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Disclaimer.

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ABC Company

Safety Statement

1.3 Policy Statement:

The Management of ABC Company is committed to, protecting the Safety, Health and Welfare of all employees at work, preventing property damage and ensuring its processes will not damage the environment. The company shall take all reasonable and practicable steps to protect members of the public who may be affected either directly or indirectly by its activities.

All reasonable and practicable steps shall be taken through occupational risk assessment to ensure that workplace conditions, practices and procedures are safe and in compliance with relevant safety, health and welfare legislation.

It is our policy when purchasing Equipment, making process alterations, altering (by approval) existing equipment or changing a system of work; to study each proposed change to ensure that it is safe in so far as reasonably practicable.

All employees shall be adequately trained, supervised and equipped to carry out their duties and responsibilities in a safe manner, with all operating procedures clearly outlined. All employees will have access to the company's safety statement and should ensure that they are familiar with its content.

The company shall provide where necessary suitable protective clothing, equipment and training where hazards cannot be eliminated using all reasonable practicable steps.

All accidents/incidents reported, shall be investigated by Management to determine the corrective action necessary to prevent recurrence.

This statement shall be communicated throughout the company by consultation with the employees and be revised as often as is necessitated by changes in legislation or the addition of new processes and equipment and all resources shall be provided to ensure its full implementation.

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2.2 MANAGING DIRECTOR – Manager 2

- ❑ The Managing Director bears ultimate responsibility for ensuring that the Restaurant is supplied with adequate resources to manage Health and Safety effectively.
- ❑ He is 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.

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3.2 SAFETY INDUCTION

A general induction to the Company will be carried out for all staff when they start work. Specific Department inductions will be carried out by the manager of the work place where the new employee will be required to work.

Apart from explaining to the new employee what he/she will be required to do and to whom he/she will be directly responsible the following points require highlighting:

1. Show new employee where the Safety Statement is kept, explain its purpose and ensure that the employee is aware of his/her responsibility.
2. Advise new employee of any potentially dangerous areas in the work place.
3. Warn new employee of any prohibited actions in the work place, e.g. operating machinery unless authorised to do so.
4. The training and instruction required for each individual must be considered. The HR Manager will arrange for specific training to be given to an employee.
5. Show new employee the location of the First Aid Box and explain the procedure in the event of an accident, in particular the necessity to record accidents, however trivial they may appear at the time.
6. Demonstrate to the new employee the fire and evacuation procedure and assembly points.

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3.8 WELFARE FACILITIES

Management shall ensure that adequate welfare facilities are provided on the premises for all personnel.

Adequate toilet facilities shall be provided and maintained in a good clean hygienic condition.

Adequate washing facilities and washing and drying materials/equipment shall be provided and maintained.

Arrangements for eating foodstuffs is provided in the form of a staff rest area on the premises.

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

Adequate cloakroom facilities are provided.

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3.14 Young persons and inexperienced workers policy

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

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

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

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

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

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

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4.2 FIRE

FIRE HAZARDS

RISK ASSESSMENT:

How Likely	How Serious	Risk Rating

CONTROL MEASURES

- Fire extinguishers are provided on the premises and are regularly checked.
- A comprehensive fire detection system is in place.
- Emergency lighting is in place.
- Passive systems such as fire doors are part of the building design.
- A fire marshal has to be designated and staff trained in fire fighting and emergency procedures by our contractors.
- Staff have been trained in the evacuation procedures.

A Fire Safety Programme shall be developed by management to:

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

The Fire Safety Programme shall incorporate arrangements for:

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

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4.2.1 FIRE FIGHTING EQUIPMENT

The purpose of portable fire fighting equipment is as follows:

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

Portable Fire Extinguishers

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

Action in the event of fire

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. Advise the Manager or Deputy pending arrival of the Fire Brigade.
3. If there is no danger by doing so, try to put out the fire with the apparatus provided, but remember our equipment will only be effective on a small fire - you must catch it before it gets hold.
4. Use the break glass fire alarm.
5. 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.
6. Make sure that the building is cleared of employees and customers. Close doors. See that no unauthorised person enters the building.

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4.11 Cash Handling

Hazards:

Irate customers
Robbery

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

- Staff always have an experienced manager within easy reach.
- Cash is dropped to a safe on a regular basis.

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.

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Action to be taken in the Case of an Armed Robbery or Personal Attack

1. Keep calm – do not panic.
2. Obey – do only what you are asked to do, nothing more and nothing less.
3. Observe. Note details of the criminal nearest you. Concentrate on:
 - Male/Female
 - Age
 - Height
 - Build
 - Hair colour
 - Colour of eyes
 - Mode of dress
 - Right or left handed
 - Distinguishing features
 - Words used and accent
 - Number of attackers
 - Note where criminals may have placed their hands and feet
 - Identify vehicular transport used (registration, colour, make of car)
4. Preserve the scene intact. Do not interfere with places where fingerprints or footprints may be found.
5. Hold witnesses at the scene until the Gardai arrive; otherwise take details (name, address, phone number) for contact later.

Notes:

Stay out of danger. Never jeopardise your own personal security or the security of others.

Post Crime Action – Armed Raids and Personal Attacks

1. Contact the Gardai.
2. Preserve the scene intact. Do not allow interference with places where fingerprints or footprints may be found.
3. Hold witnesses at the scene until the Gardai arrive, otherwise take details (name, address, telephone number) for contact later.
4. Identify if anyone has been injured. If so, note the type of injury. Call an ambulance if required.

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4.12 Angry or awkward members of the public

HAZARDS

Health hazards from substances can be divided into the following categories:

- Physical Abuse
- Verbal Abuse

Risks Assessment

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Difficult customers and others such as members of the general public such as guests at an event/celebration etc. can expose staff to a risk of violence.

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

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

Robbery/ Attempted Robbery

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

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

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

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4.13 Kitchen

Hazards:

- Gas
- Heat – Liquids, flames, utensils, equipment
- Blades and sharp implements
- Slips and falls - see also section 4.4 on Housekeeping
- Manual Handling
- Chemicals

Risk Assessment:

How Likely	How Serious	Risk Rating

Control Measures

The kitchen is under the control of an experienced Chef.

- System – The Chef has imposed a system on the Kitchen whereby Cold Preparation, Banquet Preparation, Pastries, Café Prep and A La Carte, are all given their own area.
- Wash up is separate to the other areas.
- Full HACCP system is in place to cater for food safety and implement segregation.
- Only trained Chefs are allowed operate ovens and catering equipment.
- All equipment is on a schedule of maintenance as per the manufacturer’s recommendations.
- Auto fire suppression is in place over the cookers.
- First aid kit is provided appropriate to the risk.
- Fire extinguishers are proved appropriate to the risk.
- Trays trolleys and other equipment is used for serving.
- Fire blankets are provided for emergency.
- Non locking systems are in place on the cold rooms.
- Electrical power points are placed high to avoid liquids.
- Only suitability experienced chefs are permitted to use the caramelising torch.

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- **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

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Deep Fryers**Hazards Include**

Burns and scalds from hot oil and surfaces.
Spills of oil and food.
Electricity
Fire

Control Measures.

1. Only approved service technicians may install service the Fryers.
2. Fryers to be positioned so that staff are not likely to be struck by passing people, service trolleys, etc.
3. Only staff who are trained may operate or clean the Fryers.
4. Ensure that the fat is up to the safe operating level
5. Ensure that the gas pilots are operating properly
6. Make sure you understand how to use this equipment properly and safely, and become familiar with the Manufacturer's instructions
7. Deep fry baskets and tongs to be used when deep frying
8. Make sure the correct temperature is being used
9. Do not spill water into hot oil
10. Do not add wet food to hot fat
11. Lower basket carefully
12. Never leave unattended
13. Do not be splashed by hot fat
14. Do not place any part of body in hot oil
15. Turn off gas/electricity immediately in the event of malfunction
16. Fire – use a fire blanket thrown over the Fryer to smother the fire, or use the special fire extinguisher for fat fires
17. Burns to body – put burn area under water for 10 minutes

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Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

1. Clean up hot fat/oil with warm water and detergent ASAP or cover with salt if not able to clean up immediately.
2. Only clean as per the manufacturer's instructions.
3. Only approved chemicals may be used.
4. HACCP principles to be followed at all times.
5. Ensure all food waste is removed from the basin area as well as the surfaces of the Fryer.
6. Ensure power is off for cleaning.
7. Be aware of hot surfaces and use gloves as appropriate.
8. Only staff who have received chemical cleaning may carry out cleaning.

Points to Remember

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

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Grills

Hazards Include

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

Control Measures.

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

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

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

Points to Remember

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

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Liquidiser Soup gun

Hazards Include

1. Entanglement
2. Electrical shorts
3. Slips and falls from spilled food

Control Measures.

1. Only approved service technicians may service the liquidiser.
2. Only staff who are trained may operate or clean the Liquidiser.
3. Make sure machine is assembled correctly
4. Care must be taken of sharp blades when assembling
5. The blades of this machine are very sharp – be careful when handling the blades so as not to cut yourself
6. Become familiar with the Manufacturer's instructions
7. Check the flex for any faults
8. Make sure that you know how to operate the machine in a correct manner before use
9. Ensure there is no danger of striking passersby.
10. Do **not** put any arms, hands, spoons, paddles, scrapers into the soup urn when the machine is on
11. Turn the power off and report to the Chef/Food Service Manager in the event of malfunction

Training:

Training given by: _____

Signatures of staff receiving training

Name in block letters	Signature	Date

Cleaning:

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

Points to Remember

1. Always be aware of those around you.
2. Be aware of possible spills on the floor and trip hazards.

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Open cutlery drawers slowly (particularly if full).

Laying up

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

Cutlery

Use containers/cutlery baskets to carry cutlery.
Store cutlery in baskets, handle uppermost.
Take care to handle knives by the handle only.

Glassware

When laying up for large numbers, use purpose designed baskets or trays to carry glasses.
Pick glasses up by the foot or stem.
Do not bang the glassware together as this weakens the glass internally.

Carrying trays and lifting loads

Distribute crockery and cutlery evenly on trays.
Carry only the weight that feels safe and comfortable.
Ask the supervisor for help in moving heavy or awkward loads.
Know where the load is to go to before moving it.
Ensure route is clear before setting off.

Coffee machines

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

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

Only handle when fully trained.
Store stocks away from heat and direct sunlight.
Follow manufacturer's or supplier's instructions when filling equipment with spirits or replacing gas cylinders, including what to do if they start leaking.
Use matches and tapers when lighting candles and heaters.
Position candles and burners well away from table decorations, curtains, fabrics and bar spirits.

Staff dress

Footwear

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

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

Clothing

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

Hair

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

or

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

or

- becoming caught when passing through plastic door curtains.

Food and drink service

Swing doors

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

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

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

Carrying trays or platters

Ensure that load is secure and comfortable to carry.

Distribute items evenly on the tray.

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

Carrying liquids

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

Carrying hot dishes or plates

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

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

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

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7. Appendix

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A1. Suggestions, Welfare and Concerns Register

Name		Dept	
Date		Time	

Please write as full an account of the Concern in the box below

Concern reviewed by and action to be carried out

Concern documented and resolved

Name		Position	
Date		Time	

A2. Fire Drill Programme 2010/9

Date	Arranged by	Comment

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A3. Fire Drill Records

A Fire Drill must be held twice per year

Date: _____ **Conducted By:** _____

DID ALL STAFF ATTEND THE DRILL?

List departments and date of roster below:

WERE ANY GUESTS INVOLVED IN THE DRILL ?

If Yes, state date of register and total number below. Ensure to ask guests for comments/reactions:

WERE ALL PROCEDURES FOLLOWED?

WHAT ISSUES AROSE?

RECOMMENDATIONS:

MANAGING DIRECTOR SIGNATURE:

A4. Accident Report Form

Location:	Department:
Date of Accident/Incident:	Date of Review:
Management present:	

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

Add sketches, statements, or other information on separate pages.