

Teardrop Hotels – Health and Safety Policy

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1 STATEMENT

This statement forms part of our health and safety policy. The safety policy includes the distribution of responsibilities within the organization, risk assessments, and the implemented measures for health and safety (protective and preventive measures).

We strive to comply with all health and safety codes of practice and guidance provided by the relevant authorities. We endeavor to provide a safe and healthy environment, and ensure the welfare of our guests, staff and the local communities.

Relevant training and knowledge dissemination will be carried out to ensure policies are effectively understood and implemented. Employees must adhere to protocols in place to ensure safe systems of work including use of necessary personal protective equipment/clothing.

All employees will be made aware of requirements of this policy and their role in fulfilling them.

The safety policy will be periodically updated, taking into account any new equipment, processes or changes to work which may potentially impact health and safety.

2 RISK ASSESSMENTS

- 2.1 Risk assessment record sheets are located at the Resident Manager's desk. Specific risk assessment sheets can be found additionally for;
- Manual handling
 - Machinery and equipment
 - Hazardous substances
- 2.2 Control measures are in place as a result of risk assessments. The control measures have been implemented and are included in the arrangements part of this policy or in the records of risk assessment.
- 2.3 Risk assessments will be reviewed annually or earlier if significant changes take place.
- 2.4 It is the responsibility of the Resident Manager to ensure that risk assessments have been completed and that reviews are carried out by the due date.
- 2.5 The significant risks have been identified, written down and will be made known to all relevant persons. Training, information, instruction and supervision will be provided as required. Controls measures will be put into practice as recommended from the risk assessment process.

3 ORGANISATION AND RESPONSIBILITIES

- 3.1 The Resident Manager / Bungalow Manager will lead on health and safety matters and have day to day responsibility when present at the hotel / bungalow premises. The second in charge of the property will take responsibility in the Resident Manager / Bungalow Manager's absence.
- 3.2 The Resident Manager will ensure that this policy is carried out and will inspect the premises and activities every 3 months.
- 3.3 All Duty Managers have been designated to be responsible for health and safety and supervision of employees. The Duty Managers will report any failures of policy, hazards, dangerous events etc to The Resident Manager.
- 3.4 All employees have a duty to act responsibly and not to put themselves or others at risk by their acts or omissions. Employees must report any unsafe conditions to Resident Manager or the Duty Manager and employees must co-operate with the Company on health and safety matters. Employees must keep the workplace clean and tidy.
- 3.5 Health and safety will be discussed at work meetings when appropriate and information booklet will be available at the staff cafeteria for the staff members to refer.
- 3.6 The Duty Managers are responsible for the first-aid and also responsible for the accident book and for reporting the incident to the management / relevant departments via accident and incident report.
- 3.7 The designated competent health and safety person for the Company is The Resident Manager. Employees who have queries regarding health and safety should ask the

Resident Manager or a Duty Manager.

- 3.8 The Duty Managers are responsible for emergencies including fire and will act as fire wardens, organize and record drills.

4.1 ACCIDENTS

- 4.1.1 All employees who have an accident at work or are ill as a result of work must report it to the Duty Manager and fill in the accident book which is kept at the Duty Managers desk.
- 4.1.2 The Resident Manager (or the Duty Manager) will inform the management / relevant departments of any reportable accidents.
- 4.1.3 The Resident Manager or the next Manager in charge will investigate all accidents and ill-health to determine the cause and he/she will be responsible to put matters right.
- 4.1.4 Any visitor or contractor who has an accident must also report the matter and the employee responsible for the visitor or contractor must ensure the accident book is filled in correctly.
- 4.1.5 Employees are encouraged to report any serious incident (whether or not there is an injury/accident) to the Duty Manager.
- 4.1.6 Any dangerous occurrence will be reported immediately to management / relevant departments and accident / incident report sent by the Resident Manager.

4.2 FIRST-AID

- 4.2.1 First aid boxes are kept in the Front Office and admin office or within easy access at Bungalows.
- 4.2.2 For a qualified first-aider contact the Duty manager. In their absence, the Duty Manager will act as appointed person, call the emergency services and ensure the comfort of any injured person.
- 4.2.3 A record of first-aid will be kept on the appropriate form (Health and Safety file or Accident book).
- 4.2.4 Employees must not take it upon themselves to render first-aid and must seek the first-aiders or appointed persons. Emergency telephone numbers are displayed on the first-aid notice.

4.3 TRAINING, INSTRUCTION AND SUPERVISION

- 4.3.1 All employees will be informed of this policy, risk assessments and the control measures. All new employees will be shown around the premises and have health and safety arrangements explained to them by Resident Manager / Bungalow Manager or property in charge.
- 4.3.2 Employees will be shown how to do things safely prior to use, this particularly applies to the use of any equipment. Records of employees training and induction will be kept in employee files.

4.3.3 The company will endeavor to ensure that employees are capable in terms of health and safety for every task that is asked of them.

4.3.4 Specific training and instruction will be provided as appropriate to the employees work as identified in the risk assessment. All employees will be trained in:

- Fire arrangements;
- Hazardous substances;
- Safe use of equipment;
- Employee responsibly;
- Use of personal protective equipment;
- Health and Safety arrangements;
- Risk assessments & control measures;
- Accident and first-aid arrangements;
- Electrical safety; and
- Manual handling

4.3.5 Any employee who is uncertain of how to do a job safely must ask a supervisor or Duty Manager. Anyone who wants further training in health and safety is encouraged to request it.

4.3.6 Employees will be supervised by competent persons and to a level which reflects risk and the employees' capabilities in health and safety for tasks. Young persons, trainees etc. will be designated a named person to oversee them (Supervisor or Duty Manager)

4.4 FIRE

4.4.1 The arrangements for fire are as follows:

- Fire extinguishers are provided around the premises.
- All properties have a designated assembly point for fire evacuation.
- The Hotels - Fire escape routes are provided throughout the building with fire exits and routes marked .
- Bungalows – Fire escape routes will be verbally mentioned and the fire assembly point will be shown to the guests during the property show around. The same details are available in the room compendium.
- A fire alarm system (Bell) operates with a break glass operation available in the hotels and the bungalow rooms are equipt with battery operated smoke detectors.

4.4.2 Only trained staff are permitted to use fire extinguishers; other employees should not tackle a fire but proceed safely to the assembly point via the escape routes.

4.4.3 The Duty Manager will be responsible to see the premises are clear and call the emergency services if appropriate. The Duty Manager will account for everyone at the assembly point.

4.4.4 An annual fire drill will be carried out, organized by a Duty Manager and a fire record will be kept by him/her.

4.4.5 Fire extinguishers and fire panel will be checked every year by an outside company. A

record will be kept in the Fire file.

- 4.4.6 Employees must not interfere with any fire safety arrangements, keep fire routes and exits clear and abide by the notices explaining the fire arrangements.
- 4.4.7 Smoking is forbidden in the guest rooms and common areas, but the staff will assist any guest who wish to have a smoke with a suitable place.

4.5 EQUIPMENT

- 4.5.1 All equipment provided by the company will be to the correct safety standards.
- 4.5.2 All guards, safety devices and controls must be used at all times by employees and this includes the use of any necessary personal protective equipment.
- 4.5.3 Any fault or defect in a piece of equipment or controls must be notified immediately to the Duty Manager. The machine must not be used until it has been repaired and safe to use again. Employees should check machines before operating them.
- 4.5.4 Equipment will be maintained regularly and it is the responsibility of the Duty Manager to keep a record of equipment maintenance.
- 4.5.5 Employees will not be allowed to use equipment until they have been trained to do so when supervision and instruction will be provided.
- 4.5.6 Any employee who is unsure of any piece of equipment, safety feature or controls should ask the Duty Manager.

4.6 HAZARDOUS SUBSTANCES

- 4.6.1 An assessment of all hazardous substances has been made and these are included in the risk assessment part of this policy and kept in the Health and safety file. Copies of the assessments are kept with the hazardous substances (Chemical store).
- 4.6.2 Employees must follow the precautions and rules as a risk assessment so that they do not expose themselves or others to any risk.
- 4.6.3 If an employee feels ill as a result of using a substance they must report it to the first-aider and record it in the accident book so that the matter can be investigated.
- 4.6.4 If an employee is uncertain about the use of any substance they must ask the Duty Manager for advice before using it.
- 4.6.5 Hazardous substances must be disposed of carefully as recommended in the assessment.
- 4.6.6 Any PPE must be worn by employees as recommended.
- 4.6.7 All hazardous substances must be stored in their original containers and those containers stored correctly.

4.7 MANUAL HANDLING

- 4.7.1 Employees must not move any load which they think may cause them an injury.

Assessment of main tasks has been carried out and training will be given to employees in safe methods.

- 4.7.2 Employees must follow the methods described as a result of the risk assessment and the training given. Any employee who is injured during any manual handling operation must report it and record it in the accident book.
- 4.7.3 Employees should use lifting and carrying aids including chair trolleys to move loads.
- 4.7.4 Two person lift are to be encouraged where practical for large pieces of furniture and equipments etc.
- 4.7.5 Employees will be shown how to lift and carry loads in the correct manner as part of the Company's training policy.
- 4.7.6 The Company aim to fulfill the requirements of the Manual Handling Operations Regulations.

4.8 EMPLOYEE RULES

4.8.1 Below is a list of some of the basic rules for employees to follow;

- Keep your work area clean and tidy, particularly from things likely to cause person to slip or fall;
- Always use equipment the right way as per the instructions;
- Always wear the right personal protective equipment and clothing;
- Follow the safety procedures and rules from the risk assessments and ask if you are uncertain;
- Never interfere with equipment, electricity or any safety feature
- Do not smoke in the Kitchens, offices or any areas specifically deemed no smoking areas;
- Report any defects or damage to any part of the premises, equipment or machinery; and
- Do not put yourself or others at risk and this includes horseplay or misuse of articles and substances.

4.8.2 It is a requirement of employment for employees to abide by health and safety rules and any employee breaching safety rules will receive a warning according to company policy.

4.8.3 Any employee who notices a hazard must report it immediately. The Company encourages suggestions from employees to improve health and safety standards.

4.9 PERSONAL PROTECTIVE EQUIPMENT & CLOTHING (PPE)

4.9.1 The Company will provide free of charge all necessary PPE for employees who must use it where instructed and trained to do so.

4.9.2 The Company will treat the misuse or non-use of PPE as a breach of contract and employees will be subject to disciplinary procedures.

4.10 ELECTRICITY

- 4.10.1 The Main electrical system in the building will be tested every 5 years by a competent electrician and any action taken as a result of that inspection.
- 4.10.2 All electrical equipment will be maintained by the Company and this will include an annual inspection and where necessary testing of the electrical system deemed.
- 4.10.3 Any defects or damage to electrical equipment must be reported immediately by staff to the Duty Manager. Anyone suffering an electrical shock must report it as an accident.
- 4.10.4 No other employee must carry out electrical repair work themselves other than the maintenance staff. The Resident Manager or a Duty Manager will assign the work to maintenance team to carry out any necessary electrical work.
- 4.10.5 Electrical equipment that requires testing and inspection will be marked and a record kept of the result. Any records will be kept in the Health and Safety file.

4.11 CONTRACTORS AND VISITORS

- 4.11.1 Contractors and visitors must all enter through the main entrance and report to security post where they will sign the visitors' book.
- 4.11.2 Contractors and visitors will be accompanied or supervised by known member of staff made responsible for them. In the case of an emergency it is the responsibility of that member of staff to lead them out of the building to the assembly point.
- 4.11.3 Visitors will be provided with and required to wear any necessary PPE when in any Kitchen or maintenance room. Any visitor must not operate any equipment and must keep within areas permitted.
- 4.11.4 Contractors must inform the Company policy of any hazardous substances, electrical equipment, other equipment, or anything else that might affect the health and safety of employees. Contractors carrying out any work on our premises will be explained the policy and expected to abide by it. Risk assessments for work will be required of any contractor.
- 4.11.5 Any work experience student or trainee will be treated as any other employee, however, particular attention and arrangements will be made for their supervision, training and instruction.

4.12 PREMISES

- 4.12.1 The premises will be maintained in a safe and healthy condition at all times. Employees must take responsibility for general housekeeping, cleanliness and tidiness.
- 4.12.2 Adequate welfare facilities; toilets, drinking water, washing facilities, etc. will be provided and maintained by the Company.
- 4.12.3 A satisfactory working environment will also be maintained by the Company with an adequate temperature, ventilation and lighting.
- 4.12.4 An inspection of the premises, fixtures, fittings, equipment, processes, materials and

systems of work will be carried out every 3 months.

4.12.5 Any defects or damage to the premises or its fixtures and fittings must be reported by employees to the Resident Manager or the Duty Manager.

4.12.6 A record of inspections will be kept in the health and safety file at behind the Duty Managers desk and are available to any member of staff.