

COMPANY SAFETY STATEMENT

ABC Company

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ABC Company

Safety Statement

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1.1 OBJECTIVES OF THE SAFETY STATEMENT

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

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

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

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

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

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1.2 COMPANY SAFETY STATEMENT

The general Statement on this page sets out the Safety Policy of ABC Company. The Safety Statement that continues on the following pages is only relevant for work undertaken in the Hotel premises.

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

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

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

Signed: _____
 Manager 2

Date: _____

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1.3 Policy Statement:

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

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.

It is our policy when purchasing Equipment, making process alterations, altering (by approval) existing equipment or changing a system of work; to study each proposed change to ensure that it is safe in so far as reasonably practicable.

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.

The company shall provide where necessary suitable protective clothing, equipment and training where hazards cannot be eliminated using all reasonable practicable steps.

All accidents/incidents reported, shall be investigated by Management to determine the corrective action necessary to prevent recurrence.

Each Head of Department or Supervisor shall implement this policy in all work areas and ensure that all employees understand their responsibilities and cooperate with the implementation of this policy.

This statement shall be communicated throughout the company by consultation with the employees and 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.

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COMPANY STRUCTURE FOR HEALTH AND SAFETY

PART 2

Detailed Responsibilities of Personnel carrying out functions of Part 3

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2.1 Safety Management Control Points

Our Safety Policy is central to setting up an effective Safety Management System within the company. The Safety Management Control Points are specific items of safety management that can be audited and assessed regarding performance.

Safety Management Control Points that may be measured:

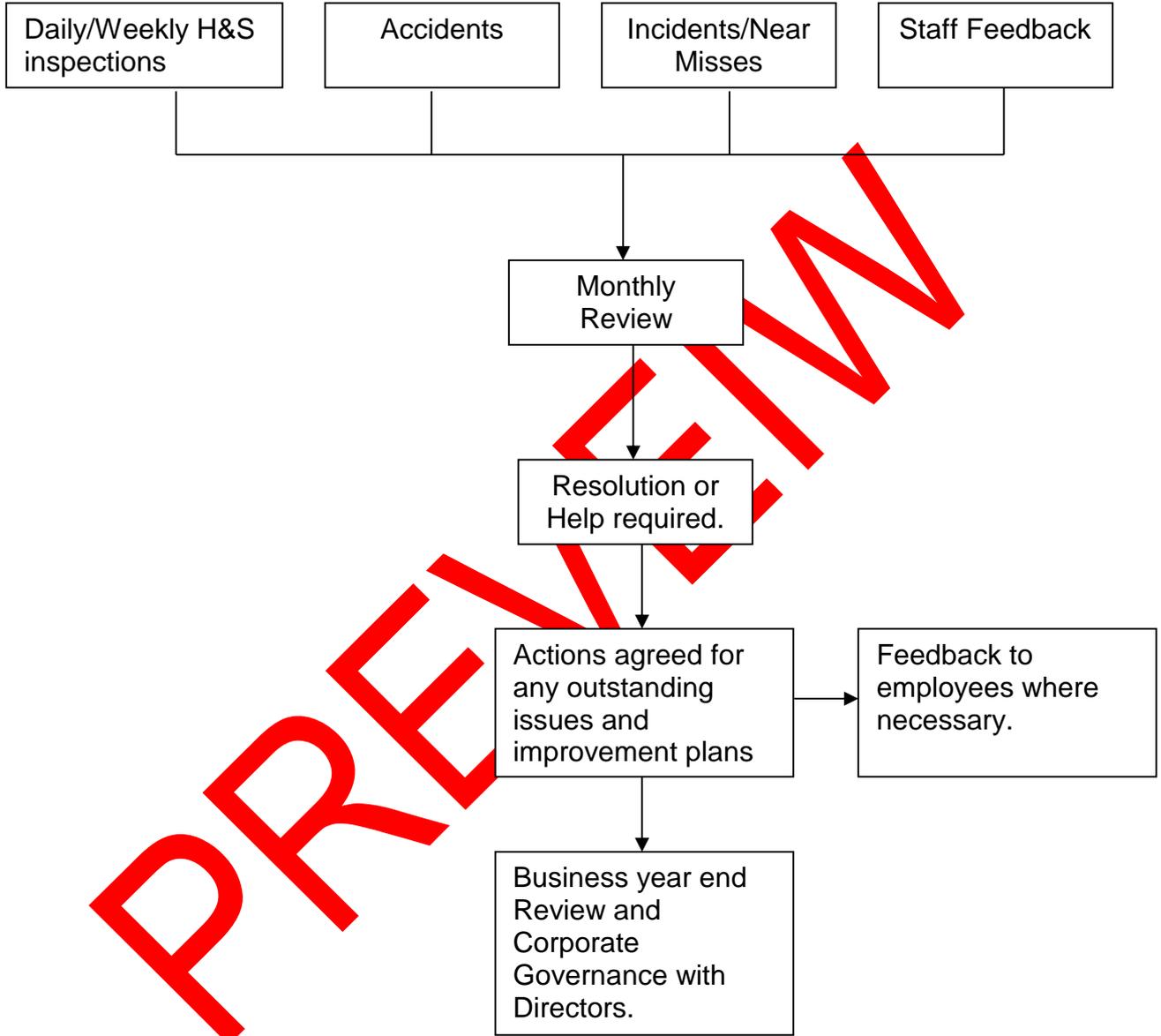
1. All items on notice board current
2. Weekly/Daily safety and housekeeping inspections
3. Staff suggestions and query forms
4. Induction and ongoing training
 - 4.1. First aid
 - 4.2. Fire Warden/Marshall
 - 4.3. Manual Handling
 - 4.4. HACCP
 - 4.5. Chemical Handling
5. Safety critical equipment maintenance records
 - 5.1. Fire alarm system including detection
 - 5.2. Emergency lighting
 - 5.3. Fire extinguishers
6. Fire drill records
7. Risk assessments
 - 7.1. Initial assessments from xx/xx/xx
 - 7.2. Annual reviews after xx/xx/xx
8. Monthly Safety review
 - 8.1. Minutes
 - 8.2. Action points
 - 8.3. Outstanding issues resolved
9. Safety Statement
 - 9.1. Implementation on xx/xx/xx
 - 9.2. Annual reviews after xx/xx/xx
10. Annual Managing Director's report

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

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Health and Safety Management process for ABC Company

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



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2.2 Manager 2

- ❑ Manager 2 bears ultimate responsibility for ensuring that the Hotel is supplied with adequate resources to manage Health and Safety effectively.
- ❑ 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, make suitable changes.
- ❑ Review the investigations of all major accidents and damage to Company property and implement actions.
- ❑ The Health, Safety, and Welfare of all employees are not compromised when all other performance standards are set.
- ❑ That adequate funding is reserved to meet regulatory needs of safety and health.
- ❑ That management will lead by example in adhering to stated policies to achieve the Company's aim to reduce accidents and health exposures.
- ❑ Take part in an Annual Safety Audit of the business.

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2.3 Manager 1

- ❑ Monitor the Company Health and Safety programme.
- ❑ Identify training needs and develop a training plan for all staff as necessary.
- ❑ Review all safety rules annually and, when necessary, recommend suitable changes
- ❑ Investigate all accidents and damage to Company property and recommend action.
- ❑ Ensure that accident records are maintained and regularly inspect first aid records.
- ❑ Ensure that records of hazards/near miss reports are maintained.
- ❑ Carrying out monthly report on accidents, near misses, new procedures, weekly audit & implement company Safety Statement.
- ❑ Regularly inspect the premises to ensure that the programme is being complied with and make recommendations directly to all employees in matters concerning Health and Safety.
- ❑ Review the Staff suggestion and query forms weekly.
- ❑ 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.

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2.4 MANAGERS (All departments)

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

- ❑ 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 and check that it is effective.
- ❑ 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.
- ❑ 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.

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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 anywhere on the premises.
- ❑ 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.

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2.6 CONTRACTORS

The following responsibilities are allocated to contractors:

- ❑ All contractors will be expected to comply with ABC Company Policy for Health, Safety and Welfare and must ensure that their own Company's policy is made available to the Company whilst work is being carried out.
- ❑ All work must be carried out in accordance with relevant statutory provisions, the Company's Contractor's Rules and taking into account the safety of others on the site.
- ❑ Scaffolding and other access equipment used by contractors' employees must be erected and maintained in accordance with Regulations and Codes of Practice.
- ❑ 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.
- ❑ No power tools or electrical equipment of greater voltage than 110 volts should be brought onto site. All transformers, generators, extension leads, plugs, and sockets must be suitable for industrial use and in good condition. If it is necessary to use equipment operating from a 240-volt supply, a residual current device with a rated tripping current of 30 mA and operating 30-m secs must be used.
- ❑ 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 site which has health, fire, or explosive risks. Such materials must be stored and used in accordance with current recommendations.
- ❑ ABC Company must see documentary clarification of contractor's insurance arrangements, which must be submitted and approved in writing.

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ARRANGEMENTS FOR SAFE WORKING

PART 3

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3.1 RESOURCES

The management of 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.

The Management of ABC Company undertake:

- 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.

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3.2 SAFETY INDUCTION

A general induction to the Company will be carried out for all staff when they start 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 Human Resources department 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.

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3.3 TRAINING

HAZARDS

Inadequately trained staff are a hazard to themselves and their co-employees. The management at 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.

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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 may be found in the general office. Staff members complete a form as needed. The forms are reviewed on a weekly basis by Manager 1.

Manager 1 will seek more information as necessary from the relevant staff member and will then agree any actions 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.

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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.

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. Currently the staff have not elected a representative, if they do so in the future the position will be recognised by the company.

After that time, all representations by the Safety Rep must be made to the company via Manager 1.

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3.6 FIRST AID

CONTROL MEASURES

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

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

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

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

- Reception
- Bar
- Kitchen

- The First Aid Boxes are inspected on a weekly basis by the H&S officer. This check and replenishment is recorded and kept on file.

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

- The number of First Aiders required by the company will be kept under review.

- It should be noted that First Aiders are not empowered to dispense analgesics, pills, or medications. Supplies of such items will not be in first aid boxes. Individual employees who believe they might have a need of these items must be responsible for their own supplies.

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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.
- ❑ Accident Report Forms must be passed directly to Human Resources.

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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 trivial injuries.

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3.8 WELFARE FACILITIES

Management shall ensure that adequate welfare facilities are provided on the premises for all personnel.

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 is provided in the form of a canteen facility on the premises.

An adequate supply of drinking water is provided on the premises.

Adequate cloakroom facilities are provided.

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3.9 PERSONAL PROTECTIVE EQUIPMENT

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

HAZARDS

- Physical Exposures
- Chemical 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.

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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 Company 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.

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 Outline on callsave 1850 201203 or the Health Promotion Department of local Health Boards.

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3.11 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.

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3.12 Bullying at Work Policy

ABC Company management recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for our employees. As part of our policy of maintaining good employer practice Manager 1 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 Manager 1 or the Safety Representative.

ABC Company gives the undertaking that it 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.

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3.13 Young persons and inexperienced workers policy

The ABC Company does not employ permanent staff under 18 years of age. The ABC Company does not employ inexperienced workers. The ABC Company do not offer work experience places to local schools, colleges, etc.

The ABC Company do employ under 18s on a temporary basis in the traditional role of "Lounge Boy/Girl". These young people will be supervised at all times and will be trained/advised on how to deal with awkward or angry customers.

New employees who are experienced in their profession/trade receive in-house induction training and spend an agreed period of time working with experienced staff before being allowed to operate alone.

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. The 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.

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HAZARD IDENTIFICATION AND CONTROL MEASURES

PART 4

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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 Drivers/Staff at work."
- ❑ "Risk" is taken to mean "the potential for the hazard to cause harm in the actual circumstances of use."
- ❑ Risk Assessment is based on the linking of the probability of occurrence with the severity of loss and/or injury. In this exercise, risks are graded "High," "Medium" or "Low" and numerically rated using the formula below. This is to help with the giving of priority to the employment of controls and the allocation of resources.

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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 and 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.

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4.2 FIRE

FIRE HAZARDS

See also section 5 Emergency Planning

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES

- Fire extinguishers are provided on the premises and are regularly checked.
- A comprehensive fire detection system is in place.
- Passive systems such as fire doors are part of the building design.
- A fire marshal has to be designated and staff trained in fire fighting and emergency procedures by our contractors.
- An emergency fire box is located in reception for control purposes.
- Staff have been trained in the evacuation procedures.

A Fire Safety Programme shall be developed by management to:

- Guard against an outbreak of fire
- 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:

- The prevention of an outbreak of fire through the establishment of day to day fire prevention practices.
- The instruction and training of staff to familiarise them with fire and emergency evacuation procedures, fire call points and use of fire fighting equipment.
- The holding of fire and evacuation drills.
- The provision and maintenance of escape routes, free from obstruction and all exits unlocked and operational.

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

A fire safety register will be maintained by the Company.

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4.2.1 FIRE FIGHTING EQUIPMENT

The purpose of portable fire fighting equipment is as follows:

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

Portable Fire Extinguishers

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

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4.2.2 MEANS OF ESCAPE IN CASE OF FIRE

Fires escape routes are posted on all bedroom doors.

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. This will be managed by our maintenance contractors.

4.2.4 FIRE DRILL

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

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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:

How Likely	How Serious	Risk Rating

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.

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4.4 HOUSEKEEPING ISSUES

HAZARDS

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

- Trips: - Materials left lying in open corridors
- 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 glasses/bottles etc.

Risk Assessment:

How Likely	How Serious	Risk Rating

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.

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4.5 MANUAL HANDLING

HAZARDS

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

The main injuries associated with manual handling and lifting are:

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

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES:

Training is provided by an external company.

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

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4.6 ELECTRICITY

HAZARDS

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

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES

- Dangerous or defective cabling should be replaced or remedied in accordance with the E.T.C.I.'s rules.
- All new electrical installations and all extensions are tested and certified as safe, by a competent qualified electrician.
- Electrical installations are checked regularly by a competent qualified electrician.
- Testing, certifying and repairs are carried out in accordance with appropriate Electro Technical Council of Ireland (E.T.C.I.) standards.
- Enclosures/covers are in place to prevent contact with live electrical equipment/parts.
- Damaged extension leads are repaired or removed from use.
- Means of cutting off power to electrical installations and equipment e.g. fuses, trip switches, are provided and employees are aware of their locations.
- Work on live electrical equipment is avoided where reasonably practicable.
- Fire extinguishers that are suitable for fighting electrical fires are provided.
- All circuits supplying socket outlets are protected by a Residual Current Device (RCD).
- Operation of the RCD is tested regularly in accordance with the manufacturer's instructions.
- Where electrical portable appliances are subject to ongoing wear and tear, they are inspected and tested.
- Any scorch marks associated with an electrical appliance or electrical wiring is checked urgently by a competent person.
- Flexible cables will also be adequately protected against external mechanical damage.
- Flexible cables for portable equipment will be properly mechanically restrained within plugs and couplers.
- A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.

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- 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.
- Sufficient sockets shall be provided to prevent overloading by use of adapters.
- Proper plugs shall always be fitted to electrical appliances and flex firmly clamped.
- Frayed and damaged cables shall be replaced immediately.

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4.7 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:

How Likely	How Serious	Risk Rating

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.

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4.8 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.

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

This risk assessment is set as Low due to the fact that all of the office equipment is new and ergonomically designed to the latest standards. The area shall be kept under review as deterioration of equipment could occur over time.

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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.

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4.9 HAZARDOUS SUBSTANCES

HAZARDS

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

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

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES

The Hotel only uses chemicals that are essentially of a household nature and are purchased from our hygiene supplier. All of these substances are food safe and therefore low risk. At all times the staff in the hotel shall be told to abide by the label and never to use any substance from a bottle without a label.

The hotel shall provide any protective equipment as indicated on the labels. As a minimum staff are provided with protective gloves, aprons and shoes.

General Precautions

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.

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- 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.

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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 while hanging seasonal decorations in the Hotel or cleaning at a high level.
- ❑ Falls of materials or articles while being held on a ladder or other piece of access equipment.

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

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.
- Warning signs and restricted access signs must be displayed to prevent guests and other members of the public being injured.
- 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.
- Wherever possible mobile scaffold towers with out riggers should be used.

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4.11 Reception

Hazards:

Irate customers

Robbery

These hazards are also relevant for the Bar and Restaurant

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- Physical design of the reception places the staff at more than arms reach from the public.
- Staff on the reception always have an experienced manager or Department head within easy reach.

All staff trained in the following procedures:

Dealing with Angry Guests

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

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Cash Movement Controls

8. Avoid letting large amounts of cash accumulate at reception
9. Perform cash drops regularly depositing cash in a safe.

Cash Movement to and from the Bank

1. Avoid, as far as possible, set patterns when making lodgements.
2. When cash is being moved in or out of the premises, ensure that the area is thoroughly checked and certain entry/exit points are secured to prevent the possibility of cash carriers being ambushed in the immediate vicinity. People involved in the movement of cash should be alert at all times and should anything arouse suspicion, they should contact the Gardai.
3. Trips to the bank, where possible, should be made by car. Able-bodied persons should carry out this task – at least two such persons. Unescorted females or young persons should not be allowed to carry cash to and from the bank.
4. Precautions should begin with varying, as much as possible, the times and routes of such journeys. An escort could carry part of the lodgement on his/her person so as to reduce the possible loss.
5. If you are walking, use a busy street and try to walk against the flow of traffic, making a surprise attack from behind more difficult.
6. The first and last stages of the journey to the bank are the most likely points for attacks – snatches have been made from customers in bank premises.
7. Persons conveying cash should exercise vigilance and anything suspicious should be noted and communicated to the Gardai.
8. Do not advertise your business by unnecessary exposure of cash bags or lodgement docketts.
9. When making up the lodgements, initial and date some of the currency wrappers.

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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
 - 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 Gardai arrive; otherwise take details (name, address, phone number) for contact later.

Notes:

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

Post Crime Action – Armed Raids and Personal Attacks

1. Contact the Gardai.
2. Preserve the scene intact. Do not allow interference with places where fingerprints or footprints may be found.
3. Hold witnesses at the scene until the Gardai arrive, otherwise take details (name, address, telephone number) for contact later.
4. Identify if anyone has been injured. If so, note the type of injury. Call an ambulance if required.

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5. Put in place any measures to prevent further injury.
6. 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).

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4.12 Accommodation/Housekeeping Department

Hazards:

Manual Handling
Chemicals
Biological
Guest injuries

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- All staff receive Hotel Specific Manual Handling Training.
- Full bag of dirty linen from an average room weighed in at 11kg. This is within individual capability.
- All staff provided with an ergonomic trolley to assist them in completing their tasks.
- All staff provided with PPE as follows.
 - Gloves – Chemicals/Glass, etc.
 - Uniform – General dust etc.
 - Overall – Bio hazard, etc.
 - Mask – Vapours/bio hazard, etc.
- Bio Hazard kits are available for cleaning of excrement, vomit, blood, etc.
- Mattress turning and all heavy lifting is a two person job and staff are trained in team lift.
- Manual Handling stresses are reduced for Vacuum cleaning via the training and maintenance of equipment.
- No Bleach or acid based cleaners are used.
- All rooms to be checked as fit for occupation at the end of the cleaning i.e.
 - Electrical equipment secure with no frayed cables or damaged plugs (TV, Trouser press, Mini bar, Kettle, lights, other.)
 - Flooring in good condition
 - No trip or slip hazards in bathrooms
 - All windows opening restriction in place
 - Escape route on back of door
 - No chemicals left behind from cleaning
 - All lights working
 - Phone to reception working

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4.13 Bar, Cellar and Associated

Hazards:

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

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- Manual Handling training provided
- All staff provided with PPE as follows:
 - Gloves – Chemicals/Glass, etc.
 - Uniform – General dust etc.
 - Heavy duty aprons - cleaning the Keg Room.
- Bio Hazard kits are available for cleaning of vomit, blood, etc.
- First aid kit and trained first aider on call.
- All equipment in the bar is subject to maintenance and inspection.
- Trays to be used for carrying all hot drinks.
- Plastic container provided for collecting broken glass.
- Heavy duty gloves provided for sorting glass bottles etc for return.

Augmented with control measures as suggested by the HSA.

Bar Control Measures

- Provide equipment so that spills can be cleaned up immediately
- Identify danger areas where the floor is likely to become slippery and/or get damaged, e.g. near ice machines. Special precautions may be needed
- Keep the floor in good condition and repair
- Ensure staff are provided with and wear proper safety footwear. Consider slip resistance as required
- Check the smoking area at the end of each shift to ensure all cigarettes are fully extinguished
- Do not put liners into bins in or near the smoking area

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- Keep areas clean and tidy – avoid over-stocking
- Broken Glass Safeguards
 - Chipped, cracked or broken glasses should not be thrown into bins with plastic liners; damaged glasses must be put into a specified container
 - If you find a glass that is chipped or cracked, dispose of it in the container labelled 'Broken Glass'
 - Broken glass should be cleaned up as soon as possible
 - The area immediately around the broken glass should be secured
 - The area should be thoroughly swept and vacuumed
 - Wear cut-resistant gloves when dealing with broken glass or potential broken glass, e.g. bottle skips
 - If you accidentally serve a drink in a damaged glass do not pour it into a fresh glass but replace the whole drink

Cellar/Keg Store Control Measures

Kegs, cases and cylinders must be handled and stored properly. Unsafe stacking of kegs and cases is dangerous. Gas cylinders and beer kegs may explode if stored incorrectly. Where there's a risk of asphyxiation from a dispense gas leak a suitable monitoring and alarm system should be installed. The location of the sensors should be determined by a competent person. Any alarm must provide adequate warning to immediately leave the cellar and not to enter the cellar.

- Handle cylinders with care and keep away from heat and direct sunlight
- If standing gas cylinders upright make sure they are secured, e.g. with a chain
- Do not stack kegs above normal shoulder height. 50Kg kegs should not be stacked more than 2 high
- Ensure only authorised staff have access
- Allow only trained and competent staff to make adjustments and connections
- Store unconnected cylinders horizontally and away from the sun/heat sources. Secure with wedges
- Check regularly for leakage, i.e. cylinders frosted from bottom upwards or a hissing noise
- Ventilate storage areas

Cellar Hatch Control Measures

Cellar hatches can pose a serious danger and it's very important that proper precautions are taken.

- Organise so that cellar hatches do not need to be used frequently where possible.
- Use cellars for storage of items not needed frequently

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- Site cellar hatches in low-traffic areas
- Do not open cellar hatches during busy periods
- Ensure proper lighting around cellar hatches
- Never leave an open cellar hatch unattended
- Provide a physical barrier to keep people away from a cellar hatch. Include warning signs as needed
- Ensure a safe means of access to the cellar
- Where cellar lifts are fitted, ensure they are properly installed, guarded and inspected

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4.14 Maintenance

Hazards:

Slips & Falls
Electrocution
Gases and other substances

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

As a general rule staff do not carry out any tasks for which they does not have the necessary knowledge, skills and experience to do. This requires them to be cautious at all times and to seek assistance as needed.

General points that are to be followed:

- All instructions in the Safety File to be followed.
- Wherever possible experienced contractors are to be called to the hotel to deal with significant maintenance issues.
- Porters are never to be used to carry out maintenance duties except for tasks that they have the necessary knowledge, skills and experience.
- Only electricians shall be allowed work on the electrical installation.
- Only qualified Gas Fitters shall be allowed to work on the gas installation.
- Only qualified mechanical fitters to be allowed to work on any compressors or pressure vessels.
- A permit to work must be used for all contractors on site.
- Isolation of any fire detection systems must be recorded on a hot works permit.

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4.15 Kitchen

Hazards:

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

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

The kitchen is under the control of an experienced and highly qualified Chef. The Chef is assisted by his deputy the Sous Chef and the other members of staff as is normal in a large kitchen.

- System – The Chef has imposed a system on the Kitchen whereby Cold Preparation, Banquet Preparation, Pastries, Café Prep and A La Carte, are all given their own area.
- Wash up is separate to the other areas.
- Full HACCP system is in place to cater for food safety and implement segregation.
- Only trained Chefs are allowed operate ovens and catering equipment.
- All equipment is on a schedule of maintenance as per the manufacturer's recommendations.
- Auto fire suppression is in place over the cookers.
- First aid kit is provided appropriate to the risk.
- Fire extinguishers are proved appropriate to the risk.
- Trays trolleys and other equipment is used for serving.
- Fire blankets are provided for emergency.
- Non locking systems are in place on the cold rooms.
- Electrical power points are placed high to avoid liquids.
- Only suitability experienced chefs are permitted to use the caramelising torch.

- Knives:
 - All cutting operations will be carried out away from distraction and from walkways
 - Maintain all knives and blades clean and in good condition
 - Knives may only be sharpened by qualified staff or by outside contractors
 - Cutting boards/butchers block will always be used and kept in good condition
 - All knives, i.e. boning, filleting, steak, etc., will be used with the utmost care
 - No bladed instrument will be left unattended at any time
 - Use the proper knife or blade for the Task
 - Use the knife or blade in a safe and proper manner
 - Knives will be picked up and handled by the handle only
 - Cutting will always be performed away from the body
 - Sharp area will be kept away from body when cleaning and drying knife
 - Knives will not be left in water where they cannot be seen
 - Once used, all knives will be returned to their holders/scabbards
 - Store all knives and blades properly (when not in use) ensuring that the sharp edge is protected
 - Knives etc. will not be used to carry or manoeuvre meats
- Maintenance
 - Dispose safely of all knives which are worn, broken or have loose handles
 - Handles will be securely fixed to blade and kept free from fats and grease
 - All knives and tools will be kept sharp
 - All appliances generating hot water and steam are maintained in good condition
 - All electrical equipment is inspected by a competent person at least annually
- Behaviour
 - Any horseplay involving knives or sharp implements will be considered as a serious breach of safety policy and will be subject to disciplinary procedures
 - Staff are trained in the use of knives, blades, slicing machine and sharp objects
 - Disciplinary procedures will be instigated against any breach of this directive
- Staff are trained in the use of such equipment
- Oven gloves are available and ready for use

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- Staff are trained to operate and use machine properly
- Staff are not allowed to bring personal items of electrical equipment to work
- Electrical cables are properly secured onto surfaces
- Electrical cables are routed so that they do not run across the floor causing a trip hazard
- No excessive jewellery or cosmetics are worn
- Floor surfaces are kept clean and dry
- All spills and leaks are cleaned up immediately
- Non-slip safety shoes are worn

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

1. Alto Sham:

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 hot holding units.
2. Only staff who are trained may operate or clean the units.
3. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Manufacturer's instructions
4. Stand back when opening doors to avoid heat
5. Make sure door is closed properly during use
6. Ensure that the correct temperature is being used for the food being cooked
7. Do not use wet cloths to lift hot containers
8. 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 holding area as well as the surfaces of the unit.

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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.

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2. 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

Portable Bain Marie:

1. Check the electric cord for any damage
2. Keep power cord away from heat, water and oil

Training:

Training given by: _____

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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.

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3. Brat Pans

Hazards Include

1. Burns
2. Scalds
3. Hot surfaces

Control Measures.

1. Only approved service technicians may install and service the Brat Pans.
2. Only staff who are trained may operate or clean the Brat Pans.
3. Make sure that pilot light is on
4. Make sure you know how to use this machine properly and safely before use, and become familiar with the manufacturer's instructions.
5. Care should be taken to make sure that you do not burn yourself.
6. Make sure that the temperature is not too hot so as to burn the food.
7. Do not stand too close to the front of the machine as it gets quite hot.
8. Turn gas off before raising the Pan from the base.
9. Do not use wet cloths to lift hot containers.
10. The handle for raising the Pan can be hard to turn when the Pan is full of food.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

Only clean as per the manufacturer's instructions.

Only approved chemicals may be used.

HACCP principles to be followed at all times.

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Ensure all food waste is removed from the basin area as well as the surfaces of the equipment.

Ensure power is off for cleaning.

Be aware of hot surfaces and use gloves as appropriate.

Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

Always wear your gloves and aprons when cleaning.

Be careful of hot surfaces.

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

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4. Coffee Dispensers

Hazards Include

1. Burns and scalds
2. Slips and falls from spilled liquids

Control Measures.

1. Place machine in dining room in the right place to serve the coffee
2. Make sure that the tap is closed
3. Plug in power and adjust temperature gauge – check cord for damage and keep clear of any heat.
4. Do not place hands in or near hot water
5. Ensure “Caution Hot Water” sign is in place

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 soup kettle as well as the surfaces adjacent.
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.

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5. 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

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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.

6. Electric Knife Steriliser

Hazards Include

1. Sharp blades
2. Hot surfaces

Control Measures.

3. Only staff who are trained may operate or clean the various food specific cookers.
4. Unit will be serviced by approved contractor as per the manufacturer's instructions.
5. Make sure the equipment is assembled correctly
6. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Operating Manual
7. Do not touch anything that could possibly burn you
8. Switch machine off and report to Chef/Restaurant Manager immediately in the event of malfunction
9. Be careful when reaching into the unit for knives.
10. Knives are to be carried on trays or other carriers, they are not to be carried bunched in the hand.
11. Do not run with knives.
12. Plan your route to the knife steriliser and be careful of others.
13. Keep water away from the unit.

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.

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3. HACCP principles to be followed at all times.
4. Ensure power is off for cleaning.
5. Be aware of hot surfaces and use gloves as appropriate.
6. 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.

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7. 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:

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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 guests.

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8. Various food processors and pastry mixer.

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.

9. Gas Rings

Hazards Include

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

Control Measures.

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

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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 ring area as well as the surfaces of the cooker top.
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. 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. Do not lean across the rings.

10. Glass and 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.

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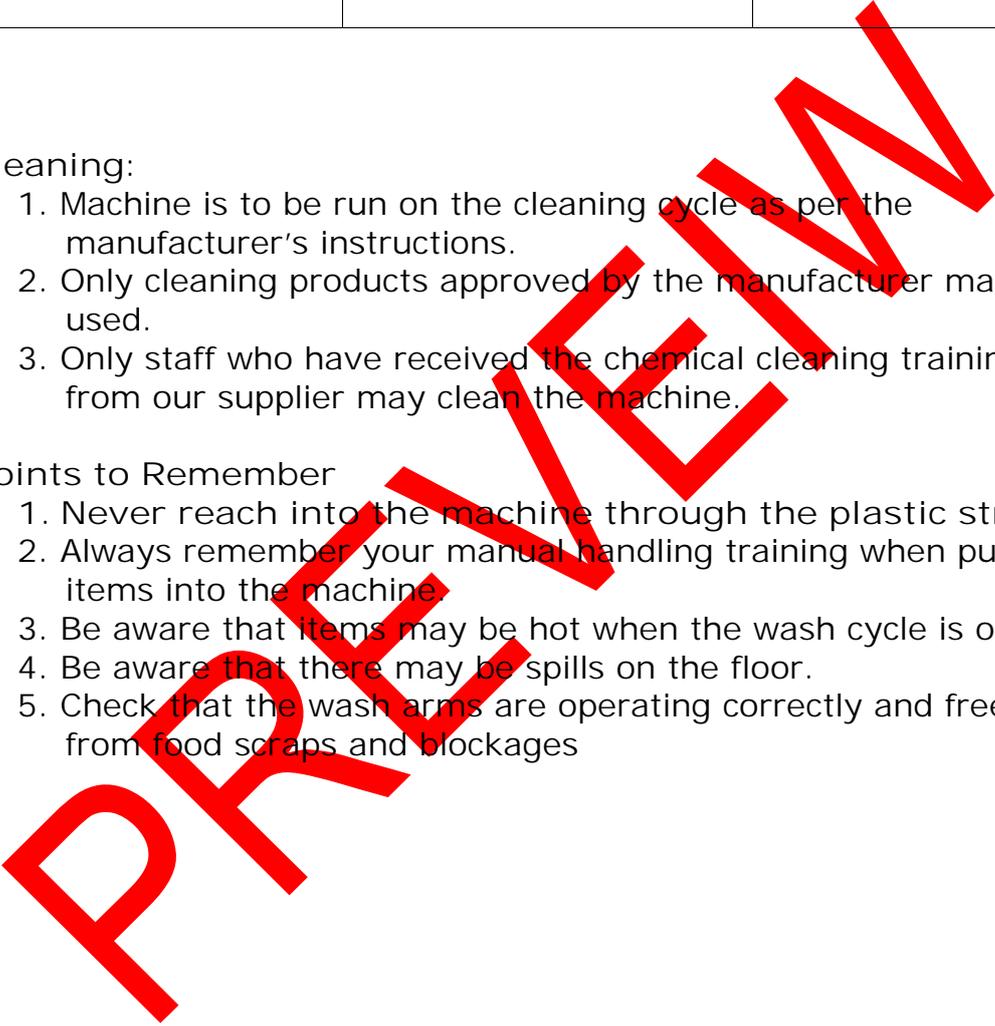
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Cleaning:

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 our supplier 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



11. Griddles

Hazards Include

Hot surfaces.

Food spills

Slips and falls.

Control Measures.

1. Only approved service technicians may install service the Griddle.
1. Only staff who are trained may operate or clean the Griddle.
2. Make sure you know how to operate this machine properly and safely before use, and become familiar with the Manufacturer's instructions.
3. Light gas pilot Make sure this machine does not get too hot
4. Turn flame down to required heat
5. Do not touch the grills at any time with your hand – they are very hot
6. Don't reach over the hot surface, keep clothing closed and close to the body.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturer's 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 Griddle top.
5. Ensure power is off for cleaning.
6. Allow the griddle top to cool down before cleaning.
7. Be aware of hot surfaces and use gloves as appropriate.

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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.

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12. 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

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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.

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13. Hot Carving Lamps

Hazards Include

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

Control Measures.

1. Only approved service technicians may install service the lamps.
2. Only staff who are trained may operate or clean the lamps.
3. Only staff who have been trained may change lamps
4. Lamp bulbs must only be changed when the unit has cooled down
5. Make sure you know how to use this equipment properly and safely before use
6. Do not touch anything on the machine that could be hot
7. Old lamps/bulbs must be returned to the supplier for correct disposal.

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.
3. Only approved chemicals may be used.
4. Ensure power is off for cleaning.
5. Be aware of hot surfaces and use gloves as appropriate.

Points to Remember

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

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14. Hot Plates

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.

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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.

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15. Ice Makers

Hazards Include

1. Cold surfaces.
2. Chemicals
3. Manual Handling
4. Slips and falls from spilled liquids.
5. 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. Spills are to be cleaned up immediately.
11. All spills are to be marked by yellow men warning signs.

Training:

Training given by: _____

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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.

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3. Only staff who have received the chemical cleaning training from our Supplier may clean the machine.

Points to Remember

1. Always remember your manual handling training when putting trays into the machine.
2. Be aware that there may be spills on the floor.

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16. Liquidiser Soup gun

Hazards Include

1. Entanglement
2. Electrical shorts
3. Slips and falls from spilled food

Control Measures.

1. Only approved service technicians may service the liquidiser.
2. Only staff who are trained may operate or clean the Liquidiser.
3. Make sure machine is assembled correctly
4. Care must be taken of sharp blades when assembling
5. The blades of this machine are very sharp – be careful when handling the blades so as not to cut yourself
6. Become familiar with the Manufacturer's instructions
7. Check the flex for any faults
8. Make sure that you know how to operate the machine in a correct manner before use
9. Ensure there is no danger of striking passersby.
10. Do not put any arms, hands, spoons, paddles, scrapers into the soup urn when the machine is on
11. Turn the power off and report to the Chef/Food Service Manager in the event of malfunction

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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 be aware of those around you.
2. Be aware of possible spills on the floor and trip hazards.

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17. 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.

18. 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

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way that could obstruct the vents. The filters should be 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

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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.

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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 says 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 the 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 or 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.

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19. Milk Dispenser

Hazards Include

1. Manual handling
2. Slips and falls from spilled liquid.
3. Electric leads and plugs.
4. Scissors

Control Measures.

1. Check all outers to ensure pack is in good condition.
2. Only lift containers that are in good condition.
3. Get help with lifting if necessary.
4. Adhere to good manual handling practice.
5. Be careful when exposing the spout and cutting that you do not catch your finger.
6. Clean all spills immediately.

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturer's instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

1. Be aware of your surroundings and good manual handling when lifting containers.
2. Be aware of possible spills on the floor and trip hazards.

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20. 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.

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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.

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21. Pasta Cooker, Rice Cooker and Stock Pots.

Hazards Include

1. Hot surfaces
2. Hot liquids
3. Slips and falls from spilled liquids
4. Electrical leads and plugs
5. Hot elements under the water.
6. Food residue in the water.

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. Switch machine off and report to Chef/Restaurant Manager immediately in the event of malfunction
6. Fill the equipment with enough water to cover the elements properly
7. Do not touch anything that could possibly burn you
8. When the water in the equipment is hot be careful not to be burnt with hot steam
9. Do not use wet cloths to lift hot containers
10. When removing containers out of equipment take care not to drip water on floor

Training:

Training given by: _____

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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 equipment area as well as any adjacent surfaces.
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.

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22. Robot Coupe 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.
2. Only staff who are trained may operate or clean the Processor.
3. Make sure machine is assembled correctly
4. Care must be taken of sharp blades when assembling
5. The blades of this machine are very sharp – be careful when handling the blades so as not to cut yourself
6. Processor to be placed on a solid non vibrating base
7. Become familiar with the Manufacturer’s instructions
8. Check the flex for any faults
9. Check that the beating arm is properly attached
10. Make sure that you know how to operate the machine in a correct manner before use
11. Check that the bowl and attachments are properly locked in place before starting the machine
12. Do not put any arms, hands, spoons, paddles, scrapers into the bowl when the machine is on
13. Turn the power off and report to the Chef/Food Service Manager in the event of malfunction

Training:

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Cleaning:

1. Only clean as per the manufacturers instructions.

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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.

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23. Soup Kettle

Hazards Include

1. Burns and scalds
2. Slips and falls from spilled liquids

Control Measures.

1. Place machine in dining room in the right place to serve the soup
2. Make sure that the tap is closed
3. Fill with water to cover the electric element properly
4. Plug in power and adjust temperature gauge – check cord for damage and keep clear of any heat, water and oil
5. Place covers on top to keep water hot
6. Do not place hands in hot water
7. Only move soup kettles on serving trolleys.
8. Do not move soup kettles while full of hot liquid.

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 soup kettle as well as the surfaces adjacent.
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.

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24. 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:

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Cleaning:

1. Do not immerse any of the units in water.

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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 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.

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25. Water Boiler

Hazards Include

1. Scalds and burns from hot water.
2. Slips and falls from water on the floor.
3. Electrical extensions and leads.

Control Measures.

1. Only approved service technicians may install service the boiler.
2. Only staff who are trained may operate or clean the boiler
3. Sight that there is water in the machine
4. Check electric cord for any damage, and keep clear of any heat, water and oil
5. The outside of the machine is very hot and should not be touched
6. Set the thermostat to just below boiling point
7. If hot chocolate is used in the machine it needs to be cleaned on a regular basis
8. Clean according to the cleaning schedule
9. As this machine may be used by guests they need to be warned that it is dangerous for small children who might grab the handle and scald themselves

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. Ensure power is off for cleaning.
4. Be aware of hot surfaces and use gloves as appropriate.

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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 careful of hot surfaces.
3. Be aware of possible spills on the floor and trip hazards.

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4.16 Restaurant

Hazards:

- Irate customers
- Robbery
- Slips and falls - see also section 4.4 on Housekeeping
- Manual Handling
- Chemicals
- Broken glass/crockery
- Heat – Food/Utensils, etc.

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- Manual handling training is provided as per the rest of the hotel.
- Housekeeping and cleaning protocols are in place for the restaurant.
- Trolleys, trays etc. are all provided for assistance with manual handling.
- First aid kit is available in adjoining kitchen.

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4.17 Purchasing and storage

Hazards:

Manual Handling
Housekeeping
Falling stock
Chemicals

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- All staff given Manual Handling training as per the rest of the hotel.
- All chemicals stored as per manufacturers directions.
- All equipment or materials purchased will be in accordance with CE markings and national legislation.
- All shelving to be kept in good repair.
- Whilst using ladders and mobile steps, good manual handling will be practised, both in moving the ladder and mobile steps and in using them, i.e. do not over reach – move the ladder
- Ladders must be secured at the base by another person for short use and at the top for prolonged use
- Climbing on the racking/shelving rather than use a ladder or mobile step is seriously prohibited.
- Ladders and mobile steps will be maintained in good condition.
- When not in use, ladders and mobile steps will be stored without causing an obstruction.
- Any damage to ladders and mobile steps to be reported to management.
- Damaged ladders and mobile steps may not be used.
- Any horseplay involving ladders or steps will be treated with the utmost severity.

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4.18 Porters and Conference/Banqueting facilities

Hazards:

Manual Handling:

- Luggage
- Dance Floors
- Mattresses
- Chairs
- Tables
- Etc.

Chemical hazards.

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

The most serious hazard in this area is that of Manual Handling.

- All staff given hotel specific training.
- Full range of manual handling equipment available:
- Chair trolleys
- Luggage trolleys
- Hand carts
- Etc.
- Safety footwear

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4.19 Serious Injuries or Death

Hazards:

Shock
Distress
Stress

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- General:
 - Any serious accident or incident that results in serious injury or death requires that a senior Manager be notified immediately.
 - The senior manager will make the decision as to whether to call the Gardai.
 - The exception to this rule is a fight or other disturbance in the bar areas, where any Supervisor may call the Gardai if there is a significant disturbance.
 - The Accident reporting procedure shall then be followed.
- Death:
 - Any death on site will require the Gardai to be called.
 - Accommodation staff may not enter a Guest bedroom until reception have confirmed that the room has been vacated and any "Do not Disturb" signs have been removed.
 - If a room has not been vacated by the appointed time Reception will try to establish contact by phoning the room and/or the contact number for the Guest booked into the room.
 - After several unsuccessful attempts at making contact, reception will alert a senior member of management to investigate.
 - The person entering the room will knock loudly and call out before entering.
 - While entering they will continue to call out.
 - If a person is found in any part of the room in an apparent unconscious, injured condition or appearing to be suffering from an illness, an Ambulance shall be called immediately.

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- If the person is unconscious or appears to have passed away then the Gardai must be called immediately as well as the Ambulance.
- The room must be left undisturbed until the Gardai arrive.
- The advice and directions of the Gardai/Ambulance staff shall be followed once they arrive.

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4.20 Laundry

Hazards:

- Manual Handling
- Chemicals
- Biological
- Heat stress
- Machinery

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- Manual handling training provided as per the rest of the Hotel.
- Chemicals as per the rest of the Hotel.
- Facility to take breaks outside of room available
- Manual Handling trolleys and equipment provided for moving laundry.
- PPE provided for handling soiled linen.

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Part 5 Emergency Planning

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EMERGENCY PROGRAMME

INTRODUCTION

It is a requirement of the Hotel to maintain high standards of fire safety. This is achieved by conforming to the requirements of current legislation, in particular the Fire Services Act, Safety, Health and Welfare at Work Act 2005 and The Building Regulations 1997.

In addition the relevant Codes of Practice are also taken into consideration: Guide to Fire Precaution in Existing Hotels/ Guestrooms and similar premises; Code of Practice for the management of Fire in places of assembly; Code of practice for the safety, furnishings and fittings in places of assembly.

The objectives of the Fire Management Program are as follows-

- (a) To prevent and guard against an outbreak of fire.
- (b) To ensure the safety of ALL persons on the premises in the event of a fire.

The Fire Management Program incorporates the following arrangements to achieve the above objectives:

1. Organisation and responsibilities
2. Procedures to be followed in the event of an emergency.
3. Evacuation Procedure
4. Emergency File
5. Fire escape routes
6. Maintenance of Fire Detection and Protection Systems and Appliances
7. Fire Safety Training
8. Prevention of Overcrowding
9. Fire Prevention
10. Fire Register
11. Bomb Threat Strategy and Response
12. Cash Security / Armed Raid
13. Gas Leaks

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1. ORGANISATION AND RESPONSIBILITIES

General Manager – Manager 2

The General Manager has overall responsibility for ensuring that all-statutory fire regulations and fire safety Codes of Practice are being adhered to.

Safety Officer – Manager 1

- Instigates and monitors the daily Fire Walks
- Delivers Monthly training to all available staff on Fire Panel.
- Co-ordinates monthly inspections of the premises to identify potential fire hazards and to ensure that the relevant Codes of Practice are being adhered to.
- Ensures that employees are trained in fire prevention, evacuation procedures and the use of the portable fire fighting equipment.
- Ensures that fire drills are carried out regularly and that the fire program is constantly monitored and updated as necessary.
- Ensures that all components of the fire system are inspected and maintained in accordance with current standards.

Duty Manager – As per rosters

The Duty Manager ensures that the Hotel is free from fire hazards. Duty Managers coming on duty are required to walk the entire premises, note any defects in fire safety (and any additional problems), take remedial actions as necessary and record findings in the general register.

Department Managers/ Heads of Department

The Department Managers in conjunction with the Heads of Department are responsible for enforcing the safety within the areas under their control. They are also required to ensure that their employees attend designated fire safety training courses.

Department Managers/Heads of Department and supervisors must ensure that:

1. The fire fighting equipment is accessible at all times.
2. Fire doors are kept closed or clear as appropriate.
3. Escape routes and corridors are kept free of obstruction.
4. All persons in their department are evacuated in an orderly manner in a fire situation or in any other emergency.
5. Employees under their control are accounted for at the nominated assembly points.
6. Daily inspections of the departments are carried out to identify potential fire hazards.

Staff Members

Staff must be familiar with the fire safety procedures and comply with all Codes of Practice and management instructions. All staff

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must attend the fire safety training courses as instructed by their Manager or Supervisor.

2. EMERGENCY PROCEDURES

IF YOU DISCOVER A FIRE:

1. Raise the Alarm.

Sound the alarm immediately by activating the break glass unit at the nearest fire point, which are found in the corridors and on the exit routes.

OR

Contact the switchboard and inform the operator exactly where you are and what you discovered. The switchboard operator is responsible for contacting the Fire Brigade immediately. At this point the fire evacuation system is put into operation.

The evacuation of the hotel must commence immediately. Under no circumstances should any attempt be made to stop an evacuation once it has started.

2. Inform the Fire Brigade

The switchboard operator is responsible for contacting the Fire Brigade in a "Fire" situation.

3. Deal with the Fire if Safe to Do So.

Attack the fire using the nearest suitable extinguisher. Do not take any personal risks or put any lives in danger.

OTHERWISE

4. Evacuate or assist in the evacuation by directing and assisting guests.

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ON HEARING THE ALARM:

All managers, heads of department, supervisors and senior personnel must:

1. Evacuate guests from the hotel by the nearest and safest fire exit. Use other staff members to direct/escort patrons to the exits. Ensure all staff leave and check all areas including offices, toilets, locker rooms, etc.
2. Take a copy of all current staff rosters. Take all documents from reception staff for back-up if needed for a later date.
3. Staff should ensure that all equipment is left in a safe condition within time available, prior to evacuating.
For example:
 - Turn off all appliances, gas and electricity.
 - Close doors and windows.
 - Close tills and remove keys.
 - Place housekeeping trolleys in bedrooms.
4. Leave the building by the nearest exit closing all doors behind you.
5. Close all doors and windows.
6. Do not run - move quickly and calmly.
7. Do not delay to collect personal belongings or for any other reason.
8. Do not use the lifts.
9. Shut off all services (gas, power, etc.) if possible to do safely.
10. Assemble at your prescribed assembly point. Ensure all staff are accounted for.
11. Do not re-enter the building or allow anyone else to unless the Fire Brigade has given the all clear.

Assembly Points are located outside the hotel.

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3. EVACUATION TEAM

The Evacuation team members are:

In the event of the "fire alarm" being activated, the following procedures must be adhered to immediately:

1. The reception team press the silence button on the alarm, then contact the manager on duty and inform them where the fire is.
2. The Manager quickly goes to the location of the fire to investigate. Tackle the fire only if you do not put yourself at any personal risk.
3. If the fire can not be extinguished the manager should then contact reception and tell them to sound the alarms.
4. Reception then sounds the alarms and the evacuation procedure begins.
5. All fire wardens must contact the reception desk and enquire where the fire is.
6. The Manager on Duty will assume the role of Co-ordinator at the Fire Alarm Control Centre (reception area)

Duty Manager – co-ordinator

First Manager (or at night - night porter/manager) to arrive at fire control panel is the co-ordinator. The co-ordinator must:

1. Stay in the reception area, if safe to do so.
2. Ensure that the telephonist has notified the Fire Brigade.
3. Dispense the walkie talkies, reflective waistcoats and torches to the fire wardens. At night time, use senior staff members, e.g. hall porter. Test out the walkie talkies to ensure they work.
4. Maintain contact with the fire wardens by keeping the walkie talkie with you at all times. At night, the night porter will have a walkie talkie.
5. As guests come down the stairs, direct them out through the nearest safe exit.
6. Ensure that clear access is maintained in the lobby at all times.
7. Find out about any disabled/elderly or infirm guests who may need special attention.
8. Greet the Fire Brigade and have Hotel plans and Emergency File to hand. Inform Fire Officer of the location of the fire and evacuation status, including any guests as per item 7. The Fire Officer then has absolute control and only he/she may make the decision to allow anyone to re-enter the building.
9. When the Fire Officer hands back control, ensure that the fire

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alarm system is re-set and operational.

10. When all clear is given:

- Explain to the guests that we evacuated for their safety, it may not always be wise to give full reason.
- Give Hotel apologies.
- Give details of any facilities that may be offered as a result, e.g. complimentary tea/coffee.
- Ensure that the fire log book is completed.

FIRE WARDENS

Where possible, two people should always check any area together, so that in the event of an accident - one can get help for the other.

The wardens must:

1. Once the fire wardens hear the alarm they must contact reception and enquire where the fire is so that they can begin to evacuate people through a safe exit. Take and put on a green reflective vest.
2. If you are sweeping a bedroom floor ensure that you take the master key with you.
3. Identify any rooms with a disability tag and enter to assist exit if needed.
4. Take the fire stairs and proceed with a thorough floor walk rapidly.
5. Advise staff and customers to proceed to the emergency fire exits in an orderly manner.
6. Assist when/where possible (elderly, children or infirm).
7. Direct guests to the Assembly Point which is located at out side the hotel.
8. Keep in contact with co-ordinator at all times advising him/her of your location.
9. **DO NOT!! RISK ENTRY TO FIRE DAMAGED AREAS.**
10. Report to the fire co-ordinator, at the Assembly Point, the areas of the building which have been cleared.

EXIT ORGANISER FOR HOTEL

The exit organiser must:

1. Ensure that all exits can be used and place responsible staff members by each exit door to ensure a smooth evacuation.
2. Assist when/where possible (elderly, children or infirm).
3. Direct guests to the Assembly Point which is located at: Car park
4. Assist with the return of guests when the emergency is all clear.
5. Ensure lifts are put back in working order. In the event of technical problems, call the lift service engineers.

NOTE: Reception employees are required to take out any in-house guest listing including the list of special needs persons.

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ASSEMBLY POINT ORGANISER = Most senior manager available

The Assembly Point Organiser must:

1. Put on a reflective waistcoat and ensure that a passage is available for the fire tenders to enter.
2. Take a copy of all current staff rosters. Take all documents from reception staff for back-up if needed for a later date. Ensure all staff are accounted for.
3. Organise guests at the Assembly Point. Ensure all guests are accounted for by checking rosters which will be held by reception supervisor.
4. Reassure guests that the evacuation is for their protection and that they will be able to re-enter the Hotel when the Fire Brigade gives the all clear. Apologise for any inconvenience.
5. If delayed, arrangements will be made by management to supply tea/coffee to guests.
6. When all clear sounds, the Fire Brigade officer will inform guests they may now enter the building.
7. Assist with the re-entry of guests.

TELEPHONISTS' / NIGHT PORTER

1. On receiving a call to say there is a fire or being alerted of a fire by the fire alarm panel, call the Fire Brigade immediately, giving details to hand.
2. Call General Manager or Duty Manager.
3. Ensure your own safety at all times.
4. Deal with incoming calls in a courteous manner

The switchboard operator or night porter must ring the Fire Brigade if the fire alarm activates.

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Departmental Fire Evacuation Procedure

Department - Reception

- On hearing the fire alarms, the receptionist on duty must contact the Duty Manager.
- On instruction from the Duty Manager, the receptionist must phone 999, ask for the Fire Brigade and clearly call out the following message:

FIRE AT THE ABC COMPANY.

- Wait for message to be repeated
- By use of the switchboard, the receptionist must 'phone all guestrooms to make sure all guests are aware of evacuation
- At this stage, the Duty Manager will be checking all guest bedrooms in non-fire areas. The receptionist must not leave the desk until accompanied by the Duty Manager. The receptionist, on leaving the desk must bring with him/her the following: Back - Up drives, Bedroom allocation sheet 1, Rooming list, Reception Roster
- At this stage, the receptionist must make her way to the Fire Assembly Point.

DO NOT AT ANY STAGE ATTEMPT TO REGAIN ENTRY INTO THE BUILDING

Department - Kitchen

Due to the nature of the kitchen, i.e. a lot of heat-producing equipment, the risk of fire is much greater and thus staff alertness and safety consciousness must also be greater. Knowledge of all First Aid fire-fighting equipment and types of fire must be at the forefront for all staff working in the kitchen area.

It is the responsibility of all staff to be familiar with all fire equipment and what fires to use them on.

The following procedure must be strictly adhered to in case of a fire:

- On identifying a fire, the alarm must be raised by 'phoning reception, who will inform the Duty Manager.
- All electrical equipment, i.e. fan ovens etc., must be switched off. All gas ovens etc. must also be switched off. Use emergency cut off switches at either end of cooking islands
- A decision at this stage must be made as to ascertaining the extent of the fire i.e. should the fire be approached with First Aid equipment? If the fire is any bigger than a waste paper basket, the area should be evacuated and isolated.

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- All windows and doors should be closed, and no attempt made to regain entry to the area. All staff must make their way to the Fire Assembly Point to the front of the Hotel and await a roll call.

DO NOT AT ANY STAGE ATTEMPT TO REGAIN ENTRY INTO THE BUILDING

Department - Accounts & Administration

- On discovering a fire or reacting to a "fire warning", a member of office staff must raise the alarm by contacting the Duty Manager
- The decision must be made as to whether the fire is approachable or not. The Duty Manager will make the decision to evacuate.
- At this stage, if evacuation procedures are initiated, all accounts and administration staff must make their way to the Fire Assembly Point to await roll call.

Department-Night Porter

Due to the fact that the majority of hotel fires occur at night, and that night-time is the time that the least number of staff is on duty, it is vital that a clear, simple and concise procedure is in place.

The following procedure must be strictly adhered to:

- On identifying a "fire warning" on the fire panel, the Night Porter must make his way to the area noted on the panel and ascertain the extent of the fire. In the case where the fire is enclosed behind a door, do not attempt to gain entry to this room without checking the temperature of the door by using the back of the hand. Do not attempt to grab door handle. If temperature is too hot, under no circumstances try to gain access to room.
- Immediately raise the alarm by dialling 999 and convey the following message

FIRE AT THE ABC COMPANY,

- Wait until this message has been repeated
- The Night Porter must then Phone all guests in their rooms and repeat the following message:

THIS IS THE NIGHT PORTER SPEAKING, THERE IS A FIRE IN THE HOTEL. PLEASE MAKE YOUR WAY TO THE NEAREST EXIT AND ASSEMBLE AT THE FRONT CAR PARK.

- It is vital that all guests are telephoned. The Night Porter must be ready to liaise with Fire Brigade regarding any guests that have not been evacuated. Therefore, it is vital that the guest register is brought to the Fire Assembly Point and a roll call is taken.

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DO NOT AT ANY STAGE ATTEMPT TO REGAIN ENTRY INTO THE BUILDING

Department –Bar/Restaurant/Café/Function
Rooms/Conference Suites/Utility Areas

- On hearing fire alarms, senior staff on duty must commence evacuating all customers from these areas using nearest exits.
- All fans must be switched off along with gas fire
- Remove all notes from cash register
- At this stage, all staff must evacuate areas, making sure that all doors are closed but not locked. Make your way to the Fire Assembly Point located in car park opposite Reception area and do not move from this area until a roll call has been taken.
- All cash removed from the tills must be given to Duty Manager.

DO NOT AT ANY STAGE ATTEMPT TO REGAIN ENTRY INTO THE BUILDING

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4. EMERGENCY FILE – Fire Register

The following information is located in the fire register located at the Manager's office:

1. Contact List - Key Persons
2. Building Plan - General Layout Showing:
 - Emergency exits.
 - Fire hydrants.
 - Gas Lines and Isolation valves.
 - Electrical panels / main breaker.
3. List of Dangerous Chemicals on Site and Location (as necessary).
4. Fire Alarm Manual with key for detector locations, break glass units etc.
5. Miscellaneous.

Rosters – a source of roll call

- These are the responsibility of the head of the department
- Reception are to bring all check-in cards and guest lists along.

5. FIRE ESCAPE ROUTES

Members of the public cannot be evacuated from our premises quickly and safely if escape routes are obstructed or exits locked. It is therefore essential that all escape routes and exit doors are maintained free from obstruction and immediately available for use. The Fire Services Act 1981 places a specific duty on persons in control of premises to ensure that escape routes are kept clear and that doors, gates etc on these routes and exits can be easily opened by persons using the premises.

All our escape routes and final exits are visually inspected on a daily basis by designated staff (Duty Managers). Automatic Door releases on all fire doors are checked on a weekly basis by the Safety Officer and faults found recorded and notified to Maintenance for rectifying.

Emergency and exit lighting are provided on the escape routes. The fire exit routes are protected by fire doors.

Heads of Department are responsible for fire safety standards in the areas under their control. The Duty Managers are responsible for monitoring the hotel's fire safety procedures during their hours of duty.

6. MAINTENANCE OF THE FIRE DETECTION AND PROTECTION SYSTEMS

The General Manager is responsible for ensuring that the fire detection and protection systems are inspected and maintained in accordance with current standards. The following inspection arrangements are in place:

1. Fire Alarm - inspected daily, zone test weekly, maintained on

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- a bi-annual maintenance contract. (Inspections are entered into the General Register).
2. Means of Escape / Fire Doors - inspected daily, (Duty Managers fire walk).
 3. Means of Escape / Fire Exits - inspected daily, (Duty Managers walk through).
 4. Emergency Lighting - inspected daily, quarterly and annual unload tests as per IS 3217 (1989)
 5. Fire Extinguishers - inspected monthly, serviced every 6-months as per IS 291 (1986)
 6. Fire Blankets - inspected monthly, maintained annually.
 7. Fire Hydrants - inspected regularly.
 8. Oil / Gas Fired Boilers - tested and maintained annually.

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7. FIRE SAFETY TRAINING

The General Manager is responsible for organising the hotel's Fire Safety training program. Fire Safety training is provided during the course of the staff induction program, during the regular fire drills and as necessary.

Specific training and instruction provided to designated staff includes the following: -

1. Training in the use of the fire alarm panel (monthly)
2. Lift isolation procedures.
3. The use of the first aid fire fighting appliances.
4. Fire prevention through awareness.
5. Emergency / evacuation procedures.
6. The action to be taken in case of fire or other emergencies.
7. Method of raising the alarm and the location of the activation points.

8. PREVENTION OF OVERCROWDING

The Duty Manager is responsible for ensuring that the hotel complies with the maximum capacity of the individual function rooms. The Hotel Management liaises with the local fire services in relation to major events.

9. FIRE PREVENTION

Adhering to good housekeeping procedures can substantially reduce fire hazards. The following are complied with:

1. Rubbish and waste materials are not allowed to accumulate. Waste materials must be removed from the premises at regular intervals and stored in suitable designated areas outside pending disposal.
2. Flammable liquids, gases and other potentially dangerous substances must be limited to small quantities, handled with extreme care and stored in suitable labelled containers in the designated storage areas. A full list of these substances together with their location must be kept in the emergency file in the front reception area.
3. Smoking is strictly prohibited in all areas of the Hotel.
4. Electrical and gas appliances are inspected and maintained at regular intervals. Defective items must be isolated until repairs are carried out.
5. Upholstered seating is inspected at regular intervals. Any defective or damaged items must be removed pending repair or replacement.
6. Cookers, extractor fans, filters, air ducts and machinery are regularly cleaned of oil, grease and dust. Servicing is carried out at regular intervals by competent personnel.

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7. Sources of ignition must be carefully controlled to minimise the risk of fire. Fire resistant doors and smoke doors must not be propped or wedged open.
8. Building and plant maintenance involving the use of equipment such as oxyacetylene cylinders, welding equipment, liquid gas appliances and flammable liquid containers must be strictly controlled. A permit to work system is in place for all "hot work" procedures and must be used. Maintenance work in public areas must be restricted to those periods when members of the public do not occupy the premises. All work equipment must be removed from the premises before the public are admitted. All external contractors must be informed of and adhere to the Hotel's fire and safety procedures.
9. Care is taken to ensure that members of the public are not permitted to enter areas other than those to which they are intended to have access, except when a fire or other emergency requires them to do so in order to escape from the building.
10. The premises must be inspected on each occasion immediately after the public have vacated to remove any potential fire hazards.

10. FIRE REGISTER

The Safety Officer is responsible for implementing and overseeing the Fire Safety Program for the hotel. The fire safety register, which contains a complete record of all fire safety matters, is located in the Duty Manager's office.

All training, inspections, tests, maintenance and other work must be recorded in the Fire Register.

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11. BOMB THREAT STRATEGY AND RESPONSE

Procedure for telephone calls:

The following procedure is to be applied in the event of a telephone bomb warning or threat being received. The form for recording information is attached.

1. The operator on receipt of the call must:
 - Have the Duty Manager alerted.
 - Detain the caller on the line as long as possible, asking the questions outlined on the attached form. Record as much information as possible.
2. When the caller hangs up, advise the Duty Manager.
3. The Duty Manager is to advise the following:
 - The Gardai.
 - The General Manager.
4. The Duty Manager must advise all managers, department heads and supervisors immediately so that the hotel can be searched quickly by the people most familiar with each particular area. If a suspect object (bag, briefcase or parcel without an owner) is found, then that area and all adjacent areas must be evacuated.

The Gardai will have been contacted by the Duty Manager and on arrival, will assist. It is only if a suspicious object is found that the Police will take charge. All persons must be kept away from glass windows.

VERY IMPORTANT: DO NOT TOUCH OR MOVE THE SUSPECT OBJECT.

It will make everybody's job easier in the above circumstances if all stores, bedroom floors, presses and function rooms, etc. are kept locked when not in use. Before locking up, a thorough search must be made, e.g. check under cushions, behind seats, in coat pockets, etc.

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Guidelines to Telephonists

It is important on receipt of a bomb threat that the telephonist does not panic. So as to reduce confusion and assist appropriate authorities, every effort should be made to obtain and record the information as outlined below.

1. Note the exact time of the call. Start _____ Finish _____
2. Note the exact words of the threat - particularly the location of the bomb and when it is going to explode. _____
3. Ask:
 - Where is the bomb now?
 - What does it look like?
 - When is it going to explode?
 - Who planted it?
 - Why was it planted?
4. Note whether the voice is male or female.
5. Note the accent of the caller.
e.g. Scottish, English, Irish, other.
6. Note whether the caller sounds intoxicated.
7. Note any background noises - traffic, music, voices, etc.
8. Note if the voice is familiar - Who?
9. Note the time the caller hung-up.
10. Other comments.

Notify the Duty Manager and the Police immediately on receipt of the call.

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12. CASH SECURITY/ARMED RAID

The following points must be adhered to at all times:

1. Only the minimum amount of cash necessary to service your station efficiently is retained.
2. All surplus cash must be brought to the drop safe at the back of reception as soon as possible.
3. Never count large sums of cash in public view.
4. In the event of an armed hold-up, you must co-operate with the robber.
5. Remember C.O.O.P.

C - is for Calm.

You must keep calm; you must not make him/her more nervous that he/she is already.

O - is for Obey.

Do exactly as you are told but do not volunteer information.

O - is for Observe.

Be observant, make a mental note of the robber(s) apparel, watch out for something that may identify them - shoes, socks, ear-ring, rings, etc. You should also note if they touch anything, you can also estimate a height by comparing it with something nearby which can be measured later. If there is more than one robber, then concentrate on the nearest one.

P - is for Preserve.

That means that the scene of the crime must not be disturbed in any way until the police have completed their

investigations. Witnesses must not discuss the accident

among themselves until they have been interviewed by the

police. This is to prevent their evidence becoming confused.

If you adhere to the above principles the chances of anyone being hurt is practically nil, the company losses will be minimum and the chances of the criminal being apprehended will be greatly improved.

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13. GAS LEAKS

If you smell gas:

1. Do not use naked lights.
2. Do not switch the lights or any other electrical equipment on or off.
3. Check whether the gas is coming from a pilot or burner: -
 - If from pilot or burner, turn off the burner.
 - If from elsewhere, turn off the gas supply to the area.
4. Open doors and windows and leave them open until the leak has stopped and any build-up of gas has dispersed.
5. Report the leak immediately to your manager or supervisor.
6. Do not turn the gas back on until the fault has been traced and repaired by a competent gas service technician.
7. If gas continues to escape after the supply has been isolated at the meter, contact the Gas Company immediately.

If you smell gas

At home



Ensure gas appliances haven't been left on and unlit.



Don't smoke or use a naked flame.



Don't unplug or switch anything electrical on or off.



Open windows and doors to let the gas disperse.



If your appliances are off but the smell persists, turn off the gas at the meter.

Call our 24 Hour Emergency Line **1850 20 50 50**.
If you can't get through, dial 999.

Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

On the street

Call the 24 Hour Emergency Line **1850 20 50 50**

Don't assume someone else has reported the smell.

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14. SERIOUS ILLNESS OR DEATH ON THE PREMISES

Given the nature of the Hospitality Industry there is always the possibility of a Guest suffering serious illness or dying. The following procedure should be used if this unfortunate event occurs.

General:

1. Any serious accident or incident that results in serious injury or death requires that a senior Manager be notified immediately.
2. The senior manager will make the decision as to whether to call the Gardai.
3. The exception to this rule is a fight of other disturbance in the bar areas, where any Supervisor may call the Gardai if there is a significant disturbance.
4. The Accident reporting procedure shall then be followed.

Death:

1. Any death on site will require the Gardai to be called.
2. Accommodation staff may not enter a Guest bedroom until reception have confirmed that the room has been vacated and any "Do not Disturb" signs have been removed.
3. If a room has not been vacated by the appointed time Reception will try to establish contact by phoning the room and/or the contact number for the Guest booked into the room.
4. After several unsuccessful attempts at making contact, reception will alert a senior member of management to investigate.
5. The person entering the room will knock loudly and call out before entering.
6. While entering they will continue to call out.
7. If a person is found in any part of the room in an apparent unconscious, injured condition or appearing to be suffering from an illness, an Ambulance shall be called immediately.
8. If the person is unconscious or appears to have passed away then the Gardai must be called immediately as well as the Ambulance.
9. The room must be left undisturbed until the Gardai arrive.
10. The advice and directions of the Gardai/Ambulance staff shall be followed once they arrive.

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PART 6

ANNUAL REPORT

SAFETY 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:

External safety and health courses attended by our staff included:

NEW SAFETY ARRANGEMENTS

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

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8. Appendix

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A1. Suggestions, Welfare and Concerns Register

Name		Dept	
Date		Time	

Please write as full an account of the Concern in the box below

Concern reviewed by and action to be carried out

Concern documented and resolved

Name		Position	
Date		Time	

A2. Fire Drill Programme xx/xx/xx/10

Date	Arranged by	Comment

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A3. Fire Drill Records

A Fire Drill must be held twice per year

Date: _____ Conducted By: _____

DID ALL STAFF ATTEND THE DRILL?
 List departments and date of roster below:

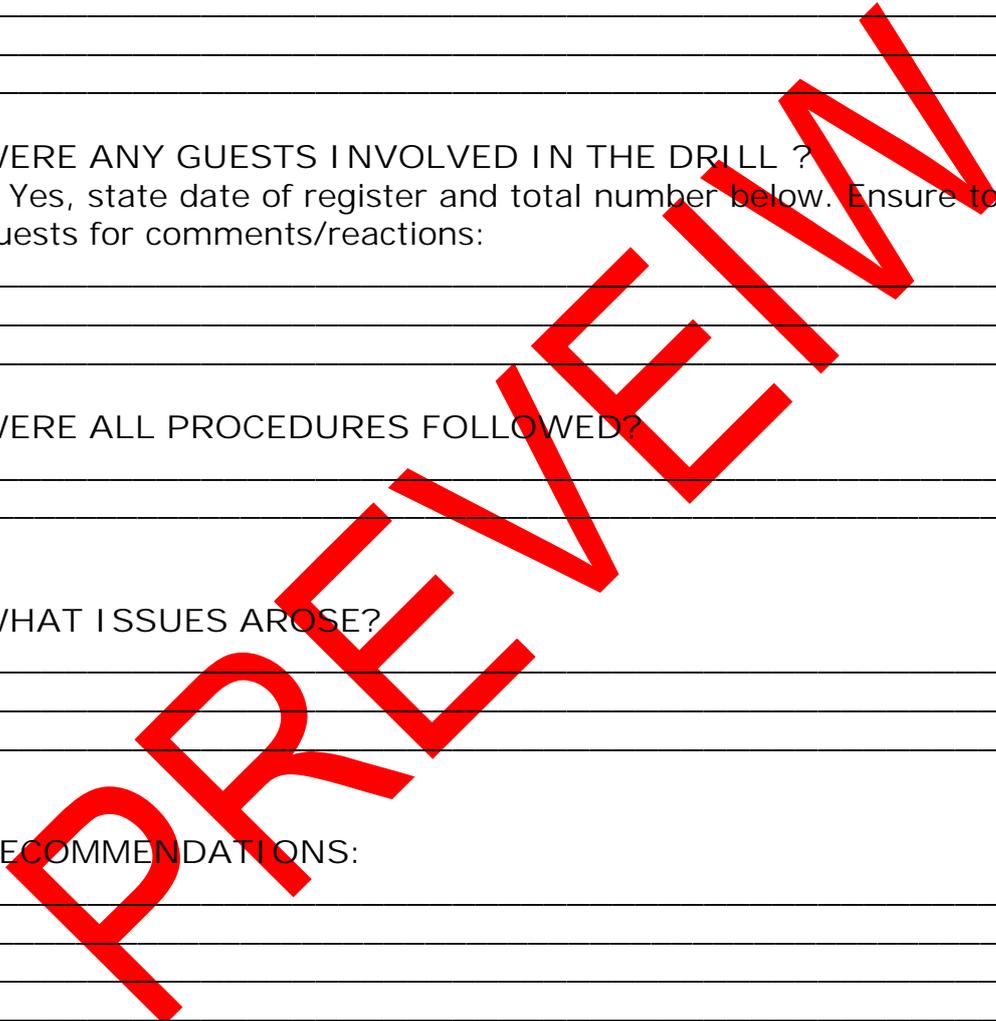
WERE ANY GUESTS INVOLVED IN THE DRILL ?
 If Yes, state date of register and total number below. Ensure to ask guests for comments/reactions:

WERE ALL PROCEDURES FOLLOWED?

WHAT ISSUES AROSE?

RECOMMENDATIONS:

GENERAL MANAGER SIGNATURE:



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A4. Accident Report Form

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

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:

Add sketches, statements, or other information on separate pages.

PART 8 Related Policies

8.1 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 it's 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.

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8.2 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.

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