of all combustible rubbish.
9. The testing and maintenance of electrical installations, prohibition of portable heating appliances, and ensuring that all electrical equipment is switched off and unplugged when not in use.

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.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	86

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.

FIRE ALARM SYSTEM

The following details shall be entered in a log book:

- (a) Causes of all alarms (genuine, practice, test etc.)
- (b) Any faults which develop
- (c) Any period of disconnection
- (d) Nature of work (inspection, maintenance or test)
- (e) Any further action required
- (f) Name of person responsible.

It is important to note that each individual call point must be tested at least once in every period of 12 months.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	87

PART 6

1. ANNUAL REPORT

ABC COMPANYSAFETY STATEMENT

The following is a report of progress with our Health and Safety Policy as required by Section 12(6) of the Safety Health and Welfare at Work Act 2005.

SAFETY TRAINING:

During the year, the following safety training courses were run:

- 1
- 2
- 3

External safety and health courses attended by our staff included:

- 1
- 2
- 3

NEW SAFETY ARRANGEMENTS

The following new safety arrangements were put in place during the year:

- 1
- 2
- 3

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	88

LOGO HERE

ABC Company

Safety Statement

2. Safety Statement Document Review

ABC COMPANY

To ensure the proper implementation of our Safety Systems we shall review the Safety Statement periodically and at least annually.

Date of Review	Signed for Company	Description of Changes	Date of update

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	89

LOGO HERE

ABC Company

Safety Statement

Part 7 Staff Sign Off

We the undersigned accept that:

- We have been shown the Safety Statement,
- We know where it is to be kept for review,
- We will adhere to all safety rules as set out by ABC Company
- We will not act in any way that could be harmful to ourselves or any other person.

Name in block	Signature	Date

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	90

8. Appendix

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	91

	ABC Company
	Safety Statement

Accident Report Form

Location:	Department:
Date of Accident / Incident:	Date of Review:
Management present:	
Injured Party Details	

Nature of loss	Nature and extent of actual or potential loss to people, property, process or the environment
Description	Description of the Accident / Incident (who, what, how, when)
Causes	Why did the Accident / Incident occur, (root, basic and immediate causes)?
Recommendations	Action to prevent recurrence, responsibility & action by dates:
Reporting	Distribution of investigation information organisation wide and statutory reporting / reply:

Revision number	Date	Document owner	Approved by	Page number
01	xx / xx / xx	Manager 1	Manager 2	92

	ABC Company
	Safety Statement

Safety Inspection Sheet

[illegible]

	ABC Company
	Safety Statement

Staff Suggestion forms

SECTION A: To be completed by staff member with suggestion

Staff Member Name:_____	Position:_____
Date:_____	

Details of Suggestion:

SECTION B: to be completed by Supervisor or Manager 1

Action Taken:

Signature:_____

Date_____

Set out on the Following Pages are the Specific Safe Systems of work for the equipment in the Deli.

1. Bain Maries

Hazards Include

1. Hot water and potential for scalds.
2. Hot metal surfaces as the food service trays have been sitting in hot water for some time.
3. Leaks and spills of hot liquids.
4. Hot elements under the water.
5. Food residue in the water.

Control Measures.

1. Only approved service technicians may install service the Bain Marie.
2. Only staff who are trained may operate or clean the Bain Marie.
3. Make sure the Bain Marie is assembled correctly
4. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Operating Manual
5. Do not touch anything that could possibly burn you
6. Switch machine off and report to Chef/Restaurant Manager immediately in the event of malfunction
7. Fill the Bain Marie with enough water to cover the elements properly
8. Do not touch anything that could possibly burn you
9. When the water in the Bain Marie is hot be careful not to be burnt with hot steam
10. Do not use wet cloths to lift hot containers
11. When removing containers out of Bain Marie take care not to drip water on floor

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	95

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure all food waste is removed from the basin area as well as the surfaces of the Bain Marie.
5. Ensure power is off for cleaning.
6. Be aware of hot surfaces and use gloves as appropriate.
7. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

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

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	96

2. 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
17. Burns to body – put burn area under water for 10 minutes

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	97

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.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	98

3. Electric Fly and Insect Killers

Hazards Include

1. Build up of dead insects
2. Climbing ladder to clean trays
3. Falls from ladders
4. Infection

Control Measures.

1. Only trained technicians may service machine.
2. Electricity will be isolated before cleaning.
3. Only trained employees may carry out cleaning.
4. Cleaning will be carried out strictly in accordance with the manufacturers instructions.
5. A suitable steady platform will be used to access for cleaning.
6. Ladders will be checked for defects before use.
7. Rubber or disposable gloves will be used for cleaning.
8. Never sweep debris down on top of food or people, always sweep into a dustpan.
9. Dispose of all debris in a covered bin.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Points to Remember

Ladders are for temporary work only.
Always put the ladder away after use.
Do not use ladders in an area where it may pose a hazard to customers.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	99

4. Various food processors.

Hazards Include

1. Entanglement
2. Electrical shorts
3. Slips and falls from spilled food
4. Incorrect fitting of beating arms

Control Measures.

1. Only approved service technicians may install service the Processor.
1. Only staff who are trained may operate or clean the Processor.
2. Processor to be placed on a solid non vibrating base.
3. Become familiar with the Manufacturer's instructions
4. Check the flex for any faults
5. Check that the beating arm is properly attached
6. Make sure that you know how to operate the machine in a correct manner before use
7. Check that the bowl and attachments are properly locked in place before starting the machine
8. Do not put any arms, hands, spoons, paddles, scrapers into the bowl when the machine is on
9. Turn the power off and report to the Chef/Food Service Manager in the event of malfunction

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure power is off for cleaning.
5. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Always wear your gloves and aprons when cleaning.
2. Be aware of possible spills on the floor and trip hazards.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	100

5. Dishwashers

Hazards Include

1. Broken glass and crockery.
2. Hot surfaces.
3. Chemicals
4. Manual Handling
5. Slips and falls from spilled liquids.
6. Trips and falls from open doors.

Control Measures.

1. Only trained staff may use the machines.
2. Only qualified technicians may service the machine.
3. Anti flood and leak systems installed on the machine.
4. Interlocks on the doors to prevent open running.
5. Try to position the machine to avoid excessive bending and lifting by staff.
6. Machine to be placed so that the open door does not present trip hazard to passers by.
7. If possible place the machine approximately 2 feet off the floor.
8. Ensure the machine is installed and maintained by qualified technicians only.
9. Interlocks are to be checked every day before first use.
10. Rubber seals on doors are to be checked weekly to prevent leaks and are to be replaced as per manufacturer's instructions.
11. Spills are to be cleaned up immediately.
12. All spills are to be marked by yellow men warning signs.
13. Gloves are to be used when removing items from washer as they could be quite hot.
14. Only correct cleaning chemicals are to be used in the machine as per the manufacturer's instructions.

Training:

Training given by: _____

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	101

LOGO HERE

ABC Company

Safety Statement

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Machine is to be run on the cleaning cycle as per the manufacturer's instructions.
2. Only cleaning products approved by the manufacturer may be used.
3. Only staff who have received the chemical cleaning training from Johnson Diversey may clean the machine.

Points to Remember

1. Never reach into the machine through the plastic strips.
2. Always remember your manual handling training when putting items into the machine.
3. Be aware that items may be hot when the wash cycle is over.
4. Be aware that there may be spills on the floor.
5. Check that the wash arms are operating correctly and free from food scraps and blockages

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	102

6. Grills

Hazards Include

1. Burns
2. Hot surfaces
3. Slips and falls from grease on floor

Control Measures.

1. Only approved service technicians may install and service the Grill.
2. Only staff who are trained may operate or clean the Grill.
3. Do not place hands under the gas flames
4. Use oven gloves and the correct handle when removing the tray from the grill.
5. Be careful of spitting fat and grease.
6. Avoid spilling grease on the floors if possible.
7. Ensure that relevant fire extinguishers are nearby.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure all food waste is removed from the tray area as well as the surfaces of the grill.
5. Ensure gas is off for cleaning.
6. Be aware of hot surfaces and use gloves as appropriate.
7. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Be aware of your surroundings when lifting the tray in and out of the grill. Ensure nobody could be struck by the tray.
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.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	103

Hot Plates

7. Hazards Include

1. Hot surface
2. Burns and scalds.
3. Electric leads and power points

Control Measures.

1. Only staff who are trained may operate or clean the various food specific cookers.
2. Make sure the equipment is assembled correctly
3. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Operating Manual
4. Do not touch anything that could possibly burn you.
5. Do not immerse the unit in water.
6. Be careful not to spill liquids onto the hot plate
7. Ensure there are no trip hazards that could cause a person to fall against the hot plates.
8. Do not lift hot plates after service until they have cooled down.
9. Only staff who are trained may operate or clean the lamps.
10. Only staff who have been trained may change lamps
11. Lamp bulbs must only be changed when the unit has cooled down
12. Make sure you know how to use this equipment properly and safely before use
13. Do not touch anything on the machine that could be hot.
14. Old lamps/bulbs must be returned to the supplier for correct disposal.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	104

LOGO HERE

ABC Company

Safety Statement

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure all food waste is removed from the area as well as the surfaces of the hot plate.
5. Ensure power is off for cleaning.
6. Be aware of hot surfaces and use gloves as appropriate.
7. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Be aware of your surroundings when lifting the hot plate on and off the service trolley. Ensure nobody could be struck by the hot plate.
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.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	105

8. Meat Slicer

Hazards Include

1. Entanglement with blade or mechanism
2. Slips or falls on off cuts
3. Damaged or frayed cable

Control Measures.

1. Machine will be maintained by external technician.
2. Only staff who are trained on the machine may use it.
3. Emergency stop on the machine must always be checked before use.
4. Sliding back guard must always be in place.
5. When cleaning the blade only carry it with the blade carrier.
6. Do not leave the blade submerged where it cannot be seen in water.
7. Blade must always be sharp, blunted blades cause the meat to jump.
8. Do not leave the machine unattended while turned on.
9. Ensure the machine is placed in an area where the operator will not be bumped by any passing service trolleys, people, etc.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only approved cleaning products as per the manufacturer's instructions may be used.
2. Never immerse the unit in water.
3. Always unplug the machine before cleaning.

Points to Remember

1. Check the emergency stop before using the slicer.
2. Never use the slicer with the guard removed.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	106

9. Microwave ovens

Hazards Include

1. 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.
2. 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.
3. Microwave energy could burn the user if the door seals are not effective or the protective mesh behind the glass door panel slips.

Control Measures.

1. 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.
2. 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.
3. 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.
4. Use only clingfilm recommended for use in microwaves ovens and puncture after covering the food products.
5. Keep the appliance cord away from the heated surfaces.
6. Do not immerse cord or plug in water.
7. Do not let cord handle over edge of table or counter.
8. Do not cover or block any openings on this appliance.
9. Do not cook food for longer than necessary. Take care when setting the timer.
10. When cooking foods with a high sugar or fat content, for example mince pies and Christmas puddings, follow the cooking instructions carefully.
11. Each day after use remove all traces of encrusted food, carbonised food and other foreign matter by cleaning the inside of the oven, the inside of the door and, if found, shelves and supports. The roof of the oven should also be carefully wiped: take care not to damage the stirrer, if fitted.
12. Do not obstruct the air vents at the side and rear of the microwave. The oven should not be placed against a wall in a way that could obstruct the vents. The filters should be

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	107

removed at least once a week, washed in warm soapy water, rinsed, squeezed dry and replaced.

13. The door should move freely and when closed seal the oven. The interlock switches on the door should switch off the oven as soon as the door is opened. Do not use the oven under any circumstances if the door does not close properly or the door interlock switches are broken.
14. Do not place the microwave under a counter or on a high shelf where loading and unloading food causes the operator unnecessary bending or stretching.
15. Regular cooking thermometers must not be used in a microwave oven. Most cooking thermometers contain mercury and may cause "arcing", malfunction, and/or damage the oven.
16. Plastic bags must always be pierced or opened before heating in a microwave oven. This is needed to allow steam to escape during cooking.
17. Newspapers must never be used in a microwave oven since they may ignite.
18. Paper towels which contain nylon or other synthetic fibres woven through them must not be used because the heated synthetics could melt and cause the paper to ignite.

TRAINING:

Training record:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Staff should be properly trained to use a microwave oven. The need for the door seal to be kept clean and the door closing mechanism to work properly should be stressed. If the oven is available for customer to use, clear operating instructions must be posted alongside.

CLEANING:

All internal surfaces of the microwave oven, including the door, should be cleaned thoroughly every day after use. Pay particular attention to the door seals, which should completely seal the oven when the door is closed. Remove any turntable, tray or supports and clean.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	108

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY.

1. Do not attempt to operate this oven with the door open operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
2. Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
3. Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the (1)door(bent),(2)hinges and latches(broken or loosened),(3)door seals and sealing surfaces.
4. The oven should not be adjusted or repaired by anyone except properly qualified personnel.

REMEMBER

1. Do not put metal-decorated dishes in the microwave.
2. Do not put metal dishes in the microwave unless the manufacturer's users' handbook say's this is safe.
3. Do not cook eggs in their shells in the microwave.
4. Always pierce clingfilm covering food in dishes before cooking.
5. Remove lids from jars and take-away food containers before you put them in the microwave.
6. Do not cook food in a sealed container unless it has been specially manufactured for use in a microwave oven.
7. Keep the inside surfaces of the oven and the door clean.
8. Do not use he oven if the door does not close properly.
9. Take care when setting the time switch. Do not use the oven if it does not switch off automatically when the door is opened. Food containers can be very hot –use an oven cloth o oven gloves.
10. Remove clingfilm carefully and keep out of the way of the steam.
11. Never switch the oven on if it is empty.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	109

10. Ovens

Hazards Include

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

Control Measures.

1. Only approved service technicians may install service the ovens.
2. Only staff who are trained may operate or clean the ovens.
3. Gas – ensure pilot light is on properly
4. Gas – auto shut off for gas leaks in place.
5. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Manufacturer's instructions
6. Stand back when opening doors to avoid heat or scalding
7. Make sure door is closed properly during use
8. Ensure that the correct temperature is being used for the food being cooked
9. Do not use wet cloths to lift hot containers
10. Ensure passages are clear before opening doors.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure all food waste is removed from the oven area as well as the surfaces of the oven.
5. Ensure power is off for cleaning.
6. Be aware of hot surfaces and use gloves as appropriate.
7. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Always wear your gloves and aprons when cleaning.
2. Be careful of hot surfaces.

Be aware of possible spills on the floor and trip hazards.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	110

11. Toasters (Various types)

Hazards Include

1. Hot surfaces – burns
2. Electric leads and power points

Control Measures.

1. Only approved service technicians may install service the toasters.
2. Only staff who are trained may operate or clean the toasters.
3. Make sure machine is assembled correctly
4. Make sure you know how to use this equipment properly and safely before use
5. Do not touch anything on the machine that could be hot
6. Always use tongs to handle Paninis etc. as they can be very hot.
7. Be careful of spilled cheese or sauces around the Panini machine as they may be hot.
8. Do not immerse unit in water.
9. Only use the unit for the purpose for which it was designed.
10. Do not reach into the conveyer to free blocked food.
11. 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.
12. Never reach into a toaster with a metal implement.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Do not immerse any of the units in water.
2. Only clean as per the manufacturer's instructions.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	111

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 toaster area as well as the surfaces adjacent.
6. Ensure power is off for cleaning and unit is unplugged.
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. Always wear your gloves and aprons when cleaning.
2. Be careful of hot surfaces.
3. Be aware of possible spills on the floor and trip hazards.
4. Never reach into a toaster with a metal implement.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	112

PART 9 Related Policies

9.1 ABC Company Environmental Policy

ABC Company will seek to promote the conservation and sustainable use of natural resources and to minimise environmental pollution in all their activities and, where possible, by its influence over others. The objective will be to minimise the environmental impact of all operations.

Consideration will be given to substitution of polluting substances with "greener" alternatives wherever possible. Steps will be taken to minimise smoke, dust, noise, and vibration nuisance - the potential for which will be identified during the assessment process.

All waste disposals shall be carried out by registered carriers and removed to registered disposal sites. Documentation shall be held to demonstrate compliance with this. Wherever possible waste shall be recycled, reclaimed or reused.

Liquid pollutants will not be allowed to enter watercourses. All liquid storage will be bunded wherever there is a risk.

This policy will be enforced by managerial vigilance and shall be subject to regular auditing and review.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	113

9.2 ABC Company Equality Policy

ABC Company are an equal opportunities Employer & thus, as laid out in this policy, seek to comply with all legal regulations & directives with regard to dealing with individuals or groups in a fair & legal way.

It is the policy of ABC Company to deal (employ, pay, consult, interview, speak to, and write to etc.) with any person/s equally & with dignity Regardless of disposition:

- Gender
- Race
- Colour
- Creed (Religious Persuasion)
- Nationality
- Disability or Physical Impairment
- Financial Status

ABC Company, its Management and Staff must uphold & comply with this policy. Failure to comply with this policy could result in immediate disciplinary action & possible dismissal.

Should any person cause harm, harass, sexually harass or disadvantage any of the above because of their disposition, that person/s will be reported to the Authorities & will be dealt with on a legal basis.

It is the overall policy of this company to practice equality & to be fair to all.

Revision number	Date	Document owner	Approved by	Page number
01	21/06/07	Manager 1	Manager 2	114