Health & Safety Management System
La Salle Hotel School

Approved by: Board of Directors
Effective Date: April, 2025
Last Updated: 21st April, 2025
Health & Safety Lead : Dave Mansbridge
Director: Joshua Boyd / Chris Brown / Dave Mansbridge / Caroline Dawson / Louise Kemp / Gaynor Black / Gerry Proctor
Developed in partnership with Mercury Support

La Salle Hotel School
83, Carr Lane East
Liverpool, L11 4SF

Content

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Initial Production & Review

Initial Production

Name	Company/Role	Approval Date
Dave Mansbridge	Mercury Support / Managing Director	21.04.2025

Review and Change History

Version	Date	Details of Change	Author / Review By:
1.0	21.04.2025	Initial Document Production and Approval	D.Mansbridge (Mercury Support)

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Scope and Overview

Introduction

The La Salle Hotel School Liverpool Health and Safety Policy Statement sets out the company's aims and commitment to the management of health and safety.

The policy is approved and signed by the Company Director and is reviewed on an annual basis as a minimum.

The latest copy of the policy statement must be prominently displayed on company staff notice boards at all times.

General Managers/Site Managers must ensure that all employees are made aware of this policy statement during their induction training and are provided with refresher training throughout the course of their employment.

Declaration of Acceptance

Each General Manager/Restaurant Manager must complete the Declaration of Acceptance form to confirm that they:

- Have read and understood the documentation,
- Have completed site specific risk assessments using the generic templates provided,
- Have reviewed the fire safety management and fire risk assessment
- Will comply and implement the standards and principles contained within the policy at their site.

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Health & Safety Policy Statement

It is the policy of La Salle Hotel School Liverpool ("the Business") to foster a positive health and safety culture and so far, as is reasonably practicable to meet the highest standards of Health and Safety.

The Business recognises our legal duties to comply with relevant health and safety legislation concerning the safe operation and practices of our business and aim to ensure that there is suitable and sufficient availability of resources to achieve the principles of the business Health and Safety Management System.

The management of the Business are committed to:

- Ensuring all team members are provided with information, instruction, and supervision in safe working procedures and that those procedures are fully implemented in practice.
- Providing proper control of the health and safety risks that may arise especially those that could affect the public/guest areas
- Working to prevent accidents and/or work-related ill health
- Providing suitable equipment front and back of house for both team members and guests where needed, and ensure it is maintained properly
- Providing safe and healthy working conditions for all team members
- Providing all Personal Protective Equipment (PPE) as needed
- Providing continuous training to ensure all staff members are aware of current standards.
- Ensure the health, safety, and welfare of all team members whilst at work, so far as is reasonably practicable.
- Ensure that any point of access or egress, under the control of the Business, is maintained in a condition that is safe and without risk to health, so far as is reasonably practicable.
- Providing a clear and effective line of communication to ensure that all team members are provided with information to allow them to work safely and to help them to raise any issues that they believe may require action.
- Reviewing and revising the Health and Safety Policy annually.

Name:	
Signature:	
Position:	
Date:	

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Organisation Roles and Responsibilities

Board of Directors/Managing Director/Chief Executives/Directors

The Managing Director/Chief Executives and Board of Directors are responsible for:

1. Providing suitable and sufficient resources to ensure that the Company's Health and Safety Management System can be effectively implemented, operated, and audited within the business.

2. Appointing the Health & Safety Manager/Representative as the 'Competent Person at a Corporate Level' responsible for the development, maintenance, monitoring and review of the Company's Health and Safety Management System.

3. Appointing the Director of Operations/Operations Director/Operations Manager/ Area Managers as the 'Competent Person at an Operations Level' responsible for overseeing all requirements detailed in the Company's Health and Safety Management System for all sites within their portfolio of responsibility.

4. Ensuring that the Company's Health and Safety Management System is audited annually at each site and for the findings to be reported to the Health & Safety Manager, in terms of:
    a. Health and Safety Standards
    b. Health and Safety Practices.
    c. Workplace Risk Assessments.
    d. Accident Reporting and Investigations.
    e. Employee Health and Safety Training.
    f. Compliance with Health and Safety Law.

5. Ensuring that all written correspondences from visiting Enforcement Officers are acted upon within the given time period in consultation with the General/Site Manager, Operations Director, and the Health & Safety Manager.

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Operations Director/Area Managers and Operations Managers

Operations Director/Area Managers and Operations Managers is responsible for:

1. Ensuring the implementation, control, monitoring, maintenance, recording and review of the Company's Health and Safety Management System at sites within their area of responsibility.

2. Ensuring that each site has access to a copy of the Company's Health and Safety Management System.

3. Ensuring that site-specific workplace risk assessments, fire safety management and fire safety risk assessments are maintained, completed, and discussed with staff at each of their sites.

4. Ensuring that all sites under their control respond and action all health and safety audits undertaken by the:
    a. Third Party Safety Consultants
    b. Enforcement Officers.

5. Ensuring that all team members receive suitable safety training appropriate to their job role and level of responsibility within the organisation.

6. Ensuring that each General/Site Manager has completed a monthly site safety audit and have reported any discrepancies or deficiencies to allow for appropriate corrective action(s) to be taken.

7. Successfully completing the relevant training courses which the Company believes is necessary to ensure effective health and safety management at an operations management level.

8. Ensuring that appropriate information, training, and instruction is provided to all employees within their area of responsibility.

9. Ensuring that health and safety training is included in the sites training plan and for overseeing that training records are periodically updated for all employees.

10. Consulting and co-operating with site landlords on health and safety matters, where applicable, to ensure that effective arrangements are implemented and maintained.

11. Ensuring that accident reporting procedures are completed in line with Company Policy at site level.

12. Co-ordinating site investigations on accidents and reporting findings to the Health and Safety Manager/representative.
13. Ensuring health and safety is a minuted agenda item at General Manager Meetings with the reporting of issues as appropriate.

14. Ensuring the active promotion of health and safety alerts and initiatives are communicated to the business.

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General Managers/Site Managers (Location Responsible Person)

The role of the General Manager is to ensure that the hotel operates in accordance with the health and safety policy statement and supporting health and safety policy documents. The General Manager may choose to delegate any or all of the following responsibilities to another suitable member of staff. The General Manager will:

1. Ensuring the implementation, control, monitoring, maintenance, recording and review of the Company's Health and Safety Management System at their site.

2. Keeping an up-to-date copy of the Company's Health and Safety Management System at their site and for ensuring that all sections are completed accordingly.

3. Ensuring that site specific workplace risk assessments, safe systems of works, fire safety management system and fire risk assessments are maintained, completed and brought to the attention of staff and that accident reporting procedures are implemented in line with Company Policy.

4. Conduct all work activities in such a way as to ensure that persons who may be affected and are not in our employment are not exposed to risks to their health and safety, so far as is reasonably practicable.

5. Completing the Declaration of Acceptance Form.

6. Responding and actioning all health and safety audits and investigations undertaken by the:
    a. Mercury Support
    b. Enforcement Officers.

7. Successfully completing relevant training courses which the Company believes is necessary to ensure effective health and safety management at a site management level.

8. Ensure that all Heads of Department are supported and provided with the necessary resources to fulfil their duties to comply with the health and safety policy documents, so far as is reasonably practicable.

9. Providing information, training, and instruction to all team member at their site including workplace induction and mandatory health and safety training.

10. Implementing and maintaining a health and safety training plan at their site for all team member and for ensuring that team members training records are regularly updated.

11. Consulting and co-operating with their Line Manager/Directors and Health and Safety Manager on safety matters to ensure that effective arrangements are implemented and maintained at their site.

12. Reporting accidents and completing accident investigations in line with Company Policy.

13. Ensuring health and safety is a minuted agenda item at Team Meetings with the reporting of issues as appropriate.

14. Ensuring that equipment provided at their site is kept in good working order and maintained to ensure safety.

15. In unforeseen circumstances, that are outside the allocated budget of the General Manager he/she may seek further resource from relevant Director to implement any necessary contingency arrangements that protect health and safety and ensure hotel continuity.

16. Support the Heads of Department to develop genuine partnerships with employees to manage health and safety risks.

17. Consider the views and any relevant information provided by Heads of Department and employees when considering solutions to health and safety problems, before a final decision is reached.

Heads of Department

The term 'Heads of Department' include all Heads of Department and supervisors who work in the hotel and will include one or more of the following positions:

- Restaurant Manager
- F&D Manager
- Bar Manager
- Head Chef
- Head Housekeeper
- Maintenance Manager
- Front of House Manager

The Heads of Department will:

1. Ensure that all health and safety policy documents are thoroughly implemented in their department and followed.

2. Ensure that all employees are supported and provided with the necessary resources to fulfil their duties to comply with the health and safety policy documents.

3. Actively encourage employees involvement to take part in making decisions to manage health and safety in the premises.

4. Deliver appropriate training in all Health and Safety to all employees under their duty of care.

5. Support the General Manager to develop genuine partnerships with employees to manage health and safety risks.

6. Ensure suitable and sufficient risk assessments are available for all tasks and equipment in their departments.

All Team Members

All Company team members are responsible for:

The company requires that all employees act in a responsible manner whilst in the course of their employment. All employees must do everything within reason to prevent injury or harm to themselves and others. In addition to the duties outlined in the Health and Safety Policy statement and supporting policies, all employees are required to carry out their duties with due regard for colleagues, contractors, customers and other visitors by following safe working practices. Any work situation which they consider may represent a serious, immediate or long-term danger to health and safety must be reported to their manager as soon as possible. This includes any deficiencies or shortcomings they have identified within the company arrangements for health and safety practices and procedures.

All Company team members are responsible for:

1) Taking reasonable care for their own health and safety and that of others who may be affected by what they do or fail to do.

2) Co-operating with their employer on matters of health and safety.

3) Correctly using work items provided by the employer, including personal protective equipment, in accordance with training and instructions.

4) Not interfering with or misusing anything provided for purposes of health, safety, or welfare.

5) Reporting hazards, accidents, dangerous occurrences, and diseases to their supervisor/manager.

6) Only use equipment that you have been trained on.

7) Not taking part or promote horseplay, pranks or practical jokes, which may result in accident or injury.

8) Refraining from using any defective or damaged tools, machinery, systems or equipment as well as any health condition which affects their ability to work safely and report this matter to their manager.

Disciplinary action will be taken against any employee who does not strictly adhere to the policies and procedures. Employees may also be prosecuted by the enforcement authority if found in breach of health and safety legislation

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Health and Safety Advisors

To fulfil their obligations La Salle Hotel School Liverpool have employed the services of an external health and safety consultancy (details below) to provide expert guidance on the fulfilment of legislation and duty of care.

Mercury Support Limited:

123, Genesis Centre, Garrett Field, Birchwood Park, Warrington, WA3 7BH

Telephone: 01925 396 936

Email: helpdesk@mercurysupport.co.uk

Declaration of Acceptance: Health and Safety Management System

Site Name:	
Site Address:	

I _____ **General/Site Manager** of _____

declare that I have:

- Read and understood the contents of the Company's Health and Safety Management System.
- Reviewed the workplace risk assessments and adapted them, where applicable, to make them specific to the tasks, activities and equipment used on site.
- Reviewed the fire safety management system and fire safety risk assessment which are applicable to the site.
- Instructed all team members to be aware of the key hazards and control measures detailed in the risk assessments and fire safety risk assessment and made them aware of key health and safety principles and safe working practices as detailed in the policy.

Name:	
Signature:	
Position:	
Date:	

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Health and Safety

Standard Operating Procedures

La Salle Hotel School
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HS SOP 01 – Accident, Near Miss, RIDDOR Reporting and Investigation

Accident and Near Miss Reporting

The General/Site Manager or other responsible person must report and investigate all accidents and near misses as soon as possible and identify corrective actions necessary to reduce the likelihood of any recurrence.

They must be recorded on the Mercury Support Accident / Incident Report. If necessary, the witness statement section must also be completed for all involved in the incident.

Investigation notes and follow up investigations must be documented. If retraining of staff is required to prevent a further incident, it must be documented, signed, photocopied, and kept with the accident report documentation.

All accidents and near misses should be reviewed at Health and Safety Meetings.

The Mercury Support Helpdesk must be notified of the incident.

Accident Investigation

It is important to investigate accidents in order to:

1. Prevent a recurrence
2. Report them to the enforcing authorities
3. Record the facts for future reference and analysis
4. To assist in the defence of insurance claims

When completing an accident investigation, the questions to ask and information to gather should include:

- Type of accident?
- Details of anyone who was injured, injury details, damage, or loss to property/equipment?
- What happened, where, when, what was the cause, were there any underlying causes?
- Has it happened before, could it happen again?
- What equipment, machinery, vehicles, substances were involved?
- Were there procedures in place, were these followed and were they good enough?
- Has the law been broken?
- Is it a RIDDOR reportable accident?
- Will enforcing authorities come and visit?
- Is there likely to be a civil claim?
- Obtain permission for Mercury Support to contact the injured party if escalated

Once the above information has been collected it needs to be evaluated and a decision made on the root cause of the accident.

All investigation findings should be recorded on the Mercury Support Helpdesk Portal for review and feedback. Mercury support will advise if any further information is required.

Injury or Compensation Claims

If an accident results in a claim for injury or damages, any correspondence received from the claimant, their solicitor, or other representative must not be answered and be sent directly to the Head Office.

No communication or correspondence relating to the circumstances of the incident must be entered into by anyone other than Head Office, Mercury Support or the company appointed solicitors.

Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

Deaths and certain categories of accident, injury, dangerous occurrence, or incidence of occupational ill health arising from a work activity are required to be reported to the Health and safety Executive (HSE). This applies to team members, members of the public, visitors, and contractors.

Failure to notify, or failure to notify within the prescribed timeframes, may result in formal legal action being taken against the company.

When a RIDDOR notification is made, a visit from an Enforcement Officer should be anticipated to investigate the circumstances of the accident or incident. The Enforcement Officer may make recommendations for improvement or, in some instances, where he or she thinks that there has been a significant breach of health and safety law, instigate formal legal action.

Reportable Incidents

RIDDOR gives four types of workplace injuries that must be reported:

- Death of any person
- Specified Injuries, and
- Over-7-Day Injuries
- Injuries to non workers resulting in them being taken directly to hospital.

Death:

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified Injuries:

- Fracture, other than to fingers, thumbs, or toes (fracture includes a break, crack or chip)
- Amputation of an arm, hand, finger, thumb, leg, foot, or toe-Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes
- Any crush injury to the head or torso, causing damage to the brain or internal organs
- Any burn injury (including scalding) which: covers more than 10% of the whole body's total surface area or causes significant damage to the eyes, respiratory system or other vital organs
- Any degree of scalping (separation of skin from the head) requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia

- Any other injury arising from working in an enclosed space, which: leads to hypothermia or heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours

Over Seven Day Injuries

An 'over seven day' injury is one which is not a death or a 'major' injury (see above) but results in the injured person being away from work OR being unable to do the full range of their normal duties, for 'more than seven consecutive days'.

When calculating 'more than seven consecutive days' the day of the accident should NOT be counted, but the period after it is counted to include weekends and rest days.

Determining whether the person would have been unable to do their normal range of duties for 'more than seven consecutive days' may therefore involve a degree of judgement. It may be necessary to ask the injured person if they would have been able to carry out all their duties if they had been at work.

The report must be made within **15 days** of the accident.

Incidents Involving Agency Employees, Suppliers and Contractors

In all cases, it is the responsibility of the injured person's employer to report under RIDDOR. However, the General/Site Manager must ensure that the injured person's employer is notified of the incident.

In all cases, the Mercury Support Accident / Incident Form must be completed on Navitas.

Dangerous Occurrence

The General/Site Manager must report all Dangerous Occurrences immediately to the Head Office and the Mercury Support Navitas.

Examples of reportable dangerous occurrences that may arise in Company are:

1. **Explosion or Fire** - an explosion or fire due to the ignition of any material that results in closure or partial closure of the premises or being unable to use that work equipment for more than 24 hours
2. **Collapse of Building or Structure** - any collapse or partial collapse of a structure under construction or repair involving more than 5 tonnes of material, or any floor or wall of a building used as a place of work
3. **Electrical Short Circuit** - any short circuit or overload causing fire or explosion, which results in stoppage of that work equipment for more than 24 hours or which has the potential to cause the death of any person
4. **Pressure Systems** - the failure of any closed vessel (including a boiler, or of any associated pipe work in which internal pressure was above or below atmospheric pressure), where the failure has the potential to cause the death of any person

5. **Collapse, overbalancing or failure of any load bearing part of any of the following:** lifts, hoists, forklift truck, window cleaning cradle or mobile powered access platform
6. **Overhead Electric Lines** - any unintentional incident in which plant or equipment comes into contact or causes electrical discharge from an overhead electric line in which the voltage exceeds 200 volts
7. **Any accident, which resulted in, or could have resulted in, the release or escape of a** biological agent likely to cause severe human infection or illness.
8. **Accidental release** of any substance, which may damage health.

Reportable Diseases

Once a written diagnosis of one of the occupational diseases listed below is received from an employee's doctor, the General/Site Manager must immediately report it to Mercury Support Helpdesk and report it under RIDDOR.

Examples of reportable occupational diseases

Severe Cramp of the Hand or Forearm: Cramp in the hand or forearm due to repetitive movements, e.g. using a computer keyboard. Inflammation of tendons or tendon sheaths in the hand or forearm due to physically demanding work, frequent/repeated movements, or extremes of extension/flexion of the hand or wrist.

Carpal Tunnel Syndrome: Condition that causes pain, numbness and a burning or tingling sensation in the hand and fingers due to the compression of nerves in the wrist.

Occupational Dermatitis: Dermatitis of the skin caused as a result of exposure to work place biocides, anti-bacterial chemicals, preservatives, disinfectants, soaps, detergents, organic solvents, strong acids, strong alkalis, bleach and reducing agents, latex, fish, shell-fish or meat.

Occupational Asthma: Reliably attributable to dusts arising from the handling of flour or other sensitising agents at work.

Hand Arm Vibration Syndrome: Where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration.

Tendonitis or Tenosynovitis: in the hand or forearm, where the person's work is physically demanding and involves frequent, repetitive movements

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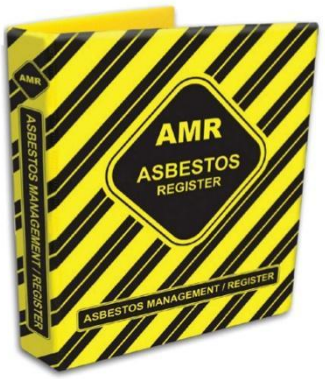
HS SOP 02 – Asbestos

Asbestos is a mineral (rock) fibre that is used by mixing it into other materials such as cements, plaster, resins, and tiling. It has very good fire resistance and also adds to the strength of other materials. For this reason, it was widely used in many buildings and in very many different situations. Unfortunately, if asbestos fibres are breathed in this may cause a number of serious illnesses, including forms of lung cancer.

As a general guide there should not be any asbestos in buildings built in or after 2000. However, in older buildings you may find asbestos in them and it is perfectly safe if it is not damaged or interfered with.

Businesses are required to keep an up-to-date register of the location and condition of any Asbestos Containing Materials (ACM's) in your building.



The company are also required to have had an Asbestos survey completed, and this survey will show where these materials may be as well as the condition and the likelihood of them being disturbed.

There is no requirement for you to have ACMs removed as a matter of course. Your Asbestos Survey will dictate whether any damaged material can be covered, isolated, or removed.

If Asbestos is located an Asbestos Management plan should be put in place after the Asbestos Survey has been completed. This management plan allows you to record information on where the ACM is, its condition, how likely it is to be damaged by moving machinery and what controls you have in place to prevent damage.

Do not break or damage suspected ACM material to try to identify it. Samples should only be taken by suitably licensed asbestos contractors.

IF YOU SUSPECT THAT YOU HAVE COME ACROSS ASBESTOS DURING WORK,

STOP WORK IMMEDIATELY!

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HS SOP 03 - COSHH (Control of Substances Hazardous to Health) and Personal Protective Equipment (PPE)

Regulations relating to the Control of Substances Hazardous to Health (COSHH) require employers (where practicable) to protect their employees from exposure to hazardous substances. Where it is not practical to prevent exposure, then a risk assessment must be carried out and control measures put in place to control exposure.

Control measures will include:

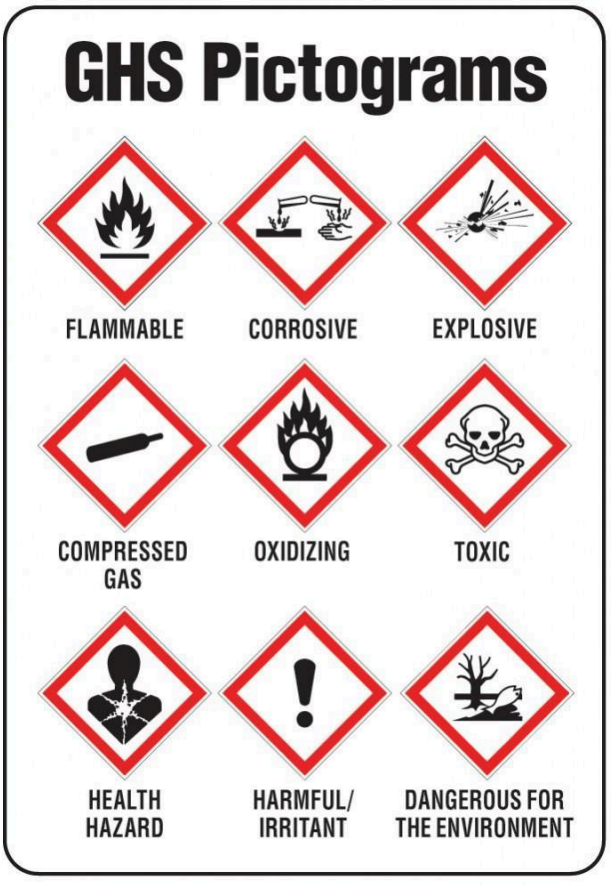
- Informing employees of the hazards and risks.
- Training employees in the proper storage, handling and use of hazardous substances and emergency procedures to be followed.
- Wearing appropriate personal protective equipment and training employees how to wear it correctly and how to take care of it.

Employees have a legal responsibility under the regulations. Employees:

- Must co-operate with the policy and instructions given to reduce the risks
- Act sensibly
- Use equipment properly, in order to protect themselves and others

Hazard Classification Pictograms.

The European Classifying, Labelling and Packaging regulations, also known as CLP Hazard Pictograms, are as follows:



Product Labels.

Chemical products should be labelled to provide the following information:

- The COSHH Hazard Symbol(s)
- Instructions for storage, handling, and use

It is important to refer to the product label information before using and during employees' training.

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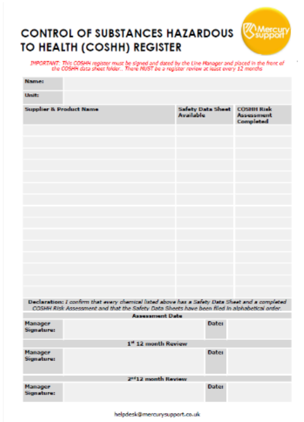
Safety Data Sheets (SDS)


SAFETY DATA SHEET ECOLAB
OASIS 146 MULTI-QUAT SANITIZER
Section 1. Chemical product and company identification
Section 2. Hazards identification

Safety data sheets must be supplied with each product (these should be provided by your chemical supplier).

These contain important information about the possible hazards presented by the chemical, what controls to follow when using it and first aid treatment if this is required.

A copy of the data sheets for all the chemicals used must be held in the Health and Safety COSHH Folder by the site.


CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) REGISTER

Supplier & Product Name	Safety Data Sheet Available	COSHH Risk Assessment Completed

A COSHH register also needs to be completed and should be kept for all chemicals and kept at the front of the COSHH folder and on Mercury Support Navitas.

SDS cannot be used as risk assessments. This is because they do not detail how the chemical is used in the unit.

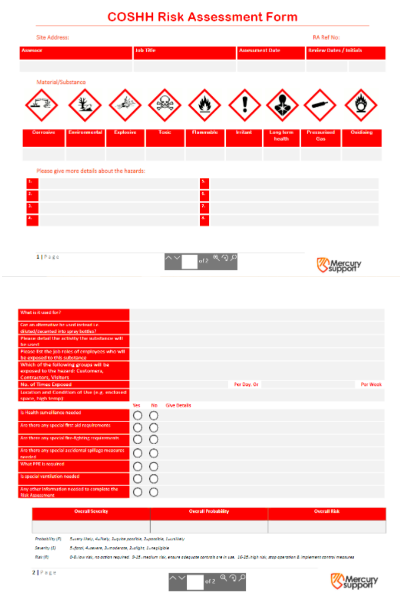
A COSHH risk assessment must be carried out to identify safe practices for use in the unit.

Each Safety Data Sheet must be attached to the back of the applicable completed COSHH Assessment.

COSHH Risk Assessments

A COSHH Risk Assessment must be completed for each hazardous product used or stored in the site:

Completed COSHH Risk Assessments and Safety Data Sheets should be stored in the COSHH folder with a copy on Mercury Support Navitas (Documentation Library)


COSHH Risk Assessment Form

A blank Mercury Support COSHH Risk Assessment found on the Documentation Library and should be completed for every hazardous chemical recording the name of the product, the manufacturer, the use of the product, its physical appearance, the hazard classification, the risk phrase(s) and the safety precautions to be taken, including the wearing of PPE where applicable.

COSHH Assessments must be updated as changes to products occur and must be reviewed annually or sooner if there are any changes to the product or its use and after any accident involving the product.

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Storage of Chemicals:

Chemicals must be stored securely and safely. This means separate from food, equipment, sundries, and PPE, in a lockable storeroom or cupboard. If a dedicated lockable storeroom or cupboard is not available, then the room containing the storage of COSHH must be secure from unauthorised access when not occupied.

Chemical containers should be inspected for damage or leaks on receipt and when being stored.

Chemical containers should be stored in an upright position and the more hazardous products stored at lower shelving levels.

Where it is stated on the product label or Safety Data Sheet (SDS), products should be stored in well ventilated store cupboards or storerooms to allow for the dispersal of chemical fumes in the event of leakage or accidental spillage. Some products, if mixed, can produce extremely hazardous fumes.

Chemicals should be stored in their original containers, with labels legible and intact. Products should not be decanted into other containers, unless being used in purpose designed and labelled applicators (e.g. spray bottles or powder shakers).

Handling and Use:

Chemicals MUST NOT under any circumstances be mixed prior to use or during use.

Chemicals MUST NOT be decanted into other containers apart from spray bottles designed for that product and in accordance with manufacturer instructions.

All such containers must be labelled with:

1. Name of the product / chemical
2. Instructions for use
3. Safety information

Most labels for spray bottles will be available from the supplier. Otherwise, blank labels must be used and filled in with ALL the information as detailed above

Concentrated products should be dispensed or poured carefully in the correct amount into the sink, bucket, or other equipment where it is to be used. Install mechanical measuring and dosing equipment where available from the supplier.

DO NOT use flammable chemicals near naked flames, where ignition sparks can be generated or other places that can result in explosive atmospheres.

PPE should be worn in accordance with the COSHH Assessment and supplier instructions detailed on the SDS.

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Personal Protective Equipment (PPE)

The following PPE may be required in connection with storage, handling and use of hazardous substances and products as indicated on the label:

Type of Protection		Description
Eyes		Spectacles, goggles, face visors to protect against chemicals, dust, projectiles, gas, and vapour
Ears		Ear protection against hearing loss from damaging noise
Body		Overalls, aprons, high-visibility clothing, waterproof coats, thermal clothing to protect against the effects of adverse weather, temperature extremes, chemical splashes, hot substances etc.
Hands & Arms		Gloves, gauntlets, and armlets to protect against abrasion, temperature extremes, cuts and punctures, impacts, chemicals, hot substances and equipment, electric shock, vibration, skin infection, disease, or contamination
Feet & Legs		Safety boots or shoes with (or without) steel toe caps or steel mid sole, to protect against wet, cuts and punctures, falling objects and slipping

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COSHH Training

COSHH training must be carried out and team members must not be allowed to use hazardous substances without being given training.

Training is to include safety precautions, storage, handling, use, PPE, emergency procedures (spillages etc), fire precautions, first-aid measures, product knowledge, cleaning processes, COSHH symbols.

Sources of Training Materials and Information for training:

- Manufacturer/supplier Safety Data Sheets, product information sheets, product labels, training guidance sheets.
- Chemical supplier
- COSHH risk Assessments.
- Approved COSHH training e.g. eLearning.
- COSHH poster and COSHH safety signage.

Arrangements & Responsibilities

General Manager/Site Manager:

- Ensure the COSHH Register is completed and is stored in the front of the chemical folder and on Mercury Support Navitas.
- Obtain Safety Data sheet from the chemical supplier and retain in the COSHH folder and on Mercury Support Navitas.
- Safety information is available for all chemicals used.
- Up-to-date COSHH risk assessments are completed on all hazardous chemicals used and stored in the COSHH folder and Mercury Support Navitas.
- Chemicals are stored correctly and used safely.
- Team members are trained in the use of chemicals and how to handle any other hazardous substances they may come into contact with.
- Any personal protective equipment (PPE) needed for use with hazardous substances is available and stored within a lidded container
- Training team members in the correct use and care of PPE and ensuring that all items of PPE fit the users comfortably and provide adequate protection
- Replacing PPE as necessary as it becomes worn or damaged.

Team Members:

- Following instruction/training on safe use of chemicals and how to handle other substances that might be harmful.
- Not using any harmful substance if they have not received appropriate instruction/training in how to do so safely.
- Using any personal protective equipment (PPE) provided by the company if this is necessary.
- Reporting any defects or problems with PPE to their Line Manager.
- Informing their Line Manager immediately if they think that any hazardous substance is having any effect on their health.

HS SOP 04 – Contractors and Visitors

The business is not only responsible for the health and safety of team members, but it also has some responsibility for visitors and contractors.

Contractors working on behalf of the business have a duty to protect their own health and safety, and the health and safety of anyone else who could be affected by their actions.

It is important that appropriate checks are carried out to make sure that contractors are capable of carrying out the required work safely.

Arrangements & Responsibilities

Board of Directors

Assess the suitability of appointed contractors in their ability to meet all statutory requirements prior to their appointment.

Where necessary, ensuring that contractors have submitted suitable and sufficient risk assessments method statements and insurance covering the work carried out in all areas.

Maintaining a register of contractors, detailing the contractors approved for work and the type of work they are approved for.

General/Site Manager

Inform contractors of any Company health and safety standards that they will be expected to comply with in the area where they will be working.

Consult with contractors to identify any hazards that may be created by the work they will carry out and what controls will be applied by contract staff over this. E.g. turning off the fire detection system.

Pass details to all members of the site team on duty of any hazards that might be created by contractors and any controls that should follow.

Report to Head Office any contractor who is seen carrying out unsafe practice or who performs substandard work.

Where required, issuing a permit to work form, and supervise the activity.

Meet with the contractor after work has been completed to confirm that work is satisfactory and that the site has been left in a safe state.

Team Members

Report issues immediately to their line manager if they see or become aware of a contractor following unsafe practices.

Comply with any temporary procedures that might be required when work is being carried out by contractors.

Contractors

Provide a copy of their Health and Safety Policy, copy of written risk assessments/method statements/safe systems of work, copy of insurance certificates for public and employer's liability, comply with all relevant health and safety legislation and be a member of a recognised trade body.

Demonstrate that they are competent to carry out the job/task employed for and that they have supporting health and safety systems, e.g. accident reporting procedures.

Follow safe systems of working and meeting all relevant legal requirements for the job/task being carried out.

Ensure that all equipment and machinery brought into the site is maintained in a safe condition and meets any legal requirements in terms of inspection and/or testing.

Monitor and supervise their own staff whilst they are on site.

Pass all relevant safety information to any subcontractors they might employ and monitoring and supervising subcontractors to ensure that they follow safe working procedures.

Before the job/task has started inform the General/site Manager of any hazards that might occur as the job/task is being carried out and what controls will be in place over them. Ensure they have a permit to work, if required.

Stop the job/task if there is a need for significant changes to agreed working procedures and this will create hazards for which controls have not been agreed. The job/task should not be continued until control measures have been identified and agreed with the General/Site Manager.

Report any accidents or dangerous occurrences to the General/Site Manager.

Ensure that any area they are working in is either supervised or secured in a way that will ensure that employees, or members of the public are not exposed to risk of injury from the work being undertaken.

Ensure that the place of work is left in a safe condition after completing any job and before leaving the premises.

Permit to Work

In order to carry out essential maintenance work it might be necessary to suspend any normal controls in place. An example might be turning off the fire detection system as the contractor is using hot flame equipment which will generate smoke likely to set off the fire alarm.

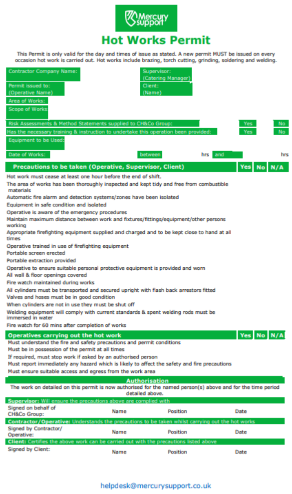
To allow the work to go ahead the fire alarm might be turned off in that area but the use of flames might actually make a fire more likely. In a case like this the "Permit to Work" would detail:

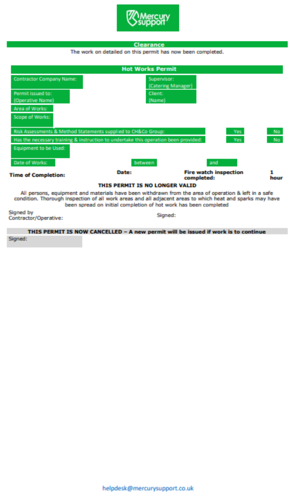
- when the job can be carried out,
- how long has been allowed for it,
- extra controls required such as more fire extinguishers, and
- how it will be checked and returned to a safe condition.

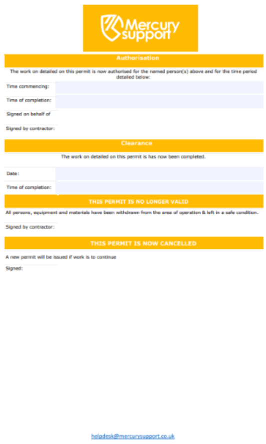
A “Permit to Work” must be used for work involving the following issues:

- Electrical
- Hot Work
- Working at Height / Roof work
- Confined Spaces
- Lifts & Lifting Equipment
- Hazardous Substances

A “Permit to Work” will be issued by the site. **A blank form can be downloaded from the Documentation Library on Mercury Support Navitas.**







Mercury Support “Hot Works Permit” Form

If the contractor ticks that they are carrying out Hot Work, an additional “Hot Works Permit” should be issued also. Hot works include brazing, torch cutting, grinding, soldering, and welding. **A blank Hot Works Permit can be downloaded from the Documentation Library on Mercury Support Navitas.**

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HS SOP 05 – Display Screen Equipment (DSE)

The main risks associated with display screen equipment are upper limb disorders, repetitive strain injuries, eye strain, stress, and fatigue as a result of long periods of intense work without a break or change of activity and/or poorly set up workstations.

The health and safety regulations relating to Display Screen Equipment (DSE) require employers to:

- Identify DSE "Users".

- Complete DSE Workstation Assessments, whether or not the display screen equipment is used by defined "Users" or by other persons. This is to ensure that the workstations comply with minimum requirements and therefore reduce risks to the health and safety of employees using display screen equipment.

- Provide adequate health and safety training in respect of display screen equipment to all DSE "Users" and to people who are to become DSE "Users".

- Provide DSE "Users" with free eye and eyesight tests when requested and, if necessary, corrective appliances (spectacles) for use at screen viewing distances.

Classification of a DSE User?

There is no rigid definition of a "DSE User". A number of factors are considered, these are:

1. Does the person need to use DSE to effectively carry out their job role?
2. Does the person regularly need to use DSE for long periods, generally of more than an hour?
3. Does use of DSE require concentration and/or specific skills?

If the answer to most of these questions is "Yes" then the person would normally be classed as a "DSE user".

Arrangements & Responsibilities

General/Site Manager:

Ensuring that all team members who use Display Screen Equipment (DSE) receive training in how to use DSE in a way which will minimise any hazards from use.

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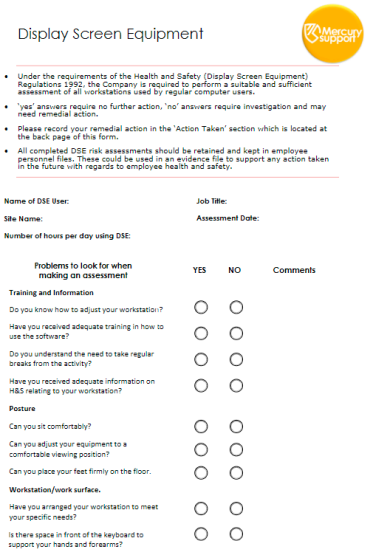
Ensuring that assessments of DSE workstations are carried out to confirm that these are set up so that team members who use them are able to make adjustments to the workstation to be able to work comfortably.

Ensure that DSE Users are able to arrange their working patterns so that they take regular breaks away from DSE working (a "break" in this case can include other work activities as well as rest breaks).

Team Members

Use DSE in accordance with training/instruction given, including breaking up extended periods of DSE use with other work activities or rest breaks.

Report any problems which might be related to use of DSE, e.g. eye strain, headaches, and aches in hands or arms.



Display Screen Equipment

- Under the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992, the Company is required to perform a suitable and sufficient assessment of all workstations used by regular computer users.
- 'yes' answers require no further action, 'no' answers require investigation and may need remedial action.
- Please record your remedial action in the 'Action Taken' section which is located at the back page of this form.
- All completed DSE risk assessments should be retained and kept in employee personnel files. These could be used in an evidence file to support any action taken in the future with regards to employee health and safety.

Name of DSE User: **Job Title:**

Site Name: **Assessment Date:**

Number of hours per day using DSE:

Problems to look for when making an assessment	YES	NO	Comments
Training and Information			
Do you know how to adjust your workstation?	○	○	
Have you received adequate training in how to use the software?	○	○	
Do you understand the need to take regular breaks from the activity?	○	○	
Have you received adequate information on H&S relating to your workstation?	○	○	
Posture			
Can you sit comfortably?	○	○	
Can you adjust your equipment to a comfortable viewing position?	○	○	
Can you place your feet firmly on the floor.	○	○	
Workstation/work surface.			
Have you arranged your workstation to meet your specific needs?	○	○	
Is there space in front of the keyboard to support your hands and forearms?	○	○	

Keeping office work areas tidy and free from obstructions and tripping hazards.

Not attempting to make repairs to electrical equipment or remove panels 'to see what the problem is", e.g. with photocopiers, fax machines, etc

The DSE Risk Assessment form can be downloaded from the Documentation Library on Mercury Support Navitas.

HS SOP 06 – Driving at Work

Anybody who is driving for the purposes of work could be deemed to be driving at work. Examples may be Senior Management/Head Office personnel who have to drive to visit suppliers or attend meetings during the working day or team members who are required to drive to a training course. This may involve the use of their own vehicle or a company supplied vehicle.

Driving at work does not include the journey to and from the team members home to their work base.

Control Measures

Any staff that drive for work purposes are:

1. To drive in accordance with Road Traffic Legislation and the Highway Code.

2. To notify their line manager of any accidents, traffic violations, breakdowns, or unavoidable deviations from the pre-agreed route, e.g. diversions due to roadworks/accidents.

3. To operate and treat company vehicles with care and in a responsible manner.

4. To report to their line manager any reason why driving might be affected, e.g. taking medication, etc.

5. Never to be under the influence of drugs or alcohol when driving on behalf of the company.

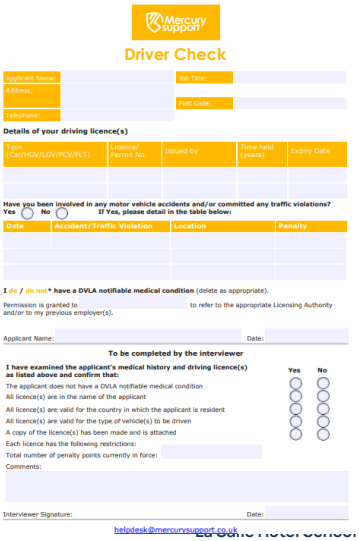
6. Where their own vehicle is used on company business, to ensure that it is serviced in accordance with manufacturer's servicing interval recommendations, that annual MOT tests are carried out where necessary and their insurance is kept up to date with cover for business use.

7. To make available (where appropriate) copies of:
    - Their driving licence.
    - The driving licence of their nominated driver.
    - The current MOT Certificate.
    - Insurance documentation.

Driver Check

It is company policy that an annual Driver Check will be conducted on persons who use their own vehicle for company business using the below form. These checks should be kept on file as due diligence and review.

Mercury Support "Driver Check" Form



Mercury Support

Driver Check

Applicant Name: | Job Title:
Address: | Post Code:
Telephone:

Details of your driving licence(s)

Type (Car/HGV/LGV/PCV/FLT)	Licence/ Permit No.	Issued by	Time held (years)	Expiry Date

Have you been involved in any motor vehicle accidents and/or committed any traffic violations? Yes ◯ No ◯ **If Yes, please detail in the table below:**

Date	Accident/Traffic Violation	Location	Penalty

I do / do not* **have a DVLA notifiable medical condition** (delete as appropriate).

Permission is granted to to refer to the appropriate Licensing Authority and/or to my previous employer(s).

Applicant Name: Date:

To be completed by the interviewer

I have examined the applicant's medical history and driving licence(s) as listed above and confirm that: Yes No

The applicant does not have a DVLA notifiable medical condition ◯ ◯
All licence(s) are in the name of the applicant ◯ ◯
All licence(s) are valid for the country in which the applicant is resident ◯ ◯
All licence(s) are valid for the type of vehicle(s) to be driven ◯ ◯
A copy of the licence(s) has been made and is attached ◯ ◯
Each licence has the following restrictions:
Total number of penalty points currently in force:
Comments:

Interviewer Signature: Date:

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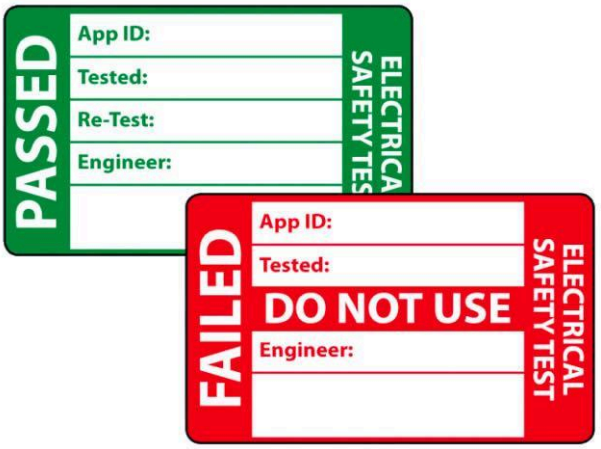
HS SOP 07 – Electrical Safety

Portable Electrical Equipment

All portable electrical equipment will undergo a regular inspection. Some damage to equipment might only be detected by carrying out an electrical safety test on that equipment. Equipment must only be tested by a competent contractor and any faulty or damaged items must be removed from use immediately.

Portable equipment should be labelled to show that it has been tested and found safe for use, and when the next test is due. New items may be used without testing, for the first year of purchase. All electrical equipment will be PAT tested annually by a NICEIC (National Inspection Council for Electrical Installation Contracting) approved engineer, or equivalent.



Before using any electrical appliance, users should checked for:

- Worn, damaged or perished cables e.g. fraying or cracking
- Damage sockets or plugs e.g. pins bent or cracked casing
- Outer sheath of cabling pulled back when enters plug
- Evidence of overheating e.g. burn marks or discolouration
- Equipment subjected to unsuitable conditions e.g. wet, dirty
- Overloaded sockets e.g. use of adapters or extension leads
- Loose wiring, connections, or screws
- Defective equipment
- Extension leads damaged, incorrectly stored, not unwound fully prior to use
- Trailing wires, which can be easily damaged

Fixed Electrical Systems

The fixed electrical system includes all of the permanent electrical wiring in the building, lighting, circuit boards and boxes, and any items of electrical equipment that are permanently connected to the power supply.

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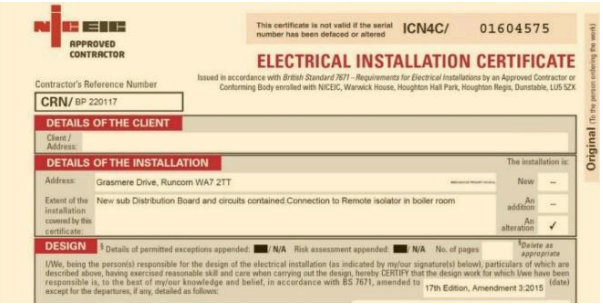
The fixed electrical installation will be checked every **5 years or 20% every year over a 5-year interval** by a NICEIC approved engineer or equivalent. Records of the test results must be kept on the Registry (Mercury Support Navitas) and any work required to maintain the safety of the fixed system must be carried out and records of this kept.



APPROVED CONTRACTOR

This certificate is not valid if the serial number has been defaced or altered ICN4C/ 01604575

ELECTRICAL INSTALLATION CERTIFICATE

Issued in accordance with *British Standard 7671 – Requirements for Electrical Installations* by an Approved Contractor or Conforming Body enrolled with NICEIC, Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, LU5 5ZX

Contractor's Reference Number

CRN/ BP 220117

DETAILS OF THE CLIENT

Client / Address:

DETAILS OF THE INSTALLATION

The installation is:

Address: Grasmere Drive, Runcorn WA7 2TT — New –

Extent of the installation covered by this certificate: New sub Distribution Board and circuits contained.Connection to Remote isolator in boiler room — An addition –

An alteration ✓

DESIGN

[1] Details of permitted exceptions appended: ■ / N/A Risk assessment appended: ■ N/A No. of pages [1]Delete as appropriate

I/We, being the person(s) responsible for the design of the electrical installation (as indicated by my/our signature(s) below), particulars of which are described above, having exercised reasonable skill and care when carrying out the design, hereby CERTIFY that the design work for which I/we have been responsible is, to the best of my/our knowledge and belief, in accordance with BS 7671, amended to 17th Edition, Amendment 3:2015 (date) except for the departures, if any, detailed as follows:

Original (To the person ordering the work)

If the installation is new i.e. within 5 years, then an installation certificate must be obtained.

Where visible or noticeable damage to fixed electrical systems are identified, they shall be reported for action to be taken immediately. Visible or noticeable damage may include:

- Signs of burning or scorching on plug sockets.
- Broken sockets or sockets not secured to the wall.
- Smells of burning, especially of burning plastic or rubber.
- Damage to cables, or cable connections, leading to fixed electrical equipment.
- Equipment or sockets giving electrical shocks.

Emergency Procedures

If any person appears to have been electrocuted and is still in contact with the electrical current, the following actions should be taken:

1. Keep calm, DO NOT TOUCH THE PERSON
2. Seek help immediately and have someone call the emergency services
3. Isolate the electrical supply at the mains
4. If the power cannot be isolated, push the person off the electrical contact point using something that will not conduct electricity, e.g. wood or plastic.
5. After the person has been removed from the electrical contact:
    a) If they are breathing, place in the recovery position
    b) If they are NOT breathing, attempt resuscitation if competent to do so, or call for a first aider to do so.
6. Record the incident on Mercury Support Navitas and it may be RIDDOR reportable.

HS SOP 08 – Work Equipment including Pressure Systems

Use & Maintenance of Equipment

- All machinery and equipment provided must only be used or operated by team members who have been trained or authorised.
- Managers must ensure that extra instruction or training is given if safe working practices are not being followed.
- The equipment chosen for used must be suitable for the job to being carried out.
- Manufacturers operating instructions should be followed at all times.
- Emergency stop controls should be fitted on any machinery where there is a risk of serious injury, e.g. from open moving blades, where there is a risk of being pulled into moving parts, etc.
- All moving parts on machinery should be guarded to prevent contact if this is possible.
- If machinery guards, or other safety devices, are removed the machine must be isolated so that it cannot be used, e.g. during cleaning.
- Equipment must not be used if fitted guards, or other safety devices, have been removed or disabled.
- If personal protective equipment is required to use equipment safely this must be worn, e.g. gloves to handle hot equipment.
- Equipment/machinery must never be left unattended in public areas if there is any possibility it could be misused, e.g. sharp blades, or hot items left where unsupervised children could reach them.

Maintenance

- All equipment should be kept in good working order:
- Records should be kept of which pieces of equipment/machinery need routine maintenance, when it must next be carried out, and details of work done in the past.
- Team members should report any faults or problems with equipment immediately to their Manager.
- Faulty, damaged, or suspect equipment should be removed from the work area and/or labelled as “Do not use” until repairs have been carried out.
- Only contractors may repair faulty electrical or mechanical equipment.

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The Difference Between a Service and a Thorough Examination and Inspection.

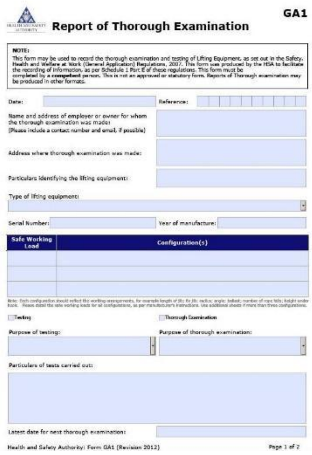
When trying to differentiate between a service and inspection a frequent example used is in relation to a car. Cars are serviced to ensure the vehicle is maintained. However, a cars safety is not checked during a service, this is conducted during a MOT. Similarly, the safety of lifting equipment is not assessed during a service. This is the purpose of the thorough examination and inspection.

Who Will Conduct the Thorough Examination and Inspection?

All thorough examinations and inspections must be conducted by a competent person who has the recognised training and qualifications to carry out the inspection.

The certification issued by the competent person must be retained as due-diligence and readily available for review.

Any remedial works must be brought to the General/Site Manager's attention.



GA1

Report of Thorough Examination

NOTE:
This form may be used to record the thorough examination and testing of Lifting Equipment, as set out in the Safety, Health and Welfare at Work (General Application) Regulations, 2007. This form was produced by the HSA to facilitate the recording of information, as per Schedule 1 Part E of these regulations. This form must be completed by a competent person. This is not an approved or statutory form. Reports of Thorough examination may be produced in other formats.

Date:
Reference:
Name and address of employer or owner for whom the thorough examination was made:
(Please include a contact number and email, if possible)
Address where thorough examination was made:
Particulars identifying the lifting equipment:
Type of lifting equipment:
Serial Number:
Year of manufacture:

Safe Working Load	Configuration(s)

Note: [illegible]

Testing
Thorough Examination
Purpose of testing:
Purpose of thorough examination:
Particulars of tests carried out:
Latest date for next thorough examination:

Health and Safety Authority: Form GA1 (Revision 2012)
Page 1 of 2

When must the Lifting Equipment and Pressure Systems be inspected?

- After the equipment has been installed at a new site and before use for the first time.
- At regular intervals determined by legislation or how quickly the work equipment or parts of the equipment are likely to deteriorate and create a significant risk. As a rule, this is generally:

Goods Lift e.g., dumb waiter	12 monthly
Passenger Lift	6 monthly
Pressure Systems e.g., coffee machine	12 monthly

- Where there is reason to suspect the equipment may be faulty, damaged, or contaminated, but this cannot be confirmed by visual inspection
    - o After any repair, modification, or similar work to the equipment, when its integrity needs to be checked.
    - o Each time it is exposed to an exceptional circumstance which is liable to jeopardise its safety.

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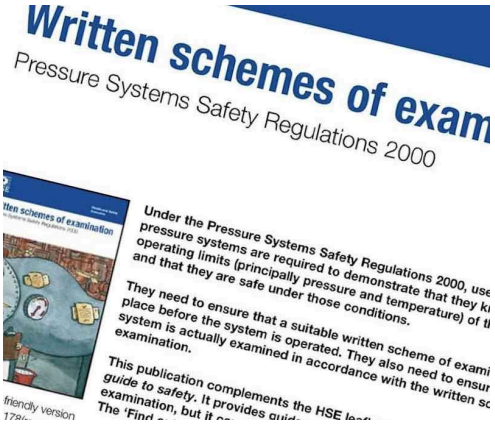
Examination for Pressure Systems



Any pressurised equipment will require a written scheme of examination if its failure could unintentionally release pressure from the system and cause injury.

The following pressurised systems are likely to require a written scheme of examination:

- A coffee machine with steam operating facilities
- A compressed air receiver and the associated pipework, where the product of the pressure in bars multiplied by the internal capacity in litres of the receiver is equal to or greater than 250 bar litres.
- A steam boiler and associated pipework and protective devices
- A pressure cooker
- A gas loaded hydraulic accumulator
- A vapour compression refrigeration system where the installed power exceeds 25 kW
- A fixed LPG storage system, supplying fuel for heating in a workplace

A written scheme of examination covers compressed or liquefied gas, including air, at a pressure greater than 0.5 bar (approximately 7 psi) above atmospheric pressure, pressurised hot water above 110°C and steam at any pressure. This information will be displayed on the item of equipment itself. If you are unsure about whether this information applies to the equipment, you must seek advice from the equipment manufacturer.

It is the responsibility of the General/Site Manager to ensure they obtain a copy of the of the examination certificate and that it is kept on Mercury Support Navitas in the Registry as due diligence/review.

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HS SOP 09 – First Aid

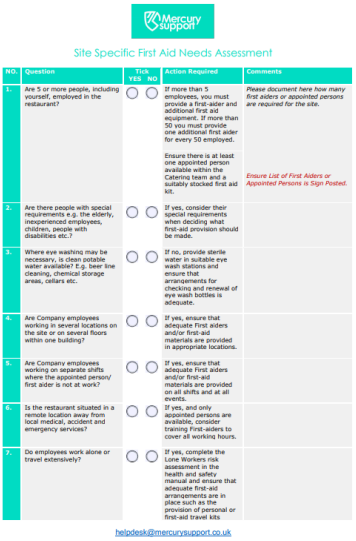
Legislation requires employers to provide adequate and appropriate first-aid equipment, facilities and people so your employees can be given immediate help if they are injured or taken ill at work.

Under the legislation, employers have no legal duty to provide first aid for non-employees. However, it would be strongly recommended that you include them in your first-aid provisions

First Aid Needs Assessment

Employers must assess their own first aid needs taking into account:

1. The number of employees
2. Hazards in the workplace
3. Nature of the undertaking (low, medium, high)
4. Size of the site and the distribution of the employees
5. Location of the site and where the employees go in the course of their work.



Site Specific First Aid Needs Assessment

NO.	Question	Tick YES	Tick NO	Action Required	Comments
1.	Are 5 or more people, including yourself, employed in the restaurant?	○	○	If more than 5 employees, you must provide a first-aider and additional first aid equipment. If more than 50 you must provide one additional first aider for every 50 employed. Ensure there is at least one appointed person available within the Catering team and a suitably stocked first aid kit.	*Please document here how many first aiders or appointed persons are required for the site.* *Ensure List of First Aiders or Appointed Persons is Sign Posted.*
2.	Are there people with special requirements e.g. the elderly, inexperienced employees, children, people with disabilities etc.?	○	○	If yes, consider their special requirements when deciding what first-aid provision should be made.	
3.	Where eye washing may be necessary, is clean potable water available? E.g. beer line cleaning, chemical storage areas, cellars etc.	○	○	If no, provide sterile water in suitable eye wash stations and ensure that arrangements for checking and renewal of eye wash bottles is adequate.	
4.	Are Company employees working in several locations on the site or on several floors within one building?	○	○	If yes, ensure that adequate first aiders and/or first-aid materials are provided in appropriate locations.	
5.	Are Company employees working on separate shifts where the appointed person/ first aider is not at work?	○	○	If yes, ensure that adequate First aiders and/or first-aid materials are provided on all shifts and at all events.	
6.	Is the restaurant situated in a remote location away from local medical, accident and emergency services?	○	○	If yes, and only appointed persons are available, consider training First-aiders to cover all working hours.	
7.	Do employees work alone or travel extensively?	○	○	If yes, complete the Lone Workers risk assessment in the health and safety manual and ensure that adequate first-aid arrangements are in place such as the provision of personal or first-aid travel kits	

helpdesk@mercurysupport.co.uk

To comply with the above a first aid needs assessment must be completed by the site.

Where the First Aid Needs Assessment identifies that one (or more) First-aiders is necessary, the Manager must make arrangements for First Aid Training.

The Manager must retain a record of trained First-aiders, their dates of qualification and a date when re-training is required to be carried out. This can be logged on the Mercury Support Navitas Registry.

First-aiders (where required) or appointed persons should be available each shift to provide these duties.

First Aid Personnel

The risk assessment will establish what type of First Aid Personnel is required for the site:

1. **Appointed Person** - The role of this appointed person includes looking after first-aid equipment and facilities and calling the emergency services when required. An appointed person does not need first-aid training.

2. **First-Aider** - is someone who has done training appropriate to the level identified in the assessment. The findings of the first aid needs assessment will identify whether first aiders should be trained in First Aid at Work, Emergency First Aid at Work, or some other appropriate level of training.

Guidance on Numbers of First Aid Personnel

Risk	Example	Number of people at work at one time in any location	Suggested number of first aid personnel
Lower Risk	Shops, offices & libraries within easy reach of emergency services	Fewer than 25	At least one appointed person
		25-50	At least one first aider trained to EFAW*
		More than 50	One additional first aider trained in FAW** for every 100 employed.
Higher Risk	Most construction, food processing, slaughterhouse, chemical manufacture, extensive work with dangerous machinery or sharp instruments	Fewer than 25	At least one appointed person
		25-50	At least one first aider trained to EFAW* or FAW** depending on the type of injuries that could be sustained.
		More than 50	One additional first aider trained in FAW** for every 50 employed.

***EFAW** – Emergency First Aid at Work

****FAW** – First Aid at Work

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First Aid Equipment

There must be a first aid kit close enough to all working areas to be readily available, therefore more than one kit may be required in each site. First aid kits should contain a list of contents and be restocked as items are used.

Example of contents could be:

• BLUE Wash proof Assorted Plasters	• First Aid Guidance Leaflet
• Sterile Eye Pad Dressing	• Conforming Bandage 7.5cm x 4m
• Large HSE Dressing 18cm x 18cm Sterile Unboxed	• Microporous Tape 2.5cm x 5m
• Medium HSE Dressing 12cm x 12cm Sterile Unboxed	• Moist Cleansing Wipes
• Nitrile Gloves Pair	• Safety Pins
• Mouth to mouth Resuscitation Device with Valve	• Triangular Bandage 90cm x 127cm
• Finger Dressing with Adhesive Fixing 3.5cm	• Universal Shears Small 6"

The contents of first aid kits should be adequate to deal with any particular hazard in that area, e.g. kits in the kitchen should always have materials to deal with cuts.

Eye wash bottles should be sited wherever there is a risk of staff spilling any harmful materials into their eyes, there should be 1000ml of eyewash available, e.g. in beer cellars where corrosive chemicals are used to clean dispensing lines.

HS SOP 10 – Legionella

Legionnaire's disease is a type of pneumonia and the illness is caused by breathing the bacteria into the lungs. Not everyone who breathes in the bacteria will automatically get the illness but employees/visitors/members of the public who are old, very young, or already ill are more at risk.

The bacteria are inhaled on water droplets, from water systems that have been contaminated and where the bacteria have been able to grow. Only breathing contaminated water is a risk, drinking it does not lead to infection. Any water system where droplets of water are created and can be breathed in must be under control e.g. showers or spray nozzles.

Systems that blow air through water are the biggest risk, e.g. ventilation systems that spray air through water for cooling, or air conditioning that uses water humidifiers. Any other system that can produce an aerosol such as taps can also present a (much lower) risk.

Where sites are leased to the Company then this duty may be shared with the landlord.

Controlling Legionella

1. Holding cold water below 20°C and hot water above 50°C (at this temperature water will be too hot to handle so mixing taps will generally be used). These temperatures should be monitored weekly and recorded. A different tap should be monitored each week,
2. Keeping systems free of sludge, rust, lime scale, algae, and any organic matter, as bacteria can grow on this.
3. Covering possible entry points, by having tight fitting covers on water storage tanks and cisterns.
4. If any part of the ventilation or air conditioning system includes open water sprays, there must be a store specific water management plan. This should be provided by a competent contractor.
5. Any action required, such as using chemicals to treat water, must be carried out as part of routine maintenance.
6. Legionnaires testing must be carried out on a regular basis.

Risk Assessment

The Company will complete a Legionella Risk Assessment, where necessary, deemed on risk and implement a management system where appropriate to control the risks. This includes water temperature checks, flushing of systems and the regular cleaning of spray heads and tanks.

All due-diligence record of Legionella checks are held on site.

Recommended Inspection Frequencies of Domestic Hot & Cold Water Services

Service	Task Required	Frequency
Hot water services	Monitor flow and return temperatures at calorifiers to ensure a flow temperature of 60°C and a return temperature of 50°C minimum Monitor EWH outlet temperatures, ensure a minimum of 50°C.	Monthly
	Monitor temperatures at sentinel outlets, principal and subordinate return loops to ensure a minimum of 50°C is obtained and at outlets within one minute of running.	Monthly
	Monitor calorifier internals for scale or sludge build up; clean, descale and disinfect as required, purge cal base water through drain valve, **so far as is reasonably practicable.**	Annually
	Monitor temperatures as above, on a rotational basis, from representative outlets.	Annually
Cold water services	Monitor cold water storage tank make-up and stored water temperatures, to ensure no more than a 4°C temperature difference. Conduct a visual inspection of the cold water storage tanks, ensuring that any remedial works identified are conducted and recorded.	Six monthly
	Monitor cold water outlet temperatures at sentinel outlets, to ensure a temperature of below 20°C is obtained and sustained within 2 minutes.	Monthly
	Monitor temperatures as above, on a rotational basis, from representative outlets.	Annually
Little used outlets	Thoroughly flush through with the minimal release of aerosol	Weekly
Showers & Spray Outlets	Descale and Disinfect showerheads and hoses, including kitchen asset.	Quarterly

Thermostatic Mixer Valves	Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs Maintain protection against scald risk	Annually where practical, increase frequency if indicated by Risk Assessor
Domestic Pressure Vessels	Where practical, flush through and purge to drain	Rezidor request Annually Annually
Whirlpool/Hydro Therapy Baths	Clean, flush and disinfect air channels Remove, flush and clean jets	As indicated by risk assessment, Weekly or as required.
Spa Pools	Spa Pools should be maintained and monitored as per *Management of spa pools: Controlling the risks of infection* HPA/HSE 2006 www.hse.gov.uk/legionnaires/spa-pools.htm	Ongoing

Competency

Inadequate management, lack of training and poor communication have all been identified as contributory factors in outbreaks of Legionnaires' disease. It is therefore important that the people involved in assessing risk and applying precautions are competent, trained and aware of their responsibilities.

The company should specifically appoint a competent person or persons to take day-to-day responsibility for controlling any identified risk from legionella bacteria, herein referred to as the 'responsible person'. It is important for the appointed person to have sufficient authority, competence and knowledge of the installation to ensure that all operational procedures are carried out in a timely and effective manner. Those who are specifically appointed to implement the control measures and strategies should be suitably informed, instructed and trained and their suitability assessed. They must be properly trained to a level that ensures that tasks are carried out in a safe, technically competent manner; and regular refresher training should be given. Records of all initial and refresher training need to be maintained. If the person is self-employed or a member of a partnership, and is competent, they may appoint themselves. The appointed person should have a clear understanding of their role and the overall health and safety management structure and policy in the organisation.

HS SOP 11 – Lifts & Lifting Equipment

All lifting equipment must be subject to a thorough examination and inspection by a competent person to ensure that it is safe for use. Examples of what is included might be a passenger lift, a food lift between a basement kitchen and first floor restaurant, or a cellar lift from the street down to a drinks cellar.

Other equipment that is used to hold or support a load is also included, e.g. ropes , attachments on equipment that a lifting hook/rope might be attached to, "eye bolts" fixed into the building that contractors might use to hook safety harnesses into when working at height, etc.

The thorough examination and inspection are usually performed by an independent accredited inspection body and will entail a variety of checks to ensure it is safe to use.

Maintaining Lifting Equipment

It is very important that all lifting equipment is maintained in a safe condition.

The normal requirement is for all lift or lifting equipment that will carry/hold people is to be inspected once every 6 months e.g. passenger lift, and all other lift or lifting equipment to be inspected once every 12 months e.g. dumb waiter or goods lift.

This inspection must be carried out by a competent contractor and a written report of the inspection must be provided. As well as this, any maintenance plan to keep the lift/equipment in good working order must be followed.

Inspection Reports

Written Inspection Reports for lifts/lifting equipment should contain the following details:

1. Details of the premises where the inspection was carried out.
2. Enough information to clearly identify the lift/equipment inspected.
3. The date of the last inspection.
4. The date of the current inspection.
5. The date of the report.
6. The name, address and qualifications of the person carrying out the inspection, and the name and address of his employer if not the same.
7. The safe working load of the lift/equipment.
8. Whether the inspection is a 6- or 12-month inspection, or at a time interval set in a written inspection schedule.
9. A statement that the lift/equipment is/is not safe to use.
10. Details of any defects/faults, any action required to correct defects/faults, and the time by which that action should be taken.

Inspection reports are an important part of showing that lifts/equipment is kept in a safe condition. Reports should normally be held for at least 5 years.

HS SOP 12 – Lone Working

Varying operating hours that involve early morning starts and late evening close increases the risk of an incident, such as attempted robberies, occurring.

If staff, or contractors, work alone on any activity, the Manager is responsible for ensuring that they are monitored and have completed the work safely within an agreed time period. **Refer to HS SOP 04: Contractors and visitors**

Control Measures

1. The site must be opened and closed by at least two team members as a minimum.

2. There must be at least two team members in the site at all times.

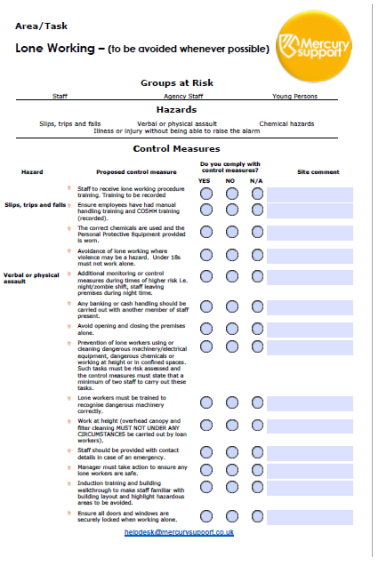
3. When leaving the site late at night think about security. If car parking is available, consider moving cars closer to the entrance earlier in the evening or leaving in pairs/groups and waiting until everyone is in their car until driving away.

4. When the site is closed to the public, ensure the doors are locked and do not open to anyone unknown or without a prearranged appointment.

5. If site key holders have to attend in response to alarm call outs they should wait outside the building for the police/security staff/another member of staff to arrive before entering. While waiting they should remain in a car or in a safe public area.

6. If anyone is carrying out an activity that needs a Permit to Work, a time period must be agreed for completion of the task. At the end of that period a check must be made to ensure the worker is safe, if they have not reported the job as finished.

7. Employees should not carry out activities which have risks of injury that could be more significant because of being alone, for example, working in walk-in freezers, work at height, etc.


Area/Task

Lone Working – (to be avoided whenever possible)

Groups at Risk

Staff | Agency Staff | Young Persons

Hazards

Slips, trips and falls | Verbal or physical assault | Illness or injury without being able to raise the alarm | Chemical hazards

Control Measures

Hazard	Proposed control measure	Do you comply with control measures? YES	NO	N/A	Site comment
Slips, trips and falls	Staff to receive lone working procedure training. Training to be recorded				
	Ensure employees have had manual handling training and COSHH training (recorded).				
	The correct chemicals are used and the Personal Protective Equipment provided is worn.				
	Avoidance of lone working where violence may be a hazard. Under 18s must not work alone.				
Verbal or physical assault	Additional monitoring or control measures during times of higher risk i.e. night/zombie shift, staff leaving premises during night time.				
	Any banking or cash handling should be carried out with another member of staff present.				
	Avoid opening and closing the premises alone.				
	Prevention of lone workers using or cleaning dangerous machinery/electrical equipment, dangerous chemicals or working at height or in confined spaces. Such tasks must be risk assessed and the control measures must state that a minimum of two staff to carry out these tasks.				
	Lone workers must be trained to recognise dangerous machinery correctly.				
	Work at height (overhead canopy and filter cleaning MUST NOT UNDER ANY CIRCUMSTANCES be carried out by loan workers.				
	Staff should be provided with contact details in case of an emergency.				
	Manager must take action to ensure any lone workers are safe.				
	Induction training and building walkthrough to make staff familiar with building layout and highlight hazardous areas to be avoided.				
	Ensure all doors and windows are securely locked when working alone.				

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Mercury Support "Lone Workers" Risk Assessment

General/Site Manager Responsibilities

- Ensure that all staff on site are aware and comply with the requirement that sites opening and closing during the early hours of the morning or late evening must be done with a minimum of two persons.
- Ensure that security issues around leaving the site are identified and procedures are put into place to reduce the risk of an incident occurring.
- Ensure that persons requiring a Permit to Work are given the required supervision.
- Ensure that Risk Assessments are carried out on Lone Workers.
- The loan worker needs emergency contact details available to them.
- Review the control measures on the Lone Worker Risk Assessment with the team member.

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HS SOP 13 – Manual Handling

Manual handling includes anything that involves a person using physical force to move any kind of load from one position to another position.

Examples include:

1. Lifting a box from the floor onto a storage shelf.
2. Carrying stock into a storage area from a delivery vehicle.
3. Pushing or pulling a trolley or roll cage.
4. Handling equipment that needs to be physically moved.
5. Carrying rubbish outside to a waste store.

Manual handling injuries can have serious implications for the employer and the person who has been injured. They can occur almost anywhere in the workplace and heavy manual labour, awkward postures, repetitive movements of arms, legs and back or previous/existing injury can increase the risk.

To help prevent manual handling injuries in the workplace, you should avoid such tasks as far as possible. However, where it is not possible to avoid handling a load, employers must look at the risks of that task and put sensible health and safety measures in place to prevent and avoid injury.

Good Handling Techniques (source, HSE publications)

Think before handling/lifting. Plan the lift/handling activity. Where is the load going to be placed? Use suitable handling aids where possible. Will you need help with the load? Remove obstructions, like discarded wrapping materials. For long lifts, for example from floor to shoulder height, think about resting the load mid-way on a table or bench to change grip.	

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Keep the load close to your waist for as long as possible while lifting. Keep the heaviest side of the load next to your body. If you can't get close to the load, try to slide it towards your body before you try to lift it.	
Adopt a stable position. Your feet should be apart with one leg in front of the other (alongside the load if it is on the ground) to increase stability. You should be prepared to move your feet during the lift to keep a stable posture. Wearing overtight clothing or unsuitable footwear may make this difficult.	
Ensure a good hold on the load. Where possible, hug the load as close as possible to your body. This may be better than gripping it tightly with just your hands.	
Slight bending of your back, hips and knees at the start of the lift is preferable to either fully flexing your back (stooping) or fully flexing your hips and knees (full/deep squatting).	
Don't flex your back any further while lifting. This can happen if your legs begin to straighten before you start to raise the load.	

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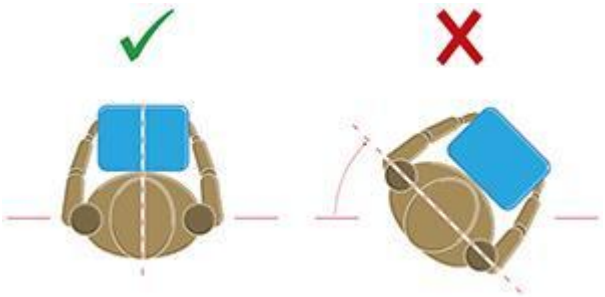
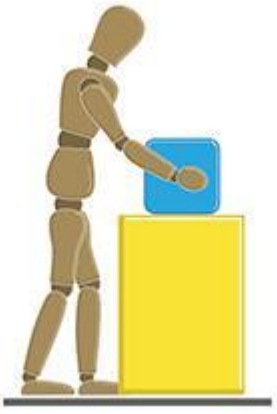
Avoid twisting your back or leaning sideways especially while your back is bent. Keep your shoulders level and facing in the same direction as your hips. Turning by moving your feet is better than twisting and lifting at the same time.	
Keep your head up when handling. Look ahead not down at the load once it is held securely.	
Move smoothly. Do not jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.	
Don't lift or handle more than you can easily manage. There is a difference between what people are able to lift and what they can safely lift. If in doubt, seek advice or get help.	
Put down, then adjust. If you need to precisely position the load, put it down first, then slide it into the desired position	

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Good Handling Techniques for Pushing & Pull

Push rather than pull a load, provided you can see over it and can control steering and stopping.

Get a good grip on the item to be pushed or pulled. Hold the trolley between shoulder and waist height.

Keep your back straight, stomach in, knees bent, and elbows in.

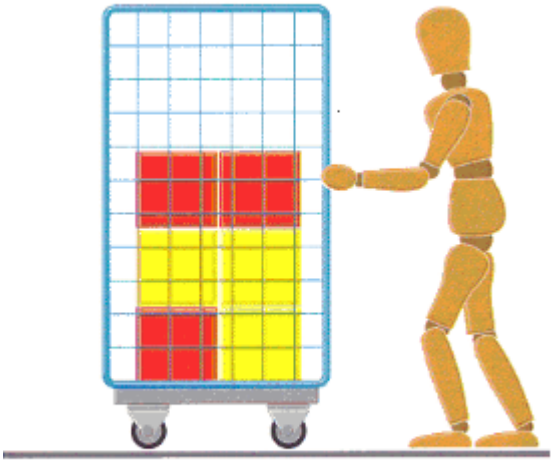
Lean in the direction you are pushing or pulling.

Watch out for obstructions.

The force required if you have to travel up or down a slope or ramp can be very high. Get help from someone else whenever necessary.

Keep feet well away from the load and go no faster than walking speed.

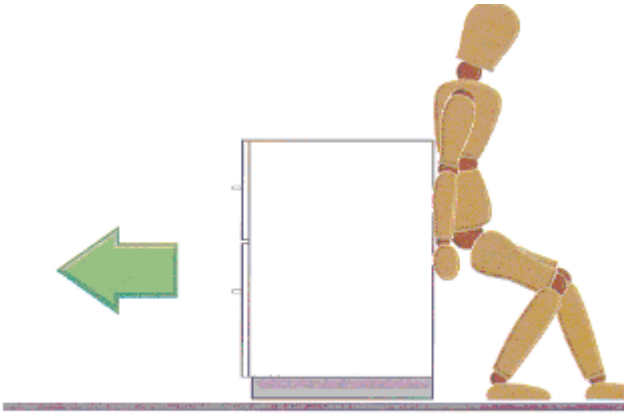
Trolleys must be maintained in good working order, especially wheels.



Hand position whist pushing trolleys

Wheels on trolleys must be large enough not to jolt the load, or get stuck, if there are any uneven surfaces.

Travel over rough or uneven surfaces requires more force, so load weight might need to be reduced.



Using strong leg muscles to push a heavy load

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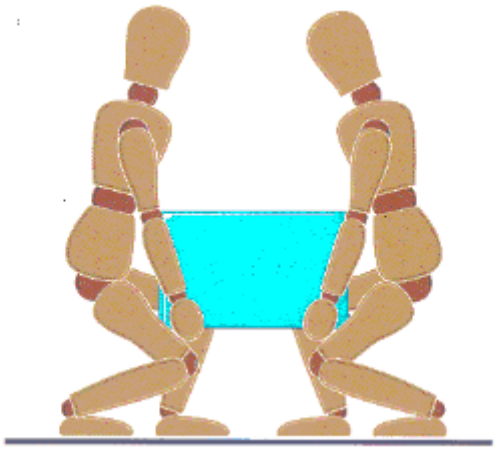
Guidance for Difficult Loads

1. More than 1 Person is Lifting an Object:

    a) Work with someone of similar height and build if possible.
    b) Choose one person to call the signals.
    c) Lift from the hips at the same time, and then raise the load to the desired level.
    d) Move smoothly and together.



2. Carrying Sacks:

    a. Carry the sack on your shoulder braced by your hand on your hip.
    b. Alternatively hold it at opposite ends resting the load against your hip and stomach.
    c. Do not attempt to lift or carry large sacks without assistance. This particularly applies to the largest rice and flour sacks that can weigh 45 kg or more.

3. Lifting to a High Place:

    a. Lighten the load if possible
    b. Stand on something sturdy, like a kick stool.
    c. Use a mechanical aid or get help where required.

General/Site Manager Responsibilities

- Ensuring that all employees are trained in good manual handling techniques (as shown above) and in other factors which can affect safe handling, e.g. best use of storage areas, keeping walkways clear of things which could cause people to slip or trip.

- Ensuring that mechanical aids are provided (where required), and maintained, where these will significantly reduce the physical effort needed to carry out a task.

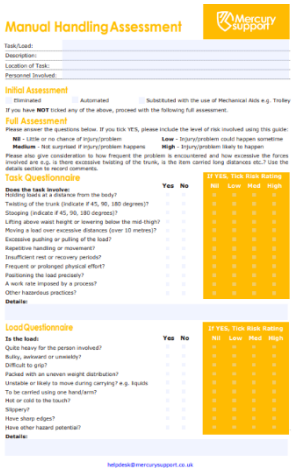
- Ensure that Manual Handling Risk Assessments are carried out.

- Ensuring that training records relating to manual handling are kept as part of the Health and Safety Management System.

Employee Responsibilities:

- Following training and instruction given on good manual handling techniques.
- Using any mechanical equipment provided to minimise the physical effort required to carry out tasks.
- Assessing own ability to carry out any handling task and seeking assistance if you think that you need it.
- Notifying Line Manager of any physical condition that may affect your ability to handle loads safely, e.g. pregnancy, hernia, any handling injuries from activities outside the workplace.
- Immediately reporting any problems or injuries you think may be caused by manual handling in the workplace to Line Manager.
- Always keeping walkways clear of slip/trip hazards.
- Reporting any damage to Line Manager that could have an effect on being able to handle loads safely, e.g. damage to floors or floor coverings, broken stairs/steps, mechanical lifting equipment, etc.

Mercury Support "Manual Handling" Blank Risk Assessment


Manual Handling Assessment

Task/Load:
Description:
Location of Task:
Personnel Involved:

Initial Assessment
Eliminated | Automated | Substituted with the use of Mechanical Aids e.g. Trolley
If you have NOT ticked any of the above, proceed with the following full assessment.

Full Assessment
Please answer the questions below. If you tick YES, please include the level of risk involved using this guide:
Nil - Little or no chance of injury/problem
Low - Injury/problem could happen sometime
Medium - Not surprised if injury/problem happens
High - Injury/problem likely to happen
Please also give consideration to how frequent the problem is encountered and how excessive the forces involved are e.g. is there excessive twisting of the trunk, is the item carried long distances etc.? Use the details section to record comments.

Task Questionnaire

Does the task involve:	Yes	No	If YES, Tick Risk Rating: Nil	Low	Med	High
Holding load at a distance from the body?						
Twisting of the trunk (indicate if 45, 90, 180 degrees)?						
Stooping (indicate if 45, 90, 180 degrees)?						
Lifting above waist height or lowering below the mid-thigh?						
Moving a load over excessive distances (over 10 metres)?						
Excessive pushing or pulling of the load?						
Repetitive handling or movement?						
Insufficient rest or recovery periods?						
Frequent or prolonged physical effort?						
Positioning the load precisely?						
A work rate imposed by a process?						
Other hazardous practices?						

Details:

Load Questionnaire

Is the load:	Yes	No	If YES, Tick Risk Rating: Nil	Low	Med	High
Quite heavy for the person involved?						
Bulky, awkward or unwieldy?						
Difficult to grip?						
Packed with an uneven weight distribution?						
Unstable or likely to move during carrying? e.g. liquids						
To be carried using one hand/arm?						
Hot or cold to the touch?						
Slippery?						
Have sharp edges?						
Have other hazard potential?						

Details:

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Manual Handling Assessment

Working Environment Questionnaire

Are there:	Yes	No	If YES, Tick Risk Rating: Nil	Low	Med	High
Space constraints preventing good posture?						
Uneven, slippery or unstable floors or areas?						
Steps, stairs or ramps to negotiate?						
Variations in the level of floors or work surfaces?						
Hot or cold conditions?						
Weather effects e.g. rain, high winds?						
Poor lighting conditions?						
Any other hazardous conditions?						

Details:

Individual Capability Questionnaire

Does the task:	Yes	No	If YES, Tick Risk Rating: Nil	Low	Med	High
Stretch the employee's physical capabilities, risking injury?						
Require unusual capacity e.g. increased strength or height? Pose a risk to the employee's current state of health? Pose a hazard for new or expectant mothers?						
Pose a hazard to young workers?						
Require additional safety knowledge or training?						
Require the use of Personal Protective Clothing e.g. gloves? Pose a risk due to the clothing worn by the individual? Pose any other risk to the individual?						

Details:

Control Measures
If you have ticked YES to any of the questions in the assessment and have given a risk rating of **medium** or **high**, can you implement any of the following to reduce the risk to **low** or **nil**:

Ordering smaller sizes or weights of products?	Dividing loads into smaller or lighter sections?
Removing outer packaging to improve grip?	Protecting hazardous areas of the load? e.g. padding
Providing assistance? e.g. team lifting	Introducing mechanical aids? e.g. use of a trolley
Re-arranging the task procedure?	The provision of Protective Equipment/Clothing?
Introducing rest periods?	Carrying out staff training?
Re-organising the area or layout?	Use a safer, alternative route?
Ensure the wearing of appropriate clothing/footwear?	Have a trained/experienced member of staff do the task?
Assessing the route is safe before carrying out the task?	Implementing a fault reporting system for maintenance?
Ensuring personnel are physically suited to the task?	Other (specify below)

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Manual Handling Assessment

Further Control Measures
Have you identified any significant risks which are not adequately controlled or reduced?
Yes No
If Yes, detail the issue below and any further control measures required to reduce the risk of injury:

Are any mechanical aids or lifts required to carry out the task?
Yes No
If Yes, detail any mechanical aids (e.g. trolleys, cellar lifts) which must be used:

Are staff required to wear any Personal Protective Equipment to carry out the task safely?
Yes No
If Yes, detail any PPE (e.g. gloves, protective footwear) which must be worn:

Is additional staff training required to ensure staff are aware of safe methods of lifting/carrying?
Yes No
If Yes, detail any further or special staff training (e.g. cellar training for moving kegs) which is required:

Risk Rating
What is your overall assessment of the risk of injury to staff carrying out this task:
Nil/Negligible | Low | Medium | High | Very High

Declaration & Review

Assessor Name: Signature: Date:

Reviewer Name: Signature: Date:

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HS SOP 14 – New & Expectant Mothers

When a manager is notified of an employee being pregnant a risk assessment should be carried out to identify any areas of work which may have a different impact due to the pregnancy.

Mercury Support "New or Expectant Mothers" Risk Assessment

New or expectant mothers may be at risk from different physical, biological, and chemical agents, working conditions and processes. These risks will vary depending on the health of the worker, and during different stages of the pregnancy and after birth. You must also take into account any risks that may affect the unborn child or the milk of a lactating mother.


New Or Expectant Mothers Risk Assessment

The risk assessment should be repeated as the pregnancy progresses, either at each trimester or as the team member raises any difficulties that the advancing pregnancy may create in undertaking normal duties.

The initial assessment sheet can be used for continuing reviews by recording each review date and any additional changes that are agreed to work patterns.

A copy of the completed form should be retained.

Areas to Consider when Conducting/Reviewing the Risk Assessment.

Considerations	Impacts	Precautions
Night Work	Stress on body leading to a negative health impact.	If a medical practitioner advises in writing that night work could have health effects, offer alternative, suitable daytime employment on terms and conditions no less favourable than before.
Early-Morning work	Increased impact of morning sickness.	Consider changing hours of work, particularly during first trimester if morning sickness being suffered.
Manual Handling	Less physical capability when pregnant or harm following birth (especially after caesarean section).	Re-organise work so that manual handling is minimised or avoided altogether. Provide manual handling aids such as trolleys etc.

Standing/Sitting for Extended Periods	Backache and general physical fatigue and discomfort.	Provide seating giving support to the back and at an appropriate height for the work. Consider changes to facilitate sitting while working. Ensure it is possible for the employee to find a comfortable sitting position between the seat and work surface. Ensure work is managed with rest breaks which are sufficient to allow the pregnant worker to make use of rest facilities, including being able to lie down to relieve postural discomfort and tiredness. Ensure that the work pattern includes variety, without long periods engaged in any specific task which requires a fixed posture or standing etc. (e.g. 10 minutes' seated work in every 1/2 hour).
Lack of Suitable Rest Areas	Negative effect on health if not able to rest.	Provide a suitable a rest area with seating and facilities allowing staff to lie down, if necessary. A private area should be provided to allow new mothers to express breast milk, if required.
Location of Work	Requirement to visit toilets more frequently.	Re-locate work position and/or provide flexible work/rest arrangements to accommodate needs
Overtime or Evening Work	Negative effect on health if working extra hours.	New and expectant mothers will not be pressured to work extra hours

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Temperature	Heat Stress	Pregnant workers are generally more sensitive to high temperature/poor ventilation and may suffer heat stress more easily. Review ventilation arrangements and provide local control to heating if possible, e.g. fans, if not. Allow work/rest patterns to be changed to give breaks from short-term heat discomfort.
Slippery & Wet Floors	Pregnant women may be less able to adjust posture to avoid falling. The consequence of a fall could be more serious.	Review working arrangements if a pregnant worker is in wet areas such as kitchens to ensure the risk of slipping is removed.

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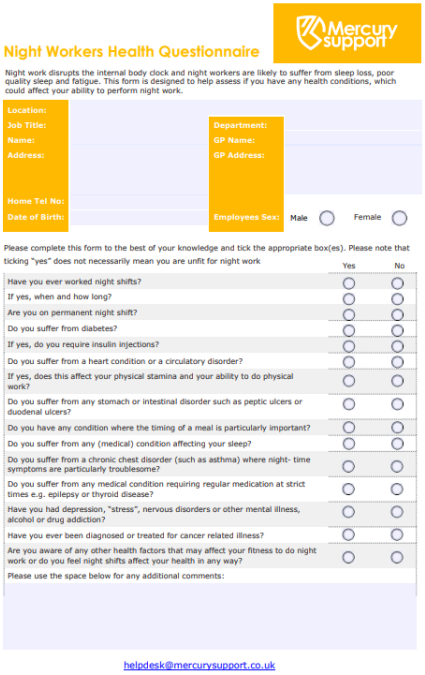
HS SOP 15 – Night Time Working

It is proven that people who work at night can suffer from adverse medical conditions.

A night worker is any person who regularly works more than 3 hours during the night-time period (generally taken as being between 23:00 and 06:00 hours).

In order to minimise the health risks, it is a legal requirement to assess the health of a person prior to them commencing night work.

A copy of the Night Time Workers Health Questionnaire should be completed and retained.



Night Workers Health Questionnaire

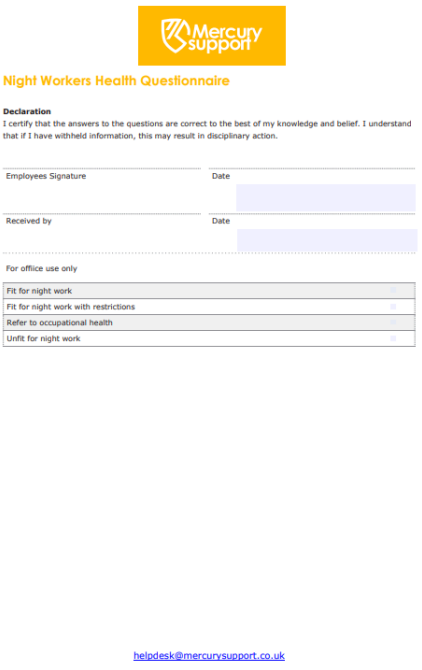
Night work disrupts the internal body clock and night workers are likely to suffer from sleep loss, poor quality sleep and fatigue. This form is designed to help assess if you have any health conditions, which could affect your ability to perform night work.

Location: | Department:
Job Title: | GP Name:
Name: | GP Address:
Address:
Home Tel No:
Date of Birth: | Employees Sex: Male ◯ Female ◯

Please complete this form to the best of your knowledge and tick the appropriate box(es). Please note that ticking "yes" does not necessarily mean you are unfit for night work

	Yes	No
Have you ever worked night shifts?	◯	◯
If yes, when and how long?	◯	◯
Are you on permanent night shift?	◯	◯
Do you suffer from diabetes?	◯	◯
If yes, do you require insulin injections?	◯	◯
Do you suffer from a heart condition or a circulatory disorder?	◯	◯
If yes, does this affect your physical stamina and your ability to do physical work?	◯	◯
Do you suffer from any stomach or intestinal disorder such as peptic ulcers or duodenal ulcers?	◯	◯
Do you have any condition where the timing of a meal is particularly important?	◯	◯
Do you suffer from any (medical) condition affecting your sleep?	◯	◯
Do you suffer from a chronic chest disorder (such as asthma) where night- time symptoms are particularly troublesome?	◯	◯
Do you suffer from any medical condition requiring regular medication at strict times e.g. epilepsy or thyroid disease?	◯	◯
Have you had depression, "stress", nervous disorders or other mental illness, alcohol or drug addiction?	◯	◯
Have you ever been diagnosed or treated for cancer related illness?	◯	◯
Are you aware of any other health factors that may affect your fitness to do night work or do you feel night shifts affect your health in any way?	◯	◯
Please use the space below for any additional comments:		

helpdesk@mercurysupport.co.uk



Night Workers Health Questionnaire

Declaration
I certify that the answers to the questions are correct to the best of my knowledge and belief. I understand that if I have withheld information, this may result in disciplinary action.

Employees Signature | Date

Received by | Date

For office use only

Fit for night work	◯
Fit for night work with restrictions	◯
Refer to occupational health	◯
Unfit for night work	◯

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Mercury Support "Night Workers Health Questionnaire

HS SOP 16 – Noise

Where it is suspected that the noise level emitted from machinery or amplifiers, averaged over the course of the working day or working week, exceeds the lower or higher action value levels (80dBA or 85dBA) a noise assessment should be carried out by an appointed specialist contractor. This assessment will determine if any necessary protective measures are required to be put in place to help reduce the risk of hearing damage.

If you are unsure if you require a Noise Risk Assessment, then you should consider if one of the below activities are carried out on site:

- Amplified music
- Live music and bands
- Loud machinery or equipment
- If, when standing next to someone up to 2 metres away, you have to raise your voice to be heard.

If the control measures identified in the Risk Assessment are not possible OR do not reduce noise levels sufficiently, i.e. to below 80dB (A), employers are required to provide ear protection for all employees exposed to the noise.

This ear protection should be carefully selected and be suitable for the particular type of noise in question and should be properly maintained in good condition.

Workers will be instructed in the risks of noise exposure, the controls in place, hearing protection provided and safe working practices.

Health surveillance (hearing checks) are provided for those at risk with results used to review controls and further protect individuals.

HS SOP 17 – Risk Assessments

Introduction

Health and safety legislation requires every employer to carry out a suitable and sufficient assessment of the risks to the health and safety of employees to which they are exposed at work and the risks to other people who may be affected by their work activities.

The main purpose of the risk assessment is to decide the measures needed to remove hazards and/or minimise risks and to establish a safe system of work.

Definition of Hazard - A hazard is anything with the potential to cause harm to staff, contractors, customers, the public or any other persons affected by the business activities. Harm can either be in the form of an immediate injury such as a broken arm or a delayed or 'hidden' problem such as an illness or a back injury.

Definition of Risk - A Risk is the likelihood of the potential harm from that hazard being realised and the consequences. The extent of the risk will depend on:

- The likelihood of that harm occurring
- The potential severity of that harm, i.e. the resultant injury or adverse health effect
- The people who might be exposed to and affected by the hazard

Definition of Risk Assessment - A Risk Assessment is a careful examination of work activities to identify what could cause harm or injury (HAZARD) in order to decide if enough precautions have been taken or if more should be done to prevent harm or injury (RISK).

Record, Monitor and Review Risk Assessments

Initial review

- The General/Site Manager is responsible for ensuring that a review is completed on all the risk assessments. Risk Assessments are located on Mercury Support Navitas Documentation Module.
- The risk assessment review must include any additional actions necessary to ensure that the control measures are implemented, these should be recorded in the site comment column.

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Annual Review

- The General/Site Manager is responsible for ensuring that all risk assessments are formally reviewed and recorded accurately on an annual basis as a minimum.

Accidents

- A review of risk assessments is also required if an accident occurs, whether or not anyone was actually hurt.
- If the controls identified for the task were followed but the accident still occurred this indicates that additional controls might be required.
- If identified controls were not being followed this might indicate a need for retraining and/or disciplinary action.
- If there is a repeat problem with team members not following instructions for a particular task, consideration should be given to changes that would remove the hazard altogether, if this is possible, or changing controls to ones that might be more likely to result in all team members following them in practice.

Change in Management

- Significant changes in working practices, the introduction of new equipment or machinery, or changes made to the way premises are used may require a new risk assessment to be carried out. This will identify whether or not new hazards will be introduced or the risk from existing ones increased. If this is the case, and new or additional controls are required to minimise risk, then these controls must be in place before changes take place.
- Change in management at the site will also require the new manager to review the risk assessments and ensure that they are fully implemented.

Communicate the Significant Findings of Risk Assessments

Many accidents occur when employees use equipment or carry out work procedures without suitable information, instruction, supervision, and training. It is therefore essential that all employees are informed of any hazards and risks associated with their work and fully trained.

HS SOP 18 – Safety Signs

Safety signs can be a vital control in safeguarding team members and visitors.

All Health & Safety signage used in the business must comply with the Safety Signs and Signals Regulations and meet the following criteria:

	**Prohibition** (Not permitted)	A red circle with a diagonal red stripe from top right to lower left. A white background with a black symbol dictating what is not permitted.
	**Warning** (Hazard)	A yellow or amber triangle with black edging. A black symbol dictating an image of the hazard. If no suitable symbol is available, then an exclamation mark can symbolise 'general hazard' normally with writing below dictating what the hazard is.
	**Safe condition**	A green sign usually oblong, used to dictate a safe condition such as emergency exit, assembly point or first aid facilities. Any symbol or writing must be in white (ideally reflective or luminous)
	**Mandatory** (Must be done)	A blue sign (circle or oblong) with white or silver writing dictating what instructions must be followed. Usually used for fire doors, wash hand signage and the use of personal protective equipment.

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Additional Signage

Other signs, which need to be displayed include:

- A copy of the 'Certificate of Employers' and Public Liability Insurance'
- A copy of the Health & Safety Policy Statement.
- The completed HSE 'HEALTH AND SAFETY LAW' poster.
- First-Aid information and notices.
- Fire instruction and evacuation notices; and
- C.O.S.H.H. safety posters.

Examples:

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HS SOP 19 – Sensible Footwear

Slips, trips and falls can occur on a variety of different surfaces such as: corridors, stairs, carpeted and tiled floors, pavements and car parks. As such, footwear can play an important part in preventing slips and trips in the workplace.

All team members should be aware of the role their footwear plays in minimising injuries and promoting safety at work. Wearing flat shoes that have good grip, are kept clean and fit well can make a difference in the kitchen and reduce the number of slips and trips experienced.

A workplace may have a large variation in the types of walking surfaces on the premises. Whilst safety footwear is not required as the working environments are generally low risk, sensible footwear should:

- have the entire foot enclosed
- be made of material with sufficient strength and firmness to minimise the risk when something is dropped on it
- not have heel height of more than one inch
- have heel diameter of at least one inch at the tread surface
- have a well-defined tread pattern on the sole
- have flexible soles to allow easy movement

Footwear such as sandals, open heels, open toes, spiked heels, platform soles, moulded plastic or smooth soled shoes are considered unsafe and are not allowed. It is still important to remember that just because you have sensible footwear, it only reduces the risk of slipping and does not remove it. Appropriate care of items such as floor surfaces is still required.

Front of House Minimum Standard

- Where staff e.g. front of house and reception staff provide their own footwear, the General/Site Manager is responsible for ensuring that these shoes are suitable, that they fully cover the foot, have a low heel and a slip resistant sole.

- Rubber soles are suitable for all surfaces, wet or dry and for walking or standing on hard floor surfaces

- Stable, slip resistant low heel

- Totally enclosed shoes are required as Team Members could be subject to physical, chemical or work-related hazards that could result in a work injury.

Back of House Minimum Standard

- The General/Site Manager is responsible for ensuring that these shoes are suitable, that they fully cover the foot, have a low heel and a slip resistant sole. Steel toe caps are only required after a site-specific risk assessment has taken place.
- Rubber soles are suitable for all surfaces, wet or dry and for walking or standing on hard floor surfaces.

- Stable, slip resistant low heel, where applicable

- Totally enclosed shoes are required as Team Members will be subject to physical, chemical or work-related hazards that could result in a work injury.

- Clogs/Crocs may only be worn if they have a raised back and/or strap and must be kitchen safe. No beach type Crocs are allowed.

HS SOP 20 – Slips, Trips and Falls

Slips and trips are one of the most common causes of injury in businesses and can be caused by poor housekeeping standards, such as leaving floors wet after a spillage or trailing leads across walkways.

The majority of trips are caused by obstructions in walkways. The rest are caused by uneven surfaces. Preventing these accidents is often simple and cost-effective.

Preventing Slips, Trips and Falls.

1. Clean and tidy up as you go along.

2. Never walk away from an area where a person could slip or trip.

3. Follow cleaning schedules and cleaning procedures and keep floors clear of waste materials that might cause slips.

4. Dispose of waste items correctly into bins or bags.

5. Keep floors, gangways, stairs, and steps clean, clear and dry.

6. Report any damage that could cause slips and trips to the General/Site Manager, e.g. torn floor coverings, holes in flooring, broken steps, missing handrails, damaged or poor lighting etc.

7. In the event of a spillage, the area should be cleaned immediately, where possible. If not place warning notices or use barriers to prevent a slip whist retrieving cleaning materials.

8. Ensure that any temporary openings into floors, e.g., cellar drops, are guarded and/or supervised when open.

9. Any changes in floor level should be highlighted. The edges of steps or stairs should be clearly visible and offer a good grip. If likely to cause slips/trip the edges should be marked and/or covered with non-slip materials.

10. Ensure that lighting is turned on to aid to reduce risk of slip or trip.

11. Do not leave electrical leads trailing across walkways. If leads need to be permanent, they should run around the edges of rooms and secured, or place leads through heavy rubber trunking that will not lift and cause trips.

12. Steps or stairways should be provided with securely fixed handrails.

13. If customers/guests have left items on the floor in positions where they may cause trips, politely ask them to be moved or offer to find a place to store them.

14. Any mats used should be heavy enough, or positioned, so that edges do not lift.

15. Only stable & suitable access equipment must be used to reach to heights, i.e. no wheeled chairs, stacked boxes, etc.

16. Free standing display units in front of house areas must be positioned so that they do not obstruct walkways or have legs that could cause a person to trip.

What can employees do to prevent slips and trips?

In all workplaces:

1. If you have an accident or a near miss, make sure you report it to your Line Manager promptly. This information may be used to prevent future accidents.

2. If you see a spillage, clean it up or make arrangements for it to be cleaned.

3. Report any damaged floors or mats.

4. Play your part and keep the workplace tidy.

5. If you see items on the floor where someone could trip over them, remove them or arrange for them to be removed or for the situation to be made safe.

6. If you are given PPE, wear it and look after it. Report any faults or damage to your Line Manager and make arrangements for a replacement.

7. Tell your Line Manager about any work situation that you think is dangerous, or if you notice that something has gone wrong with site health and safety arrangements.

HS SOP 21 – Training

It is a legal requirement that employers are required to provide 'information, instruction, training and supervision to employees, operators, and visitors.

New starters will be given induction training BEFORE their first day of work, wherever possible. It is the manager's responsibility to ensure this takes place.

Basic Health & Safety Induction training should include the following:

• Health & Safety Responsibilities	• Evacuation Procedures
• Fire Safety	• First Aid
• COSHH	• Accident Reporting
• Manual Handling	• Good Housekeeping

The matrix below summarises the training courses required for each job role.

The matrix includes the names of training courses delivered, both internal and external, their level of qualification such as level 2 or 3 (if applicable) and the frequency which it should be repeated or refreshed.

The matrix also provides information on whether specific courses in certain job roles are required or whether it would be beneficial for colleagues in certain job roles to complete them.

Course	Refresher Frequency (Months)	Directors/ Operations Manager	General Managers (Site Responsible Person)	Heads of Department	Team Members
H&S Induction	N/a	✓	✓	✓	✓
COSHH	12	✓	✓	✓	✓
Manual Handling	12	✓	✓	✓	✓

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Level 1 H&S	12				✓
Level 1 Fire Safety awareness	12				✓
Level 2 H&S	36			✓	
Level 2 Fire Safety	36		✓	✓	
Level 3 Health & Safety	36	✓	✓		
Fire Marshal Training	36		✓	✓	
Emergency First Aid At Work (EFAW)	36		✓	✓	

- Denotes the course is required.

Staff Training Records

To maintain a documented system for health & safety training completed by staff and to ensure compliance with statutory requirements the General/Site Manager must maintain and update staff training records for all of their team members.

Copies of all relevant training certificates must be kept with staff training records to verify training undertaken.

Failure to comply with Company mandatory training is gross misconduct.

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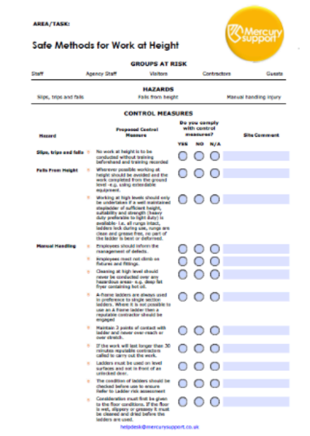
HS SOP 22 – Working at Height


AREA/TASK:

Safe Methods for Work at Height

GROUPS AT RISK

HAZARDS

CONTROL MEASURES

Any work where employees use any form of equipment to raise them off ground level can be classed as work at height. Equipment can range from step stools through to stepladders to multiple section ladders and scaffolding.

All employees must not carry out any task at height other than from a step stool or a 5-step set of step ladders.

Where possible, work at height should be avoided or minimised. If working at heights cannot be avoided, complete and Work at Height Risk Assessment prior to starting any work at height.

Working at Heights Below 2 Meters.

When working at relatively low levels employees may be tempted to use equipment that is not safe for the job, e.g. standing on chairs.

Only suitable equipment must be used for working at height, such as step ladders or kick stools, and this equipment must be used in accordance with the manufacturer's instructions.

If any items have to be lifted up to a height it is easier to do this by placing the load at a level where it can safely be reached after stepping up onto the access equipment. If this is not possible, it may be necessary to have another employee to pass the items up.

Certain activities will be carried out which involve working at heights above what can be reached by the A Frame Steps, for example, changing light bulbs, some cleaning, moving signs, etc.

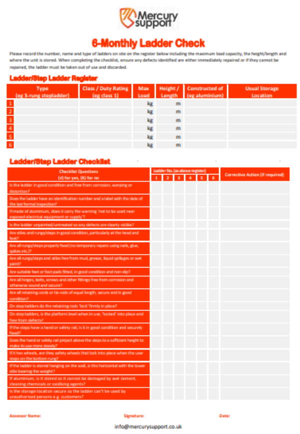
Ladders and Stepladders

If you have ladder(s) you must ensure that they are in good working order and fit for its purpose.

There are many types and sizes of ladders: portable, suspended, stepladders, interlocking, extension, mobile and fixed ladders. They must meet the requirements of the **BS EN131.**

6 Monthly ladder inspections must be completed on all ladders and stepladders in the Managers diary. You must also check the ladders prior to use and each time they are used for any defects to rungs, struts, leg platforms, welded joints, buckled guard rails etc. **Damaged ladders must not be used.**

If ladders have been identified as damaged, they must be clearly labelled **"Damaged, Do Not Use"**, to stop possible use by other employees. Damaged ladders must be repaired or replaced as soon as possible.


6-Monthly Ladder Check

Ladder/Step Ladder Register

Ladder/Step Ladder Checklist

Mercury Support "6 Monthly Ladder Check" Form

Ladders must only be used on surfaces where the feet of the ladders will grip. Watch out for wet and uneven surfaces.

If ladders are used in doorways, or areas on other traffic routes where the ladder could be knocked, action must be taken to ensure this does not happen. For example, the door should be locked/blocked, a person positioned to stop the ladder being knocked, barriers used, etc. or work carried out outside operating hours.

If work is required to be carried out above 2m, a suitable contractor should be called in.

Step ladders must be set up with legs fully extended, with any locking bars between the legs in place and at right angles to the work where possible. The top tread of a pair of steps should not be used for a foot support unless there is an extension above the top to provide a hand hold. The rear part of steps should not be used for foot support.

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HS SOP 23 – Young Workers

A **"young person"** is anyone who has not reached the age of 18 and a **"child"** is anyone of compulsory school age.

The Company can employ a "young person" but work duties will be subject to the Prohibited and Permitted Tasks, which must be referred to when completing this assessment.

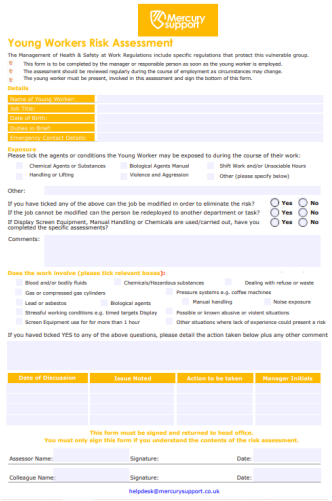
The Company will not employ a "child" unless accepted on a formal work experience placement from a school or college. Work duties will be subject to the Prohibited and Permitted Tasks, which must be referred to when completing the risk assessment.

A risk assessment should be carried out to identify what job roles can safely be carried out by the young person, how they will be trained/supervised and any restricted activities that they might not be allowed to do.

Please note that there may be Local Authority byelaws in place that prohibit the employment of young persons in certain areas e.g. commercial kitchens or to conduct certain tasks e.g. use of hazardous chemicals. You are advised to read any associated bylaws before considering employing a young person. These can be available on your local authority website or you may need to speak to them directly.

Risk Assessment - What to Record

Managers should use the Young Workers Risk Assessment Form to identify what work activities the young person will be carrying out and the specific responsibilities within the job.


Young Workers Risk Assessment

The Management of Health & Safety at Work Regulations include specific regulations that protect this vulnerable group.

- This form is to be completed by the manager or responsible person as soon as the young worker is employed.
- The assessment should be reviewed regularly during the course of employment as circumstances may change.
- The young worker must be present, involved in this assessment and sign the bottom of this form.

Details

Name of Young Worker:
Job Title:
Date of Birth:
Duties in Brief:
Emergency Contact Details:

Exposure

Please tick the agents or conditions the Young Worker may be exposed to during the course of their work:

Chemical Agents or Substances | Biological Agents Manual | Shift Work and/or Unsociable Hours
Handling or Lifting | Violence and Aggression | Other (please specify below)

Other:

If you have ticked any of the above can the job be modified in order to eliminate the risk? Yes No
If the job cannot be modified can the person be redeployed to another department or task? Yes No
If Display Screen Equipment, Manual Handling or Chemicals are used/carried out, have you completed the specific assessments? Yes No

Comments:

Does the work involve (please tick relevant boxes):

Blood and/or bodily fluids | Chemicals/Hazardous substances | Dealing with refuse or waste
Gas or compressed gas cylinders | Pressure systems e.g. coffee machines
Lead or asbestos | Biological agents | Manual handling | Noise exposure
Stressful working conditions e.g. timed targets Display | Possible or known abusive or violent situations
Screen Equipment use for for more than 1 hour | Other situations where lack of experience could present a risk

If you haved ticked YES to any of the above questions, please detail the action taken below plus any other comment

Date of Discussion	Issue Noted	Action to be taken	Manager Initials

This form must be signed and returned to head office.
You must only sign this form if you understand the contents of the risk assessment.

Assessor Name: Signature: Date:
Colleague Name: Signature: Date:

helpdesk@mercurysupport.co.uk

1. Be beyond their personal physical and/or psychological capacity.
2. Involve exposure to hazardous substances that can have an effect upon those who are still growing.
3. Involve exposure to high levels of noise or vibration, or extremes of heat or cold.
4. Involve risks of accidents which a young person may not recognise or avoid due to their lack of experience or training.

Training & Supervision

The young person must be fully trained in the job activities and should usually receive a higher level of supervision before being allowed to work alone, than might be normal.

Other team members who may work with the young person should be advised of what tasks the young person may or may not do and should assist and advise the young person, as necessary. It is possible that lack of general life experience may make some individuals more reckless and therefore more likely to follow behaviour that could lead to an accident and an injury to themselves or another team member.

Manager Responsibilities

Ensuring that the Company's policy and procedures in respect of the employment of children and young persons is implemented in each site under their control and responsibility.

Work experience must be organised through a school or college and all the correct forms must be supplied by the school or college. This is applicable to anyone under the age of 16 or 18.

Ensuring that any changes to standard working practices identified in the risk assessment that are necessary to maintain levels of safety for a team member, are put into place.

Sending the completed risk assessment to the parent or legal guardian of any child of compulsory school age inviting them to discuss any concerns with them. A copy of the risk assessment and the parent or legal guardian letter must be kept on file.

Liaising with the school, college, or Education Authority, as necessary, in respect of a work experience placement. This may include reporting to them any accidents or incidents that the child may have had or been involved.

Ensuring that adequate induction training and ongoing instruction, supervision and training are provided whilst the young person or child on a work placement is working under their management control.

Child or Young Person Responsibilities

Carrying out only those tasks agreed with the Site Manager and detailed on their Risk Assessment.

Attending any required training sessions and following the instructions given in carrying out their work tasks.

Wearing any required personal protective equipment (PPE) and reporting any damage to the PPE.

Reporting any accidents that they may have immediately to the Site Manager.

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HS SOP 24 – Reviewing Health & Safety Performance and Committee Meetings

Health and safety regulations require employers to have in place health and safety arrangements that ensure the effective implementation of the Health & Safety Management System. The arrangements must provide for effective planning, organisation, control, monitoring and review of the preventive and protective measures.

The Health & Safety Management System sets out the policy and procedures and also assigns responsibilities to all levels within the organisation for implementing the policy.

Reviewing Health and Safety Performance is an important part of health and safety management and aims to achieve the following:

- To establish priorities for remedial actions where active and reactive monitoring of health and safety performance identifies areas of the Health & Safety Management System that are not being effectively implemented.
- To review the entire Health & Safety Management System to ensure that it remains effective.

Auditing:

Auditing is a structured process of collecting independent information on the efficiency, effectiveness and reliability of the total Health and Safety Management System followed by drawing up plans for corrective actions.

Auditing supports monitoring by providing Managers with information on how effectively plans and the components of the Health and Safety Management System are being implemented.

External audits are conducted by Mercury Support to verify the continued effectiveness of the Health and Safety Management System.

An **internal audit** is undertaken by the management team by means of assessing the work activities, infrastructure, and documentation against an agreed criteria.

H&S Committee Meeting

The prime purpose of the Committee is to enable consultation between the Health and Safety Manager, General Managers and Head Office personnel on health and safety issues. It also advises the Operations Director and Managing Director on health and safety issues and enables review and monitoring of the health and safety systems in place.

The Committee operates in a positive way - reinforcing safety culture and employee participation in the management of health and safety within the company.

The committee should meet on a regular basis and a minute taker should be appointed for the meetings who will ensure that all raised concerns are documented, and any required actions are escalated.

The following standard items should be included in the company Health and Safety Committee Meetings:

Accident Data:	i. Review of Accident/Incident/Near Miss Statistics ii. Any trends identified iii. Number of cases reported under RIDDOR iv. Cases referred to Insurance Company v. Any civil court proceedings
External and Internal Audits:	i. Review Audit Scores ii. Review Critical Issues iii. Common occurrences throughout the estate iv. Recommendations
Fire Risk Assessments	i. Review of sites who have received a Fire Risk Assessment ii. Common Occurrences throughout the estate iii. Outstanding actions to be addressed
Local Authority Inspections:	i. Details of sites with any poor scoring FHRS ii. Actions required by enforcing authority iii. Details of any enforcement action or court proceedings
COSHH:	i. Updates on any new chemicals that are being supplied to the estate ii. COSHH Risk Assessments – New ones to be completed
Update on any changes in the Workplace affecting Health & Safety and welfare of employees:	i. New Legislation/Guidance/Campaigns from the HSE ii. New technology being introduced iii. New processes or systems of work iv. New equipment being introduced v. New Training being introduced. vi. Any Internal Campaigns to raise H&S awareness in the company
Training Update:	i. Report on Training Statistics ii. New Training being introduced iii. Identified training required
Statutory Certification:	i. Review of statutory certification and inspection records: ii. What is out of date iii. When will it be actioned?

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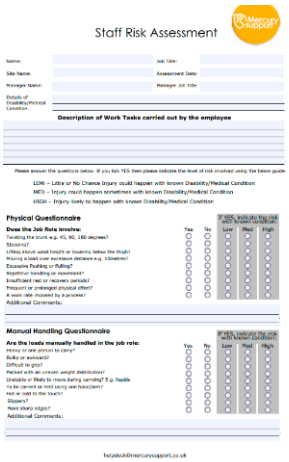
HS SOP 25 – Staff Disability or Medical Conditions

Staff risk assessments should be carried out by the sites General Manager or Line Manager on staff with any underlying medical conditions or disabilities. The assessment should be discussed in detail with the individual employee, implementing required control measures, and reviewing assessment findings as required.


Staff Risk Assessment

Description of Work Tasks carried out by the employee

Physical Questionnaire

Does the Job Role involve:

Manual Handling Questionnaire

Are the loads manually handled in the job role:

The overall purpose of a staff risk assessment is to establish whether any tasks or conditions in the workplace give rise to an increased risk to an employee's condition and to introduce suitable safety measures to protect them, as far as is reasonably practical.

Please refer to the staff risk assessment form which should be used when conducting such types of monitoring procedures.

Mercury Support 'Staff Risk Assessment' Form'.

The Staff Risk Assessment must be reviewed on an annual basis with the employee or as and when circumstances change.

A copy of the Staff Risk Assessment must be forwarded to General Manager for review and retained in the staff member's personal file.

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HS SOP 26 – Bed Bugs

What are Bed Bugs?

- An unfed adult bed bug is about the size of an apple pip or a grain of rice
- Bed bug adults and nymphs are a light tan colour but turn dark- reddish brown once they have fed on blood. Before feeding, the adult bed bug is about 6mm (¼ inch) long and flattened.
- Eggs of bed bugs resemble tiny pieces of rice (about 1mm long) and can be seen with the naked eye.

- Bed bugs have not been shown to transmit diseases such as hepatitis or AIDS etc.
- They eat human blood and are considered to be parasites
- They can survive for up to 12 months without feeding
- They do not fly or jump
- The female can lay over 300 eggs in a lifetime
- The warmer it becomes the more active they become and the faster they grow
- They seek out warmth and carbon dioxide – hence why they are attracted to humans
- Some populations have developed a resistance to some insecticides
- Eggs are resistant to all insecticides.

Bed Bug Bites

- Bed bugs tend not to like people who are too hairy as it is more difficult to move around – women are more often bitten than men for this reason.
- Can take from between a few minutes to up to 14 days before a bite mark appears on the skin.
- Not everyone is affected in the same way.
- They normally feed once in every 7 days.

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Where do Bed Bugs come from?

- Can be found in most countries of the world
- Brought in by guests on their luggage
- Can be found on planes, cruise ships, trains and cinemas etc
- No hotel can guarantee they will never get bed bugs – you never know what your next guest may bring in with them

What Do Bed Bugs Do?

- They are nocturnal and so are usually only seen at night
- They are attracted to heat and carbon dioxide (which is what humans breathe out)
- They leave small black / brown marks after eating blood as their waste product – known as blood spots
- Blood spots are a good sign of a problem and are found on sheets and pillows

Where do you find them?

- Headboards - Head boards are a common area to find insects as it is close to the guest's head (carbon dioxide).
- Mattresses –
    - In and around button fixings
    - Along the seams of mattresses
    - Around any carrying handles
- Cushions - Same areas as above – along seams and behind any small buttons
- Carpets - Along the carpet where the floor meets the wall or behind / underneath the carpets
- Sheets and Pillowcases - Blood spots show signs that bed bugs have been present
- Behind any pictures and mirrors – especially those above the headboard
- In bedside desks and draws
- Z-beds after and prior to use
- Luggage storage areas
- Laundry rooms

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- Vacuum cleaners

What to do if signs are found?

- Quarantine all linen inside two plastic bags – do not remove these from the room
- Do not remove anything from the room – including cleaning equipment and vacuum cleaners etc
- Do not do any more cleaning of the room
- Room is not to be resold until the all-clear is given by a pest control contractor after they have done a thorough inspection
- Do not allow anyone to enter the room unless necessary

What to do if bed bugs are confirmed?

- Take advice from pest control company on actions to take.
- Restrict access to the room to a limited number of people
- Linen – double bag if to be removed. If to be washed ensure it is taken through a hot wash of 60C+ or otherwise dispose of
- Clean vacuum cleaner if used, take care to clean the collection area and also any brush heads
- If the mattress or any other items are to be disposed of they must be double bagged before being taken out of the room to stop infestation from spreading

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HS SOP 27 – Sharps – Handling of and Incidents with

Sharps are a factor of life for certain individuals such as users of drugs to combat medical conditions, recreational drug users and for those who choose to use wet razors. As such it is important that we ensure that when these items are found on a hotel premises they are dealt with in the correct manner, in order to avoid injury and potential contamination with Blood Borne Viruses (BBVs).

BBVs are viruses that some people carry in their blood, and which may cause severe disease in certain people and few or no symptoms in others. The virus can spread to another person, whether the carrier of the virus is ill or not.

The main BBVs of concern are:

- Hepatitis B (HBV).
- Hepatitis C (HCV) and
- Human immunodeficiency virus (HIV).

These viruses can also be found in body fluids other than blood, for example, semen, vaginal secretions and breast milk. Other body fluids or materials such as urine, faeces, saliva, sputum, sweat, tears and vomit carry a minimal risk of BBV infection, unless they are contaminated with blood. Care should still be taken as the presence of blood is not always obvious.

What you need to do in summary

- Make sure all Housekeeping staff are trained in Sharps related safe systems of work and know what action to take in the event they come across a sharp - all of which can be found on the Wiki.
- Ensure all equipment detailed in the safe systems of work are readily available.
- Head Housekeeper and Deputy to be familiar with this policy and what to do in the event of a sharp related injury arising.

Action In the Event Of A Sharps Related Skin Wound

There will be the rare occasion where a member of staff suffers an injury from a sharp where it pierces their skin. It is very important therefore that when such an incident happens that there is a swift response.

Sharp related injury must be reported on to Mercury Support and may also be a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incident that needs to be reported.

Incidents such as a puncture wound from a needle known to contain blood contaminated with a BBV should be reported as a dangerous occurrence. Where there is any doubt as to if such an event should be reported, contact must be made with Head Office.

The Affected Individual

The individual should be encouraged to let the wound bleed and must be told not to suck the blood or wound site. They should be seen by the site first aider and required to keep calm.

Anyone examining the wound should wear appropriate disposable gloves as a precaution against further blood contamination.

The individual should be escorted to the nearest Accident & Emergency department as soon as possible, who will advise on the next best course of treatment.

Duties of Management

The management has a duty to look after the care of their employee and also to investigate the circumstances of the incident.

The victim is likely to be feeling quite shocked, nervous and vulnerable after the incident and this should be taken account of in terms of how they are dealt with and approached.

The first priority must be to take care of the member of staff affected, outlined below are the suggested actions to be taken:

- Where the eyes or mouth have been exposed to blood or body fluids, they should be washed copiously with water. For puncture wounds, the wound should be gently encouraged to bleed, but not scrubbed or sucked, and should be washed with soap and water.

- Identify the nature of the injury, where it happened i.e. which room, what caused the skin to be pierced i.e. the implement, where was it located and where is it now?

- At a suitable point arrange for a trained member of the Housekeeping Team to safely dispose of the sharp.

- Take the injured person to the nearest hospital A&E department by car / taxi with another staff member for support. This should be the most pressing need directly after an incident. The accompanying staff member should also take a mobile phone so that communication can be kept with the hotel. There is a possibility that the hotel may glean information about the guest that could be useful to the hospital Dr whilst the member of staff is waiting to be seen.

- In due course it is also important to talk to the employee who had the accident to understand from them how the incident occurred, what they were doing when the injury happened and or if the correct safety procedures were being followed.

- After the employee is released from hospital, they should be offered to see a councillor and or for any sessions to be booked etc. This aftercare should be arranged between the site GM, HR and any relevant occupational health service providers. The web site for the British Association for Counseling and Psychotherapy can also identify local practitioners of such services if the company has no occupational health support http://www.bacp.co.uk/

- Management should plan in regular weekly telephone calls / private meetings with the individual concerned to check on their state of play – for as long as can be felt necessary. This can be undertaken via the GM, HoD or HR as appropriate.

- Consider sharps retraining of all relevant staff. Reinforce the need for all potentially vulnerable staff to check with their GP to ensure they are up to date with their jabs for tetanus and hepatitis.

Be aware that it can take several months before an "all-clear" can be given from the hospital that all is well, this can be a huge emotional rollercoaster for the person concerned and needs to be dealt with sensitively.

The Guest Responsible For The Sharp - Duties of The Hotel Management

Once a case such as this happens there must be an immediate investigation to establish where possible, the contact details of the guest who may have left the sharp in the room.

The guest needs to be made aware of the seriousness with which we regard this issue and that as such we require their assistance in our investigation. The following questions must be asked:

- Why was there an old needle found within your room?
- Are you a diabetic who requires to inject insulin?
- Are you currently or have you in the past suffered from any blood borne condition such as Hepatitis or HIV?
- Is it at all likely that the sharp in question may have been used by more than one person? If so can they provide the contact details of the person(s) concerned or do they know of any medical conditions of such individual(s)?
- What is the name and contact details of your GP? This may be needed if the hospital Dr needs to clarify anything with the guests GP. Advise the guest to let their GP know that they may receive a phone call from another medical professional and that it is ok to release relevant medical details in this instance that may have a bearing on this scenario.
- Would the guest be willing to talk to our employee personally to put their mind at rest? If yes - arrange carefully so that neither party is inadvertently aware of the others telephone number or personal contact details

Any relevant information found from the discussion with the guest must be relayed ASAP to the member of staff / A&E Dr attending to the employee.

Where there is felt to be a large degree of liability on the guest for causing the incident it may be appropriate to consider taking legal action against the individual concerned. This issue would need to be discussed between the GM and Managing Director before taking the matter further.