

LOGO HERE

# COMPANY SAFETY STATEMENT

**ABC Company**

Address Line 1  
Address Line 2

### Contents

#### **PART 1 Company Statement**

- 1.1 Objectives of the Safety Statement
- 1.2 Company Safety Statement
- 1.3 Policy Statement
- 1.4 Reviews
- 1.5 Company Activities

#### **PART 2 Duties and Responsibilities**

- 2.1 Management Control System
- 2.2 Manager 2
- 2.3 Manager 1
- 2.4 All Managers (as appointed)
- 2.5 Employees
- 2.6 Contractors

#### **PART 3 Arrangements for Safe Working**

- 3.1 Resources
- 3.2 Safety Induction
- 3.3 Training
- 3.4 Safety Consultation
- 3.5 Safety Representation
- 3.6 First Aid
- 3.7 Reporting of Accidents, Diseases and Dangerous Occurrences
- 3.8 Welfare Facilities
- 3.9 Personal Protective Equipment
- 3.10 Smoking Policy
- 3.11 Drugs and Alcohol Policy
- 3.12 Bullying Policy
- 3.13 Young and Inexperienced Workers Policy
- 3.14 Covid 19 Policy and Protection 2020

#### **PART 4 Hazard Identification and Control Measures**

- 4.1 Hazard Inspections
- 4.2 Fire
- 4.3 Access and Egress
- 4.4 Housekeeping
- 4.5 Manual Handling
- 4.6 Electricity
- 4.7 Offices and General Administration
- 4.8 Visual Display Units
- 4.9 Hazardous Substances
- 4.10 Working at heights and ladders

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

- 4.11 Bar, Cellar and associated
- 4.12 Maintenance
- 4.13 Kitchen (includes the assessments and training on all kitchen equipment)
- 4.14 Purchasing and storage
- 4.15 Serious Injury and death (relates to fights among customers, etc)
- 4.16 Pregnancy and New Mothers
- 4.17 Violence and Aggression
- 4.18 Cash Handling
- 4.19 Waiting staff
- 4.20 Restaurant and Serving area

### **PART 5 Annual Report**

### **PART 6 Staff Sign Off**

### **PART 7 Appendix**

- A1 Staff suggestions/concern form
- A2 Fire drill program
- A3 Post fire drill assessment
- A4 Accident report form

### **PART 8 Related Policies**

- Environmental Policy
- Equality Policy

#### **Disclaimer.**

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

**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.

**PREVIEW**

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

### 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 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 2 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:** \_\_\_\_\_

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

### 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.

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



### 1.5 Company activities

ABC Company is a Public House and Restaurant that provides a variety of services depending on customer need and time of year.

- The operating hours for the Premises are dependant on seasonal activities and the licensing laws.
- The number of staff employed varies again with seasonality.
- The range of services on offer are:
  - Food
  - Bar
  - Various other activities from time to time as suitable to the relevant departments and customer needs.

**PREVIEW**

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

LOGO HERE

# ABC Company Safety Statement

## COMPANY STRUCTURE FOR HEALTH AND SAFETY

### PART 2

Detailed Responsibilities of Personnel carrying out functions of Part 3

**PREVIEW**

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

### 2.1 MANAGEMENT CONTROL SYSTEM

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:

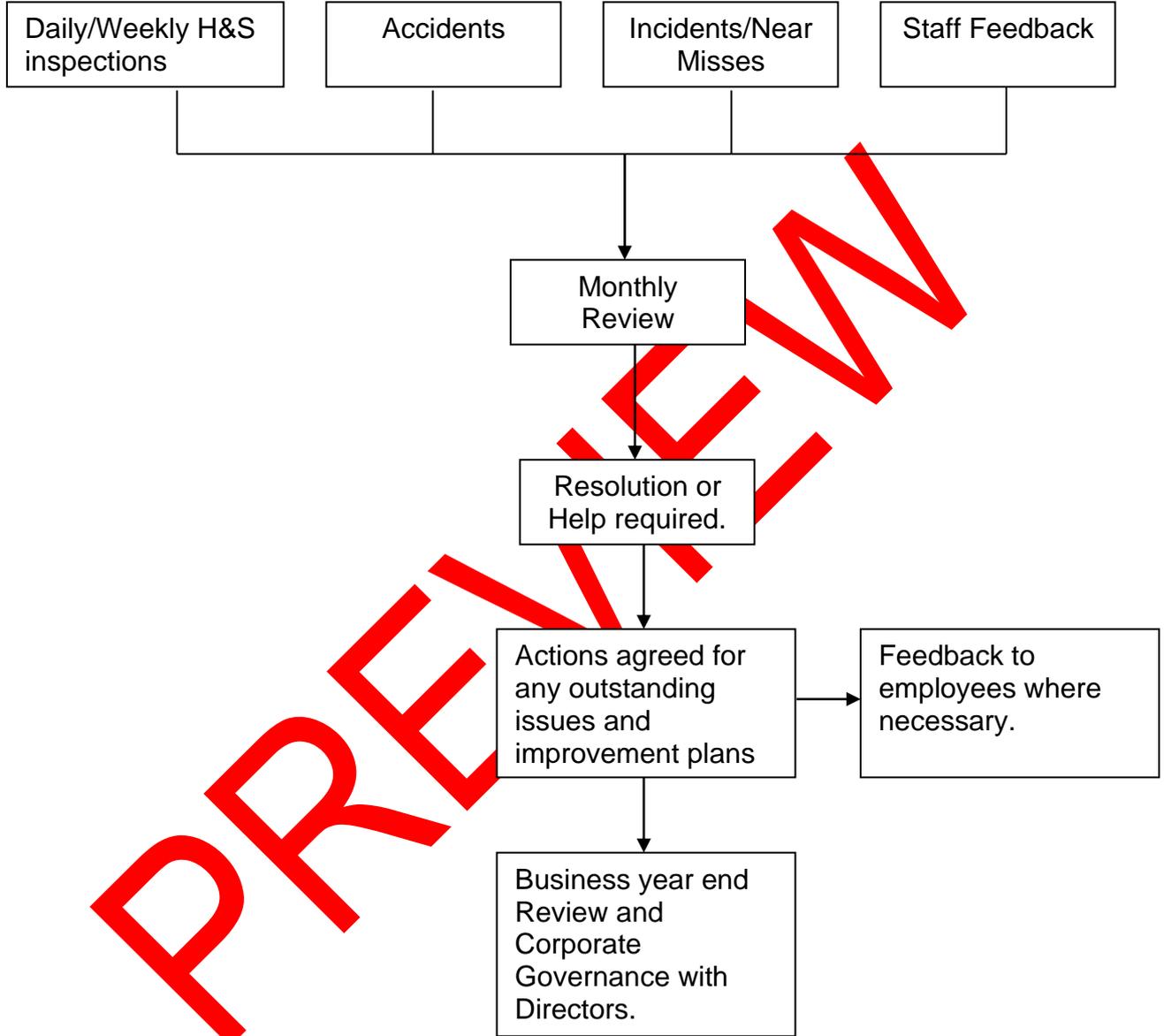
1. All items on notice board current
2. Weekly/Daily safety and housekeeping inspections
3. Staff suggestions and query forms
4. Induction and ongoing training
  - 4.1. First aid
  - 4.2. Fire Warden/Marshall
  - 4.3. Manual Handling
  - 4.4. HACCP
  - 4.5. Chemical Handling
5. Safety critical equipment 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 report

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

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

**Health and Safety Management process for ABC Company**

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



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

**2.2 Manager 2**

- ❑ Manager 1 bears ultimate responsibility for ensuring that the business 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.

**PRELIMINARY**

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

**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.

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

### 2.4 MANAGERS (As appointed)

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.

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

## 2.5 All Employees

- ❑ All Employees are to co-operate with management in the wearing of the correct safety equipment, using the appropriate safety devices and following proper safe systems of work.
- ❑ All Employees are to co-operate in the investigation of accidents and the reporting of them and also the reporting to their supervisors of any local hazards of which they become aware.
- ❑ All Employees will be encouraged to promote ideas on the improvements of health and safety standards and also provide suitable suggestions for reduction in risks.
- ❑ All Employees are forbidden to interfere with or misuse any specified items of safety equipment or any safety device.
- ❑ All Employees are required to take care of their own health and safety and they should not indulge in horseplay, wilful unsafe acts or carry out or play practical jokes on other employees.
- ❑ Employees found guilty of wilful unsafe acts may be liable to summary dismissal.
- ❑ Employees are advised that strict requirements under the Health and Safety at Work Act can be used by the enforcing authorities against such persons if found guilty of reckless behaviour.
- ❑ All employees must clean up their working area or assist in tidying up thereof and also to help maintain clear passageways and maintain high standards of local housekeeping and hygiene.
- ❑ Do not smoke 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.

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

### 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.

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

**ARRANGEMENTS FOR SAFE WORKING**

**PART 3**

**PREVIEW**

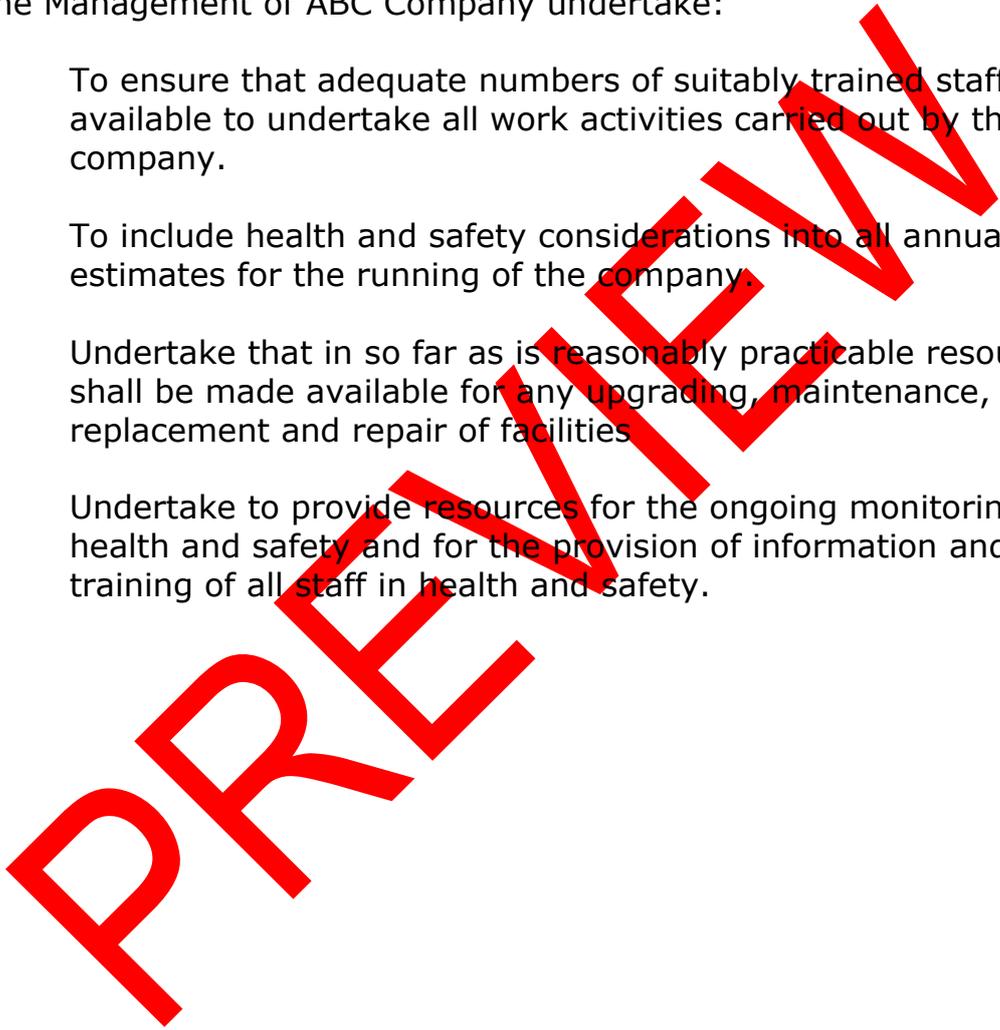
Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	17

**3.1 RESOURCES**

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.



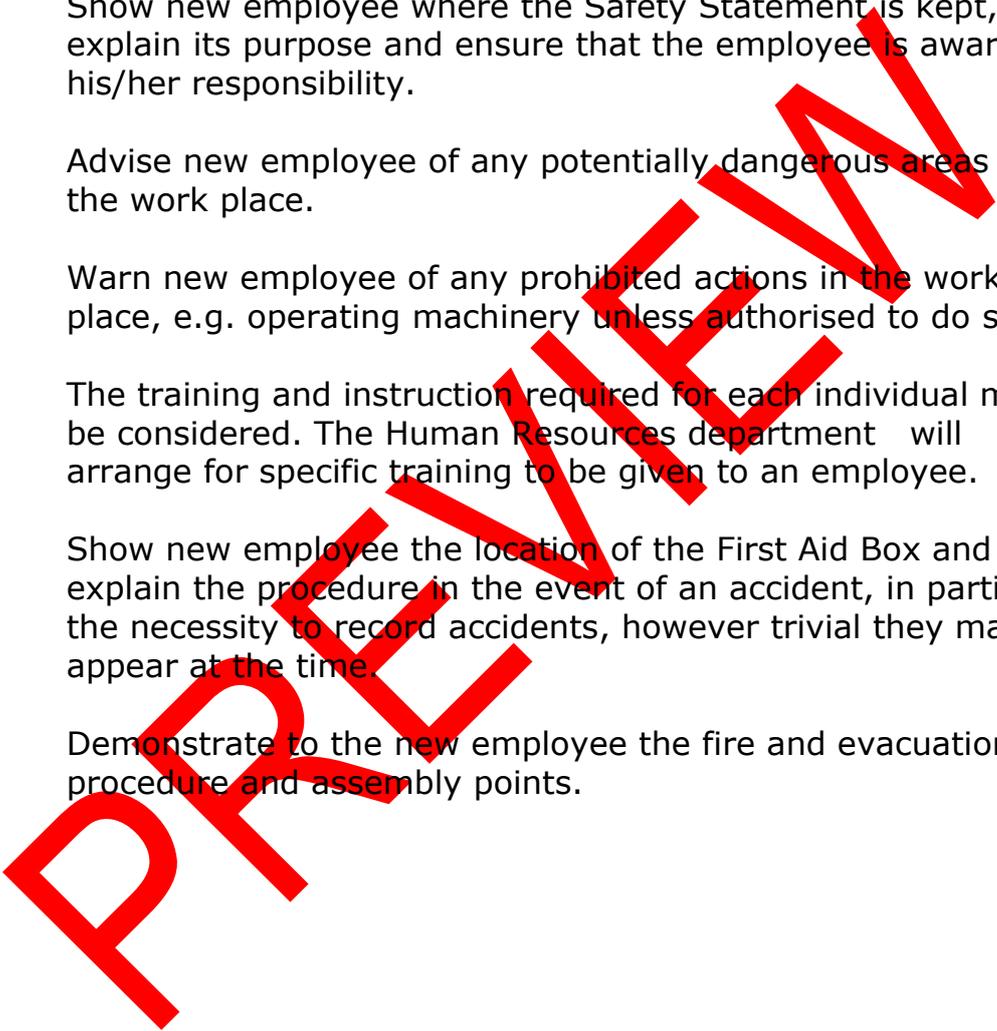
Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	18

**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.



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

**3.3 TRAINING**

**HAZARDS**

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

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

**3.4 SAFETY CONSULTATION**

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

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

A folder of blank forms 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.

PREVIEW

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

**3.5 SAFETY REPRESENTATION**

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

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 the H&S Officer.

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

### 3.6 FIRST AID

#### CONTROL MEASURES

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

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

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

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

- **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.

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

**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 Manager 2.

**PREVIEW**

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

### **3.7 REPORTING OF ACCIDENTS, DISEASES AND DANGEROUS OCCURRENCES**

All accidents and dangerous occurrences must be reported.

- ❑ ***Accident report Form***
  - ❑ The accident report form must be completed for all accidents. Copies of this form are available in the Health and Safety folder.
- ❑ ***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 by the Human Resources department.
  - ❑ 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.

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

**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. As part of the employment package all staff are entitled to free food from the Kitchens.

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

Adequate cloakroom facilities are provided.

PREVIEW

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

### 3.9 PERSONAL PROTECTIVE EQUIPMENT

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

#### HAZARDS

- Physical Exposures
- Chemical Exposures

#### CONTROL MEASURES

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

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

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

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

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

### **3.10 SMOKING POLICY**

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

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

#### **Implementation**

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

The person in charge for the premises is Manager 1.

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

A Smoking area has been set up outside the bar that complies with the Act. Posters are displayed within the premises and any infringements should be notified to Manager 1.

#### **Infringements**

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

#### **Smoking cessation**

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

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

**3.12 DRUGS AND ALCOHOL POLICY STATEMENT**

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

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

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

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

PREVIEW

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

**3.13 Bullying at Work Policy**

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

Bullying at work is defined as: 'Persistent criticism and personal abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self. Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

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

Manager 2 gives the undertaking that all complaints will be investigated sensitively and will be resolved locally, if possible. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary / grievance procedures.

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

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

**3.14 Young persons and inexperienced workers policy**

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

ABC Company do employ under 18s on a temporary basis in the traditional role of "Lounge Boy/Girl" or Waiter/Waitress. 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. 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.

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

**3.15 Policy and Protection for Covid 19 outbreak 2020**

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a new (novel) Coronavirus virus called Coronavirus SARS-CoV-2. Current evidence suggests that the virus is significantly more infectious than the flu that circulates every winter.

Due to the significant Deaths, levels of Illness and disruption that this virus has caused, ABC Company have developed the following policy and Procedures for our employees, sub-contractors and any person affected by our activities.

On the following pages are our main policy and protection measures for dealing with the Covid 19 Crisis. This will be supplemented as necessary with information from Fáilte Ireland, The HSE and NPHT.

**Return to Work Process after the April 2020 Shutdown**

All staff will be given specific return to work Covid 19 Induction Training to inform them of how we are dealing with the crisis and what their role is.

All staff will complete the questionnaire/self-declaration (see appendix) at least 2 days before attending work.

We will have a plan in place that details how we are going to manage our response. The majority of the following pages constitute that plan.

There has been no evidence that Covid 19 has been transmitted via food and drink, therefore our exiting HACCP Plan and controls will suffice in this area.

As part of our HACCP plan, all staff are trained to a level appropriate to their duties. Part of that training includes Infection Control. This will be applicable in managing Covid 19 risk.

We are a "Controlled Environment", therefore we are in a position to actively manage the risk of Covid 19 in our operations.

Our Supervisors will be trained as Covid 19 Officers and will ensure the implementation of our plan.

**Travelling to and From Work**

If an employee is displaying any signs of Covid 19 or has been exposed to a confirmed case, they should not travel to work. Where possible workers should travel alone in their own vehicle. If this is not possible then social distancing should be observed in vehicles. Pictured is the recommended occupancy from the CIF.

**Training for staff**

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

As per the content of this policy, all staff will be trained on the measures being adopted to manage the threat of COVID-19.

Topics covered will include but not be limited to:

Hand and respiratory hygiene

Correct use of PPE

Health and What to do if feeling unwell

Dealing with suspected cases and liaising with the authorities

### **Good hygiene and hand washing**

All site personnel should follow this advice and encourage others to follow this advice as well.

Do wash your hands properly and often. Hands should be washed:

- ✓ after coughing or sneezing
- ✓ before and after eating
- ✓ before and after preparing food
- ✓ after handling waste
- ✓ after cleaning duties
- ✓ after handling cash
- ✓ if you were in contact with someone who has a fever or respiratory symptoms (cough, shortness of breath, difficulty breathing)
- ✓ before and after being on public transport if you must use it
- ✓ before and after being in a crowd (especially an indoor crowd) when you arrive and leave buildings including your home or anyone else's home
- ✓ before having a cigarette or vaping
- ✓ if your hands are dirty
- ✓ after toilet use
- ✓ Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- ✓ Put used tissues into a bin and wash your hands.
- ✓ Clean and disinfect frequently touched objects and surfaces.

Don't:

- ✓ Do not touch your eyes, nose or mouth if your hands are not clean.
- ✓ Do not share objects that touch your mouth – for example, bottles, cups.

### **Disposable gloves**

Disposable gloves are only to be worn on certain food handling activities as per the HACCP plan.

Do not wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands. Also, hands can become contaminated when gloves are taken off.

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

Disposable gloves are worn in medical settings. They are not as effective in daily life. Wearing disposable gloves can give a false sense of security.

### **Face Masks**

Current guidelines from the HSE do not recommend the wearing of face masks and/or the undertaking of temperature testing at work; the preferred approach is to ensure social distancing and good hygiene measures.

If masks are worn, they must be clean and they must not be shared or handled by other colleagues. We will keep up-to-date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET as this advice may be updated.

### **Cleaning and hygiene to prevent contamination**

All areas will be cleaned at a minimum of twice per day and as per need. In our own premises the following shall be adhered to:

- ✓ Enhanced cleaning and sterilisation shall be in place across all:
- ✓ Taps and washing facilities
- ✓ Toilet flush and seats
- ✓ Door handles and push plates
- ✓ Handrails on staircases and corridors
- ✓ Lift controls and other control panels
- ✓ Food preparation and storage areas
- ✓ Rubbish collection and storage points/area
- ✓ Regular cleaning of all other welfare areas

Bar Areas will be disinfected and cleaned regularly as follows:

- ✓ Beer taps, handles and optics
- ✓ Drip trays and washable bar mats
- ✓ Counter mounts and nozzles
- ✓ Glass mats
- ✓ Handheld measures
- ✓ Cocktail equipment
- ✓ Ice buckets, scoops and tongs
- ✓ Fruit preparation equipment
- ✓ Storage containers, etc.

Glassware, Tables, Service Stations, etc.

- ✓ Fresh glasses will be used for each new drink, particularly from optics and beer taps.
- ✓ When pouring drinks, employees will handle glasses by the stem or base and place on clean service trays or the bar counter before serving. Avoid touching the nozzle, tap optic or bottle against the glass.

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

- ✓ Similarly, there must be minimal handling of glassware when clearing glasses.
- ✓ Following the washing and drying of glassware, please ensure that you do not stack glasses on top of each other and ensure to store glasses away from the bar front.
- ✓ Front of House personnel allocated to serve individual tables
- ✓ must adhere to physical distancing where possible.
- ✓ Attention must be paid to hand and respiratory hygiene during
- ✓ order taking and table service.
- ✓ Orders should be taken in a time efficient manner and at a suitable distance to minimise time spent in close contact with guests. Close contact can mean spending more than 15 minutes in face-to-face contact within 2 metres of an infected person.
- ✓ Bar snacks or finger food can be served per table, they are not to be served as catering platters to larger groups.
- ✓ Service stations must also be cleaned and disinfected as required but at least twice a day. These include counter tops, shelving, equipment, storage containers, etc.
- ✓ At service stations, Front of House personnel will be encouraged to maintain the recommended physical distance from each other.
- ✓ We will limit the number of Front of House personnel at service stations at any one time. Minimise movement between service stations and ensure customers don't have access to these areas.
- ✓ Ensure service stations are stocked with all necessary equipment (e.g. cutlery, condiments, etc.) and cleaning supplies (disinfectant, disposable paper towels, etc.).

### Employee Physical Distancing

As far as reasonably possible, we will maintain a distance of 2 metres and a minimum of 1 metre between employees. Where 2 metres is not possible all other reasonable possible measures to protect employees will be in place. Where the food services environment makes it difficult to physically distance, we will consider what measures to put in place based on our physical layout and the specific offering.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

### Public Physical Distancing

All queue areas will be marked for physical distancing.

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

Where we have the physical space, the area between all patron's tables will be 2 Metres.

Floor markings will be in place to guide patrons through the various areas.

All Patrons will be pre booked to facilitate contact tracing and they will be limited to 105 minutes.

An employee (Maitre'd) will be stationed to monitor physical distancing and advise Patrons as necessary.

In the external smoking area physical distancing signage will be in place.

#### Public Toilets

Signage to indicate the location of and route to the bathrooms will be in place.

A strict queuing system and limitations on number of users must be enforced to ensure physical distancing.

Install clear markings to minimise contact between guests and to ensure that queues follow physical distancing requirements.

Encourage the use of alternate sinks.

The frequency of cleaning and disinfection must be increased in toilet facilities to at least twice daily. Ensure splashes are avoided while cleaning these facilities.

Ensure soap and hand sanitiser dispensers, disposable tissue dispensers and other similar devices are regularly checked, cleaned and maintained. Repair or replace defective soap units.

#### **Personal Protective Equipment**

Personal protective equipment (PPE), can be effective in reducing the spread of viruses and disease within the food industry, but only if used properly.

As per our HACCP Plan and if required by their roles, appropriate PPE must be worn by employees.

Training on how to properly use, wear and dispose of all PPE is provided.

Handwashing is a greater protective barrier to infection than wearing disposable gloves. Correct hand hygiene is extremely important, whether using gloves or not. However the following must be applied when using disposable gloves:

- Gloves may be used by food workers for food handling, according to usual food safety guidance, but they must ensure that the gloves are changed frequently and that hands are washed before putting gloves on, between glove changes and when gloves are removed.
- Gloves must be changed after carrying out non-food related activities such as opening/closing doors by hand, emptying bins, handling money, etc.

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

- Hand hygiene is extremely important when gloves are removed to avoid subsequent contamination of food.
- It is acceptable to prepare and handle food with bare hands provided proper hand washing procedures are in place. Hand sanitisers can be used as an additional measure but should not replace handwashing.

**Catering Tools and equipment**

All catering tools and equipment shall be sanitised to prevent cross contamination

Arrangements for one individual to use the same catering tool, equipment and plant as much as possible.

Make available cleaning material for all catering tools to be wiped down with disinfectant between each user.

Organise work practices to reduce eliminate or reduce transmission points and coach site personnel on the same.

PREVIEW

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

## First aid and incident response for Covid 19

While Covid 19 is not necessarily an issue for First Aid. It is necessary that all our first aid trained staff are protected in the event that they need to treat a person at work.

The following equipment will be provided to the First Aid staff and they must use it for **ALL** events.

- ✓ Disposable gloves (nitrile/latex)
- ✓ FFP3 or FFP2 Face masks
- ✓ Disposable plastic aprons
- ✓ Enclosed eye protection

First Aid Responder must ensure that the mask covers both the mouth and nose and is fitted correctly to create an adequate seal to the face.

Following first aid treatment, disposable PPE and any waste should be disposed of appropriately and reusable PPE cleaned/disinfected thoroughly.

Wash hands thoroughly with warm water and soap before putting on and after taking off PPE.

## Rules for Close Working

While Social Distancing will remain the rule for most work, occasionally it is necessary for two people to assist each other. In that event the following shall apply:

- ✓ No worker has symptoms of COVID-19.
- ✓ The close contact work cannot be avoided.
- ✓ PPE is present in line with the RAMS / Risk Assessment (full face shield etc).
- ✓ An exclusion zone for <2m work will be set up pre-task commencement.
- ✓ Prior to donning appropriate gloves, personnel shall wash / sanitise their hands thoroughly.

## Suspect Covid 19 case at work

If someone becomes unwell in the workplace with symptoms such as cough, fever, difficulty breathing, the unwell person should be removed to an area which is at least 2 metres away from other people.

If possible, find a room or area where they can be isolated behind a closed door, such as a staff office.

If it is possible to open a window, do so for ventilation.

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

Request individual to wear facemask to prevent contamination of area and close by personnel.

The individual who is unwell should call their doctor and should outline their current symptoms. Whilst they wait advice, ideally they should be in isolation or as a minimum remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.

Closure of the workplace is not recommended.

The management team of the office or workplace will be contacted by the HSE to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.

A risk assessment of each setting will be undertaken by HSE with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment. The HSE will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.

### **Confirmed Covid 19 case at work**

If a confirmed case is identified in our workplace, the HSE will provide the relevant staff with advice.

These staff include:

- any employee in close face-to-face or touching contact
- talking with or being coughed on for any length of time while the employee was symptomatic
- anyone who has cleaned up any bodily fluids
- close friendship groups or workgroups
- any employee living in the same household as a confirmed case

Contacts are not considered cases and if they are well, they are very unlikely to have spread the infection to others:

- those who have had close contact will be asked to stay at home for 14 days from the last time they had contact with the

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

confirmed case and follow the home isolation information sheet.

- they will be actively followed up by the HSE
- if they develop new symptoms or their existing symptoms worsen within their 14-day observation period they should call their doctor for reassessment if they become unwell with cough and/or fever they will be tested for COVID-19
- if they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case.
- Staff who have not had close contact with the original confirmed case do not need to take any precautions and can continue to attend work.

### **Return to work process after a confirmed case of Covid 19**

In the event of an employee either being a suspected/confirmed case of COVID-19 or a known "close contact" with a confirmed or suspected case, this protocol must be followed to ensure they are fit to return to work by means of self-declaration.

Fitness for Work should be considered from two perspectives:

1. Does their illness pose a risk to the individual themselves in performing their work duties?
2. Does their illness pose a risk to other individuals in the workplace?

An individual must only return to work if deemed fit to do so and upon approval of their medical advisor and having coordinated with their line manager/designated HR/employer contact.

When an individual is symptom-free and are deemed fit to return to work, the key criteria are:

1. 14 days since their last "close contact" with a confirmed/suspected case and have not developed symptoms in that time, or
2. 14 days since the onset of their symptoms and 5 days since their last fever (high temperature), or
3. They have been advised by a GP / healthcare provider to return to work.

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

**Covid-19 Questionnaire-Self Declaration**

In the interests of the health and safety of the people working in ABC Company, their families and the community, we ask that you complete the following questionnaire / self-declaration.

Your co-operation and support are appreciated.

You will be requested to leave the premises if you answer 'YES' to Questions 1, 2 or 3.

Question	Yes	No
1. Have you been in close contact with anyone who is confirmed with having COVID-19 virus?		
2. Do you live in the same household with someone who has symptoms of COVID-19 who has been in isolation within the last 14 days?		
3. Do you have any of the following typical COVID-19 symptoms; fever, high temperature, persistent coughing, or breathing difficulties / shortness of breath		
4. Have you returned to the island of Ireland from another country within the last 14 days? If 'YES', where?		

I confirm that I have responded to the questions truthfully based on my current condition and I commit to ABC Company excluding me from work if the situation changes.

Name	
Position/Department	
Signature	
Date	

**HAZARD IDENTIFICATION AND CONTROL MEASURES**

**PART 4**

**PREVIEW**

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

**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.

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

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

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

**4.2 FIRE**

**FIRE HAZARDS**

**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.
- Staff have been trained in the evacuation procedures.

A Fire Safety Programme shall be developed by management to:

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

**The Fire Safety Programme shall incorporate arrangements for:**

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

- (f) The inspection and maintenance of the fire protection equipment systems.
- (g) The provision of assistance to the fire authorities.
- (h) The maintenance of good housekeeping practice to ensure the removal of all combustible rubbish.
- (i) The testing and maintenance of electrical installations, prohibition of portable heating appliances, and ensuring that all electrical equipment is switched off and unplugged when not in use.

A fire safety register will be maintained by the Company.

PREVIEW

#### **4.2.1 FIRE FIGHTING EQUIPMENT**

The purpose of portable fire fighting equipment is as follows:

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

#### **Portable Fire Extinguishers**

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

#### **Action in the event of fire**

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. 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.

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

#### **4.2.2 MEANS OF ESCAPE IN CASE OF FIRE**

Fires escape routes are posted on all 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.

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

**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.

### 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.
- Substances:- Cleaning chemicals 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.
- All staff receive Specific Manual Handling Training.
- All cleaning staff provided with PPE as follows:
  - Gloves – Chemicals/Glass, etc.
  - Uniform – General dust etc.
  - Overall – Bio hazard, etc.
- Bio Hazard kits are available for cleaning of excrement, vomit, blood, etc.
- Manual Handling stresses are reduced for Vacuum cleaning via the training and maintenance of equipment.
- No Bleach or acid based cleaners are used.
- Toilets regularly inspected and closed off when cleaning is due.

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

**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:

- 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.

### 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.

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

- A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.
- 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.
- Flexible cables should not be run across floors. Where damage at floor level to other cables is possible, protection by ramps, conduit or armouring will be considered and applied.

PREVIEW

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

### 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.

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

**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:**

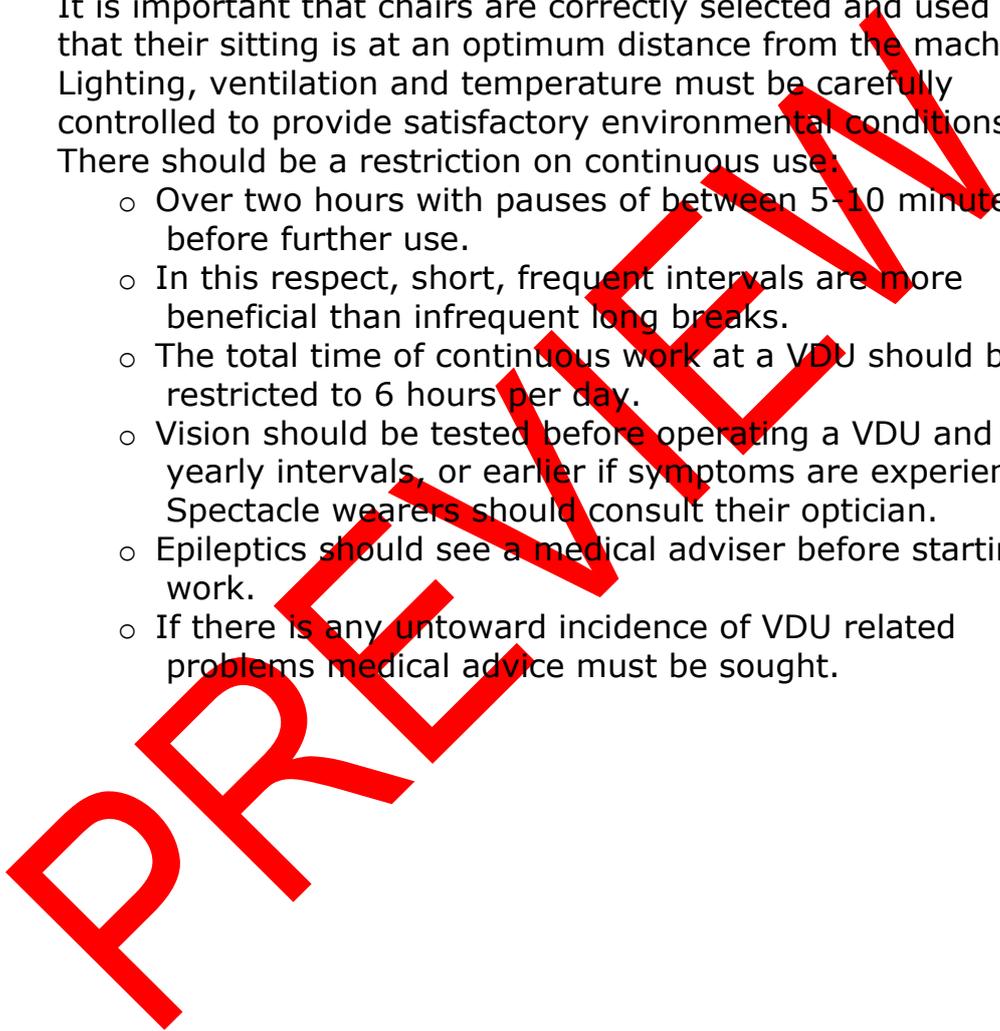
How Likely	How Serious	Risk Rating
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This risk assessment is set as Low due to the fact that all of the office equipment is new and ergonomically designed to the latest standards. The area shall be kept under review as deterioration of equipment could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

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

**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.



### 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

#### 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.
- 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.

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

- 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.

**PREVIEW**

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

**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 bar 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.

### 4.11 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

#### General 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.
- Waste contractor removes broken glass for recycling.

#### 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

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

- 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

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

- 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

**PREVIEW**

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

**4.12 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 bar to deal with significant maintenance issues.
- General staff 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.

**4.13 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 Chef.

- 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

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

- 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

**PREVIEW**

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

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

### **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: \_\_\_\_\_

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

**Signatures of staff receiving training**

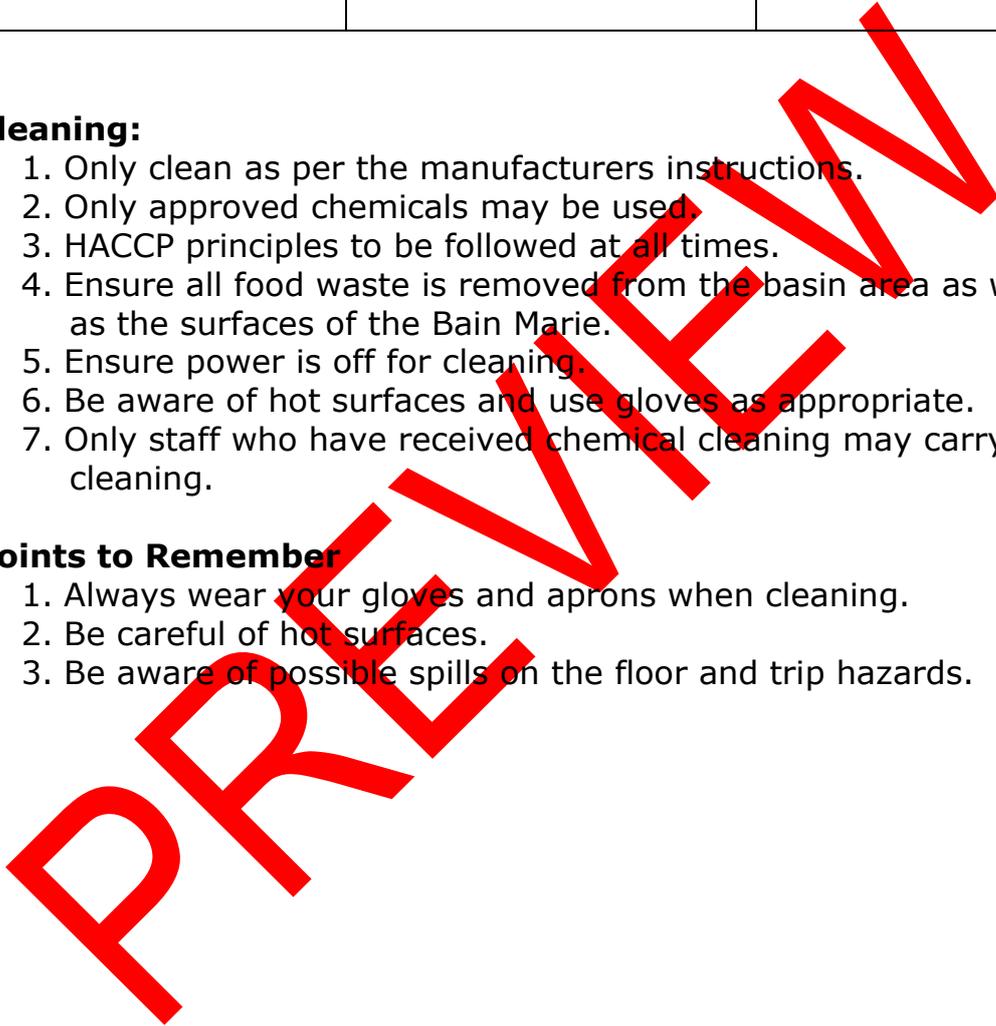
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**Cleaning:**

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.



**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.

**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

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

**Training:**

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

**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.

**Electric Fly and Insect Killers**

**Hazards Include**

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

**Control Measures.**

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

**Training:**

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

**Points to Remember**

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

**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.

**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.

**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 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.

PREVIEW

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

## 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.

### Training:

Training given by: \_\_\_\_\_

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

**Signatures of staff receiving training**

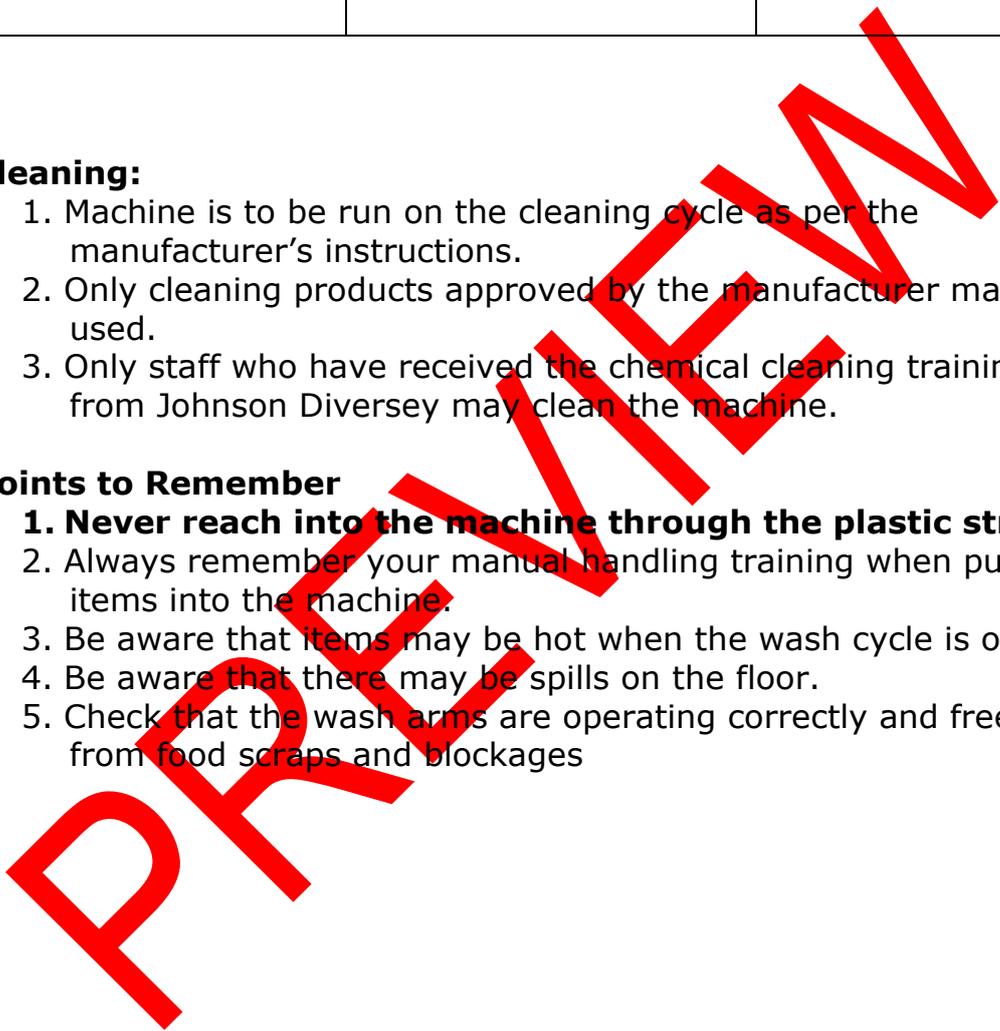
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**Cleaning:**

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 Johnson Diversey may clean the machine.

**Points to Remember**

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



**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.
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.

### Grills

#### Hazards Include

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

#### Control Measures.

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

#### Training:

Training given by: \_\_\_\_\_

#### Signatures of staff receiving training

Name in block letters	Signature	Date

#### Cleaning:

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

#### Points to Remember

1. Be aware of your surroundings when lifting the tray in and out of the grill. Ensure nobody could be struck by the tray.
2. Always wear your gloves and aprons when cleaning.
3. Be careful of hot surfaces.
4. Be aware of possible spills on the floor and trip hazards.

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

**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.

**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.

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

**Training:**

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

**Cleaning:**

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

**Points to Remember**

1. Be aware of your surroundings when lifting the hot plate on and off the service trolley. Ensure nobody could be struck by the hot plate.
2. Always wear your gloves and aprons when cleaning.
3. Be careful of hot surfaces.
4. Be aware of possible spills on the floor and trip hazards.

### 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: \_\_\_\_\_

#### Signatures of staff receiving training

Name in block letters	Signature	Date

#### Cleaning:

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

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

**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

**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.

### Meat Slicer

#### Hazards Include

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

#### Control Measures.

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

#### Training:

Training given by: \_\_\_\_\_

#### Signatures of staff receiving training

Name in block letters	Signature	Date

#### Cleaning:

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

#### Points to Remember

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

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

### Microwave ovens

#### Hazards Include

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

#### Control Measures.

1. Do not use a domestic model oven for commercial catering. Have the microwave oven regularly serviced by a trained engineer. Do not take the back off a microwave oven.
2. The single most important precaution is not to put food in a sealed container in the oven unless the food manufacturer's instructions are to do so. A dish covered with, for example, unpierced clingfilm, or the shell round an egg, has the same effect in a microwave as a sealed container: either can burst open. Remove lids from jars and take-away food containers.
3. Food must not be cooked in metal containers or on metal plates unless they were supplied with the oven or the oven manufacturer says this is safe.
4. Use only clingfilm recommended for use in microwaves ovens and puncture after covering the food products.
5. Keep the appliance cord away from the heated surfaces.
6. Do not immerse cord or plug in water.
7. Do not let cord handle over edge of table or counter.
8. Do not cover or block any openings on this appliance.
9. Do not cook food for longer than necessary. Take care when setting the timer.
10. When cooking foods with a high sugar or fat content, for example mince pies and Christmas puddings, follow the cooking instructions carefully.
11. Each day after use remove all traces of encrusted food, carbonised food and other foreign matter by cleaning the inside of the oven, the inside of the door and, if found, shelves and supports. The roof of the oven should also be carefully wiped: take care not to damage the stirrer, if fitted.
12. Do not obstruct the air vents at the side and rear of the microwave. The oven should not be placed against a wall in a way that could obstruct the vents. The filters should be

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

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

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

**TRAINING:**

Training record:

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

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

**CLEANING:**

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

**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.

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

**Ovens**

**Hazards Include**

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

**Control Measures.**

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

**Training:**

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

**Cleaning:**

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

**Points to Remember**

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

**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.

**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 struck switch off and unplug the unit. Wait until it cools down and use a plastic tongs to remove the blocked food.
12. Never reach into a toaster with a metal implement.

**Training:**

Training given by: \_\_\_\_\_

**Signatures of staff receiving training**

Name in block letters	Signature	Date

**Cleaning:**

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

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.

PREVIEW

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

### 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.
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.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	93

**4.14 Purchasing and storage areas**

**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 bar.
- 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.

**4.15 Serious Injuries or Death (Relates to fights etc. among customers.)**

**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 of 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.
  - While entering they will continue to call out.
  - If a person is found in any part of the premises in an apparent unconscious, injured condition or appearing to be suffering from an illness, an Ambulance shall be called immediately.
  - If the person is unconscious or appears to have passed away then the Gardai must be called immediately as well as the Ambulance.
  - The area must be left undisturbed until the Gardai arrive.
  - The advice and directions of the Gardai/Ambulance staff shall be followed once they arrive.

**4.16 Pregnancy and New Mothers**

**Risks**

How Likely	How Serious	Risk Rating

**Control Measures**

Staff who are pregnant or breastfeeding will not be required to perform any duties which are likely to expose them or their unborn or breastfeeding child to any risk related to their pregnancy or breastfeeding.

A risk assessment will be carried out to assess if there is any additional risk.

If any additional risk is identified, suitable preventive measures will be taken to deal with the risk.

Examples of circumstances where a pregnant worker or their child could be exposed to additional risk include work involving:

- Shocks, vibration or movement
- Manual handling involving risks to the lower back
- Noise
- Ionising and non-ionising radiation
- Extremes of heat and cold
- Movements and postures, travelling, mental or physical fatigue, other physical burdens

Other potential risks as identified in the Safety, Health & Welfare at Work (Pregnant Workers) Regulations.

Examples of suitable action when additional risks are identified are:

- Restrict the pregnant worker from carrying out the work;
- Adjust the working conditions on a temporary basis so that the risk is avoided;
- Re-allocate the worker to other work which does not entail risk to the worker or child;
- If the risk cannot be avoided by any other means, give the worker leave or additional maternity leave.
- Where additional risk to the pregnant worker or their child is identified, the worker will be informed of the risk and the steps to be taken to deal with the risk.

**4.17 Violence and Aggression**

**Hazards:**

Physical injury

**Risks Identified**

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Difficult customers and others such as members of the general public can expose staff to a risk of violence. The following steps are taken by the Business to minimise this risk.

It is the policy of ABC Company not to have staff working alone, except when this cannot be avoided. In general there will be at least two members of staff on hand at all times.

Staff are given the following guidelines in dealing with potential robbery and aggression/violence situations:

- Always keep aware of customers or other individuals who may become violent or threatening
- Never argue or otherwise engage with someone who shows signs of violence
- If someone becomes aggressive or violent, obtain assistance. Never attempt to get involved directly or to restrain the person.
- If attacked, withdraw from the confrontation if possible.
- If and when it is safe to do so, raise the alarm.

**Robbery/ Attempted Robbery**

Robbery of cash and other valuable items can expose staff to a risk of violence. The following steps are taken by the Business to minimise this risk.

It is policy to put measures in place to minimise the risks to staff from robbery. These include:

- Minimising the quantities of cash and other valuable items held;
- Putting appropriate entry and security safeguards in place.
- Staff are given the following guidelines in dealing with potential robbery situations
- If a robbery is attempted, even by someone who appears to be unarmed:
  - Do not offer any resistance, do not provoke the attacker
  - Give the attacker whatever they demand

If and when it is safe to do so, raise the alarm.

### 4.18 Cash Handling

#### Hazards:

Robbery  
Physical abuse

#### Cash Movement Controls

1. Avoid letting large amounts of cash accumulate at reception
2. 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.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	98

### 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.
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).

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	99

**4.19 Waiting Staff**

**Hazards:**

Slips and fall  
 Manual Handling  
 Catering equipment  
 Members of the public

**Risk Assessment:**

How Likely	How Serious	Risk Rating

**General Control Measures**

All staff trained in manual handling.  
 All staff made aware of how to deal with customers.  
 Cleaning plan in place as part of HACCP.

**Waiting staff checklist**

The following list of simple measures can be used by managers as a checklist to brief staff, or by staff themselves as a reminder of good practice. (Source HSE)

***Cleaning restaurant equipment***

*Silverware*

Always wear gloves when using any silver dip or other cleaning agents.  
 Always follow manufacturer's or supplier's instructions.

*Knives*

Kitchen and cutlery knives are a risk when left in water-filled sinks and other containers.  
 Wipe knives on the blunt side, with the blade facing away from you.  
 When carrying by hand, point knife blade downwards.

*Glassware*

When polishing glasses, handle rims with care.  
 Handle chilled glasses with care; glass is more fragile when cold.

*Crockery and service dishes*

Do not stack too high; the weight can easily overload shelving and the pile of crockery may fall over.  
 Do not overstock service stations (eg dumb waiters); the weight can overload shelves and drawers.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	100

Open cutlery drawers slowly (particularly if full).

### ***Laying up***

Always check that tables are secure and have been put up safely before any equipment or food is placed upon them.

### *Cutlery*

Use containers/cutlery baskets to carry cutlery.

Store cutlery in baskets, handle uppermost.

Take care to handle knives by the handle only.

### *Glassware*

When laying up for large numbers, use purpose designed baskets or trays to carry glasses.

Pick glasses up by the foot or stem.

Do not bang the glassware together as this weakens the glass internally.

### *Carrying trays and lifting loads*

Distribute crockery and cutlery evenly on trays.

Carry only the weight that feels safe and comfortable.

Ask the supervisor for help in moving heavy or awkward loads.

Know where the load is to go to before moving it.

Ensure route is clear before setting off.

### *Coffee machines*

Only operate when fully trained.

Follow manufacturer's instructions to fill and operate both small- and high-volume coffee machines.

### *Flammable and potentially explosive materials (e.g. methylated spirits, gas cylinders, aerosols, indoor fireworks, matches)*

Only handle when fully trained.

Store stocks away from heat and direct sunlight.

Follow manufacturer's or supplier's instructions when filling equipment with spirits or replacing gas cylinders, including what to do if they start leaking.

Use matches and tapers when lighting candles and heaters.

Position candles and burners well away from table decorations, curtains, fabrics and bar spirits.

### ***Staff dress***

#### *Footwear*

Wear stable, properly fitting footwear to reduce the risk of slips, trips and falls.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	101

Footwear that covers the foot will delay heat penetration onto feet from spilt hot liquids.

#### *Clothing*

Do not wear long, trailing skirts as they increase the risk of trips. Do not wear loose, long sleeves as they can catch on door handles and the backs of customers' chairs or catch fire from candles.

#### *Hair*

Tie long hair back or pin it up at all times to prevent it: coming into contact with naked flames (e.g. flambé work, candles and indoor fireworks);

or

- becoming caught on items of jewellery when serving guests or caught on backs of chairs;

or

- becoming caught when passing through plastic door curtains.

#### **Food and drink service**

##### *Swing doors*

Ensure you are aware of entry and exit routes if double swing doors are in operation or, if there are no swing doors, be aware that there may be different entry or exit routes to the service/kitchen area.

Go through these type of doors sideways or backwards so that the body (and not the tray) pushes.

If there is a single exit/entry swing door, if possible check that no-one else is coming the other way; otherwise approach with caution.

##### *Carrying trays or platters*

Ensure that load is secure and comfortable to carry.

Distribute items evenly on the tray.

Place hot foods and liquids in the centre of trays to ensure spillages will fall onto the tray and not over you, other staff, customers, or on the floor.

##### *Carrying liquids*

Do not overfill containers (e.g. soup tureens, pots of coffee or tea).

##### *Carrying hot dishes or plates*

Use a dry, thick, clean cloth (wet cloths transfer heat quicker and increase risk of burns).

Warn customers (especially children) if plates, soup bowls or pre-filled mugs and cups are hot.

Pay particular attention if carrying hot dishes or plates up stairs.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	102

*Sparkling wine*

After removing foil, keep pressure on cork with cloth-end or thumb, while removing wire clip.

Then cover with cloth and ease out slowly (to control release of pressure from the bottle) by turning the bottle not the cork.

*Dumb waiters*

Only use after instruction by supervisor/manager.

Never override interlocks.

*Customers*

Be aware that customers (particularly children) may move suddenly or move their chair back just as their meal is being served.

If space is tight when serving, ask the customer politely if they can move to one side.

If silver-serving, make sure hot surfaces do not touch customers.

Watch out for handbags, briefcases and coats lying on the floor.

Know what action to take if dealing with any customer who is drunk or aggressive.

*Spillages*

Clean immediately if there is a risk of slipping during service, or close the area off until it is cleaned.

***Clearing away from the table***

Never use a broken tray.

Ensure the tray is stable and held securely before loading heavy items (place these at the centre of the tray).

Do not overload trays; ensure weight of items is evenly spread across the tray.

Use trays which allow the arms/hands to be held more or less in line with the shoulders.

Hold the tray with both hands, especially if it is heavy or fully loaded.

Only carry the weight that feels safe and comfortable, four covers alone of main-course dirty crockery, cutlery and tray can weigh 7 kg.

Stack plates of the same size together.

Never stack cups more than two-high.

Place similar cutlery together on the tray (to avoid risk of cuts when sorting prior to washing).

Use a separate tray to clear glasses.

When clearing without a tray, stack crockery on arm in balanced layers, positioning cutlery securely.

Do not load up more than can be carried securely or comfortably.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	103

When removing rubbish, check that cigarettes and cigars are out and disposed of in separate metal bin with no paper.  
 Dispose of any broken glass or crockery in a separate designated container, taking care while handling.

***End of service***

Flambé lamps must be turned off when not in use.  
 Make sure that candles are snuffed out.  
 Check area for discarded cigarettes.  
 Switch off electrical equipment.  
 Do not stack chairs and tables above chest height.  
 Do not stack furniture on fire escape routes, in corridors or behind doors.

***Emergencies***

Know what to do in the event of an accident, fire or other emergency.

PREVIEW

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	104

**4.20 Restaurant (Serving area)**

**Hazards:**

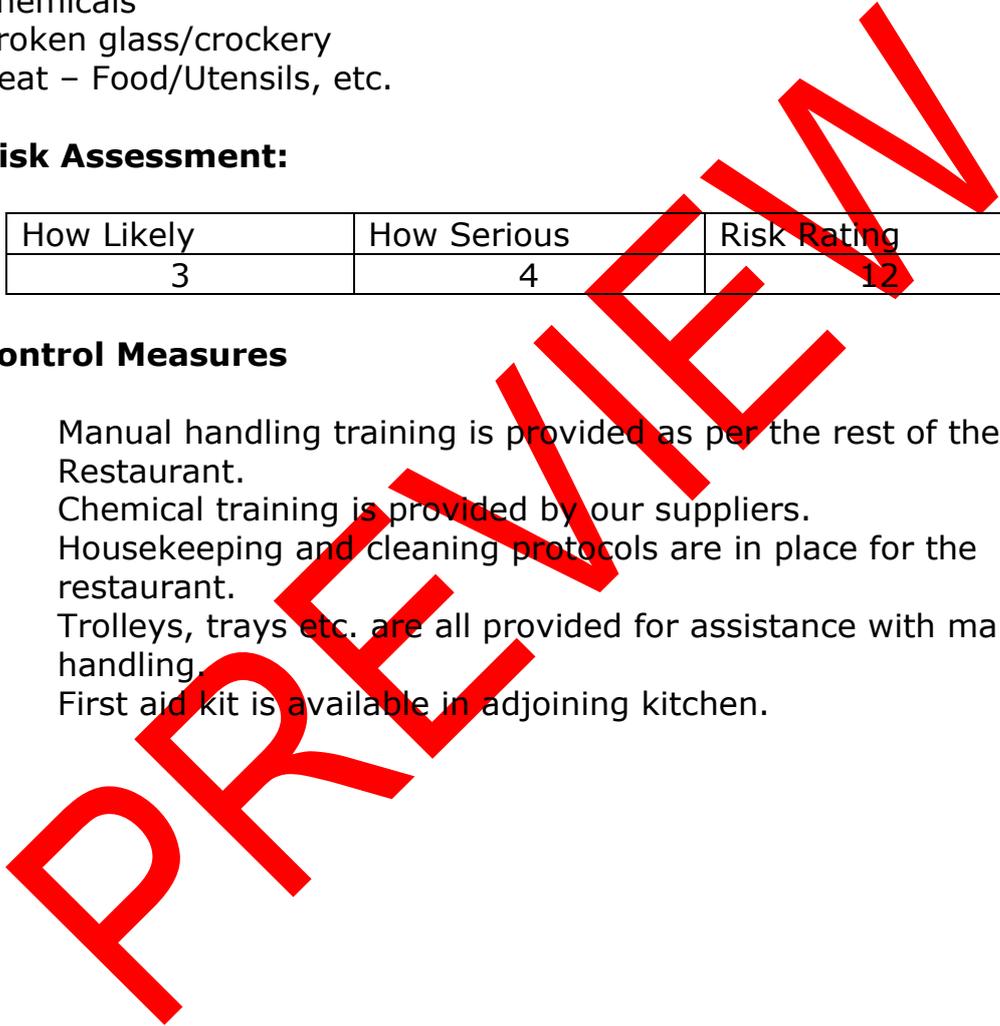
Irate customers  
 Robbery  
*These hazards are also relevant for the Wine Bar*  
 Slips and falls - see also section 4.4 on Housekeeping  
 Manual Handling  
 Chemicals  
 Broken glass/crockery  
 Heat – Food/Utensils, etc.

**Risk Assessment:**

How Likely	How Serious	Risk Rating
3	4	12

**Control Measures**

- Manual handling training is provided as per the rest of the Restaurant.
- Chemical training is provided by our suppliers.
- 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.



**PART 5**

**ANNUAL REPORT**

**ABC COMPANY**

**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:

- 1
- 2
- 3

External safety and health courses attended by our staff included:

- 1
- 2
- 3

**NEW SAFETY ARRANGEMENTS**

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

- 1
- 2
- 3

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	106

**Safety Statement Document Review**

**ABC COMPANY LTD**

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

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

PREVIEW



**7. Appendix**

**PREVIEW**

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	109

**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/9**

Date	Arranged by	Comment

PREVIEW

**A3. Fire Drill Records**

A Fire Drill must be held twice per year

**Date:** \_\_\_\_\_ **Conducted By:** \_\_\_\_\_

**DID ALL STAFF ATTEND THE DRILL?**

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**WERE ALL PROCEDURES FOLLOWED?**

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**WHAT ISSUES AROSE?**

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**RECOMMENDATIONS:**

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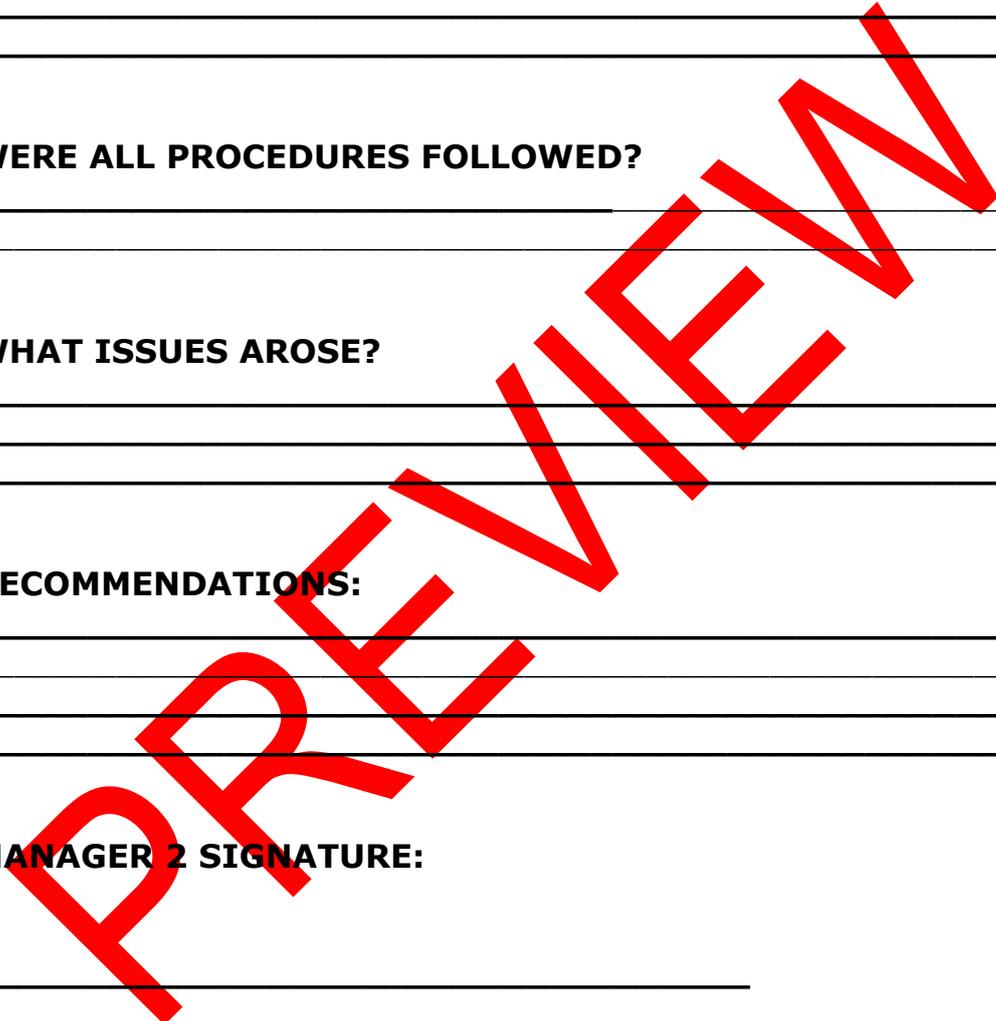
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**MANAGER 2 SIGNATURE:**

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Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	112

**Accident Report Form**

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

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

**PART 8 Related Policies**

**8.1 ABC Company Environmental Policy**

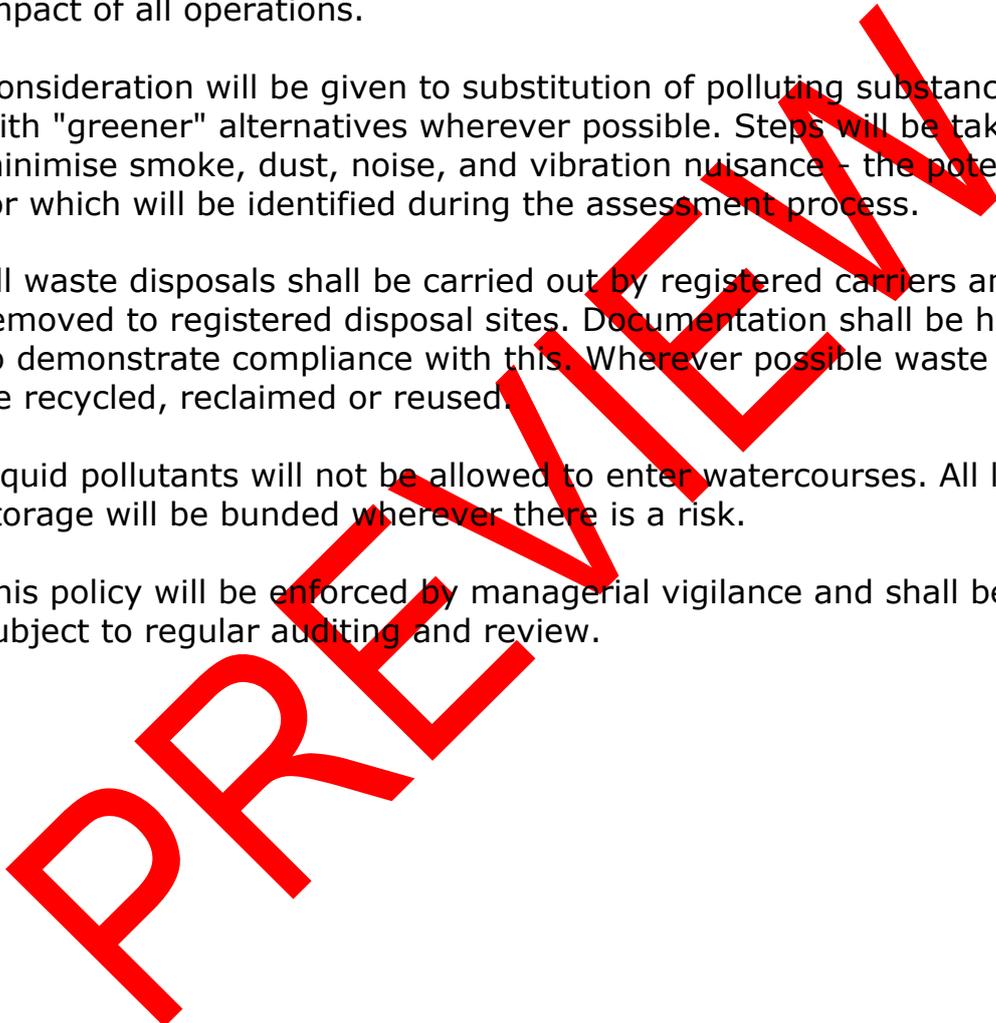
ABC Company will seek to promote the conservation and sustainable use of natural resources and to minimise environmental pollution in all their activities and, where possible, by it's influence over others. The objective will be to minimise the environmental impact of all operations.

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.



Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	114

**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.

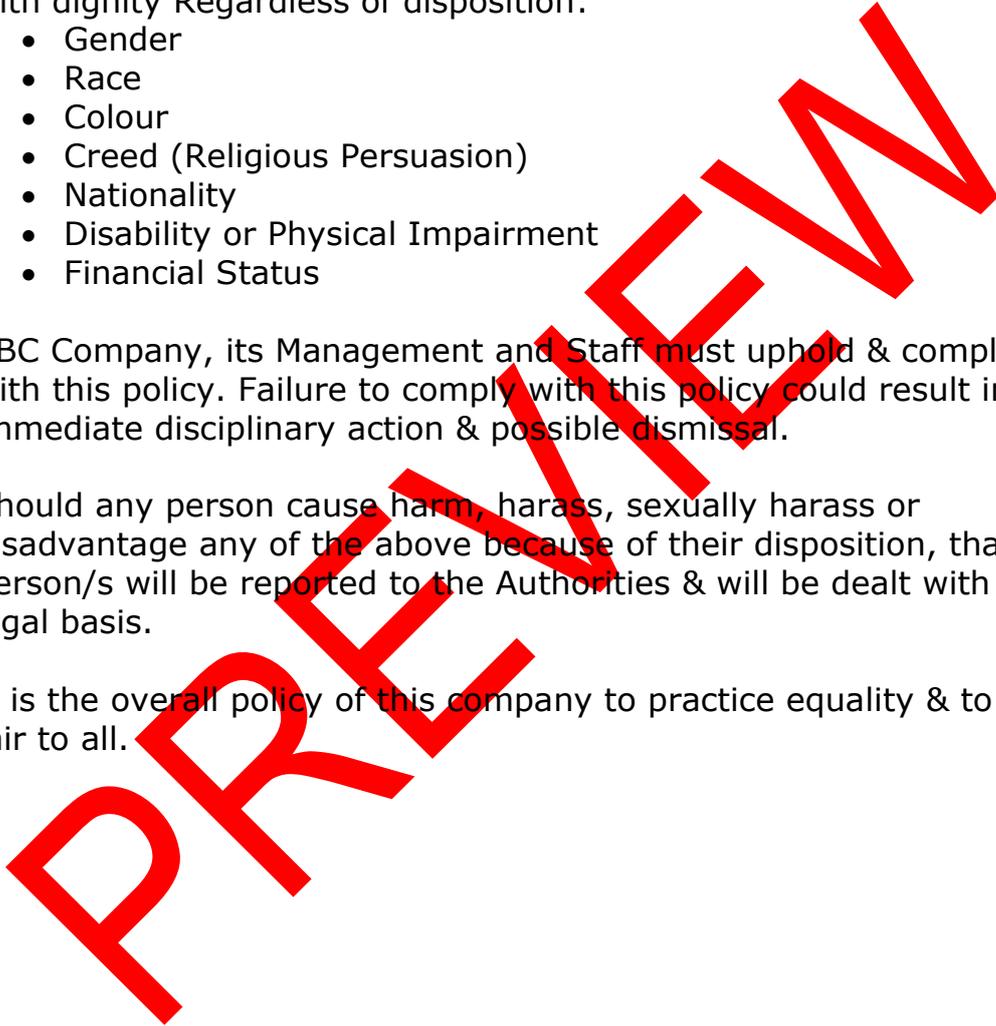
It is the policy of ABC Company to deal (employ, pay, consult, interview, speak to, and write to etc.) with any person/s equally & with dignity Regardless of disposition:

- 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.



Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	115