AQUA

HEALTH & SAFETY

MANUAL

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1. INTRODUCTION

The following Health and Safety manual has been produced to illustrate how Aqua aims to fulfil its responsibilities as an employer for the health, safety and welfare of its employees, contractors and any visitors to its sites.

The manual aims to provide information and a framework to assist the organisation fulfil its legal obligations and maintain a healthy and safe work environment.

1.1 The Law

As an employer, Aqua Italia is governed by a number of different pieces of health and safety legislation.

The Health and Safety at Work etc. Act 1974 imposes a duty of care on an employer to ensure the health, safety and welfare of its employees and also non employees that may visit their sites.

In order to meet this requirement, Aqua Italia also has to follow a wide variety of specific health and safety regulations. These will be discussed in each section of this manual.

2. GENERAL INFORMATION & ENFORCEMENT

2.1 Health and Safety Policy

Aqua Italia, through management at all levels has a responsibility to ensure, so far as is reasonable practicable, the health, safety and welfare of all its employees whilst at work and to protect persons in its employment against risks to health and safety arising out of its operations. The business also has a responsibility to ensure the health, safety and welfare of contractors and any visitors on their premises.

In accepting the above responsibilities, Aqua Italia will so far as is reasonably practicable:

- provide adequate control of the health and safety risks arising from our work activities;
- consult with our employees on matters affecting their health and safety;
- provide and maintain safe plant and equipment;
- ensure safe handling and use of substances;
- provide information, instruction and supervision for employees;
- ensure all employees are competent to do their tasks, and to give them adequate training;
- prevent accidents and cases of work-related ill health;
- maintain safe and healthy working conditions;
- ensure contractors and visitors are made aware of the procedures and rules in place to safeguard health and safety; and
- review and revise this policy as necessary at regular intervals

Signed General Manager:
Signed Head Chef:
Date:

2.2 Enforcement

The enforcement of health and safety in Aqua Italia is generally carried out by the Local Authority Environmental Health Department.

Reasons for visits

Enforcement officers will generally carry out a health and safety visit because of a routine inspection, following up a complaint or investigating an accident.

The officer will nearly always want to see the following documentation:

- Risk Assessments
- COSHH data sheets
- Staff training records
- Statutory inspection certificates (see section 8.0)
- Due diligence checks

It is important that the general manager ensures these records are always available, complete and up to date.

3. ROLES & RESPONSIBILITIES

3.1 Organisation structure of Aqua

3.2 Health and Safety Responsibilities

Job Title: General Manager

1. General responsibility
To adhere to the company health and safety policy.

2. Specific responsibilities

- Ensure that all personnel for whom they have a responsibility know and accept their involvement as stated in this policy
- Ensure all employees are properly trained and that new employees receive adequate initial safety instructions when starting work at their premises.
- Ensure all work is carried out in compliance with statutory requirements, codes of practice and company procedures.
- Assessments of risk are carried out on new equipment, plant and systems, which are within his or her control prior to being commissioned to ensure that they are suitable on grounds of health and safety.
- To act on the advice and reports of staff where required to resolve health and safety defects or problems and where necessary inform their line manager where he/she is not able to resolve such hazards and risks.
- To carry out his/her duties in a safe manner, in accordance with company policy, standards and safe working practice.
- To ensure accidents reportable under RIDDOR are reported to head office.
- Accidents, dangerous occurrences and complaints in or about the workplace are investigated and that whatever steps are within his or her control are taken to correct any failings identified.
- To be alert to hazards in the workplace and to introduce alternative means of 'safer work' standards as appropriate.
- Health and safety checklists are completed at the frequency specified and action is taken to correct any failings.

I confirm that I have read and understood the health and safety responsibilities associated with my job title and agree to fulfil them.

Name:
Signature:
Date:

Job Title: Assistant/Trainee Manager

1. General responsibility

To adhere to the company health and safety policy.

2. Specific responsibilities

- To deputise for the manager as required and in relation to the day to day management of health and safety.
- Assessments of risk are carried out on new equipment, plant and systems, which are within his or her control prior to being commissioned to ensure that they are suitable on grounds of health and safety.
- All health and safety standards are complied with.
- Ensure all employees are properly trained and that new employees receive adequate initial safety instructions when starting work at their premises.
- To carry out his/her duties in a safe manner, in accordance with company policy, standards and safe working practice.
- Accidents, dangerous occurrences and complaints in or about the workplace are investigated and that whatever steps are within his or her control are taken to correct any failings identified.
- To be alert to hazards in the workplace and to introduce alternative means of 'safer work' standards as appropriate.
- Ensure all work is carried out in compliance with statutory requirements, codes of practice and company procedures.

I confirm that I have read and understood the health and safety responsibilities associated with my job title and agree to fulfil them.

Name:
Signature:
Date:

4. ACCIDENT REPORTING & FIRST AID

Legislation

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Aims

- To investigate all accidents/incidents that occur on the premises.
- To maintain a record of all accidents/incidents.
- Identify remedial actions required to help prevent further accidents of a similar nature.
- To comply with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

Guidelines

As set out in the General Manager's responsibilities, each site is responsible for recording accident/incidents that occur within their premises. Any accidents involving employees, members of the public or contractors/ visitors must be recorded no matter how minor.

These must be recorded on the accident/incident form on our shield yourself compliance centre. There are certain accidents/incidents which are required by law to be notified to the local authority.

What is RIDDOR?

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), place a legal duty on:

- employers;
- self-employed people;
- people in control of premises;
- All RIDDOR will be added to our online compliance centre

To report work-related deaths, major injuries or over-three-day injuries, work related diseases, and dangerous occurrences (near miss accidents). The easiest way to do this is by calling the Incident Contact Centre (ICC) on 0845 300 99 23 (local rate). You will be sent a copy of the information recorded and you will be able to correct any errors or omissions.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) have been updated and are now The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

How do I report a RIDDOR case?

A telephone service for the reporting of accidents is only available for reporting fatal/specified and major incidents only (opening hours Monday to Friday 8.30 am to 5 pm). All other accidents (i.e. over 7 day injuries and dangerous occurrences etc) must be reported online.

When do I report it?

Accidents must now only be reported if an employee, or self-employed person, is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of the accident).

You must report:

- deaths;
- major injuries;
- over-3-day injuries – where an employee or self-employed person is away from work or unable to perform

their normal work duties for more than 3 consecutive days;
- injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital;
- some work-related diseases;
- dangerous occurrences – where something happens that does not result in an injury, but could have done;
- CORGI registered gas fitters must also report dangerous gas fittings they find, and gas conveyors/ suppliers must report some flammable gas incidents.

RIDDOR applies to all work activities but not all incidents are reportable. If someone has had an accident in a work situation where you are in charge, and you are unsure whether to report it just call the Incident Contact Centre (ICC) on 0845 300 99 23.

Incident Investigations

It is good practice for any business to investigate incidents/accidents within the workplace whether it is notifiable or not. The reasons for this are:

- To find out the cause of the accident and implement resulting control measures to prevent a reoccurrence.
- To compile due diligence in the event of a civil claim or a prosecution.

First Aid

Legal duties

The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees if they are injured or become ill at work. These Regulations apply to all workplaces including those with five or fewer employees and to the self-employed. Detailed information can be found in the Approved Code of Practice and Guidance.

In any company, the number and type of first aid personnel would be based on an assessment. In assessing need, employers need to consider:

- workplace hazards and risks;
- the size of the organisation;
- the organisation's history of accidents;
- the nature and distribution of the workforce;
- the remoteness of the site from emergency medical services;
- the needs of travelling, remote and lone workers;
- employees working on shared or multi-occupied sites;
- annual leave and other absences of first aiders and appointed persons.

As the majority of Aqua sites employ less than 50 employees, one appointed person is adequate.

An appointed person: A person who has received basic first aid training (normally about 4 hours) and can deal only with minor injuries, e.g. cuts and abrasions, can arrange for emergency help and can check First aid kits.

5. HEALTH & SAFETY INFORMATION TO EMPLOYEES

Legislation
- Health and safety Information for Employees Regulations 1989



Aims
- To provide sufficient health and safety information to all employees
- To make employees aware of the companies health and safety policy

Guidelines
The following information should be displayed for staff within each Aqua Italia site:

1. Company Health and Safety Policy
   To be displayed on the staff notice board. Ensure all staff are aware of its location and its content.

2. Health and Safety Law Poster
   Legally required by the Health and safety Information for Employees Regulations 1989. Complete the details and display on staff notice board. Contact details can be acquired from the Local Environmental Health department.

3. Company's employers liability insurance certificate

4. List of first aiders/appointed persons.

5. Fire evacuation procedure

6. Minutes of meetings involving health and safety matters
   Any health and safety matters discussed in meetings should be documented and made available for information for all staff. It is worthwhile discussing accidents that may have occurred and detailing any actions required.

6. TRAINING

Legislation
- Health and Safety at Work etc Act 1974
- The Regulatory Reform (Fire Safety) Order 2005

6.1 Introduction

Why is health and safety training important?
Over 200 people are killed each year in accidents at work and over one million people are injured. Over two million suffer illnesses caused by, or made worse by, their work.

Preventing accidents and ill health caused by work is a key priority for everyone at work. As the owner or manager of a business you know that competent employees are valuable.

Providing health and safety information and training helps you to:
- ensure your employees are not injured or made ill by the work they do;
- develop a positive health and safety culture, where safe and healthy working becomes second nature to everyone;
- find out how you could manage health and safety better;
- meet your legal duty to protect the health and safety of your employees.

Effective training:
- will contribute towards making your employees competent in health and safety;
- can help your business avoid the distress that accidents and ill health cause;
- can help you avoid the financial costs of accidents and occupational ill health.

Don't forget that your insurance doesn't cover all these costs. Damaged products, lost production and demotivated staff can all result.

The law requires that you provide whatever information, instruction and training is needed to ensure, so far as is reasonably practicable, the health and safety of your employees (see 'The Law' for more details).

The law
The Health and Safety at Work etc Act 1974 requires you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of your employees.

This is expanded by The Management of Health and Safety at Work Regulations 1999, which identify situations where health and safety training is particularly important, e.g. when people start work, on exposure to new or increased risks and where existing skills may have become rusty or need updating. You must provide training during working hours and not at the expense of your employees. Special arrangements may be needed for part-timers or shift workers. You need to assess the risks to your employees while they are at work and to any other people who may be affected by the way you conduct your business. This helps you identify the measures you need to take to comply with health and safety law, which includes training and the provision of information.

Like many employers, you may not be in a position to provide this training on your own, in which case you will need competent help. If possible, you should appoint one or more of your employees. However, if there is no one with the relevant knowledge, experience and skills in your organisation who can be relied on to deal effectively with health and safety training, you need to enlist someone from outside. In some circumstances you may need a combination of internal and external help.

The Safety Representatives and Safety Committees Regulations 1977 and The Health and Safety (Consultation with Employees) Regulations 1996 require you to consult your employees, or their representatives, on health and safety issues. Representatives appointed under either of these sets of regulations are entitled to time off with pay for training in their duties.

The Health and Safety (Training for Employment) Regulations 1990 ensure that learners doing work experience are covered by health and safety law. There are a number of other regulations which include specific health and safety training requirements, e.g. asbestos, diving and first aid.

What is training?
Training means helping people to learn how to do something, telling people what they should or should not do, or simply giving them information. Training isn't just about formal 'classroom' courses.
Who needs the training?

You do! Whether you are an employer or self-employed, are you sure that you're up to date with how to identify the hazards and control the risks from your work?

Do you know how to get help – from your trade association, your local Chamber of Commerce, or your health and safety enforcing authority? Do you know what you have to do about consulting your employees, or their representatives, on health and safety issues? If not, you would probably benefit from some training.

Your managers and supervisors do! If you employ managers or supervisors they will certainly need some training. They need to know what you expect from them in terms of health and safety, and how you expect them to deliver. They need to understand your health and safety policy, where they fit in, and how you want health and safety managed. They may also need training in the specific hazards of your processes and how you expect the risks to be controlled.

Your employees do! Everyone who works for you, including self-employed people, needs to know how to work safely and without risks to health. Like your supervisors, they need to know about your health and safety policy, your arrangements for implementing it, and the part they play. They also need to know how they can raise any health and safety concerns with you.

You should:
- take into account the capabilities, training, knowledge and experience of workers; and
- ensure that the demands of the job do not exceed their ability to carry out their work without risk to themselves and others. Some employees may have particular training needs, for example:
- new recruits need basic induction training into how to work safely, including arrangements for first aid, fire and evacuation;
- people changing jobs or taking on extra responsibilities need to know about any new health and safety implications;
- young employees are particularly vulnerable to accidents and you need to pay particular attention to their needs, so their training should be a priority. It is also important that new, inexperienced or young employees are adequately supervised;
- some people's skills may need updating by refresher training. Your risk assessment should identify any further specific training needs.

6.2 Aqua Training

What?
On joining the company, all employees will receive thorough training working through our Induction Logbooks which can be found on our compliance centre online, paying particular attention to detailed training on our health and safety policy.

When?
This must be done within the first two days of starting work

Responsibility
It is the responsibility of the manager or assistant manager to ensure employees receive induction training and complete and sign their staff health and safety handbooks.

What does this consist of?
Induction health and safety training consists of the following:

- Fire safety- emergency procedures and fire risk assessment
- Manual handling
- Slips/trips and falls
- Violence policy
- Electrical and gas safety
- Accident reporting
- COSHH

Employees will then receive specific training depending on their job role:
e.g. Kitchen staff will receive training on the fryers and knife handling. Bar staff will receive training on cellar safety.

Refresher training
Training is an ongoing procedure and must not be treated as a one off. Staff may require further training following an accident/incident or following the introduction of a new piece of equipment/new procedure. Risk assessment process should be used as a tool to assist with the training process. Reviews should take training into account and identify training needs.

6.3 Training Records

Each member of staff must have their own training record which should be reviewed and updated on a regular basis.

The training record must contain:

- Induction training workbook
- Specific training record forms, e.g. fryer training
- Copies of fire emergency procedures.

All the above records must be signed and dated by the employee and management.

7. RISK ASSESSMENTS

Legislation
- Health and Safety at Work etc At 1974
- The Management of Health and safety Regulations 1999

Aims
- To make a suitable and sufficient assessment of the health and safety risks within Aqua Italia restaurants.
- To ensure measures are in place to control the risks.
- Review risk assessments on an annual basis, following a change in the business and following accidents/ incidents.

7.1 Introduction

A risk assessment is an important step in protecting your workers and your business, as well as complying with the law.

Regulation 3 of The Management of Health and safety Regulations 1999 requires an employer to make a suitable and sufficient assessment of the health and safety risks within their workplace. If the employer employs five or more employees, the assessment must be in writing. The law does not expect you to eliminate all risk, but you are required to protect people as far as 'reasonably practicable'.

The following risk assessments are generic to Aqua Italia and have been produced to reflect the different working areas of a Aqua Italia restaurant.

It must be stressed each site is different and there may be hazards and risks that are site specific to a particular Aqua Italia restaurant. In this case, a site specific risk assessment must be carried out by the general manager using the template online.

7.2 The Risk Assessment Process – Initial Assessment

This health and safety manual is a working document and needs to be made available to all employees.
Risk assessments are no different and on receiving this document, the general manager for each site needs to ensure each risk assessment identifies the hazards and risks for that particular site.

This process must involve the manager walking around the site with the risk assessment and checking whether all hazards have been identified, all persons at risk have been taken into account and whether the control measures listed are in place. It is also worth involving staff, asking if they have any health and safety concerns and checking the accident book to see if there are any reoccurring issues.

What if the risk assessment has missed anything?
This is the sole purpose of undertaking an initial assessment. If a manager identifies further hazards or control measures then, these need to be detailed using the site specific risk assessment template online.

Similarly, if a manager identifies that any control measures listed are not currently in place, then he/she needs to detail these on the risk assessment for 'action required' and ensure this is followed up.

Once the manager is happy with each risk assessment, he/she needs to sign and date the risk assessment. The risk assessments must then be made available to employees. They should form an integral part of the induction process.

7.3 Risk Assessment Review Process

Risk assessment is an ongoing process as it must reflect changes in the business or alterations may need to be made following incidents/accidents. Our risk assessments are reviewed on an annual basis and monitored closely throughout the year. Any amendments to risk assessments are reported to the operations manager who will sign off and include in the next review if applicable to all sites.

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Site specific

All site specific risk assessments are recorded and detailed on our compliance centre.

7.5 Risk Assessment Review Matrix

Guide: Managers to initial and date once risk assessment has been reviewed.

	Managers Signature	Date
Slips/Trips/Falls Training Risk assessment		
Accepting Deliveries risk assessment		
Movement of beer kegs risk assessment		
Use of Ladders risk assessment		
Knife Safety Risk assessment		
Stoves Risk assessment		
Deep Fat Fryer risk assessment		
Pizza Oven Risk assessment		
Brulee Touch Risk assessment		
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Slicer Risk Assessment		
Walk-in fridge freezer risk assessment		
use of microwaves Risk assessment		
Coshh Assessment form		
Beer Line Cleaner Risk assessment		
Waste Disposal Risk assessment		
Violence to Staff Risk assessment		
Bar/Restaurant Cashing up risk assessment		
Risk assessment Contractors		
Display screen assessment- self assessment form		
Young Persons risk assessment		
Pregnancy risk assessment		

8. SAFE WORKING PROCEDURES

8.1 Slips/Trips/Falls

Legislation

- Health and Safety at Work etc Act 1974
- The Workplace (Health, safety and Welfare Regulations 1992
- The Management of Health and Safety at Work Regulations 1999

Aims

- To reduce the number of slip/trips incidents in the workplace.
- To comply with relevant legislation.
- To assess and control the risks of slips/trips/falls.

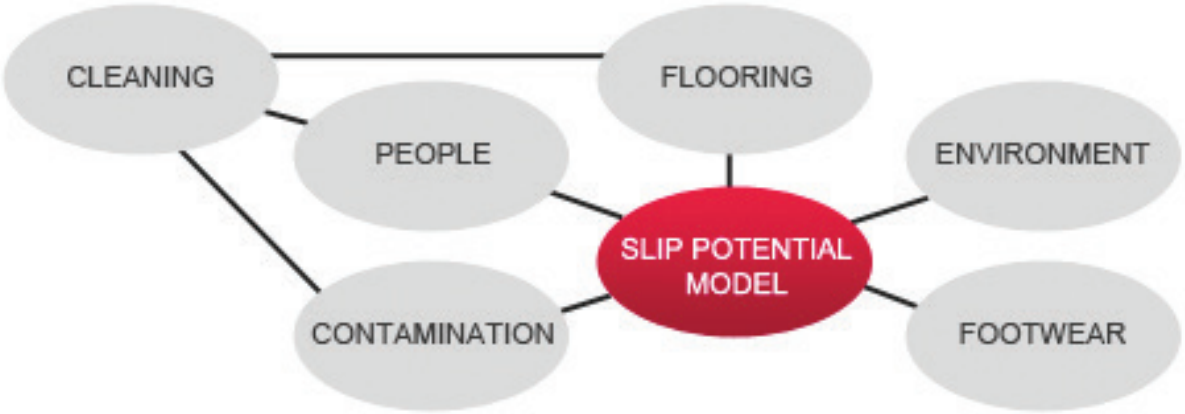
Introduction

Slips and trips are the most common cause of major accidents at work. The costs to industry are substantial at £512 million per year, not counting the incalculable human cost and suffering to those injured.

Hazards

Figure 1 below illustrates the common causes of slip/trips and falls within the workplace. These causes must be taken into consideration whilst undertaking the initial assessment for slips/trips risk assessment in the kitchen, bar and restaurant areas.

Figure 1 - Common causes of slips/trips and falls;
http://www.hse.gov.uk/slips/preventing.htm



Controls

Flooring:
Defective flooring or slippery floor surfaces can increase the risk of slips/trips. Please ensure any damage to floor coverings are reported immediately and auctioned as soon as possible to reduce the risk of persons tripping. Spillages/food debris on floor surfaces must be cleaned up immediately and should not be left unattended wherever possible. These procedures are all covered as part of the staff induction training.

Cleaning:
- Reactive cleaning of spillages/food debris on floor surfaces to take place immediately and should not be left unattended wherever possible.
- A wet to dry system must be used wherever possible and the use of wet floor signs eliminated/reduced wherever possible.
- Wet floor signs to be used as a warning to other persons when any cleaning of floors takes place, once the area is dry the sign removed.

Obstacles:
- The Workplace (Health, Safety and Welfare) Regulations 1992 require floors to be suitable for the workplace and work activity, kept in good condition and kept free from obstructions.
- Please ensure traffic routes are clutter free and tripping hazards are removed immediately. These areas are to monitored on a daily basis.

Footwear:
- Please ensure staff wear sensible and suitable footwear for their area of work. E.g. kitchen – due to the nature of the environment, footwear with a suitable grip is required.

Risk assessment
As discussed in section 7, an initial risk assessment of slips/trip and falls within each area of the business will be undertaken by the Manager. These risk assessments are then reviewed on an annual basis or following an incident/change to the business. Risk assessments must then be amended accordingly.

Training
Induction training will contain a section on controlling slips/trips and falls within the workplace. Refresher training will take place as part of an ongoing proactive training programme.

RISK ASSESSMENTS – Slips/Trips/Falls

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Damaged floor covering • Spillages • Trailing cables • Uneven surfaces	• Trips • Slips	• Employees • Customers	Low



Please ensure damaged floor coverings are reported and repaired



Staff to use wet floor signs, when clearing up spillages and cleaning floors.

FURTHER CONTROLS:

- Staff to be trained on spillage procedure
- Staff to be vigilant and report any damaged flooring
- No Trailing cables. If unavoidable-cables to ne covered using cable tidy.
- Changes in floor level (steps) to be highlighted.
- All areas to be adequately lit

GM signature	Date:	Are all controls in place Y/N	Next review:

8.2 Manual Handling

Legislation
- Health and Safety at Work etc Act 1974
- Manual Handling Regulations 1992
- Management of Health and safety Regulations 1999

Aims
- To reduce the number of injuries caused by poor and excessive lifting
- To comply with the legal requirements relating to Manual handling.
- To assess the risk from manual handling within Aqua Italia restaurants.

Hazards
More than a third of all injuries reported each year to the HSE and local Authorities are caused by manual handling:

- Heavy Loads
- Awkward sized objects
- Carrying loads over long distances
- Not lifting correctly

Who is at risk?
- Employees
- Management

Controls
As an employer there are three ways which can help reduce the risk of injury from the above manual handling hazards:

Avoid the need for hazardous manual handling, so far as is reasonably practicable;
Assess the risk of injury from any hazardous manual handling that can't be avoided; and
Reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable.

Avoiding manual handling
Check whether you need to move it at all.

For example:
- does a large work piece really need to be moved, or can the activity (eg wrapping or machining) safely be done where the item already is?
- can you take the treatment to the patient, not vice versa?
- can raw materials be piped to their point of use?

Assessing and reducing the risk of injury
Who should make the assessment?

The assessment is the employer's responsibility. You should be able to do most assessments in-house. You, your employees and safety representatives know your business better than anyone. Most situations will require just a few minutes' observation to identify ways to make the activity easier and less risky, ie less physically demanding.

How far must I reduce the risk?

To the lowest level 'reasonably practicable'. That means reducing the risk until the cost of any further precautions - time, effort or money - would be far too great in proportion to the benefits.

Do I have to provide mechanical aids in every case?

You should definitely provide mechanical aids if it is reasonably practicable to do so and the risks identified in your risk assessment can be reduced or eliminated by this means. But you should consider mechanical aids in other situations as well - they can improve productivity as well as safety. Even something as simple as a sack truck can make a big improvement.

Training

Training is important but remember that, on its own, it can't overcome:

- a lack of mechanical aids;
- unsuitable loads;
- bad working conditions.

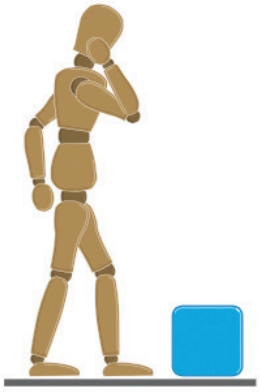
Training should cover:

- manual handling risk factors and how injuries can occur;
- how to carry out safe manual handling including good handling technique (see 'Good handling technique for lifting' and 'Good handling technique for pushing and pulling');
- appropriate systems of work for the individual's tasks and environment;
- use of mechanical aids;
- practical work to allow the trainer to identify and put right anything the trainee is not doing safely.

Safe lift techniques

The diagram below is a guide to safe lifting technique. Use this guide as a reference in addition to the induction training received by new members of staff.

Here are some practical tips, suitable for use in training people in safe manual handling.



Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



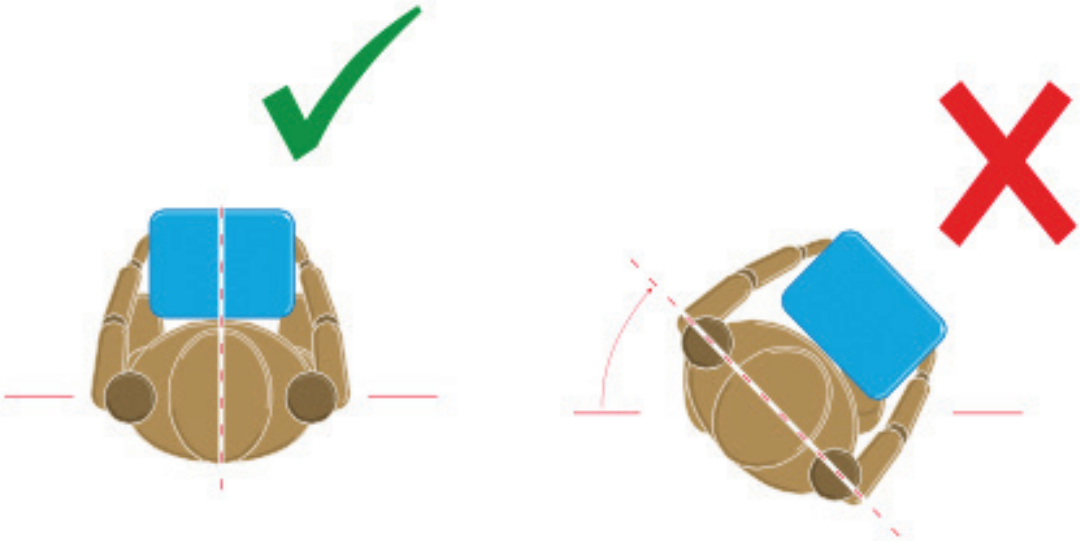
Get a good hold. Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

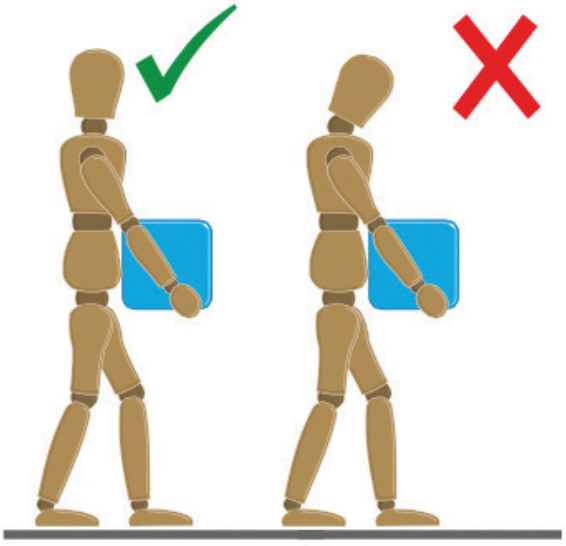
Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.



Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



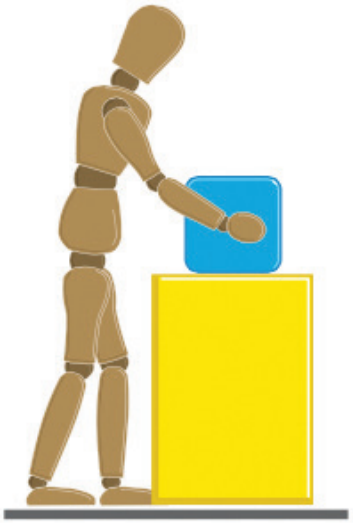
Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

RISK ASSESSMENTS – Accepting deliveries

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Manual handling • Falling items • Carrying products over long distances	• Back injury • Impact injury	• Employees	Medium



If available, Use Manual handling equipment like sack trucks for moving heavy loads



Always lift using your legs.



DO NOT ATTEMPT to lift too heavy a load. ALWAYS assess the load first.

FURTHER CONTROLS:

- Staff receive manual handling training

GM signature	Date:	Are all controls in place Y/N	Next review:

RISK ASSESSMENTS - movement of beer kegs

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Manual handling • Falling kegs	• Back injury • Impact injury	• Employees	Medium





FURTHER CONTROLS:

- Staff receive manual handling training
- Staff wear gloves when moving kegs.
- Movement of kegs is minimised as supplier delivers kegs into cellar.
- Safe manual handling procedures to be followed as outlined in section 8.2
- Heavy barrels/cases to be lifted by two persons or by using MHE if provided
- PPE to be worn-gloves

GM signature	Date:	Are all controls in place Y/N	Next review:

8.3 Working at Heights

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Work at Height Regulations 2005

Aims
- To reduce the number of injuries as a result from working at heights
- To comply with the relevant legislation
- To assess and control the risks within the workplace created from working at heights

Introduction
In 2015/16 just over a quarter of all fatal injuries were accounted for by fall from a height. In 2015/16 falls from height accounted for 37 fatal accidents at work and around 37000 non-fatal injuries.

Hazards
- Use of ladders
- Contractors working on the roof

Who is at risk?
- Employees
- Management
- Contractors

Controls
As a duty holder, Aqua must follow the following hierarchy for managing work at height:

1. avoid work at height where they can;
2. use work equipment or other measures to prevent falls where they cannot avoid working at height; and
3. where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

Where working at height cannot be avoided, The Working at Height Regulations require duty holders to ensure:
- all work at height is properly planned and organised;
- all work at height takes account of weather conditions that could endanger health and safety;
- those involved in work at height are trained and competent;
- the place where work at height is done is safe;
- equipment for work at height is appropriately inspected;
- the risks from fragile surfaces are properly controlled; and
- the risks from falling objects are properly controlled.

The main hazard to Aqua employees will be the use of ladders.

Some sensible tips for using a ladder safely are listed below.

The ladder should be:
- Prevented from slipping,
- Prevented from moving before it is stepped on,

- Long enough to do the job safely,
- Have a handhold available to allow the worker to maintain 3 points of contact where possible,
- Used without overreaching,
- Inspected and checked regularly where necessary.

Duty holders should check that workers are fit to use the equipment that they are provided with.
Employees or contractors should report any issues (including health issues) that may affect their safety or the safety of others.

Some of the human factors that would prevent you from using a ladder are:

- Recurring dizziness
- Epilepsy
- Psychiatric conditions (inc fear of heights)
- Heart condition
- Severe lung conditions
- Alcohol and drug abuse
- Significant impaired joint function
- Medication that recommends you do not operate machinery could also be a problem

Contractors

Under section 3 of Health and Safety at Work etc Act 1974 Aqua Italia also has a duty for any contractors, e.g. window cleaners working on their sites. Their work may involve working at height. In this situation, it is important that, before any work is undertaken, the manager ensures the contractor is competent and can produce a risk assessment or safe method of work for the work involved. Use of contractors will be discussed in section 8.13

Risk assessment

As discussed in section 7, an initial risk assessment of working at heights within each area of the business will be undertaken by the Manager. These risk assessments are then reviewed on an annual basis or following an incident/change to the business. Risk assessments must then be amended accordingly.

Training

Induction training will contain a section on use of ladders and falls within the workplace. Refresher training will take place as part of an ongoing proactive training programme.

RISK ASSESSMENTS - Use of ladders and high level cleaning

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Damaged quipment • Uneven surface • Over reaching • Lone working • chemicals	• Fall from height • Skin irritation • Eye splash	• Employees	Low





FURTHER CONTROLS:

- High level cleaning in customer areas is not to be carried out during trading hours
- All employees must be trained on using the ladder and cleaning at heights
- Employees must used ladders when working at heights, do not use furniture.
- Suitable ladders to be available for the jobs and tasks for which they are required (e.g. correct size and strength) using a ladder that meets the law requirements of Class EN131
- High level cleaning not to be done when the equipment is in use
- Contractors must be used for cleaning high level windows, roofs
- Electrical equipment to be turned off before cleaning
- Staff training on COSHH
- PPE provided and to be worn

GM signature	Date:	Are all controls in place Y/N	Next review:

8.4 Kitchen Safety

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Electricity at Work Regulations 1989
- The Gas Safety (Installation and Use) Regulations 1998

Aims
- Provide a safe environment in the kitchen.
- To ensure all staff are competent and can safely use kitchen equipment.
- To comply with all relevant legislation.

Hazards
- Use of Deep fat fryer
- Use of knives
- Use of ovens/ranges
- Gas leak
- Faulty equipment

Who is at risk?
- Kitchen staff
- Visitors
- Bar staff

8.4.1 Use of Deep fat fryer

Hazards
Hazards connected with emptying and cleaning fryers include:
- fire;
- burns from hot oil;
- contact with hot surfaces;
- fumes from boiling cleaning chemicals and the danger of the chemicals overflowing;
- eye injuries from splashes;
- slips from oil spillage; and
- strains and sprains from lifting and moving containers of oil.

These, together with your own risk assessment, will determine the need for suitable protective equipment. If there is still a risk from contact with hot surfaces or oil splashing, you may require eye protection, a protective apron and/or heat-resistant gloves/gauntlets.

Who is at risk?
- Kitchen staff
- Visitors
- Bar staff

Controls
Burns from hot oil can be very serious. Oil takes only 6-7 minutes to heat up but can take 6-7 hours to cool down again (i.e. 60 times slower). Whichever type of fryer is used, it is essential that:

- staff are trained in safe procedures for emptying and cleaning;
- staff are provided with suitable protective equipment, where required by the risk assessment, e.g. eye protection, heat-resistant gloves, aprons;
- the fryer must be well maintained and any attachments used must be suitable for their purpose, as recommended by the manufacturer;
- any oil spillages must be cleaned up immediately, ensuring floor areas around equipment are completely clean and dry to avoid slip risks.

Safety Guidelines for Cleaning and Emptying Fryers

Manual oil filtering

This involves the operator draining the oil from the fryer, through a filter, into a suitable drain bucket or container and manually lifting it back into the fryer. Rules for draining oil safely and in the correct sequence can be based on the following guidelines:

- Turn off the appliance, and turn off the power supply at the wall socket for electric, and the on/off control for gas.
- Allow the oil to cool, ideally for at least six hours, and check the temperature using a suitable probe thermometer before draining. Do not drain if the temperature is above 40 °C.
- Follow any manufacturer's instructions and use the correct equipment (e.g. a detachable spout for the type of fryer being emptied), making sure any equipment required is brought to the fryer before the process starts.
- Depending on the type of fryer, oil will be drained by drain valve, removable spout, lifting container or by tilting.
- If the oil is too cold to drain easily, reheat it briefly and agitate with the fryer basket (for no more than one minute). Switch the appliance off and check the temperature (using a suitable probe thermometer) before emptying.
- Using a filter, run the oil into a suitable metal holding or heat-resistant hard plastic container. These containers will generally need carrying handles and a cover or lid. Before moving, make sure that the lid or cover is secure.
- Make sure that the container is empty and big enough to take the volume of oil being drained at any time.
- When large volumes of oil are being drained, it is safer to drain off in smaller amounts. This avoids overfilling the container and will reduce the chance of spillages when it is moved. Smaller amounts will also be easier to carry.
- Place the container in a safe place where it cannot be contaminated with chemicals, water or foreign bodies. Place the container on top of a drip tray to avoid any floor contamination.
- Do not dispose of waste oil down the drain. Disposal must comply with environmental legislation.
- Clean up any spillages immediately. Make sure floor areas around equipment are completely clean and dry to avoid slip risks.

Training

This section may apply to all types of fryers:

- Only staff who have been trained in safe use of the cleaning chemicals and cleaning procedures for the fryer should be allowed to do this task.
- Staff should be trained in the reporting procedures if they find the equipment to be faulty.
- Staff should be made aware of the reasons for use of suitable protective equipment, i.e. gloves, eye protection.
- Risk assessments should be completed for hazardous chemicals and staff should be made aware of the correct procedures for the use of cleaning chemicals. Safety data sheets should be available to staff.
- A short, written procedure can act as a reminder to staff for both draining and cleaning operations.

8.4.2 Use of Knives

Hazard

- Cuts and Lacerations

Who is at risk?

- Kitchen staff

Controls

- Staff training on safe working procedure.
- When using a knife, use a firm grip, try to use even pressure for cutting, cut downwards and avoid cutting towards the body. NEVER try to catch a falling knife.
- There should be enough room for there to be no danger of a person using a knife being bumped by another member of staff.
- Knives to be kept in good condition. To be kept sharp and have handles that can be held properly. Handles must be kept clean.
- Always use correct knife for the task. Use only good quality knives.
- Knives not to be left lying around. They should not be placed unprotected in cupboards or drawers, or left lying in washing up water. They should be stored in suitable racks or sheaths.
- Only trained staff to use knives

8.4.3 Use of ovens/ranges

Hazards

- Burns, scalds
- Electric shock
- Gas explosion

Who is at risk?

- Kitchen staff
- Management
- Bar staff
- Visitors
- Contractor

Controls

- Dry oven gloves or cloths must be used when handling trays, tins, dishes and racks in the oven.
- Handles of saucepans should be placed away from the hot plate or gas ring and should not project beyond the edge of the oven/range.
- Refer to manufacturer's instructions for lighting gas ovens
- If there is a gas leak, switch off the gas isolation valve. Contact the gas supplier's emergency service
- Use tongs and gloves when moving skillets
- Follow safe working method instruction when cleaning.

RISK ASSESSMENTS - Kitchen - Knife safety

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Knives • Sharp blades	• Cuts	• Employees	Low

Knives not to be left lying around. They should not be placed unprotected in cupboards or drawers, or left lying in washing up water. They should be stored in suitable racks or sheaths.



When using a knife, use a firm grip, try to use even pressure for cutting, cut downwards and avoid cutting towards the body



FURTHER CONTROLS:

- Staff training on knife safety
- Staff training on safe working procedure.
- When using a knife, use a firm grip, try to use even pressure for cutting, cut downwards and avoid cutting towards the body. NEVER try to catch a falling knife.
- There should be enough room for there to be no danger of a person using a knife being bumped by another member of staff.
- Knives to be kept in good condition. To be kept sharp and have handles that can be held properly. Handles must be kept clean.
- Always use correct knife for the task. Use only good quality knives.
- Knives not to be left lying around. They should not be placed unprotected in cupboards or drawers, or left lying in washing up water. They should be stored in suitable racks or sheaths.
- Only trained staff to use knives

GM signature	Date:	Are all controls in place Y/N	Next review:

8.5 Hot Water Risk Assessment

RISK ASSESSMENTS - Boiling hot water

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Slips/trips • Manual handling • Dropped items • Boiling water	• Scald or burn • Back injury • Impact injury	• Employees	Medium





FURTHER CONTROLS:

- Staff to be trained on spillage procedure
- Staff to be vigilant and report any damaged flooring
- Manual handling training for all staff
- Any large pans to be carried by 2 members of staff
- Kitchen uniforms to be provided including oven cloths
- Ensure the shortest distance to carry out tasks
- Where possible task is undertaken during quieter periods of the day
- No Trailing cables. If unavoidable-cables to be covered using cable tidy.
- Changes in floor level (steps) to be highlighted.
- All areas to be adequately lit

GM signature	Date:	Are all controls in place Y/N	Next review:

8.6 Work Equipment

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- The Electricity at Work Regulations 1989
- The Gas Safety (Installation and Use) Regulations 1998
- Lifting Operations and lifting Equipment Regulations 1998

Aims
- To ensure equipment used by staff in the workplace is safe to use.
- To ensure equipment is maintained
- To ensure guards are in place if required.
- To ensure staff are sufficiently trained.
- To assess the risks associated with each piece of equipment.

Introduction
Work equipment can be defined as any item used in the course of a work activity. This definition includes everything from simple hand tools to complex pieces of machinery. Different sites may have different pieces of equipment and therefore it is essential that a site specific risk assessment is carried out on any equipment before it is used, e.g. pressurised power hose, food slicer.

Hazards
The hazards generally depend on the type of equipment:
- Sharp blades
- Defective equipment
- Exposed wires
- Moving parts
- Pressure systems

Who is at risk?
- Management
- Staff

Controls
- Ensure equipment is suitable for the intended use;
- Ensure equipment is safe for use, maintained in a safe condition and, in certain circumstances, inspected to ensure this remains the case;
- Ensure equipment used only by people who have received adequate information, instruction and training; and
- Ensure equipment is accompanied by suitable safety measures, e.g. protective devices, markings, warnings.
- Provide suitable PPE where required, e.g. goggles, gloves.
- New equipment when purchased must display a CE mark and be accompanied by the appropriate documentation, e.g. instructions.

Training
All staff must be trained in the safe operation of equipment in accordance with manufacturer's instructions.

Kitchen Equipment Risk Assesment - Stoves/Gas Oven/Chargrill

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Use of Gas Oven/ Stove/Solidtop/ Chargrill	• Open flames/ personal injury • Protruding handles • Manual handling of heavy pans	• Chefs • Contractors	Low

Handles of saucepans not project beyond the edge of the oven. Staff to be vigilant of hot surfaces.



Heavy stock pots containing hot liquid Please ensure stock pot is not overfilled and TWO people ALWAYS lift pot. Ensure stock pot is placed on stable surface.



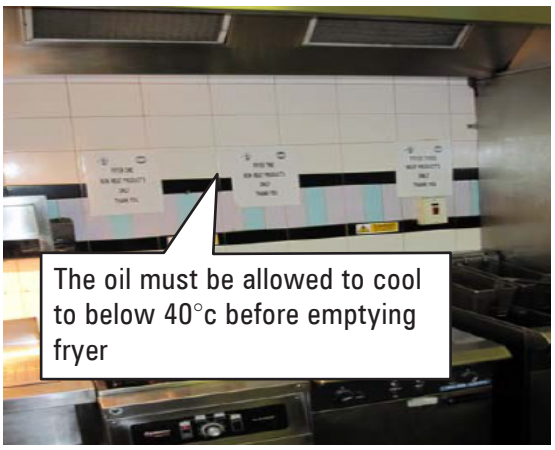
FURTHER CONTROLS:

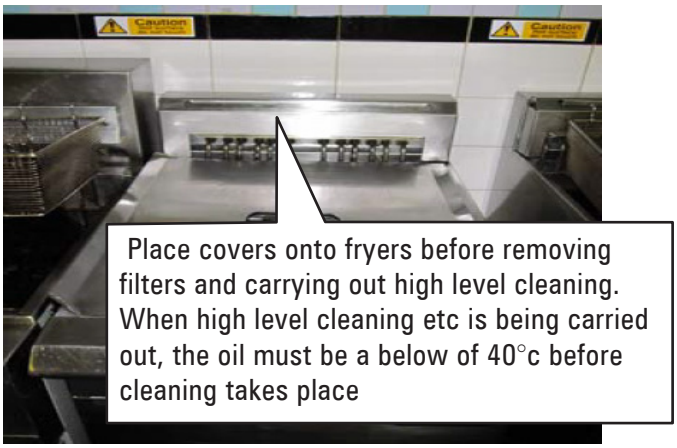
- Installation and annual maintenance by CORGI approved person
- Isolation gas emergancy stop tap.
- Adequate fire precautions.
- Training of staff regarding hazards and controls.
- Provision of oven cloths for all chefs.
- Kitchen tongs are provided for all chefs.
- Pans not to protrude from the edge of the stove.
- Pans are not over filled.
- All control knobs are present.
- Chefs are to wear correct uniform at all times.
- Gas interlock system installed in the kitchen.
- Staff trained to use this.
- Pans placed correctly on stove
- Is there sufficient ventilation to the cooking area?
- Carbon monoxide monitor(s) present?

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Deep fat fryers

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Hot oil • Emptying fryer • Cleaning fryer • Changing oil • Use of fryer	• Burns to all unprotected parts of the body by contact • Gas explosion • Fire due to overheating of oil • Slippery floor due to spilled oil/fat • Carbon Monoxide poisoning	• Chefs • Contractors • Maintenance Personnel	Low





FURTHER CONTROLS:

- Thermostat control must be serviced regularly to ensure the oil cannot overheat.
- Installation and annual recorded maintenance by Corgi approved person
- Defective equipment isolated and not used
- Identification of main and localised gas cut off valve
- Provision of gas regulator to equipment
- Fire blanket and or lid provided in close proximity
- Only emptied when oil is cooled - below +40°C.
- Training of chefs regarding hazards and controls when using equipment
- Notice displayed inside door stating not to be emptied whilst the oil is hot
- Cold oil never put into hot oil
- Kitchen to have sufficient ventilation at all times
- Kitchen to have a gas interlock installed
- Carbon monoxide monitor to be installed

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Pizza Oven

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Pizza Oven	• Contact with hot surfaces, oil or food • Burns to hands and exposed limbs • Dropping trays on feet • Gas explosions • Fire • Carbon monoxide poisoning	• Chefs • Contractors	Low





FURTHER CONTROLS:

- Localised isolating valve provided
- Gas regulator provided
- Adequate fire precautions
- Training of staff regarding hazards and controls
- Provision of oven cloths to all chefs
- Provision of oven gauntlet gloves in kitchen
- Pizza paddles are provided
- Kitchen to have sufficient ventilation at all times
- Kitchen to have a gas interlock installed
- Carbon monoxide monitor to be installed

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Brulee Torch

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Brulee Torch	• burn • Fire	• Operator • Persons in the building	Low





FURTHER CONTROLS:

- only trained persons are authorised to use the Brulee torch
- blow torch only to be used and stored in the kitchen
- safe operation procedures to be followed at all times. Refer to manufacturers instruction
- Blow torch not to be used near flammable substances.

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Combi Oven

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Combi Oven	• Contact with hot surfaces or food • Burns to hands and exposed limbs • Scalds by steam when opening door • Electric shock • Fire	• Chefs • Contractors	Low





FURTHER CONTROLS:

- Installation and equipment subject to annual recorded maintenance by competent person
- Defective equipment not used
- Training of staff regarding hazards and controls when using the equipment
- Provision of oven cloths to all chefs
- Provision of oven gauntlet gloves in kitchen
- Display of notice regarding steam emission when door opened
- Clearly identified electrical isolation switch

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Dishwasher

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Dishwasher	• Manual handling • slips/trips • Chemical	• Chefs • Contractors • Maintenance Personnel	Low







FURTHER CONTROLS:

- All staff to be COSHH trained in the chemicals associated with the machine before using it.
- Installation and equipment subject to annual recorded maintenance by competent person
- Defective equipment isolated and not used
- All staff are to be trained how to safely load/unload the machine
- Identified electrical isolating switch
- Training of staff regarding hazards and controls when using equipment
- Safety equipment is available and how to use each item is demonstrated to all staff using the machine
- Area is kept clean and tidy and any spillages are cleaned immediately
- Machine is checked twice a day and recorded in the kitchen diary

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Food Mixer

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Food Mixer	• Limbs being trapped in the machine • Clothing, hair, etc., becoming entangled • Manual handling • Electrical shock	• Chefs • Contractors • Maintenance Personnel	Low





FURTHER CONTROLS:

- Appropriate guard put in place and locked before use.
- Safe equipment purchased and subject to annual recorded maintenance by competent person
- Defective equipment not used
- User checks; Visual Inspection by Competent Person
- Training of staff regarding hazards and controls when using the equipment
- Training in manual handling provided
- No person under 18 allowed to operate or clean machine
- Display of dangerous machines notice
- Use of castor framed trolleys to move large mixing bowls
- Portable appliance testing
- Staff to be in correct uniform including hats and chef whites

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Salamander

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Salamander	• Burns to hands and exposed limbs • Gas explosions • Fire • Trays falling out • Carbon monoxide poisoning • Contact with hot surfaces	• Chefs • Contractors	Low





FURTHER CONTROLS:

- Installation and annual recorded maintenance by CORGI approved person
- Defective equipment not used
- Fitting of gas regulator
- Identified main and localised cut off valve
- Handle on salamander in good condition
- Training regarding hazards and controls when using equipment
- Correct lighting procedure followed
- Provision of oven cloths to all chefs
- Kitchen to have sufficient ventilation at all times
- Kitchen to have a gas interlock installed
- Carbon monoxide monitor to be installed

GM signature	Date:	Are all controls in place Y/N	Next review:

Kitchen Equipment Risk Assesment - Gravity Slicer

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Gravity Slicer	• Limbs being trapped in the machine • Clothing, hair, etc., becoming entangled • Manual handling • Cuts from slicing blade	• Chefs • Contractors • Maintenance Personnel	Low





FURTHER CONTROLS:

- Appropriate guard put in place and locked before use.
- Safe equipment purchased and subject to annual recorded maintenance by competent person
- Defective equipment not used
- User checks; Visual Inspection by Competent Person
- Training of staff regarding hazards and controls when using the equipment
- Training in manual handling provided
- No person under 18 allowed to operate or clean machine
- Display of dangerous machines notice
- Only used in well lit area
- Staff to be in correct uniform including hats and chef whites

GM signature	Date:	Are all controls in place Y/N	Next review:

RISK ASSESSMENTS – Walk in Fridge/freezers

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Manual handling • Falling kegs	• Back injury • Impact injury	• Employees	Medium





FURTHER CONTROLS:

- Ensure light is working
- Check there is no one in before locking
- Provide warm clothing if staff are working in areas for long periods
- Door mechanism is checked so as to ensure it can be opened from the inside each week and recorded on our weekly checks online

GM signature	Date:	Are all controls in place Y/N	Next review:

RISK ASSESSMENTS - Use of Microwaves

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Damaged equipment • Retrieving containers of hot liquid	• Burns • Scalds • electrocution	• Employees	Low



Do not use ice cream tubs to heat liquids like soup, as they lose their shape, which can cause spillage. Use correct microwave containers.

FURTHER CONTROLS:

- Microwaves to be PAT tested every 12 months.
- Staff to be vigilant
- Staff to report any defects to manager and maintenance team

GM signature	Date:	Are all controls in place Y/N	Next review:

8.7 Bar/Cellar Safety

Legislation
- Health and Safety at Work etc Act 1974
- Manual Handling Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health 2002
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Aims
- To provide and maintain safe environment in the bar/cellar
- To assess and control the risks associated with the cellar and bar areas.

Hazards
- Slippery or damaged floor
- Manual handling of beer Kegs
- Hoist lift (if applicable)
- Cellar access via cellar hatch
- Toppling gas cylinder
- Gas leak
- Carrying loads over long distances

Who is at risk?
- Bar staff
- Management
- Contractors
- Public (if cellar hatch is located on a pavement)

Controls
Slippery or damaged floors:
- Follow clean as you go policy
- Use of wet floor signs
- Regularly inspect floor for damage
- Staff to report any defects to manager a.s.a.p

Lifting beer kegs:
- Staff to be given manual handling training and must follow safety procedures as outlined in section 8.2
- Staff must not lift beer kegs on their own. This is to be undertaken by two people.

Movement of kegs:
- Gloves to worn at all times. Keep hand on top of container to control movement. Never use feet to propel the container.

Use of hoist lift and mechanical handling equipment. (if applicable)
- Follow manufacturer's instructions. Ensure that staff are fully trained to use equipment and regular maintenance takes place. With regards to hoist lifts, a 12 monthly statutory examination must take place in accordance with Lifting Operations and Lifting Equipment Regulations 1998.

Cellar access via cellar hatch
- Those not engaged in the process should be kept away from the opening and suitable bars/chains or

other barriers should be provided and maintained to prevent falls. Extra care to be taken when closing flaps.
- PPE to be worn-gloves

Toppling gas cylinders and gas leaks

- When in use, cylinders should be restrained by a chain or brackets. Avoid lifting full containers, drag or trolley them. Store spare/empties horizontally and chock.
- Staff to be trained on emergency procedure in the event of a CO2 leak.

Carrying loads long distances

- For long distances, use a sack truck to carry bottles. Use a bottle hoist where installed, to reduce carrying.

All the training will be provided by a competent person and must be recorded.

8.8 Electrical/Gas Safety

Legislation

- Health and Safety at Work etc Act 1974
- The Electricity at Work Regulations 1989
- The Gas Safety (Installation and Use) Regulations 1998

Aims

- To ensure all electrical and gas appliances are routinely maintained and examined by competent persons.
- To provide a safe environment for employees to work in.

Hazards

- Contact with live parts causing shock and burns (normal mains voltage, 230 volts AC, can kill);
- Faults which could cause fires;
- Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere.
- Gas explosion
- Faulty gas equipment

Who is at risk?

- Employees
- Contractors
- Visitors

Controls

Electrical safety

- Ensure that the electrical installation is safe
- install new electrical systems to a suitable standard, eg BS 7671 Requirements for electrical installations, and then maintain them in a safe condition;
- existing installations should also be properly maintained;
- provide enough socket-outlets - overloading socket-outlets by using adaptors can cause fires.

Provide safe and suitable equipment

- choose equipment that is suitable for its working environment;
- electrical risks can sometimes be eliminated by using air, hydraulic or hand powered tools. These are especially useful in harsh conditions;
- ensure that equipment is safe when supplied and then maintain it in a safe condition;
- provide an accessible and clearly identified switch near each fixed machine to cut off power in an emergency;
- for portable equipment, use socket-outlets which are close by so that equipment can be easily disconnected in an emergency;
- the ends of flexible cables should always have the outer sheath of the cable firmly clamped to stop the wires (particularly the earth) pulling out of the terminals;
- replace damaged sections of cable completely;
- use proper connectors or cable couplers to join lengths of cable. Do not use strip connector blocks covered in insulating tape;
- some types of equipment are double insulated. These are often marked with a 'double square' symbol. The supply leads have only two wires – live (brown) and neutral (blue). Make sure they are properly

connected if the plug is not a moulded-on type;
- protect light bulbs and other equipment which could easily be damaged in use. There is a risk of electric shock if they are broken;
- electrical equipment used in flammable/explosive atmospheres should be designed to stop it from causing ignition. You may need specialist advice.

Reduce the voltage

- One of the best ways of reducing the risk of injury when using electrical equipment is to limit the supply voltage to the lowest needed to get the job done, such as: 3-4
- temporary lighting can be run at lower voltages, eg 12, 25, 50 or 110 volts;
- where electrically powered tools are used, battery operated are safest;
- portable tools are readily available which are designed to be run from a 110 volts
- centre-tapped-to-earth supply.

Provide a safety device

If equipment operating at 230 volts or higher is used, an RCD (residual current device) can provide additional safety. An RCD is a device which detects some, but not all, faults in the electrical system and rapidly switches off the supply. The best place for an RCD is built into the main switchboard or the socket-outlet, as this means that the supply cables are permanently protected. If this is not possible plugs incorporating an RCD, or a plug-in RCD adaptor, can also provide additional safety.

RCDs for protecting people have a rated tripping current (sensitivity) of not more than 30 milliamps (mA). Remember:

- an RCD is a valuable safety device, never bypass it;
- if the RCD trips, it is a sign there is a fault. Check the system before using it again;
- if the RCD trips frequently and no fault can be found in the system, consult the manufacturer of the RCD;
- the RCD has a test button to check that its mechanism is free and functioning. Use this regularly.

Carry out preventative maintenance

All electrical equipment and installations should be maintained to prevent danger. It is strongly recommended that this includes an appropriate system of visual inspection and, where necessary, testing. By concentrating on a simple, inexpensive system of looking for visible signs of damage or faults, most of the electrical risks can be controlled. This will need to be backed up by testing as necessary. It is recommended that fixed installations are inspected and tested periodically by a competent person.

The frequency of inspections and any necessary testing will depend on the type of equipment, how often it is used, and the environment in which it is used. Records of the results of inspection and testing can be useful in assessing the effectiveness of the system.

Equipment users can help by reporting any damage or defects they find.

Work safely

Make sure that people who are working with electricity are competent to do the job. Even simple tasks such as wiring a plug can lead to danger - ensure that people know what they are doing before they start.

Check that:

- suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person;
- where possible, tools and power socket-outlets are switched off before plugging in or unplugging;
- equipment is switched off and/or unplugged before cleaning or making adjustments.

Statutory examinations

- This is covered in section 9 but 100% of fixed electrical wiring must be examined by NICEIC registered and qualified electrician every 5 years.
- Portable electrical appliances are to be tested every 12-24 months.

Gas safety

- Ensure gas isolation valve is accessible in kitchen
- Staff to be trained on emergency procedure for dealing with gas leak.
- Gas appliances to be examined by a Gas Safe registered engineer every 12 months as required by law.
- Gas interlock in place
- All gas appliances to be checked every 12 months

8.9 Control Of Substances Hazardous to Health (COSHH)

Legislation
- Health and Safety at Work etc Act 1974
- Control of Substances Hazardous to Health 2002

Aims
- Comply with the relevant legislation
- Assess the risks and implement measures to control exposure to harmful substances.

Hazards
- Cleaning chemicals (kitchen and bar/cellar)
- Paints

Who is at risk?
- Employees
- Management
- Visitors
- Contractors

Controls
The COSHH regulations recommend employers follow the following steps for controlling exposure to harmful substances:

Step 1 Assess the risks
Assess the risks to health from hazardous substances used in or created by your workplace activities.

Step 2 Decide what precautions are needed
You must not carry out work which could expose your employees to hazardous substances without first considering the risks and the necessary precautions, and what else you need to do to comply with COSHH.

Step 3 Prevent or adequately control exposure
You must prevent your employees being exposed to hazardous substances. Where preventing exposure is not reasonably practicable, then you must adequately control it. The advice in this leaflet, and in the other guidance it refers to, will help you to make correct assessments and to put the appropriate controls into place.

Step 4 Ensure that control measures are used and maintained
Ensure that control measures are used and maintained properly and that safety procedures are followed.

Step 5 Monitor the exposure
Monitor the exposure of employees to hazardous substances, if necessary.

Step 6 Carry out appropriate health surveillance
Carry out appropriate health surveillance where your assessment has shown this is necessary or where COSHH sets specific requirements.

Step 7 Prepare plans and procedures to deal with accidents, incidents and emergencies
Prepare plans and procedures to deal with accidents, incidents and emergencies involving hazardous substances, where necessary.

Step 8 Ensure employees are properly informed, trained and supervised

You should provide your employees with suitable and sufficient information, instruction and training.

Risk assessment

The manger must undertake a COSHH assessment of all the harmful substances employees are likely to come into contact with. This assessment must involve assessing the hazards associated with each substance, the control measures in place and any further monitoring required. This assessment will be recorded on the template as seen on page 52.

Training and information

As specified by step 8, employees must be provided with sufficient training and information. Training will be covered as part of induction training and any training provided by chemical supplier. Information will be provided in the form of hazard data sheets which must be kept onsite for each chemical and made readily available.

CHEMICAL TRAINING RECORD

winterhalter

TRAINING RECORD FORM APPROVED CHEMICALS AND COSHH
AQUA RESTAURANT

Place of Training..... **Date of Training**..... **Name of Trainer**.....

MACHINE DISHWASHING
- ☐ F200 Bistro Hygienic Detergent
- ☐ B22S Special Rinse Aid

CATERING SUPER CONCENTRATES
- ☐ C27SC Washing up Liquid
- ☐ C7SC Double Agent Surface Cleaner & Sanitizer
- ☐ C4SC Heavy Duty Cleaner & Degreaser

CATERING MAINTENANCE PRODUCTS
- ☐ C3 Oven Cleaning Safety Kit
- ☐ C6 Multipurpose Degreaser Cleaner
- ☐ C25 Surface Cleaner and Sanitizer

PERSONAL HYGIENE
- ☐ H2 Bactericidal Liquid Soap

BAR & CELLAR
- ☐ C9 Purple Beer Line Cleaner
- ☐ G2 Non Caustic Machine Glasswashing detergent
- ☐ B20S Special Rinse Aid

DISPENSERS
- ☐ Sink Dispenser (F1)
- ☐ Spray Flask Dispenser (C7)
- ☐ Bucket Dispenser (C4)

CONCENTRATE DISPENSERS
- ☐ Loading
- ☐ Priming
- ☐ Dispensing
- ☐ Part Filling of Flasks
- ☐ Rotation of Colour Packs

H.D. REFILL FLASKS
- ☐ C7 Double Agent Refill Flasks
- ☐ C4 H.D. Cleaner Refill Flasks
- ☐ Colour Coding / Number Ref

COSHH
- ☐ Use of agreed products
- ☐ Do's and Don'ts
- ☐ Warning Chemical Symbols
- ☐ Protective Equipment
- ☐ Product Charts
- ☐ Data Sheets

Signature of attendee	Name in block caps	Signature of attendee	Name in block caps	Signature of attendee	Name in block caps
.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....

COSHH ASSESSMENT FORM

CHEMICAL	STORAGE REQUIREMENTS	PERSONAL PROTECTIVE EQUIPMENT REQUIREMENTS	FIRST AID REQUIREMENTS	CORRECT METHOD OF USE	ACTION IN CASE OF SPILLAGE
C3 (Oven cleaner)	Closed Container cool area well ventilated place	protective clothing goggles gloves	eyes-rinse/medical advice swallow-medical advice skin-rinse	Spray to oven rinse 1:1 water vinegar	Dry Sand Rinse well
C10 (descaler)	12 month shelf life cool area well ventilated place	protective clothing goggles gloves	skin-rinse soapy water eyes-rinse/medical advice swallow-medical advice	1 litre descaler to water tank 5 cycle rinse	rinse with water
H2 (hand soap)	30 month shelf life 3 month open	N/A	eyes-rinse		N/A water to clean
C27sc (pot wash detergent)	12 month shelf life cool area well ventilated place	goggles gloves	skin-rinse soapy water eyes-rinse/medical advice swallow-medical advice	5ml,10ml,15ml or 20ml recommended 20mls for 5l of water use dispenser	flush with water
C25 (sanitiser)	12 month shelf life cool area well ventilated place closed container	goggles gloves protective clothing	swallow-medical advice eyes-rinse/medical advice skin-rinse soapy water	automatic dispense 30mls per 750ml	rinse with water
C6 (degreaser)	12 month shelf life cool area well ventilated place Closed Container	protective clothing goggles gloves	swallow-medical advice eyes-rinse/medical advice skin-rinse	automatic dispense 30mls per 750ml	rinse with water

F410 (detergent)	Closed Container cool area well ventilated place	protective clothing goggles gloves	inhale-medical advice skin-rinse eyes-rinse/medical advice swallow-medical advice	2-4mls per litre of water automatic dispense	rinse with water
B22s (rinse aid)	Closed Container cool area well ventilated place	protective clothing goggles gloves	skin-rinse swallow-medical advice eyes-rinse/medical advice	0.3ml per litre automatic dispense	rinse with water
A14 (beer line)	Closed Container cool area well ventilated place	appropriate clothing goggles gloves	inhale-medical advice skin-rinse soapy water eyes-rinse/medical advice swallow-rinse/medical advice	1-2 parts per 100 parts water draw through system 10-15 mins flush	absorb with sand flush with water

RISK ASSESSMENT - BEER LINE CLEANING

HAZARD	RISK	PERSONS AT RISK	RISK RATING
• Corrosive beer line cleaner	• Severe burns if there is skin contact • Eye splash • Harmful if swallowed	• Employees	Medium



Always wear suitable apron, gloves and goggles when carrying out beer line clean.



Always follow manufacturers safety guidelines illustrated on container.
DO NOT USE IF YOU HAVE NOT RECEIVED TRAINING!



Always flush lines through thoroughly after using beer line cleaner.

FURTHER CONTROLS:

- Staff trained on safe procedure
- Staff receive COSHH training
- Hazard data sheets kept onsite.

GM signature	Date:	Are all controls in place Y/N	Next review:

RISK ASSESSMENTS - Waste disposal

RESTAURANT:

MANAGERS SIGNATURE:

HAZARD	PERSON AT RISK	RISK	CONTROL MEASURES	CONTROLS IN PLACE Y/N
• Sharp objects • Heavy bags • Movement of wheelie bins • Poor housekeeping • Electronic waste shredder	• Kitchen staff, waiting staff	• Cuts • Manual handling injuries • Slips/trips • Amputation	• Safe manual handling procedures to be followed • Broken glass/ceramics to be disposed of separately and not in general rubbish bags • Waste area to be maintained on a regular basis • If wheelie bins are used- flooring to be even surface to help prevent injury when handing bin	
Date of Initial assessment:				
Further action required:				
Action to be completed by:				
Date completed:				
Review Date:				

8.10 Violence at work

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999

Aims
- Ensure staff are able to deal with difficult and potentially aggressive situations within the workplace.

Introduction
The Health and Safety Executive's definition of work-related violence is:

'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

Physical attacks are obviously dangerous, but serious or persistent verbal abuse can be a significant problem too, as it can cause damage employees' health through anxiety and stress. For their employers this can represent a real financial cost – through low staff morale and high staff turnover. This in turn can affect the confidence of a business and its profitability. Further costs may arise from expensive insurance premiums and compensation payments.

All work-related violence, both verbal and physical, has serious consequences for employees and for the business they work for. For employees violence can cause pain, distress and even disability or death.

Hazards
- Angry or abusive customers
- Customers under the influence of alcohol or drugs
- Robbery
- Who is at risk
- Bar staff
- Waiting staff
- Management

Controls
The first step in risk assessment is to identify the hazard. You may think violence is not a problem at your workplace or that incidents are rare. However, your employees' view may be very different.

Ask your staff - do this informally through managers, supervisors and safety representatives or use a short questionnaire to find out whether your employees ever feel threatened. Tell them the results of your survey so they realise that you recognise the problem.

Keep detailed records - it is a good idea to record incidents, including verbal abuse and threats. You may find it useful to record the following information:
- an account of what happened;
- details of the victim(s), the assailant(s) and any witnesses;
- the outcome, including working time lost to both the individual(s) affected and to the organisation as a whole;
- the details of the location of the incident.

Try to predict what might happen - do not restrict your assessment to incidents which have already affected your own employees. There may be a known pattern of violence linked to certain work situations. Trade and professional organisations and trade unions may be able to provide useful information on this. Articles in the

local, national and technical press might also alert you to relevant incidents and potential problem areas.

Training

- All staff to receive dealing with conflict training
- Cashing up to be done in pairs in the office, with the office door locked.
- Staff are not to carry cash to the bank on their own.

RISK ASSESSMENTS - Violence to staff

RESTAURANT:

MANAGERS SIGNATURE:

HAZARD	PERSON AT RISK	RISK	CONTROL MEASURES	CONTROLS IN PLACE Y/N
• Aggressive customers • Robbery • Customers under influence of alcohol/drugs	• Bar staff, management, customers, visitors	• Impact injuries • stress	• Staff training on dealing with conflict • Incidents to be recorded and used for future reference • Communication between Staff and management	
Date of Initial assessment:				
Further action required:				
Action to be completed by:				
Date completed:				
Review Date:				

RISK ASSESSMENTS - Cashing up

RESTAURANT:

MANAGERS SIGNATURE:

HAZARD	PERSON AT RISK	RISK	CONTROL MEASURES	CONTROLS IN PLACE Y/N
• Security/Robbery • Manual handling	• Staff, management	• Impact injuries • Stress • Back injury	• Two members of staff to cash up at all times • Cashing up to take place in locked office • If required, Staff not to visit bank alone. Always in pairs • Staff not to handle heavy bags of cash • Manual handling training	
Date of Initial assessment:				
Further action required:				
Action to be completed by:				
Date completed:				
Review Date:				

8.11 Asbestos

Legislation
- Health and Safety at Work etc Act 1974
- Control of Asbestos Regulations 2006
- The Management of Health and Safety at Work Regulations 1999

Aims
- To comply with the relevant legislation
- To find out if there are asbestos containing materials in the premises
- To ensure any presence of asbestos is managed and made aware to contractors.

Introduction
The duty to manage asbestos is contained in regulation 4 of the Control of Asbestos Regulations 2006. It requires the person who has the duty (i.e. the "duty holder") to:

- take reasonable steps to find out if there are materials containing asbestos in nondomestic premises, and if so, its amount, where it is and what condition it is in;
- presume materials contain asbestos unless there is strong evidence that they do not;
- make, and keep up-to-date, a record of the location and condition of the asbestos containing materials – or materials which are presumed to contain asbestos;
- assess the risk of anyone being exposed to fibres from the materials identified;
- prepare a plan that sets out in detail how the risks from these materials will be managed;
- take the necessary steps to put the plan into action;
- periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up-to-date; and
- provide information on the location and condition of the materials to anyone who is liable to work on or disturb them.

Who has the duty?
In many cases, the duty holder is the person or organisation that has clear responsibility for the maintenance or repair of non-domestic premises through an explicit agreement such as a tenancy agreement or contract.

The extent of the duty will depend on the nature of that agreement. In a building occupied by one leaseholder, the agreement might be for either the owner or leaseholder to take on the full duty for the whole building; or it might be to share the duty. In a multi-occupied building, the agreement might be that the owner takes on the full duty for the whole building. Or it might be that the duty is shared – for example, the owner takes responsibility for the common parts while the leaseholders take responsibility for the parts they occupy. Sometimes, there might be an agreement to pass the responsibilities to a managing agent.

In some cases, there may be no tenancy agreement or contract. Or, if there is, it may not specify who has responsibility for the maintenance or repair of non-domestic premises. In these cases, or where the premises are unoccupied, the duty is placed on whoever has control of the premises, or part of the premises. Often this will be the owner.

How to comply

There are three essential steps:
- Each site to be surveyed by a competent contractor
- Find out whether the premises contains asbestos, and, if so, where it is and what condition it is in. If in

doubt, materials must be presumed to contain asbestos;
- Assess the risk; and make a plan to manage that risk and act on it.

Here are some basic principles to remember:
- asbestos is only dangerous when disturbed. If it is safely managed and contained, it doesn't present a health hazard;
- don't remove asbestos unnecessarily – removing it can be more dangerous than leaving it in place and managing it;
- not all asbestos materials present the same risk. The measures that need to be taken for controlling the risks from materials such as pipe insulation are different from those needed in relation to asbestos cement;
- don't assume you need to bring in a specialist in every case (for example, you can inspect your own building rather than employ a surveyor). But, if you do, make sure they are competent.
- if you are unsure about whether certain materials contain asbestos, you can presume they do and treat them as such;
- remember that the duty to manage is all about putting in place the practical steps necessary to protect maintenance workers and others from the risk of exposure to asbestos fibres. It is not about removing all asbestos.

8.12 Legionnaires Disease

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999

Aims
- To identify if there is a risk of legionella within Aqua Italia premises
- To establish and implement measures to control the risk

Introduction
Legionnaires' disease is a type of pneumonia.

The agent that causes Legionnaires' disease is a bacterium called **Legionella pneumophilia**. People catch Legionnaires' disease by inhaling small droplets of water suspended in the air, which contain the bacteria.

Certain conditions increase the risk from legionella:
- a suitable temperature for growth, 20 to 45°C;
- a source of nutrients for the organism, e.g. sludge, scale, rust, algae, and other organic matter; and
- a way of creating and spreading breathable droplets, e.g. the aerosol created by a cooling tower or spa pool.

However, remember that most people exposed to legionella do not become ill, and Legionnaires' disease does not spread from person to person.

What are the symptoms?
The symptoms of Legionnaires' disease are similar to those of flu:
- high temperature, fever and chills;
- cough;
- muscle pains; and
- headache.

In a bad case there may also be pneumonia, and occasionally diarrhoea and signs of mental confusion.

Where does it come from?
Legionella bacteria are widespread in nature, mainly living in natural water systems, eg rivers and ponds. However, the conditions are rarely right for people to catch the disease from these sources.

Outbreaks of the illness occur from exposure to legionella growing in purpose-built systems where the water is maintained at a temperature high enough to encourage growth, eg cooling towers, evaporative condensers, spa pools, and hot water systems used in all sorts of premises (work and domestic).

Most community outbreaks in the UK have been linked to installations such as cooling towers, which can spread droplets of water over

Fatal cases of Legionnaires' disease have also been associated with spa pool demonstrations.

To prevent exposure to the legionella bacteria, a duty holder must comply with legislation that requires you to manage, maintain and treat water systems in your premises properly. This will include, but not be limited to, appropriate water treatment and cleaning regimes.

Remember, legionella can grow in any workplace if the conditions are right - you do not have to work with microbiological agents, e.g. in a laboratory, for exposure to occur. If you are responsible for any of the water systems described in HSE's Approved Code of Practice (ACoP) and Guidance "Legionnaires' disease: The control of legionella bacteria in water systems" (L8) you will need to assess the risk of employees and others in the workplace contracting Legionnaires' disease.

Due to the low risk nature in the restaurants and the volume of water used, each site follow the appropriate rules of recording the water temperature checks in the management diary. We record this on a weekly basis.

8.13 Lone Working

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

Aims
- To identify potential lone workers within Aqua Italia
- To assess the risks involved and implement control measures where necessary
- To train/provide information to affected employees/contractors.

Who are lone workers and what jobs do they do?
Lone workers are those who work by themselves without close or direct supervision.
They are found in a wide range of situations; some examples are given below.

People in fixed establishments where:
- only one person works on the premises, e.g. in small workshops, petrol stations, kiosks, shops and also home workers;
- people work separately from others, e.g. in factories, warehouses, some research and training establishments, leisure centres or fairgrounds;
- people work outside normal hours, e.g. cleaners, security, special production, maintenance or repair staff etc.

Controls
The broad duties of the HSW Act and MHSW Regulations still apply. These require identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

It is important to talk to employees and their safety representatives as they are a valuable source of information and advice. This will help to ensure that all relevant hazards have been identified and appropriate controls chosen; consultation with employees and their representatives on health and safety matters is a legal duty anyway.

Control measures may include instruction, training, supervision, protective equipment etc. Employers should take steps to check that control measures are used and review the risk assessment from time to time to ensure it is still adequate.

Employers should identify situations where people work alone and ask questions such as:
- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and a way out for one person?
- Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person?
- Can all the plant, substances and goods involved in the work be safely handled by one person?
- Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Are young workers especially at risk if they work alone?

Control measures:
- supervisor periodically visiting and observing people working alone
- lone working to be kept to a minimum and not for extended periods of time.

- Time limits agreed depending on risks involved- site specific risks carried out for each task involved with working alone

8.14 Contractors

Legislation
- Health and Safety at Work etc Act 1974
- Section 3 HASAWA 1974- duty of care for non employees

Aims
- To maintain the duty of care for non employees
- To provide safety information and instructions to contractors.

Hazards
- Fire safety
- Presence of asbestos
- Workplace hazards

Controls
- Permit to work system
- Asbestos register
- All contractors notified of fire safety precautions and emergency procedures.
- Contractors to be approved by the Operations Manager
- Ensure all contractors are aware of any risk assessments in place for the work to be conducted
- Ensure all contractors sign into the managerment diaries and also the kitchen diary if working in food preparation areas.
- Ensure all contractors are aware of any health and safety policies relevant to the work undertaken

In any manager/contractor relationship, both parties will have duties under health and safety law. Similarly, if the contractor employs sub-contractors to carry out some or all of the work, all parties will have some health and safety responsibilities. The extent of the responsibilities of each party will depend on the circumstances. Managers need to satisfy themselves that contractors are competent (i.e. they have sufficient skills and knowledge) to do the job safely and without risks to health and safety. The degree of competence required will depend on the work to be done.
Make sure contractors know and understand what performance you expect. Explain your health and safety arrangements to them. Show them your procedures, permit systems, health and safety policy statement and make sure they understand and will act in accordance with it.

Risk Assessment
The contractor must assess the risks for the contracted work and then both parties must get together to consider those risks from each other's work that could affect the health and safety of the workforce or anyone else. The Manager and the contractor need to agree if the work increases risks to staff and customers and weather the area closed while work is undertaken. If subcontractors are involved, they should also be part of the discussion and agreement. Only contractors that have been approved by the Operations Manager are to be used to ensure competent people are used.

Provide Information
Managers, contractors and sub-contractors must provide their employees with information, instruction and training on anything which may affect their health and safety.

All parties need to consider what information should be passed between them and agree appropriate ways to make sure this is done. They need to exchange clear information about the risks arising from their operations, including relevant safety rules and procedures, and procedures for dealing with emergencies. This exchange of information should include details of any risks that other parties could not reasonably be expected to know about. The information must be specific to the work.

RISK ASSESSMENT - Contractors/Visitors

RESTAURANT:

MANAGERS SIGNATURE:

HAZARD	PERSON AT RISK	RISK	CONTROL MEASURES	CONTROLS IN PLACE Y/N
• Fire • Asbestos • Work associated hazard • Defective equipment	• Bar staff, management, customers, • Visitors, contractors	• Impact injuries • Burns • Electrocution • Asbestosis	• Permit to work system • Asbestos register shown to contractors if applicable • Fire emergency procedure shown to contractors • Contractors to be notified of any workplace hazards/defective equipment which could affect their work • Staff to be notified of contractor work	
Date of Initial assessment:				
Further action required:				
Action to be completed by:				
Date completed:				
Review Date:				

8.15 Stress

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

What is stress?
Stress is the adverse reaction people have to excessive pressures or other types of demand placed on them. There is a clear distinction between pressure, which can create a 'buzz' and be a motivating factor, and stress, which can occur when this pressure becomes excessive. This can lead to increased sickness absence.

Why tackle work-related stress?
To reduce sickness absence
- Work-related stress accounts for over a third of all new incidences of ill health.
- The average days lost per case for stress, depression or anxiety (24 days) was higher than for musculoskeletal disorders (16 days)
- Stress, depression or anxiety and musculoskeletal disorders accounted for the majority of days lost due to work-related ill health, 11.7 and 8.8 million days respectively.

To benefit your business
As well as reducing sickness absence costs to an organisation, tackling stress can have a positive effect on:
- Employee commitment to work;
- Staff performance and productivity;
- Staff turnover or intention to leave;
- Staff recruitment and retention;
- Customer satisfaction; and
- Organisational image and reputation

To comply with the law
Employers have duties:
- Under the Management of Health and Safety at Work Regulations 1999 to assess the risk of stress-related ill health arising from work activities; and
- Under the Health and Safety at Work etc Act 1974 to take measures to control that risk.

Controls
There are Six Management Standards which cover the primary sources of stress at work. These are:
- **Demands** – such as workload, work patterns and the work environment.
- **Control** – such as how much say the person has in the way they do their work.
- **Support** – such as the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- **Relationships** – such as promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – such as whether people understand their role within the organisation and whether the organization ensures that they do not have conflicting roles.
- **Change** – such as how organisational change (large or small) is managed and communicated in the organisation.

Control measures
- Open communication between staff and managers
- Regular job chats and One-to-ones
- Team meetings with set agendas
- Workloads assessed by managers and distributed amongst the staff
- Lone working kept to the minimum possible
- Training given to staff to ensure they are competent to complete work given
- Training plans assessed every 12 months and recorded online on shield yourself

8.16 Dealing with Bodily Fluids/Hypodermic Syringes

Legislation

- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

Aims

- To make employees aware of the process of dealing with hypodermic needles/bodily fluids.
- To make employees aware of the risks involved.
- To provide equipment for safe disposal of hypodermic needles/bodily fluids.

Hazards

- Injuries from needles
- HIV infection/Hepatitis B

Controls

- Cleaners and other employees must be fully trained to follow safe procedures before starting work:
  - Do not put hands into refuse bins
  - Report any needles found.
  - Broken glass must be double wrapped and placed into a metal bin for disposal.
  - Should blood or other body fluids be encountered, the contaminated area should be washed with water and a detergent, thereafter treated with bleach or other suitable disinfectant. Gloves to be worn.
- Any incident involving a needle stick injury must be reported to the general manager and logged in the incident book. The affected employee should be encouraged to consult their doctor.

8.17 Display Screen Equipment

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

Aims
- To identify DSE users
- To assess workstations and control the risks.
- To complete display screen equipment assessment for users.

Do the employees use display screen equipment (DSE) or a visual display unit (VDU)?

Computer workstations or equipment can be associated with neck, shoulder, back or arm pains, fatigue and eyestrain.

These aches and pains are sometimes called upper limb disorders (ULDs) or repetitive strain injuries (RSI). These problems can be avoided by following good practice.

Display screen equipment (DSE) is any work equipment having a screen that displays information. Typical examples are computer screens often called monitors or VDUs.

Surveys have found that high proportions of DSE workers report aches, pains or eye discomfort. Mostly these conditions do not indicate any serious ill health, but it makes sense to avoid them as far as possible.

The Health and Safety (Display Screen Equipment) Regulations aim to protect the health of people who work with DSE. That does not mean that DSE work is risky – it isn't, if the user follows good practice like setting up their workstation well and taking breaks in intensive work.

The Regulations were introduced because DSE has become one of the commonest kinds of work equipment. So there is potential to make work more comfortable and productive for very large numbers of people by taking a few simple precautions.

The Health and Safety (Display Screen Equipment) Regulations came into force on 1st January 1993 (some minor changes were made in 2002). They seek to protect the health of workers by reducing risks from VDU work. Briefly, the Regulations require employers to:

- Analyse workstations to assess and reduce risks
- Ensure workstations meet specified minimum requirements
- Plan work activities so that they include breaks or changes of activity
- Provide eye and eyesight tests on request, and special spectacles if needed.
- Provide information and training.

DISPLAY SCREEN EQUIPMENT - SELF ASSESSMENT FORM

Location/Department:	
Name:	Date:

1. JOB DESIGN		
How long is spent on computer per day? Does this include other roles e.g. answering telephone, etc? Comment:	YES ☐	NO ☐
Can breaks be taken freely? Comment:	YES ☐	NO ☐
2. WORKSPACE & FURNITURE		
Is there sufficient space (3.7m2)? Comment:	YES ☐	NO ☐
Is desk sufficiently large to allow comfortable arrangement of work? Comment:	YES ☐	NO ☐
Is the desk height suitable?? Comment:	YES ☐	NO ☐
Is there adequate light? Comment:	YES ☐	NO ☐
Is there excessive noise? Comment:	YES ☐	NO ☐
Is temperature comfortable? Comment:	YES ☐	NO ☐
Are there adjustable blinds to windows to prevent reflections? Comment:	YES ☐	NO ☐
2. EQUIPMENT		
Does screen have adjustable controls? Comment:	YES ☐	NO ☐
Does screen tilt / swivel? Comment:	YES ☐	NO ☐
Is screen free from reflection / glare? Comment:	YES ☐	NO ☐

Are digits clear and defined, is screen free from flicker? Comment:	YES ☐	NO ☐
Is keyboard separate from screen? Comment:	YES ☐	NO ☐
Is it easy to use / non reflective etc.? Comment:	YES ☐	NO ☐
Is there adequate space in front of keyboard to support hands and arms? Comment:	YES ☐	NO ☐
Is a document holder required? Comment:	YES ☐	NO ☐
2. CHAIR		
Is chair fully adjustable? Comment:	YES ☐	NO ☐
Is it stable? Comment:	YES ☐	NO ☐
2. OPERATOR		
Does operator know how to adjust chair to suit them? Comment:	YES ☐	NO ☐
Does operator know how to adjust display, position of screen to suit their needs? Comment:	YES ☐	NO ☐
Are they aware of associated risks? Comment:	YES ☐	NO ☐
Are they encouraged to take regular breaks? Comment:	YES ☐	NO ☐
Has information been made available for them regarding visual display screen use? Comment:	YES ☐	NO ☐

Signed (auditor):
Date:
Signed (subject):

8.18 Noise at Work

Legislation
- The Control of Noise at Work Regulations 2005
- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

The Control of Noise at Work Regulations 2005 (the Noise Regulations) came into force for all industry sectors in Great Britain on 6 April 2006 (except for the music and entertainment sectors where they came into force on 6 April 2008).

The aim of the Noise Regulations is to ensure that workers' hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (permanent ringing in the ears). The Control of Noise at Work Regulations 2005 replace the Noise at Work Regulations 1989.

The level at which employers must provide hearing protection and hearing protection zones is now 85 decibels (daily or weekly average exposure) and the level at which employers must assess the risk to workers' health and provide them with information and training is now 80 decibels. There is also an exposure limit value of 87 decibels, taking account of any reduction in exposure provided by hearing protection, above which workers must not be exposed.

How does it affect Aqua?

Music levels are not excessive and allow a normal conversation to be heard. For this reason, it is considered that an assessment of the risk to worker's health is not required. However, should circumstances change, this policy will be revised.

8.19 Smoking Policy

Legislation
- The Health Act 2007

The Health Act, or 'smoke free law', passed by Parliament in 2006 makes virtually all enclosed public places and workplaces smoke free. This law came into effect on July 1st 2007.

Smoke Free Law:
- recognises a person's right to be protected from the harm of second hand smoke and to breathe smoke free air
- helps people trying to give up smoking by providing supportive smoke free environments
- reduces illness and the number of deaths from medical conditions caused by second hand smoke
- improves life expectancy because fewer people will take up smoking in the first place

The smoke free law has been introduced to protect employees and the public from the harmful effects of second hand smoke.

Key points are:
- On July 1st 2007, the smoke free law was introduced. It is now against the law to smoke in virtually all 'enclosed' and 'substantially enclosed' public places and workplaces. See below for definitions.
- Public transport and work vehicles used by more than one person must be smoke free at all times.
- No-smoking signs must be displayed in all smoke free premises and vehicles.
- Staff smoking rooms and indoor smoking areas are no longer allowed, so anyone who wants to smoke has to go outside.
- Managers of smoke free premises and vehicles have legal responsibilities to prevent people from smoking.
- If you are uncertain where you can or can't smoke, just look for the no-smoking signs or ask someone in charge.

Penalties and Fines for Breaking The Smoke Free Law:
If you don't comply with the smoke free law, you will be committing a criminal offence. The fixed penalty notices and maximum fine for each offence are:
- Smoking in smoke free premises or work vehicles: a fixed penalty notice of £50 (reduced to £30 if paid in 15 days) imposed on the person smoking. Or a maximum fine of £200 if prosecuted and convicted by a court.
- Failure to display no-smoking signs: a fixed penalty notice of £200 (reduced to £150 if paid in 15 days) imposed on whoever manages or occupies the smoke free premises or vehicle. Or a maximum fine of £1000 if prosecuted and convicted by a court.
- Failing to prevent smoking in a smoke free place: a maximum fine of £2500 imposed on whoever manages or controls the smoke free premises or vehicle if prosecuted and convicted by a court. There is no fixed penalty notice for this offence.

If someone is smoking in a smoke free place or vehicle, you should alert the manager or the person in charge of the premises or vehicle in the first instance.

Alternatively you can contact the relevant local council or phone the Smoke free Compliance Line on 0800 587 166 7 to make a report. This information will be passed to the relevant local authority to follow up as appropriate.

Definition of enclosed and substantially enclosed.

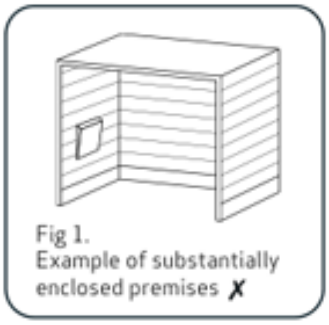


Fig 1.
Example of substantially enclosed premises ✗

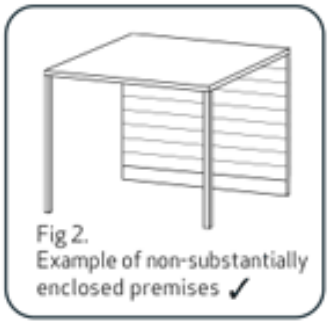


Fig 2.
Example of non-substantially enclosed premises ✓

Premises are considered '**enclosed**' if they have a ceiling or roof and (except for doors, windows or passageways) are wholly enclosed either on a permanent or temporary basis.

Premises are considered '**substantially enclosed**' if they have a ceiling or roof, but have an opening in the walls, which is less than half the total area of the walls. The area of the opening does not include doors, windows or any other fittings that can be opened or shut.

Businesses and organisations should contact their local council if they require further guidance on whether their premises are 'enclosed' or 'substantially enclosed'.

8.20 Employment of young persons

Legislation
- Health and Safety at Work etc Act 1974
- The Management of Health and safety Regulations 1999

Aim
• To carry out a young person's risk assessment before employing a young person or taking part in a work experience programme.

Introduction
Health and safety law defines people by age:
- a young person is anyone under eighteen years of age (young people)

Young people, especially those new to the workplace, will encounter unfamiliar risks from the jobs they will be doing and from the working environment.

- All people are at particular risk of injury in the first six months of a job as they may be unaware of existing or potential risks. Young people will frequently be in this category
- Young people may lack experience or maturity or may be unaware of how to raise concerns.
- They may not have reached physical maturity and therefore lack the strength demanded
- They may be eager to impress or please people with whom they work.
- Those who employ young people can help them to understand the importance of health and safety at work. It will serve them well not only in their working life, but in their everyday life as well. Sensible health and safety at work is about managing risks rather than expecting them to be eliminated.
- Periods of work experience and work-based learning will be the first time that most young people experience the work environment. Good preparation and organisation of placements is essential if these opportunities are to be rewarding and safe introductions to the world of work.

Completing a Young Persons Risk Assessment
The assessment should take account of:
- What is the age, experience and the purpose of the young person coming into the business?
- What is the layout and the physical organisation of the business? Does it create specific hazards for young persons?
- What is the nature of the work that the young person is going to undertake?
- Will he/she be exposed to physical, chemical or environmental agents?
- What type of work equipment is he/she expected to use or clean?
- What training will the young person need to undertake the duties?

RISK ASSESSMENT - YOUNG PERSONS

NAME OF EMPLOYEE:	DATE OF BIRTH:
DATE OF COMMENCEMENT:	GENERAL MANAGER:

HAZARD	RISK	ADEQUATE CONTROL OF RISK? Y/N

8.21 Specific pregnancy risk assessment

Employee Name:		
Expectant/New Mother (Please highlight applicable category)		
Venue Name:		
Please indicate stage of pregnancy:	☐ 1 - 3 months ☐ 4 - 6 months ☐ 7 - 9 months	☐ New Mother ☐ Breastfeeding mother

NB This form is to be completed for all stages as indicated above.

In addition to the general pregnancy Risk Assessment available, this specific pregnancy assessment reviews the working conditions, environment and medical status of the pregnant employee through each stage of the pregnancy and return to work after giving birth.

The Manager must complete this form with the pregnant employee at each of the above stages. The guidance contained within the assessment form will give recommendations and indications of action to be taken where hazards may be identified.

Aqua – Pregnancy Risk Assessment

Manual Handling				
If the answer is "yes" to any of the tasks/activities detailed below, give exact details of tasks under 'detail'. Also if the answer is "yes", where 'action to be taken' details "minimise task", consider with the employee, what is reasonable, what they are capable and comfortable with. They may usually be able to lift and carry a limited amount of weight. Also, movements such as 'reaching upwards' 'twisting' will need to be reviewed but so long as they are not excessive, and do not involve, for example, significant risk of injury or lifting weight while doing so, this sort of activity will normally be reasonable to expect.				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Is there risk of manual handling injury from:				
Lifting barrels				Eliminate task
Lifting filled crates				Eliminate task
Carrying food deliveries				Minimise task
Carrying stock				Minimise task
Moving furniture				Minimise task
Pushing/pulling items				Minimise task
Reaching upwards				Minimise task
Twisting movements				Minimise activity where practical
Working Environment				
Consider whether any such exposure to the factors below would mean an increased risk of injury. For example, working behind the bar, the risk of slips may be elevated but consider measures to help prevent and to deal with spillages. Are they adequate, do they need improvement? Detail any actions to be taken as a result of your assessment.				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Is there any risk of injury from:				
Slips, trips and falls – consider trip hazards, risks of falling (e.g. open cellar flaps etc).				Eliminate task

Cramped working space – any confined spaces, cramped working conditions that the pregnant employee may have to enter e.g. an area where they have to bend down/slouch to work.				
Excessive cold – consider the walk in freezer for example – will the employee have to be in there for any significant period of time and if so, what can be done. Can they limit time spent in areas such as freezer, cellar – can they wear protective, warmer clothing.				
Excessive heat – consider areas such as the kitchen – can regular breaks be taken, is drinking water available, ventilation working?				
Excessive travelling distances – does the employee have to walk very far from work areas? Does she have to travel far to work by public transport? Contact DHP – can she be transferred to another Premises for a temporary period or can she stay at a local Premises if she finishes a shift late at night e.g. past 11pm?				
Continual use of stairs – does the employee have to go up and down stairs at work? Is this excessive and likely to lead to increased fatigue? Can it be avoided? What can be done?				
Exposure to excessive and consistent tobacco smoke – is ventilation working, is there always a nonsmoking area available, is the 'no smoking in the premises' rule implemented strictly? If problems identified – detail and decide on action.				
Exposure to excessive noise – if Premises has very loud music at time when pregnant employee is working, is this excessive? Is ventilation working in the venue and other mechanical equipment without too much noise? Detail any action needed.				

Working Time/Activity				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Is there a risk of injury, ill health or fatigue from:				
Standing for long periods i.e. over 2 hours without breaks.				Provide a seat/stool to sit down at quieter periods
Working excessive shifts (i.e. not allowing 11 hours break in 24 hour shift work.				Contact personnel department to reduce shifts
Working more than 48 hours				Reduce hours to below 48 hours per week. Contact personnel department
Lack of seating.				Provide seated, non –smoking rest area for breaks
Lack of breaks (should be at least 40 minutes in every six hours).				Provide additional breaks – contact Personnel department.
Workstations/VDU stations				
Review the use of any VDU by the pregnant employee – refer to the relevant section in the Health and Safety Policy. Detail any necessary action to increase comfort if needed and allow regular breaks away from the screen (at least 10 minutes in every hour).				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Is there risk of injury, ill health or fatigue from:				
Long periods at the work station (i.e. over 2 hours at any one time)				Increase breaks away from screen to 10 minutes in every hour doing different tasks.
Glare from screens				Fit screen glare guard
Poor work position				Improve with seating etc. Contact NSFCMi where necessary
Inadequate space (i.e. should be enough space to sit and work comfortably).				Contact Commercial Manager
Lack of breaks				Contact Commercial Manager

Use of Chemicals etc				
Check all chemicals used are those approved in the COSHH Manual. Check employee has signed front sheet of COSHH Manual. Review their contact with body fluids spillages – can they be avoided to an extent i.e. can they avoid clearing body fluid spillages etc				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Is there any exposure to:				
Chemicals/substances not in COSHH Manual				Contact Manager
Fumes, excessive smells, dust etc				Contact Manager
Biological agents (e.g. body fluids)				Avoid clearing vomit, urine, blood etc with spill packs.
Has the employee signed the front sheet of the COSHH Manual?				Sign front sheet of COSHH Manual.
Night Working				
If the employee is working during the evening/night shifts e.g. past 8pm, consider what can be done to give extra breaks/rest. Can she sit down during quieter periods, is there access to a seated, non-smoking rest area? How will she get home after a night shift? Consider options as detailed in "Working environment".				
	YES	NO	Detail (if yes)	Action to be taken (if yes)
Will the employee be working at night i.e. on a night shift (past 8pm)?				
Will the employee be working until 11.00pm, 12.00pm or 1.00am?				

Wherever "yes" has been indicated above, make sure sufficient detail has been recorded. If you need to provide further detail, include in this section:
Other issues Describe any other issue, which may affect the individual's health and safety due to being either an expectant or new mother, or because of an existing medical condition. For example, pre-existing medical conditions that may affect a woman during pregnancy or afterwards include: • Diabetes • Any heart condition • Joint/bone conditions e.g. osteoporosis, previous injuries causing pain/discomfort • Previous miscarriage

Signed (employee):	Date:
Signed (Manager):	Date:

9. STATUTORY EAXMINATIONS

Item	What	Legislation	Frequency	Who	Record
Electrics	Fixed wiring installation	The Electricity at Work Regulations 1989	Every 12 months	Qualified electrician	Certificate
Electrics	Portable appliances	The Electricity at Work Regulations 1989	Every 12 months	Qualified electrician	Certificate. Appliances labelled
Gas	All gas appliances	Gas Safety (Installation and Use) Regulations 1998	Every 12 months	CORGI registered engineer	Certificate
Lifting equipment	Passenger lift	Lifting Operations and Lifting Equipment Regulations 1998	Every 6 months	engineer	Certificate
Lifting equipment	Goods lift (includes dumb waiter)	Lifting Operations and Lifting Equipment Regulations 1998	Every 12 months	engineer	Certificate
Pressure systems	Coffee machine	Pressure systems Safety Regulations 2000	Every 12 months	engineer	Certificate
Pressure systems	Refrigerating plant- walk in freezer and walk in chiller	Pressure systems Safety Regulations 2000	Every 4 years	engineer	Certificate

Legislation
- Health and Safety at Work etc Act 1974
- The Regulatory Reform (Fire Safety) Order 2005

10.1 The Regulatory Reform (Fire Safety) Order 2005

The vast majority of sites and premises throughout England & Wales must now conform with the requirements of the Regulatory Reform (Fire Safety) Order, which has replaced the Fire Precautions Act 1971 and the Fire Precautions (Workplace) Regulations 1997, as well as over 100 pieces of legislation relating to Fire Safety.

The Fire Safety Order does not apply to people's private homes, including individual flats in a block or house, though it does apply to; common areas; shared means of escape and facilities provided to assist the Fire Service, such as dry risers. This fire safety logbook has been prepared to assist building owners, managers and other responsible persons to co-ordinate and maintain a fire safety record keeping system.

All restaurants complete their Fire safety logbook in their day diary manuals along with completing their monitoring app online which has been prepared to assist building owners, managers and other responsible persons to co-ordinate and maintain a fire safety record keeping system.

The logbook also seeks to cover the main requirements for demonstrating compliance with current fire safety legislation. The logbook should be kept up to date and readily accessible for inspection by the enforcing authority when required.

In terms of maintaining records it is important to take note of the following legal requirements:

Article 32 (2) (b) Regulatory Reform (Fire Safety) Order 2005

'It is an offence to make in any register, book, notice or other document required to be kept, served or given by or under, this Order, an entry which he knows to be false in a material particular.'

Article 17.1 Regulatory Reform (Fire Safety) Order 2005

'Where necessary in order to safeguard the safety of relevant persons the responsible person must ensure that the premises and any facilities, equipment and devices provided…., are subject to a suitable system of maintenance and are maintained in an efficient state, in efficient working order and in good repair'

The Responsible Person

The Responsible person is defined as any or all of the following:
- The employer, if the workplace is to any extent under his control
- The person who has control of the premises
- The owner

Article 8.1 Regulatory Reform (Fire Safety) Order 2005

The responsible person must:
- Take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of any of his employees and in relation to relevant persons who are not his employees, take such general fire precautions as may reasonably be required in the circumstances of the case to ensure the premises are safe.

Competent Person

A competent person is defined as:

- A person who is regarded as competent for the purposes of the Fire Safety Order, where they have sufficient training and experience or knowledge and other qualities to enable themselves properly to assist in the undertaking of preventative and protective measures.

Relevant Persons

A relevant person is defined as:

- Any person who is or may be lawfully on the premises
- Any person in the immediate vicinity of the premises who is at risk from a fire on the premises.

10.2 Legal Fire Safety Requirements

You must:

- Carry out a fire-risk assessment identifying any possible dangers and risks consider who may be especially at risk.
- Remove or reduce the risk from fire as far as is reasonably possible and provide general fire precautions to deal with any possible risk left.
- Take other measures to make sure there is protection if flammable or explosive materials are used or stored.
- Create a plan to deal with any emergency and, in most cases, keep a record of your findings. Review your findings when necessary.

10.3 General Fire Safety Requirements

Means of Escape

- Fire doors are provided to prevent the spread of heat and smoke. Keep them shut and do not prop them or remove self closing devices.
- Keep corridors and stairways clear of storage and waste material.
- Ensure that final exit doors can be readily opened from the inside without the use of a key.
- Keep areas outside final exit doors clear of obstructions at all times.
- Always ensure that exits are clearly indicated, with the exit signs visible from the furthermost part of a room.

Fire Alarm System

Always ensure that the fire alarm system is in working order and that staff know how to use it, including what action to take on hearing the alarm.

Fire-Fighting Equipment

- Ensure that all staff know where the extinguishers are sited and how to operate them safely.
- Always ensure that they are inspected and maintained regularly.

Emergency and General Lighting

- Ensure that all lighting systems are checked and maintained regularly.
- Replace any defective bulbs/components immediately.

Instructions to Staff and Guests

Staff will need to be aware of their responsibilities in the event of an emergency.
They should know how to:

- Raise the alarm.
- Call the Fire Brigade.

- Know when not to tackle a fire.
- Know the correct evacuation procedures for the premises.

Guests and Visitors

- Ensure that all guests/visitors to the premises are aware of the actions to take in the event of an emergency.
- Premises which take in foreign guests should have their fire instruction notices printed in the appropriate language.

11. FIRE DRILL/EVACUATION

Drills should be conducted to simulate fire conditions and to test fire procedures and all staff should be conversant with the premises evacuation procedures and take part in fire evacuation drills at least once and preferably twice per year.

Article 15.1 Regulatory Reform (Fire Safety) Order 2005
'The responsible person must establish and, where necessary, give effect to appropriate procedures, including safety drills, to be followed in the event of serious and imminent danger to relevant persons.'

Fire Drills and practice evacuations should not be used to embarrass staff, or unduly inconvenience people. However, they are crucial in testing local procedures for evacuating the premises and highlighting problem areas which may need addressing.

Ideally, most people should be aware that a fire drill is due to take place, in order to minimise any adverse effects and provide staff with time to ensure they are familiar with alternative exit routes. It may not always be possible to alert everyone, especially if the premises have relatively open access or are used by the public.

Debriefs on the effectiveness of the drills should be carried out so that any evacuation procedures can be changed if necessary.

Date and Time	Person Responsible for Drill	Number of Staff Involved	Time Taken to Evacuate	Optimum Time to Evacuate
Simulation (i.e. normal route/ blocked/fire in kitchen				
Assessment of Drill				
Recommendations or further actions required				

RECORD OF FIRE DRILLS/EVACUATIONS

Date	Nature of Drill	Persons/ Sections Taking Part	Evacuation Time	Person in Charge	Signature

12. FIRE SAFETY RISK ASSESSMENT

It is necessary for the responsible person to ensure that a suitable and sufficient risk assessment of the risk of fire is carried out.

Article 9.1 Regulatory Reform (Fire Safety) Order 2005

'The responsible person must make a suitable and sufficient assessment of the risks to which relevant persons are exposed for the purposes of identifying the general fire precautions he needs to take.'

The risk assessment and the significant findings should be recorded in the following circumstances:

- If there are 5, or more, employees.
- The premises are licensed.
- An Alterations Notice is in force.

The following table can be used as a record of when a Fire Safety Risk assessment is carried out and when the next risk assessment is due.

Date Risk Assessment Carried Out	Name of Person Conducting Risk Assessment	Brief Comments	Date Next Due

13. BUSINESS CONTINUITY & PLANNING

Fires in industrial and commercial premises can have a serious impact on both national and local economy. There is a risk of significant job losses with subsequent social and economic impact on the community as well as environmental damage.

When considering incidents at premises for the purpose of business continuity it should be borne in mind that approximately 60% of all companies involved in a serious fire are unable to re-start after the fire. Many businesses that experience a serious fire do not recover. Significant parts of the building or premises may have been affected and could remain unusable for some time.

By taking a short moment to consider the impact that a fire might have on your business, you may be able to minimize the impact and ensure survival of your business in the longer term, as well as the survival of people and property in the short term. The following is intended as prompt rather than a full record of contacts and record of documentations.

List of Considerations and Actions for Business Continuity Following Disruption

Consideration	Satisfactory Yes/No	Further Action Required
Salvage plan prepared and held in secure location away from main premises		
Contract agreements in place and up to date for fire/flood restoration		
Computer files backed up daily to separate server/location away from main building		
Insurance policy checked for cover against loss of revenue and relocation		
List of emergency contacts up to date and available		
Other considerations		
Other considerations		

EMERGENCY ACTION PLAN
(detailed version)

Restaurant Name:	
Restaurant Number:	
Address:	
Restaurant General Manager:	
Area Manager:	
Date of Last Review:	
N.B. This Emergency Fire Plan should be read in conjunction with the Fire Safety Risk Assessment and relevant sections of the Health and Safety Manual.	

Introduction

This Emergency Fire Plan relates specifically and solely to the site referred to on the front cover.

It is intended to detail actions to be taken in the event of a fire, including responsibilities of staff.

The contents of this plan MUST be brought to the attention of all staff and the occupants of flats or other units within the building curtilage.

Action on discovering a Fire

Immediately upon discovering a fire the alarm shall be raised by breaking the nearest 'break glass' panel*/ sounding the alarm bell*/other*. [DELETE AS APPROPRIATE]

These are located .....

On hearing the alarm sound the nominated person (the RGM or in his or her absence the senior member of staff on site) calls the fire brigade:

Dial 999 and ask for the 'Fire Brigade' then pass the message

'Fire at Aqua, ...'

Do not replace the receiver until the address has been repeated by the Fire Brigade.

If it is believed that there are other occupants of the building in residence the Fire Brigade should be advised immediately.

Evacuation

When the fire brigade has been called and acknowledged the message the nominated person must leave the building and go to the assembly point.

Should it not appear safe to phone the Fire Brigade from inside the building the nominated person should leave immediately and phone from the assembly point by mobile phone or nearest public phone.

All other staff upon hearing the alarm sound should evacuate the building immediately, advising any customers present to do so and not stop to collect personal possessions. Exit should be via the nearest fire exit and along the designated escape route(s).

Should it be identified that there are any customers present who have a disability staff should offer appropriate assistance to aid them in leaving the building safely.

Other Building Occupants

The nominated person must ensure that occupants of other parts of the building are notified that the fire alarm is sounding – this may require a phone call to the occupants of flats or ensuring that the fire alarm is clearly audible in shared areas – this should be confirmed as part of routine fire drills in consultation with other occupants and recorded.

Designated Escape Routes

* detail here how final exit and assembly point are reached from each room/area of restaurant e.g. from the kitchen the exit route is through the...

.....

.....

Assembly Point
The assembly point is located at .....

The nominated person shall conduct a roll call at the assembly point to ensure that all staff (and other occupants if applicable) are accounted for. Staff must not leave the assembly point until the nominated person gives approval.

Power/Process Isolation
Where it is safe to do so the nominated person should ensure that the main gas supply to the building is switched off.

Fire Fighting Equipment
Fire extinguishers are located at .....

Fire extinguishers should only be used by trained staff and only to protect an escape route.

[DETAIL IF SPRINKLERS OR SUPPRESSION SYSTEM IS PRESENT]

.....

.....

Liaison with the Fire Brigade
When the Fire Brigade arrive the nominated person should make him or herself known to the Officer in Charge. Information on the location and number of gas bottles and any other flammable materials should be given to the Officer in Charge along with a copy of the site plan which is attached to this Emergency Fire Plan.

If it is believed that other occupants of the building may still be present inside the building the Officer in Charge must be notified immediately.

Fire Drills
The operation of this Emergency Fire Plan must be tested at routine, quarterly fire drills and any significant findings recorded. In particular the time taken to fully evacuate the building should be noted.

Staff Training
All staff working at the restaurant shall be trained in the contents of this Emergency Fire Plan and in accordance with Aqua Italia (UK) training requirements.

14. DEALING WITH BOMB THREATS & SUSPICIOUS PACKAGES

Bomb Threat

Bomb threats usually take one of two forms:

1. Threats directed against Aqua Italia; usually by a telephone caller.
2. Police warnings to Aqua Italia; usually about threats to neighbouring properties.

In either case the advice of the Metropolitan Police should be sought and/or acted upon. In general, if a building has to be wholly or partially evacuated because of a bomb threat the fire alarm is NOT sounded as occupants could unwittingly enter the danger area. Coopted staff give verbal instructions to occupants starting with any threatened area then working down from the top of buildings. Occupants should be directed away from any declared danger area. As there is no way of knowing exactly which members of staff will be on hand at any particular time, all staff must be prepared to give such instructions to colleagues.

Police advice to the recipient of a bomb threat call is to:

- Keep calm. Try and attract the attention of a colleague while taking the call and indicate the problem by a note or signal.
- Try to obtain as much information as possible especially details of the caller and which building or part of a building is involved (use the form)
- Immediately report the incident to the General Manager and the police.

Suspicious Packages

Any member of staff who believes they have detected a suspicious package or a package with suspicious contents should:

- Leave it alone - do not handle to investigate it further.
- Clear and secure the immediate area.
- Report the matter to the duty manager. The duty manager will contact the emergency services and act upon their advice. They may also advise the person reporting the incident on further actions to take.
- As there is no way of knowing exactly which members of staff will be on hand at any particular time, all staff must be prepared to be co-opted to assist in this process.

Taking Details from Telephoned Bomb Threat

- Immediately alert someone else to the problem by note or signal but DO NOT put down the handset or cut off the conversation.
- Try to keep the caller talking (apologise for bad line, ask him/her to speak up etc.).
- Complete this form as you go along, asking questions in sequence if necessary.

MESSAGE (exact words):
WHERE IS IT?
WHAT TIME WILL IT GO OFF?
WHAT DOES IT LOOK LIKE?
WHAT KIND OF BOMB IS IT?
WHAT TYPE OF EXPLOSIVE?
WHY ARE YOU DOING THIS?
WHO ARE YOU?
NAME ADDRESS TIME OF CALL
Mark the details below that apply at the time of the call if possible

DETAILS OF CALLER:
Man/Woman/Child/Old/Young

SPEECH: Intoxicated/Rational/Rambling/Speech impediment/Laughing/Serious/Accent (foreign/local)/ Message read out/Spontaneous

DISTRACTIONS: Any noise on the line/Operator/Call phone/Pay tone/Coins inserted/ Mobile Phone noises/ Interruptions/Persons in background

OTHER NOISES: Traffic/Talk/Typing/Machinery/Aircraft/Music/Children/Other

Your Details: Name
Telephone number on which call received:

Comments:

AQUA

@aquaitalia /aqua_restaurant /aquaitaliarestaurant www.aqua-restaurant.com