

Contents

PART 1 Company Statement

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

PART 2 Duties and Responsibilities

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

PART 3 Arrangements for Safe Working

- 3.1 Resources
- 3.2 Safety Induction
- 3.3 Training
- 3.4 Safety Consultation
- 3.5 Safety Representation
- 3.6 First Aid
- 3.7 Reporting of Accidents, Diseases and Dangerous Occurrences
- 3.8 Welfare Facilities
- 3.9 Personal Protective Equipment
- 3.10 Smoking Policy
- 3.11 Drugs and Alcohol
- 3.12 Bulling and Harassment
- 3.13 Young and inexperienced workers

PART 4 Hazard Identification and Control Measures

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

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

Logo here

ABC Company

Safety Statement

- 4.11 Reception
- 4.12 Accommodation/Housekeeping
- 4.13 Bar
- 4.14 Maintenance
- 4.15 Kitchen (incl. all catering equipment also relevant to other departments)
- 4.16 Restaurant
- 4.17 Purchasing and storage
- 4.18 Porters and Banqueting
- 4.19 Serious illness or Death on the premises
- 4.20 Laundry

PART 5 Emergency Plans

PART 6 Managing Director's Annual Report

PART 7 Staff sign off

PART 8 Appendix

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

PART 9 Related Policies

- Environmental Policy
- Equality Policy

Disclaimer.

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

Logo here	ABC Company
	Safety Statement

1.1 OBJECTIVES OF THE SAFETY STATEMENT

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

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

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

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

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

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

Logo here

ABC Company

Safety Statement

1.2 COMPANY SAFETY STATEMENT

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

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

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

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

Signed: _____
Manager 2

Date: _____

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

Logo here

ABC Company

Safety Statement

2.2 Manager 2

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

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

3.4 SAFETY CONSULTATION

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

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

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

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

3.4.1 SAFETY COMMITTEE

ABC Company have a Safety Committee on site. The members of the Safety Committee are Manager 1, Manager 2 and an Employee Representative. The committee meet on the first Monday of every month. The following is the agenda for each meeting:

- Review previous month's inspections.
- Review any reported accidents or incidents form the previous month.
- Review any suggestions or queries from staff.
- Plan a safety topic briefing for the coming month.
- Review any new safety guidelines/legislation that ABC Company have been made aware of.
- Post the minutes on the Staff Notice Board.

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

3.12 Bullying at Work Policy

ABC Company management recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for our employees. As part of our policy of maintaining good employer practice Manager 1 wishes to clearly state that bullying of any kind will not be tolerated.

Bullying at work is defined as: 'Persistent criticism and personal abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self.

Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

ABC Company will strive to ensure that all employees are free to perform, their work in an environment, which is free from threat, harassment and intimidation. All complaints of objectionable or offensive behaviour should be made to Manager 1 or the Safety Representative.

ABC Company gives the undertaking that it will investigate all complaints sensitively and will resolve locally, if possible, the source and cause of the bullying behaviour. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary / grievance procedures.

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

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

Logo here

ABC Company

Safety Statement

3.13 Young persons and inexperienced workers policy

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

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

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

All young persons and inexperienced staff will be shown this Safety statement and taken through the specific hazard controls for the equipment/area in which they will be working.

When a young person starts work they are likely to need extra supervision. The ABC Company will ensure that they know who the person responsible for them is and that they are given the appropriate information and training on any hazards, risks, and precautions they may have to take.

We will ensure that they understand what they need to do for their own and other's health and safety. As some young people may lack the confidence to voice their concerns they are made aware of procedures for doing so.

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

4.2.1 FIRE FIGHTING EQUIPMENT

The purpose of portable fire fighting equipment is as follows:

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

Portable Fire Extinguishers

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

Action in the event of fire

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. Advise the Manager or Deputy pending arrival of the Fire Brigade.
3. If there is no danger by doing so, try to put out the fire with the apparatus provided, but remember our equipment will only be effective on a small fire - you must catch it before it gets hold.
4. Use the break glass fire alarm.
5. The manager of the area will order evacuation of the building as soon as it becomes apparent that the fire or smoke is spreading.
6. Employees should not delay their departure to collect personal belongings from another part of the building and should assemble at the designated assembly point so that they can be quickly accounted for.
7. Make sure that the building is cleared of employees and visitors. Close doors. See that no unauthorised person enters the building.

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

4.6 ELECTRICITY

HAZARDS

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

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

To ensure that all permanent electrical installations, portable electrical equipment and distribution networks are installed and maintained in a manner to ensure safe working conditions for all employees.

CONTROL MEASURES

- ABC Company staff do not carry out any electrical work.
- The Maintenance Manager will ensure that the wiring installation on the premises is checked on an annual basis by a competent qualified electrician.
- The inspection should provide a report on the condition of the installation with particular reference to fire safety.
- A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.
- Where appropriate all equipment not in use to be switched off, especially at the end of a working, unless of a specialist type, e.g. servers, etc.
- Sufficient sockets shall be provided to prevent overloading by use of adapters.
- Proper plugs shall always be fitted to electrical appliances and flex firmly clamped.
- Frayed and damaged cables shall be replaced immediately.
- Flexible cables should not be run across floors. Where damage at floor level to other cables is possible, protection by ramps, conduit or armouring will be considered and applied.
- All electrical equipment in guest bedrooms shall be PAT tested every year.

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

4.10 WORK AT HEIGHTS AND LADDERS

Work at heights is defined as working in an area/location where a person could fall from any height, other than from a scaffold.

HAZARD

The main hazards associated with Work at Heights are:

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

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES

- The Manager will ensure that work is planned to ensure safe access/egress and working place for Employees to work at heights.
- Where required Employees will receive instruction in the use of safety equipment provided.
- Warning signs and restricted access signs must be displayed to prevent guests and other members of the public being injured.
- Ladders to be inspected monthly
- In general ladders are not used as work platforms
- All ladders to be checked for damage before use
- Position ladder close to work
- Do Not stretch from the ladder
- All ladders must be placed on secure flooring/ground
- If possible ladder should be secured from falling.
- Wherever possible mobile scaffold towers with out riggers should be used.

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

4.11 Reception

Hazards:

Irate customers

Robbery

These hazards are also relevant for the Bar and Restaurant

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

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

All staff trained in the following procedures:

Dealing with Angry Guests

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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	49

Logo here

ABC Company

Safety Statement

4.12 Accommodation/Housekeeping Department

Hazards:

Manual Handling
Chemicals
Biological
Guest injuries

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

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

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

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

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

Logo here

ABC Company

Safety Statement

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

1. Alto Sham:

Hazards Include

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

Control Measures.

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

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure all food waste is removed from the holding area as well as the surfaces of the unit.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	59

Logo here

ABC Company

Safety Statement

2. Bain Maries

Hazards Include

1. Hot water and potential for scalds.
2. Hot metal surfaces as the food service trays have been sitting in hot water for some time.
3. Leaks and spills of hot liquids.
4. Hot elements under the water.
5. Food residue in the water.

Control Measures.

1. Only approved service technicians may install service the Bain Marie.
2. Only staff who are trained may operate or clean the Bain Marie.
3. Make sure the Bain Marie is assembled correctly
4. Make sure you know how to use this equipment properly and safely before use, and become familiar with the Operating Manual
5. Do not touch anything that could possibly burn you
6. Switch machine off and report to Chef/Restaurant Manager immediately in the event of malfunction
7. Fill the Bain Marie with enough water to cover the elements properly
8. Do not touch anything that could possibly burn you
9. When the water in the Bain Marie is hot be careful not to be burnt with hot steam
10. Do not use wet cloths to lift hot containers
11. When removing containers out of Bain Marie take care not to drip water on floor

Portable Bain Marie:

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

Training:

Training given by: _____

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

Logo here

ABC Company Safety Statement

8. Various food processors and pastry mixer.

Hazards Include

1. Entanglement
2. Electrical shorts
3. Slips and falls from spilled food
4. Incorrect fitting of beating arms

Control Measures.

1. Only approved service technicians may install service the Processor.
1. Only staff who are trained may operate or clean the Processor.
2. Processor to be placed on a solid non vibrating base.
3. Become familiar with the Manufacturer's instructions
4. Check the flex for any faults
5. Check that the beating arm is properly attached
6. Make sure that you know how to operate the machine in a correct manner before use
7. Check that the bowl and attachments are properly locked in place before starting the machine
8. Do **not** put any arms, hands, spoons, paddles, scrapers into the bowl when the machine is on
9. Turn the power off and report to the Chef/Food Service Manager in the event of malfunction

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.
2. Only approved chemicals may be used.
3. HACCP principles to be followed at all times.
4. Ensure power is off for cleaning.
5. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	71

Logo here

ABC Company Safety Statement

22. Robot Coupe Processors

Hazards Include

1. Entanglement
2. Electrical shorts
3. Slips and falls from spilled food
4. Incorrect fitting of beating arms

Control Measures.

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

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Only clean as per the manufacturers instructions.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	96

Logo here

ABC Company

Safety Statement

4.19 Serious Injuries or Death

Hazards:

Shock
Distress
Stress

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

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

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

Logo here

ABC Company

Safety Statement

3. EVACUATION TEAM

The Evacuation team members are: (TBC)

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

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

Duty Manager – co-ordinator

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

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

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

Departmental Fire Evacuation Procedure

Department - Reception

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

FIRE AT THE ABC COMPANY.

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

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

Department - Kitchen

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

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

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

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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	117

13. GAS LEAKS

If you smell gas:

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

If you smell gas

At home

- Ensure gas appliances haven't been left on and unlit.
- Don't smoke or use a naked flame.
- Don't unplug or switch anything electrical on or off.
- Open windows and doors to let the gas disperse.
- If your appliances are off but the smell persists, turn off the gas at the meter.
Call our 24 Hour Emergency Line 1850 20 50 50. If you can't get through, dial 999.
Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

On the street

Call the 24 Hour Emergency Line 1850 20 50 50
Don't assume someone else has reported the smell.

BORD GÁIS NETWORKS

SAMPLE DOCUMENT

Site

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	127

14. SERIOUS ILLNESS OR DEATH ON THE PREMISES

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

General:

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

Death:

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

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	128