

SECTION 12: HEALTH AND SAFETY, FIRE PREVENTION AND EVACUATION

1. General Introduction

This part of the Company Handbook will cover all aspects of general health and safety as well as fire prevention. It will also serve as a reminder to ensure that you know your responsibilities with regards to health and safety and the fire evacuation procedures for your hotel.

Detailed below are the key points that you need to familiarise yourself with. Your manager will help you if you have any questions or concerns.

2. General Health & Safety

Important points to remember:

- Paying attention to daily housekeeping tasks
- Always putting tools and equipment in their correct place
- Disposing of waste promptly
- Keeping work areas clean and free of spills
- Reporting broken machinery or equipment
- Working in a safe and sensible manner, paying attention to safety rules and instructions

3. Accident prevention

The most common accidents involve slips and trips, electricity, scalds and burns and back injuries. We should ensure the following to avoid accidents:

- Ensure that you are familiar with the risk assessment for a task before undertaking it.
- Slippery floors – clean up or report all spills immediately, and put up wet floor signs
- Obstructed stairs and walkways – remove all debris or obstructions
- Loose or worn flooring or torn carpets – report any of these conditions to your Manager or a member of the maintenance team
- Unsafe ladders – never use a broken or unsuitable ladder and always ensure that someone is able to hold the ladder for you
- Unsafe equipment – do not use dangerous equipment. Turn the equipment off and report it to your Manager or a member of the maintenance team
- Unsafe practices – ensure that you follow all safety rules at all times

Ensure that you know where the accident book is kept at your hotel in case you are asked to fill it out.

4. Dealing with chemicals

All staff that deal with chemicals should remember the following:

- Keep all chemicals stored in their correct containers
- Never mix chemicals
- Make sure that you read the labels on the chemicals to ensure the correct use
- Always wear personal protective equipment where provided
- In the case of a spillage or an accident, seek help and follow the guidelines on the container
- Store all chemicals in the designated areas provided
- Read through the hazard data sheets in the **hotels' C.O.S.H.H folders** for additional information

5. Manual Handling

Remember the following guidelines when lifting and carrying:

- Ensure that the route you will be taking is clear and safe
- Check the weight of the item you are going to lift
- Get help if the load is too heavy, or split into smaller parts
- When lifting, remember the following guidelines:
 - crouch down close to the load
 - grasp the load firmly and bring it close to your body
 - when lifting, let your legs do the work
 - avoid bending your back and any twisting
 - never lift a heavy load above shoulder height

6. Personal Hygiene

Remember the following:

- Shower or take a bath regularly
- Ensure that you always wash your hands after using the toilet, sneezing or having a cigarette.
- Avoid touching any area of the face or hair when handling food

7. Fire prevention and evacuation procedure

Remember the following:

- Only smoke in designated areas, and ensure cigarettes are extinguished correctly and disposed of in metal containers provided
- Make sure that rubbish is not left to build up and that it is put into the correct containers
- Report any electrical equipment that is unsafe for use
- Ensure that you are familiar with the nearest fire exits and break glass points
- When discovering a fire, raise the alarm by activating the nearest break glass point
- When you hear the alarm go off, close all doors and windows and advise other guests and staff that you pass to evacuate
- Report to the fire evacuation point (check that you know where your hotels evacuation point is by asking your manager)
- **DO NOT** return to the building until advised to do so by the Fire Officer or your manager

8. Bomb scare procedure

- If you discover a suspect package never attempt to dispose of it yourself
- Contact the Manager in charge and keep other guests and staff away from the device / package.
- If receiving a bomb threat on the telephone remain calm and keep the caller on the line for as long as possible.
- Ask the caller for as much information as possible, and to repeat the information being given.
- Pay attention to any background noise.
- Do not interrupt the caller and ensure you know where the device is, when it will go off, why they have done it and who they are.

9. Health & Safety Training:

The Company provides regular statutory Health & Safety training courses that staff are expected to attend. Please see annual schedule on hotel notice board. If you are unable to attend staff training you will be issued with the relevant Health & Safety Training Refresher Information Sheet, which you are expected to read, sign, return and comply with, until you are able to attend the next scheduled course.

End of Company Handbook

Should you have any further questions, please contact your line Manager who will be delighted to take the time to answer any queries.

ENJOY WORKING AT BEALES!