Inn Cornwall Limited

Health and Safety Policy

Venue: The Victoria Inn

Date: June 2023
Issue 1.0

Prepared by: Inn Cornwall ltd

Index

Additional Information Specific to Premises with Guest Accommodation

43.0 Premises Specific Hazards

- **43.1 Water**
- **43.2 Roof Access**
- **43.3 Fire Arms**
- **43.4 Evacuation of Guests with Disabilities**

FORMS

Form 1 - Weekly Workplace Inspection Audit
Form 2 - Monthly Test Record - Residual Current Device
Form 3 - Signing in/out form for Contractors
Form 4 - Remote Worker Self Assessment Form
Form 5 - Weekly Play Area Checklist
Form 6 - Display Screen Equipment - Self Assessment
Form 7 - Accident and Incident Form
Form 8 - Specific Pregnancy Risk Assessment
Form 9 - Legionella Checks - Temperature Checks for Hot and Cold Water
Form 10 - Calorifiers
Form 11 - Shower Head Cleaning Schedule
Form 12 - Calibration form for Maintenance Thermometer
Form 13 - Daily Check of Bouncy Castle
Form 14 - Customer Complaint Form
Form 15 - Guest Medication Form
Form 16 - Health and Safety Policy Amendment Form

1.0 INTRODUCTION

This document forms part of the Company Health and Safety Policy for Inn Cornwall Limited as required under the Health & Safety at Work Etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

The Company Health and Safety Policy will be reviewed regularly by the Company in consultation with the Company's independent Environmental Health Consultants and will be amended as necessary so as to constantly reflect the best and safest practices and procedures for all Company operations. Information will be updated as necessary and amendments to the Policy will be issued to reflect new legislation etc.

The Health and Safety Policy is available to all staff and complete copies will be kept at Head Office and is available on the Company's premises. This Health and Safety Policy should be read and implemented in conjunction with the Risk Assessment Manual for Inn Cornwall Limited which is also available on the Company's premises.

Every member of staff within the Company has a duty to ensure that all persons are familiar with the contents of the Health and Safety Policy and that the guidance contained within this and the Company Risk Assessment Manual are implemented and followed wherever necessary.

2.0 HEALTH AND SAFETY POLICY AND ARRANGEMENTS

2.1 Company Safety Policy Statement

It is the intention of Inn Cornwall Limited to provide the safest and healthiest working conditions possible.

In line with the legislative requirements of the Health & Safety at Work Act 1974 and subsequent Regulations the Company will do all that is reasonably practicable to promote a healthy working environment and to prevent risk of injury to employees, customers and any other persons who may be affected by operations taking place on the premises.

The Company regards the promotion of health and safety measures as a mutual objective of management and subordinates. All employees at every level have equal and multifunctional responsibilities and the ultimate success of the Company's strategy depends upon the determination of each individual employee to work safely and to use all available means for doing so.

The requirement for the full co-operation of all employees is emphasised within the Policy as are their obligations and responsibilities within the health and safety legal framework. Training, information and instruction will be provided to support these requirements in all aspects of their work and the Company Health and Safety Policy will form an integral part of the induction training programme and ongoing training initiatives.

The policy is part of Inn Cornwall Limited's strategy for integrating the management of health and safety into the day to day running of our business. By identifying in advance things that might go wrong and by creating ways of working which stop those accidents and protect health, i.e. by carrying out risk assessment, we will ensure that health and safety is managed effectively. The company's approach to risk management is embodied in this policy and provides a clear and simple guide to doing what is necessary. In this way the policy is a working document - not just a reference book.

In accepting these responsibilites Inn Cornwall Limited will also:-

- Provide and maintain plant, equipment and safe systems of work that are safe and without risk to health;
- Encourage safety and absence of risks to health in connenction with the use, handling, storage and transport of articles and substances;
- Maintain its premises in a condition that is safe and without risk to health, whilst providing and maintaining means of access to, and exit from its premises that are safe and without risk to health;

- Provide and maintain a working environment that is safe, without risk to health and adequate as regards to facilities and arrangements for their employees welfare at work and other interested parties;
- Provide suitable arrangements for effective communication regarding health and safety matters and
- Undertake routine internal and external audits of operating procedures.

Inn Cornwall Limited will ensure that this policy is kept under review and amended as necessary, to ensure compliance with all relevant legislation good practice etc. Expert advice will be sought as necessary on policy.

Signed:

Name: Justin Barnett
Position: Director / DPS

Date: June 2023

An up to date copy of this policy statement must be displayed in a prominent position accessible to all employees

2.2 Confirmation of Awareness of Policy and Induction Training

I, the undersigned, confirm that I am aware of the Health & Safety Policy for Inn Cornwall Limited, understand the relevant parts in respect of my work activities and have received induction training as detailed in section 2.8 of this policy.

NAME	DATE

2.3 Safety Objectives

Inn Cornwall Limited have agreed to adopt the following objectives in relation to ensuring the health, safety and welfare of any person working or otherwise involved with the business activities.

- To create so far as is reasonably practicable an accident free working environment for all persons.

- To design and implement safe practices and premises which will benefit all persons wherever their working environment.

- To investigate all major injuries and dangerous occurrences, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, to any person or premises without delay and always within twenty four hours of notification and all other accidents/incidents within ten days where considered appropriate.

- To provide health and safety training to all staff on a programmed basis to a level in accordance with their duties and in accordance with the Training Policy set out by Inn Cornwall Limited.

- To provide instruction and information to all persons working within the Company as regularly as is necessary and always in relation to relevant new legislation as soon as possible after its implementation wherever necessary.

- To carry out Risk Assessments of all work tasks presenting a significant risk to health and/or safety as required by the Management of Health and Safety at Work Regulations 1999 and to ensure that these are implemented in association with the Company's Health and Safety Policy.

- To monitor the effectiveness of the Health and Safety Policy throughout its activities in accordance with the procedures set down in the Policy and to review and alter Policy wherever necessary to maintain exemplary standards of health and safety.

- To ensure that adequate financial provision is made by the Company to address issues relative to health and safety.

COMPANY STRUCTURE

Payroll / Financial / HR / Marketing

H&S / Operations / DPS

Inn Cornwall Ltd Director
Mark Holden

Inn Cornwall Ltd Director
Justin Barnett

Head Of Accounts
Josie Roué

VENUE: NORWAY INN PERRANARWORTHAL

General Manager
Matt Long

Assistant Manager
Mike Bull

Duty Manager
Kelley Martin
Kirsty Anna Martin

Training Manager
Millie Tresidder

Second Chef
A Ellie Jamieson

CDP
Jenna Dearden
Chris Comtak
Samuel Briggs

Cleaner
Mel Aimable

Supervisor
Cerys King
Georgia Sangster

Chambermaid
Charlee Popperwell

Commi Chef
Oscar Burt
Kori Rudd
Tink Rice
Jacob Jancziak

Front of House Staff
Amber Symonds
Amelia Tresidder
Cameron Hill
Chloe Trevaskis
Kate Neville
Maddie Callister

Drivers
Thomas Ravenhall

Trainees
T Oliver Sangster
T Lewis Sangster

Chef Support
Isla Morris

Bar Staff

VENUE: THE VICTORIA INN THREEMILESTONE

General Manager
Stephen Dawe

Head Chef
Darren Dunstan

Sous Chef
Jamie Evans

Junior Sous Chef
Will Dunstan

Senior CDP
Andy Bird
Simon Walmsley

Head KP

CDP
Brett Waterhouse
Spenser Sutcliffe
Kerry Furzeland

Chef Support
John Smith
Jason Dunstan
Dexter Bastin
Karl Rossitier

Commi Chef
Kelsie Williams
Declan

Traineeship
T William Mackrill

Assistant Manager
Phyl Williams

Duty Managers
A Chloe Dillnutt
A Ben Roberts

Cleaner
William Richardson

Chambermaid
Juliet Creeden

Training Leader
A

Restaurant Supervisors
Karenza Grose

Front of House Staff

Bar Staff

Drivers
Ian Johnson
Jamie Chapple

VENUE: THE VICTORIA INN ROCHE

General Manager
Louise Dawe

Assistant Manager
Kelly Burgess

Duty Manager
Hayden Cook

Supervisors
Aaliyah Connors

Training Manager

Front of House Staff
Holly Welsh
Madison Wylds
Chloe Payne

Drivers
James Pinder

Head Chef
Luke Harris

Second Chef
Jamie Baptiste

Senior CDP

CDP
Cath Hooper
Nathan Hadley
Damien King

Commi Chef
A Teejay Sams
Mairi Murdin

Training Commi

Chef Support
Bailey Westaway
Tegan Trudgeon

A Apprenticeship

T Traineeship

K Gov Scheme

2.4.1 Specific Responsibilities of the *Managing Directors: Mark Holden / Justin Barnett

The Managing Director has ultimate responsibility for the implementation, control, monitoring and review of the Health and Safety Policy, and will ensure that health and safety is given equal importance to all other business functions. Responsibilities are delegated and duties have been allocated to the Venue Manager to ensure the operational success of the Company Health and Safety Policy.

2.4.2 Specific Responsibilities of the Venue Manager / DPS – Justin Barnett

The Area Manager is responsible for following the Policy and its implementation within the area of their responsibility. This will include issues being placed before the Managing Director if considered appropriate.

The Area Manager has working responsibility for the health and safety within the Company. This is discharged through Senior Managers and as such the Area Manager may delegate all or some of these responsibilities to any of the Company's Senior Managers or other personnel deemed appropriate.

The role of the Area Manager in terms of health and safety will have been met when:

- Standards laid down within health and safety policies and procedures have been adopted, implemented and maintained by the premises and records for the purpose of due diligence, retained for inspection by the Company Directors and enforcement bodies as necessary.

- An effective framework for the management of health and safety has been developed, implemented and reviewed regularly. Accessibility to advice on all aspects of health and safety has been made available to the Company.

- So far as is reasonably practicable, the requirements of law are fully complied with and when finance is made available to meet any necessary expenditure within the premises.

- Any new health and safety legislation where relevant has been communicated to Managers and that this legislation is implemented in premises.

- Any such responsibility assigned to the Managing Director and delegated to the Area Manager role is actioned appropriately.

- Routine reviews of Company performance with regard to implementation of the Health and Safety Policy have been undertaken.

- Appropriate training arrangements are put into effect for relevant personnel in respect of the Company's health and safety responsibilities.

- Action plans produced by the Company Directors are reviewed.

- Serious incidents are thoroughly investigated, including the notification of them to the Company Directors.

- They have ensured that health and safety is given some prominence at review meetings with subordinate employees.

2.4.3 Specific Responsibilities Head of Property – St Austell Brewery

The Company Secretary/Head of Property will be responsible for following the Policy and its implementation within their areas of individual responsibility. This will include issues being placed before the Company Directors if considered appropriate.

In addition the Company Secretary/Head of Property will be responsible for the implementation of health and safety within the Head Office. They will, through their respective staff, ensure compliance with all the relevant statutory requirements detailed in the Health and Safety Policy

They will ensure that health and safety is given some prominence at review meetings with subordinate staff.

2.4.4 Specific Responsibilities of the Finance Director – Mark Holden

The Finance Director will be responsible for following the Policy and its implementation within their areas of individual responsibility. This will include issues being placed before the Managing Director if considered appropriate.

They will, through their respective staff, ensure compliance with all the relevant statutory requirements detailed in the Health and Safety Policy

They will ensure that health and safety is given some prominence at review meetings with subordinate staff.

2.4.5 Specific Responsibilities of Head of HR – Mark Holden

The Head of HR will be responsible for following the Policy and its implementation within their areas of individual responsibility. This will include issues being placed before the Managing Director if considered appropriate.

They will, through their respective staff, ensure compliance with all the relevant statutory requirements detailed in the Health and Safety Policy.

They will review Company performance with regard to implementation of the Policy and review serious accidents which occur.

They will ensure that health and safety is given some prominence at review meetings with subordinate staff.

2.4.6 Specific Responsibilities of the Company Accountant (If applicable)

The Company Accountant will be responsible for following the Policy and its implementation within their areas of individual responsibility. This will include issues being placed before the Managing Director if considered appropriate.

They will, through their respective staff, ensure compliance with all the relevant statutory requirements detailed in the Health and Safety Policy.

They will ensure that health and safety is given some prominence at review meetings with subordinate staff.

2.4.7 Specific Responsibilities of the Senior DPS's and Assistant Managers

The Senior DPS's have the day to day responsibility of ensuring that DPS's discharge the Company Policy. They are the initial point of contact for Managers and Assistant Managers to raise safety concerns with. They are responsible for ensuring that:-

- All DPS's review health and safety within the respective premises as part of the business review.
- All DPS's undertake routine inspections of their respective premises to ensure compliance with Company health and safety policies and procedures.
- All DPS's review with the Assistant Managers the action plans produced by the Company Directors.
- All requirements from visiting enforcement officers are acted upon in consultation with the DPS's, Managers and the Directors of Inn Cornwall Limited.
- Agreed objectives are worked towards by the DPS'S.
- All serious accidents are thoroughly investigated by the DPS's and Assistant Managers, including the notification to the external consultants.
- DPS's keep up to date on health and safety matters.
- Resources are allocated, as appropriate for the implementation of the Policy.

2.4.8 Specific Responsibilities of the DPS's

DPS's have the day to day responsibility of ensuring that the Managers discharge the Company Policy. They are the initial point of contact for a Manager to raise safety concerns with. They are responsible for ensuring that:-

- All Managers have sufficient training in the Policy to understand and implement it successfully.
- All Managers review health and safety as part of the business review.
- All Managers undertake the weekly safety inspection check.
- All Managers review the action plans produced by the external consultants and implement all recommended actions in a timely manner.
- All requirements from visiting enforcement officers are acted upon in consultation with the Managers and Directors of Inn Cornwall Limited.
- All serious accidents are thoroughly investigated by the Managers, including the notification to the Directors.
- Health, safety and fire training is undertaken within the required timescales and at regular intervals at respective premises.
- Health and safety Issues identified at premise level through the staff meetings or other means are brought to the attention of the DPS.
- All Managers keep up to date on health and safety matters.
- Resources are allocated, as appropriate for the implementation of the Policy.

2.4.9 Specific Responsibilities of the Assistant Managers

Managers are responsible for ensuring that the Company Health and Safety Policy is enforced in all areas within the boundary of the premises and for ensuring that employees are constantly aware of their responsibilities towards health and safety. The role of the Manager in terms of this responsibility will have been met when:-

- Statutory and Company information on health, safety and welfare has been collated and disseminated to an agreed circulation throughout the premises,

including displaying the required health and safety information and insurances.

- All health and safety matters detailed in this Health and Safety Policy are achieved in practice by all employees over whom they have direct control and devising additional precautions or procedures, where necessary.

- Any incident which falls within the scope of The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 has been reported to the Company Environmental Health Consultants within the time detailed in the Accident Reporting section of this policy.

- Reporting to their respective DPS matters of maintenance, equipment/plant failure as soon as possible.

- Carrying out sit specific risk assessments, manual handling assessments, COSHH assessments and fire risk assessments where appropriate.

- An appropriate system is in place to ensure all accidents and accident prevention measures are reported and investigated in conjunction with the Company Environmental Health Consultants.

- Adequate first aid equipment is held and that contents are kept up to date and that all employees are aware of the location of the first aid equipment.

- All employees have been advised of any breakdown or change of the Company Health and Safety Policy and changes or additions to legislation as soon as possible following such changes and within 24 hours.

- Periodic inspections of all areas have been undertaken to ensure that standards are being maintained.

- Training relating to health and safety and fire safety has been carried out as detailed in this Health and Safety Policy and relevant training records are maintained.

- Inspectors on site visits have been accompanied and liaison between them and the premises undertaken.

- So far as is reasonably practicable all equipment and substances that are provided are maintained in a condition that is safe and without risk to health.

- Any premises undertaking which they consider may give rise to a risk of imminent danger to any person is adequately controlled and reported to the Company Environmental Health Consultants.

- Difficulties in the safe operation of plant or equipment, or company policies and procedures brought to their attention, are communicated to the Company's Environmental Health Consultants for guidance and advice and that such guidance and advice is acted upon appropriately within the agreed timescales.

- Regular fire alarm testing and fire drills are undertaken as appropriate and the appropriate fire records are completed.

- Defined fire precautions and fire prevention standards are maintained.

- To set an example of good health and safety standards. The Unit Manager may delegate some of these duties to relevant employees, however overall responsibility will remain with the Manager.

2.4.10 Specific Responsibilities of Employees

All employees have duties under health and safety legislation in assisting and co-operating with the Company and the premises in carrying out its duties. The duties of an employee will have been met, in terms of health and safety, when:-

- Standards laid down in the Health & Safety Policy Manual are understood, adopted and maintained at all times.

- Behaviour at work towards other employees, visitors and customers is undertaken in a responsible and safe manner.

- All specific functions relating to health and safety at work have been carried out to the required level.

- Any accident, incident, near miss or personal injury which occurs to them is reported to the Manager as soon as possible.

- Any actual or potential hazard that becomes known to them is reported immediately to the Manager or other responsible person, the former by the fastest available means.

- In the absence of a management representative, immediate action as necessary is taken, any such action taken by any other person is assisted, if requested, to remove any hazard that poses an immediate risk to health or the safety of any person, provided that any action taken must be reported to the Manager as soon as possible after it has been taken.

- Any properly authorised order, directive or instruction issued by any properly authorised person, concerning health and safety is carried out, provided it is safe to do so.

- Anything done or provided in the interest of health, safety or welfare is not interfered with or misused.

- Any protective clothing or safety equipment provided by the Company for reasons of health and safety is used appropriately and when required.

- Information requested by any properly authorised person concerning health and safety is provided in the form requested.

- Issues which require further attention, including any of those highlighted within this document are reported to the Manager.

None of the above should be taken as in any way excluding or contradicting any legal requirement or responsibility for any statutory enactment in force at the time.

2.4.11 Visitors to the Premises (including contractors)

The Company recognises that it has a responsibility for the safety of customers and visitors. It is essential that all operations and activities are conducted with the regard to their health and safety.

The responsibilities of each premise in this respect will have been met when:

- As far as is reasonably practicable, customers or visitors are not exposed to risks to their health and safety and such persons have been provided with any information that may be necessary to ensure this.

- Customers or visitors are not allowed into potentially dangerous areas (workshops, stores etc) where they may be exposed to risks without being accompanied by a competent team member.

In addition, persons working in the company's premises will have met their responsibilities when:

- Fire exit routes, fire prevention equipment, fire extinguishers etc are not obstructed, tampered with or abused and are used solely for purposes for which they were designed.

- Any issue relating to fire and evacuation are reported to a Manager.

2.5 Risk Assessment Introduction

The Management of Health & Safety at Work Regulations 1999 requires all employers to carry out Risk Assessments of all work activities presenting a significant risk to health and safety.

Initial generic Risk Assessments have been undertaken by the Company's Environmental Health Consultants from information gathered as part of their role. These are included in the Inn Cornwall Limited Risk Assessment Manual.

The Manager is responsible for reviewing the Risk Assessment Manual at their own premises as specified in the risk assessment manual review timetable to ensure the generic Risk Assessments are applicable and to make any amendments where necessary in accordance with guidance contained in this Health & Safety Policy. The Managers will also undertake routine safety check and ensure that any remedial action that may be required is actioned as appropriate.

The significant findings of the generic Risk Assessments will be recorded and kept in hard copy at each Inn Cornwall Limited premises and at Head Office and a copy will also be kept by the external consultants.

The Risk Assessments and their implementation will be assessed at each independent health and safety inspection at Inn Cornwall Limited premises. In addition to the Manager's review, the applicability of the generic Risk Assessments will be reviewed during these inspections and also, at any time where circumstances change or arise that require a review.

The Manager will also be responsible for ensuring all relevant personnel are made aware of the significant findings of these Risk Assessments and that the necessary control measures are implemented. They will be responsible for documenting this on an ongoing basis.

The Manager will also be responsible for undertaking site/person specific Risk Assessments at various stages during the pregnancy of an employee. Further guidance is detailed later in the policy (Section 35).

2.6 Competent Persons

The Management of Health and Safety at Work Regulations 1999 requires every employer to appoint a competent person to assist with the tasks and responsibilities of health and safety.

Inn Cornwall Limited Ltd will advise the Company on all health and safety matters as requested.

In addition, any employee can contact Inn Cornwall Limited to obtain advice and information on health and safety matters whenever required.

The Environmental Health Consultants will, under instruction from the Area Manager, undertake to review the Health and Safety Policy, Risk Assessments and work procedures within the organisation as part of an ongoing programme.

The Environmental Health Consultants will assist with Safety Audits, Health and Safety training and any other health and safety matter at the direction of the appropriate Senior Manager or as directed in any agreed procedure laid down in the Health and Safety Policy.

The Environmental Health Consultants will undertake a programme of inspections at all premises within the Inn Cornwall Limited estate as deemed necessary by the risk rating system developed by the parties. This will involve a minimum of two independent health and safety inspections at each.

In addition to the external consultants, every Manager will be deemed, subject to proper training, to be competent to deal with health and safety matters applicable to their premises with the support of the external Environmental Health Consultants.

'Competence' does not imply any formal training or qualification, but a good understanding of the hazards and risks associated with the operation of the business and individual premises.

2.7 Monitoring and Review of the Company Health and Safety Policy

1. All persons will be expected to bring to the notice of their immediate Manager, any area where the Company's Policy on health and safety and welfare is or appears to be inadequate.

2. Inn Cornwall Limited has appointed Environmental Health Consultants who will undertake to review and audit all practices on a regular basis so as to identify any shortcomings in procedures etc. They will be responsible for recommending changes in procedures, updating information etc and bringing to the attention of the Area Manager any significant shortcomings noted etc.

3. All matters raised during internal monitoring of health and safety issues will be raised with the appropriate responsible person and action will be taken to improve, change or replace procedures, practices etc.

4. Health and Safety issues will be communicated to all staff by way of internal memos/e-mails and information from the Consultants. These are to be retained as necessary by Managers and staff members. A copy of the information wherever appropriate will be displayed on the staff notice board where it will be available for all staff to inspect.

5. All persons who intentionally ignore health and safety guidance and information may be considered to be in breach of contract and disciplinary action may be instigated.

6. At regular intervals, a meeting will take place between the Area Manager, or his representative and the Environmental Health and Safety Consultants in order to discuss the performance of the Company, its employees and its contractors in relation to health and safety at work.

7. Any person identifying a possible area of review or amendment of the Health and Safety Policy should complete Form 16 entitled 'Health and Policy Amendment Form' and forward to the address detailed.

2.8 Training in Health and Safety

Inn Cornwall Limited undertake to train all their employees (and all other persons as appropriate) in all areas of health and safety relative to their normal day to day duties within the Company.

Training will be organised where possible in-house and will be available to all staff according to any training needs analysis carried out by the Training department. Specific training courses may be required for some staff members and these will be made available as required.

A record will be kept of all training courses undertaken by employees both by Head Office and the Manager responsible for the employee.

An updating and re-training programme will be initiated as appropriate so as to ensure that "skill decay" is minimised and to ensure that all staff are kept informed of current legislation, good practice etc.

Training may be undertaken on a "cascade" basis, especially where 'on the job' skills are relevant. All Trainers will be assessed and trained to ensure that they have appropriate training skills.

The Inn Cornwall Limited management development programme sets out the policy and material/subject matter for the health and safety training of Managers. All staff should be made aware of the company Health and Safety Policy and Risk Assessments relevant to their role.

All staff will receive induction training on their first day at new premises.

2.9 Induction Training

Every member of staff commencing work at new premises or on their first day at Inn Cornwall Limited should undergo induction Health and Safety training on their first day. Before this is undertaken, the Manager will be ultimately responsible for closely supervising the activities of the new member of staff.

3.0 GENERAL PREMISES SAFETY

3.1 General Advice

Slips, trips and falls are relatively common in many working environments and are usually due to poorly maintained floors, incorrect steps and platforms, or bad keeping or practices.

Here are some guidelines to assist in the prevention of such accidents at Inn Cornwall Limited premises.

High Level Access
Do not stand on tables, chairs, crates or boxes etc. Always use a proper step ladder or portable platform to reach anything which access cannot easily be gained whilst standing on the floor (refer to Risk Assessment). All of the Company's premises are provided an adequately sized step ladder if required and these should be used on all occasions when reaching up to obtain objects at high level, cleaning, changing light bulbs etc.

Any areas needing access at or above 3 metres in height; a company approved contractor should be employed for the task unless prior agreement with Head Office and Inn Cornwall Limited has been obtained and any necessary Risk Assessments and safe systems have been developed and issued for implementation.

Spillages/Wet Floors
All floors should be kept dry and grease free to avoid slipping, especially those behind the bar and on corridors and stairways, including the cellar. All spillages of food and drink should be cleared away and dried up immediately. Any spillage or area of wet floor should be clearly identified by wet floor hazard signage which is available at every Inn Cornwall Limited premises (refer to Risk Assessment).

Dance floor areas (if applicable) should also be closely monitored for spillages. Customers should be discouraged from taking drinks onto the dance floor and signage should be provided to indicate that drinks are not allowed on the dance floor. This should be policed as far as is reasonably practicable. Any spillages identified should be mopped away, then the area dried as soon as possible to minimise any risk of slips and falls occurring (refer to specific risk assessment).

Toilet Areas (Customer)
Toilet checks of all customer toilet areas will be undertaken hourly to check for spillages or maintenance problems. Each Manager will ensure this occurs and that where necessary, toilets or individual cubicles are closed off from use in the event of maintenance issues.

Floor Surfaces
All surfaces where people may walk should be kept in a state of good repair and it is the responsibility of the Manager to make temporary adequate repairs for urgent situations and thereafter to request repair through relevant approved contractor where necessary in accordance with company maintenance policy.

Customer Belongings
Staff collecting glasses should be trained and supervised to ensure that as far as reasonably practical, they ensure customers tuck away bags and other belongings that may present a trip hazard.

Decorations/Furniture/Fixtures (refer to Risk Assessment)
When staff decorate their premises for certain occasions e.g. Christmas etc., they must ensure that they can access the levels they wish to decorate safely and with a 3 metre (maximum) height ladder. They must not interfere with electrics and must not use items such as smoke machines, disco lights etc. without prior approval by Head Office or Inn Cornwall Limited.

Managers must ensure any decorations are fixed securely and do not present a risk of falling or slipping. Similarly, if Managers or staff note/notice damaged or loose fixings or furniture, they must ensure appropriate action is taken to rectify the situation and help prevent accidents e.g. take out of use until required.

Optics
Care should be taken when changing spirit bottles and optics as some of the optic brackets may be insufficient in size to take the weight of the spirit bottle. Managers should make an assessment to ensure that bottles used and optic bracket installed are compatible. Members of staff should be trained in the correct method in changing spirit bottles (refer to Risk Assessment). No 'makeshift' repairs are permitted e.g. - use of elastic bands.

3.2 Weekly Workplace Inspection

The Weekly Workplace Inspection form, found at the back of this manual, Form 1, entitled 'Weekly Workplace Inspection' must be completed each week by the House Manager and a copy sent to the DPS once completed. The form covers all sections of the business operation in each premise and is designed to assist the Manager in identifying areas which may require attention and ensuring that appropriate action is taken to remedy faults/damage etc.

On completion of each survey any hazard observed should be corrected. If the corrective action is outside the authority of the Manager, he should report the matter to Head Office as soon as possible.

4.0 CELLAR SAFETY

4.1 Accepting Cellar Deliveries

(Refer to Risk Assessments)

1. When in use cellar flaps should be secured in the open position.

2. Barrel drop openings must be securely protected so as to avoid persons being able to fall into the drop, where such a risk exists and cannot be reasonably controlled by other means. Warning signs, guards, cones or personnel etc shall be used if members of the public or staff have to pass close by e.g. cellar drops on public pavements etc. **Open cellar drops should never be left unattended when the flaps are open.**

3. No unauthorised persons shall be allowed in the area whilst a delivery is taking place.

4. Barrel hoists/lifts must be used where provided and in accordance with the lift instructions. If hoist/lift is not working or is unable to be used, Head Office and Inn Cornwall Limited shall be advised by the Manager before taking in any deliveries manually or otherwise. **Also refer to lift breakdown procedure.**

5. All ropes, ramps, hooks, chains etc. used to control the delivery of the barrels shall be checked by the Manager on an ongoing basis and any defects reported to the appropriate Cellar Services Company and the DPS and Head Office. Routine examination will also be made during routine audits by the Manager.

6. The barrel drop area in the cellar shall be kept clear of obstructions, other barrels, crates etc. and an area at the base of the drop should be kept unobstructed so that barrels can be safely lowered and positioned without restricting the working area of the delivery staff.

Free Fall Barrel Drops
Barrels will not be allowed to free-fall into the cellar unless prior authorisation by Head Office and/or Inn Cornwall Limited is given as this is a potentially dangerous practice and could lead to serious injury of persons in the vicinity. Where barrel drops are less than 2 metres in height, a controlled 'free fall' system may be acceptable, using pads, or cushions to absorb the impact and prevent the barrels from bouncing across the cellar. Only experienced, trained persons should be

allowed to drop barrels in this way. (Refer to Risk Assessment on free fall barrel drops).

4.2 Handling and Storage of Crates and Boxes

(Refer to Risk Assessment).

1. Crates and boxes of bottles should be lowered into the cellar on the ramps provided, or lifted into the cellar using mechanical lifts/hoists or manually carried.

2. Crates should be stacked to a reasonable height and generally **no more than five crates high**. Boxes of bottles/cans must not be stored any higher than this level. The stack should be stable, not positioned along a main passageway, exit route etc. Stacks of crates should not be walked on or used as a work platform.

3. Crates and boxes of bottles should be carefully checked for broken bottles, splintered wood etc and defective crates moved to one side for return to the Brewery.

4.3 Storage and Movement of Barrels

(Refer to Risk Assessment)

1. Barrels should **not be stacked more than 2 high**. Empty barrels must be stacked securely. Empty barrels may be stacked sideways on top of an upright barrel for stability.

2. Wherever possible stack barrels in pyramid (no more than 2 high) i.e.

one barrel resting on at least two others to enhance stability of stacking.

3. Under no circumstances should barrels ever be transferred to other premises by management or other members of staff. In addition, no other party except the appointed company suppliers should be employed to undertake such tasks.

4. Wherever practical, barrels should always be moved using the trolleys or mechanical hoists provided.

4.4 Gas Cylinders

(Refer to Risk Assessments).

1. Cylinders should be handled and stored so the valve assemblies and fittings are not damaged.

2. Empty or full cylinders should be kept in the upright position, secured via chains or brackets to the wall. Alternatively they may be secured for storage in a horizontal position using chocks. This must not obstruct any walkway.

3. All cylinders should be checked for gas leakage by inspecting valves etc for signs of frosting, gas hissing etc.

4. Where different gas dispensing systems are used e.g., Sureflow or Gasgen 2000, all Managers are required to follow the instructions fixed near to the dispensing system or the Operational handbook provided with the system. Managers are not expected to interfere with any equipment, valves etc and in the event that the system fails they must call out the Company's Maintenance Contractors as instructed.

4.5 Carbon Dioxide Gas Leakage

(Refer to Risk Assessment).

If a leakage of carbon dioxide or beer gas takes place whilst working in the cellar, vacate the cellar immediately, as carbon dioxide is a hazardous substance and at certain concentrations, unconsciousness could result.

Some premises have been provided with carbon dioxide monitoring equipment. These are installed as determined necessary by the location and layout of the cellar. Managers and all staff required to enter the cellar should be familiar with such equipment if installed, and be aware of the sound/appearance of the alarm and procedures to be followed etc should it be activated. Display instructions near to the monitor for the CO2 alarm for all staff (which should always be located **outside** the main cellar area).

In the event of a minor gas leak detected by the carbon dioxide monitor, it may be appropriate to open any externally accessible cellar flaps, fire exit doors etc to allow additional ventilation into the cellar which will dilute the level of carbon dioxide.

If the alarm indicates that carbon dioxide has reached dangerous levels on no account should **anyone** enter the cellar until authorised that it is safe to do so.

If there is a leakage from the cellar cooling units, vacate the cellar immediately and contact the engineers. Do not re-enter the cellar until the engineers have advised it is safe to do so.

4.6 Lighting

1. All lighting should be of the bulkhead type, positioned so as not to be an obstruction when moving stock etc.

2. Any missing light covers should be replaced immediately.

3. Defective light bulbs must be replaced immediately so as to maintain a suitable and sufficient lighting level. The procedure for safely changing light bulbs must be followed as detailed in the Health and Safety Policy and Risk Assessment.

4.7 Drainage Channels and Gullies

1. All gully gratings should be in position at all times so as to prevent persons falling down the gully. Broken, defective or unsuitably flush gully grating shall be re-secured, replaced or repaired.

2. Drainage channel gratings should sit properly along the channel and not cause trip hazards etc.

3. All drainage channels and gullies should be kept clean.

4. Drain blockages should be reported immediately and remedial action instigated. Where necessary refer to the Operation Manager for authorisation in accordance with the maintenance policy.

4.8 Water in the Cellar

(Refer to Risk Assessment).

1. In order to prevent slips and falls all spillages should be cleaned up immediately by the person who caused the spillage. Wet floor signage must be used where wet areas exist.

2. Where water continues to lie on the cellar floor due to inadequate drainage levels, gradients etc, the Maintenance department should be advised so that remedial action can be planned to improve the cellar drainage. In the meantime the Manager will be responsible for sweeping away water and maintaining wet floor signage where appropriate.

3. Cooling equipment or ice machines should not be allowed to discharge over the floor. It should be piped to the drain gully or channel. Buckets should not be used for collecting condensate unless they can be lifted properly and persons have been instructed in lifting techniques. (It is very difficult to judge the shifting weight of water which could spill or cause back sprain).

4. Care must be taken when cleaning the cellar particularly with hoses; avoid spraying electrics with water. In the event of any water getting into the electrics, evacuate the area, avoid standing in the water, do not touch the electrical outlets.

Seek advice from an electrically competent person. Wherever necessary the electric sockets will be fitted with waterproof covers.

4.9 Working Area

(Refer to Risk Assessments).

1. Passageways and access routes throughout the cellar should be kept clear and unobstructed.

2. Low level beams etc should be protected with edge protection and 'hazard tape' so as to minimise head injury. 'Mind Your Head Notices' should be displayed where appropriate. Further advice should be sought from Head Office. It may be necessary to use a hard hat for low cellar ceilings.

3. 'Mind The Step' Notices should be displayed where appropriate and always at floor change level when entering through a door.

4. Hand rails to steps and stairs should be provided and maintained in good condition.

5. Specific safe systems of work shall be developed for those cellars where working areas are restricted in any significant way.

4.10 Manual Lifting in the Cellar

(Refer to Risk Assessment).

1. Two members of staff shall lift barrels at all times where practicable. With training one member of staff could lift a nine gallon barrel alone, but only to approximately waist height. Over and above these two members of trained staff or a mechanical hoist shall be used.

2. One member of staff must on no account manually lift barrels onto the top deck of double deck stillages. 18 gallon and 22 gallon barrels should **never** be placed manually on the higher stillage of a double deck stillage. Use of the top deck stillage is possible using the mechanical barrel hoist only.

3. Training in lifting techniques will be given to all staff as and where necessary.

4. Staff must only lift items they know they are capable of lifting. Where necessary, assistance shall be obtained in the form of either additional personnel or mechanical aids.

4.11 Beer Line Cleaning Procedure

(Refer to Risk Assessment and COSHH Manual).

ONLY MANAGEMENT TRAINED IN THE PROCEDURE ARE ALLOWED TO UNDERTAKE BEER LINE CLEANING IN ACCORDANCE WITH GUIDANCE IN THE RISK ASSESSMENT ON BEER LINE CLEANING.

1. Follow the beer line cleaning procedures as outlined in the Risk Assessment Manual. The safe system of work for beer line cleaning at Inn Cornwall Limited must involve:

    - Only use approved beer line cleaning chemicals.
    - The use of correct personal protective equipment (protective goggles, rubber apron, gloves).
    - The use of approved beer line cleaning signs
    - The use of litmus paper after cleaning lines

2. Whenever beer line cleaning is in progress there is a risk that staff may not know and they could mistakenly serve beer with either cleaning fluid or water in it. A "Beer Line Cleaning Notice" is to be used whenever cleaning takes place, using either chemicals or just water, to ensure that all staff know that the pump/dispenser is not to be used.

    A ready stock of appropriate signs should be kept available and are not to be used for any other purpose. The use of crisp packets, money bags etc over nozzles are not acceptable.

3. Beer line cleaning should not be undertaken during operational hours unless there are insufficient product lines available - this practice should be avoided wherever possible.

4. Place the "Beer Line Cleaning Notice" over the hand pump/beer engine so that it can be easily read by the staff. Inform bar staff cleaning has begun.

Check from the labelling/plan in the cellar that the line to be cleaned does not 'tee off' to another pump. If it does, ensure that signage is used on both/all relevant taps.

5. Whilst the Notice is displayed the beer engine shall not be used. Train staff accordingly.

6. With all systems, when beer line cleaning is complete, check the product dispensed from each line cleaned is clear from chemical by the use of litmus paper (refer to Risk Assessment). Once clear, remove the Notice, inform staff that process is complete and commence serving as usual.

PLEASE ENSURE THAT ALL STAFF ARE MADE AWARE OF THE PROCEDURE

4.12 Guidelines for using Bottle Bins for the Storage of cold beer

GUIDELINES FOR THE USE OF BOTTLE BINS FOR COLD BEER STORAGE

1. Always use a bin which is suitable for this type of use.

2. Two members of staff should manoeuvre bin (including if it needs to be turned over) when full of ice.

3. The glass disposal policy should be followed if breakages occur. Always use personal protective equipment.

4. If cuts occur, any blood contaminated ice must be changed and the container sanitized. Again, wear personal protective equipment.

5. Staff must maintain vigilance and care when putting bottles in to the bin.

6. The floor should be monitored by staff – spillages must be cleaned up immediately.

The bin should be situated away from other equipment and stored away from traffic routes, where possible, e.g. below bar.

5.0 KITCHEN SAFETY

5.1 Safe Use of Knives

(Refer to Risk Assessments).

Hazards

Knife accidents are common in the catering industry and usually involve cuts to the non-knife hand and fingers. There is also the possibility that other persons can be injured from knives for instance when left unnoticed in the wash-up sink or inside items of equipment etc

Controls

Simple good keeping rules can reduce the possibility of accidents within the kitchen. The following will act as good guidance:-

a) Select correct knife for the task. Kitchen knives are generally designed for a particular job. Use only good quality kitchen knives.

b) Knives to be kept in good condition. They should be kept sharp and have handles that can be properly held. Handles should be kept clean.

c) When using a knife use a firm grip, try to use even pressure for cutting, cut downwards and avoid cutting towards the body. Always cut onto surface, never into hands. Never try to catch a falling knife.

d) There should be enough room for there to be no danger of a person using a knife being bumped into by another member of staff.

e) Cutting blocks, tables and boards should be secure, firm, smooth and kept clean.

f) Knives should not be left lying about on worktops and tables. They should not be placed unprotected in cupboards or drawers, nor left in the washing-up water. They should be stored in suitable racks or sheaths or blade pointing towards the back of a storage drawer.

g) When carrying knives hold the point downwards.

h) Scissors should be used to open packaging wherever possible.

Do not forget – all cuts, no matter how minor, should be reported in accordance with company policy.

Do not forget – never separate a frozen item such as burgers with a knife – banging such foods onto a work surface will help to separate them.

Electric Carving Knives

These must not be used by any member of staff unless they are over 18 years of

age and have received suitable training.

The board used to cut an item with an electric carving knife must be well secured to the surface below – use a cloth or similar to ensure it is secured/stable. Always use a long handled fork, not hands or a small utensil, to hold the joint of meat etc steady. Check the joint of meat for any metal tags or string etc that may get caught in the knife blade – remove these before carving. Do not cut the joint with an electric carving knife right to the end; allow a margin of safety to ensure safe use.

5.2 Ovens and Grills

(Refer to Risk Assessment).

Hazards

The main hazard from ovens and cooking ranges is being burned, either by touching a hot surface or by being in the way of hot air when an oven door is open or sometimes when the oven door swings open and catches exposed arms or legs. Also, there is a significant risk of fires in the grill units due to grease and fat build-up.

There is also a danger of gas flashback if a gas oven or grill does not light immediately or when gas has built up in the oven.

Faulty electric wiring or broken door switches on electric ovens can cause electric shock.

There is a possibility of injury from contact with moving unguarded fan blades in a convection oven if the fan is running during cleaning.

Controls

Accidents can be minimised if the following precautions are taken:-

a) Always have to hand a special oven cloth or oven gloves which should be used when handling trays or tins in the oven. These may also be necessary to use when moving or handling utensils such as saucepans from the hot plate or cooking top. Use only dry oven cloths.

b) There should be sufficient room in front of an oven for an operator to stand clear when opening the oven door and for the oven doors not to swing and

hit persons adjacent. The oven should not be sighted in a position which is too high to safely reach.

c) A safe lighting procedure for gas appliances should be carefully followed. The users hand book should be consulted. Particular attention should be paid to the instructions of what to do if the burner/pilot light fails to light. With manually lit ovens, lit tapers should be inserted before the gas supply is turned on (do not use bits of paper etc). Make sure all the gas burners ignite. Pots and pans, serving dishes and other utensils should not be placed against or over air vents or flue outlets in the sides or top of the oven. Flue outlets should never be blocked.

d) Before cleaning an oven or grill it should be switched off and isolated, or the gas turned off and the unit allowed to cool. Trained staff should clean the equipment following laid down procedures and the manufacturers' instructions. Ensure that chemicals are used in accordance with COSHH Manual.

e) The grill should be cleaned daily in accordance with the grill cleaning procedures detailed in this policy. This cleaning should be checked by the Manager prior to the grill being lit in the morning.

f) Never manually move ovens to clean underneath unless using at least two trained personnel. Try to use a cloth and utensil to clean the work surface underneath.

g) Make sure char grill units are not used without water to the tray below – this will catch grease and help reduce fire risk.

In general the following key points should be remembered:

- Always use a dry oven cloth or oven gloves when handling anything in an oven or on a range. Have available sufficient tongs for use with the grill.

- Metal surfaces of adjacent equipment to oven may also be very hot.

- Always stand to one side when opening an oven door and open the door slowly.

- Make sure the taper is lit before you turn on the gas supply to turn on an oven/grill.

- Make sure all the gas burners are alight and remain alight.

- If it is a fan assisted oven and there is a fan interlock this should switch off the fan when you open the door. If it does not report to the manufacturer or Service Engineer.

- Do not leave bottom hinged oven doors open.

- Never use a forced convection oven if the fan guard is not in place.

- Do not rest anything heavy, for example, a large meat joint whilst basting on bottom hinged door.

- Prior to lifting the object, ensure your route to where you are lifting to be clear and understood.

- Always minimise the distance through which hot objects must be carried by planning the route to be taken.

- Ensure that liquids or products which may produce liquids are within containers that are suitable for this use, not overfilled and on the lower shelf of the oven.

- Always take care with other surfaces of the oven which may be hot, such as the inside of the oven door or shelves, and be careful not to touch these surfaces when removing the object.

- Replace gloves or cloths when they become worn or ineffective.

- Always ensure that you have a good grip of the object you are to remove prior to lifting and hands are well protected.

- Ensure that new staff is trained in procedures and all staff are supervised to ensure procedures are followed.

5.3 Microwave Ovens

(Refer to Risk Assessment)

Hazards

The main hazards associated with using microwave ovens are burns or scalds caused when sealed containers containing hot food burst open. Hot food containers and steam also cause burns. Microwave ovens can catch fire if they are not used properly and if their contents overheat. Poorly sited ovens can cause the user back strain. Microwave energy could burn the user if the door seals are not effective or the protective mesh before the glass door panel slips.

Controls

General precautions can be taken when using microwave ovens in accordance with the following:

- Do not use a domestic model oven for commercial catering.

- Inn Cornwall Limited will have the microwave oven regularly serviced by a competent company approved engineer.

- Staff must not take the back off of a microwave oven.

- The microwave should be sited so that there is sufficient height for safe removal of the sliding front door. Never tilt the microwave to remove the front door for cleaning.

- The single most important precaution is not to put food into a sealed container in the oven unless the food manufacturer's instructions are to do so. A dish covered with for example, un-pierced cling film or the shell around an egg can burst open. Pierce the tops of containers. Remove lids from jars and food containers.

- Food must not be cooked in metal containers or on metal plates unless they were supplied with the oven or the oven manufacturers says this is safe. Do not use containers or crockery with metal decorations such as gold bands.

- Use only cling film recommended for use in microwave ovens and puncture after covering the food products.

- Each day after use remove all traces of encrusted and carbonised food and other foreign matter by cleaning the inside of the oven, the inside of the door and if fitted, the shelves and supports. The roof of the oven should also be carefully wiped.

- Do not obstruct the air vents at the side or rear of the microwave. The oven should not be placed against a wall in a way that could obstruct the vents. If fitted, the filters should be removed at least once a week, washed in warm soapy water, rinsed and squeezed dry and replaced.

- The door should move freely and when closed, seal the oven. The interlock switches on the door should switch off the oven as soon as the door is open. Do not use the oven under any circumstances if the door does not close properly or the door interlock switches are broken.

- The microwave should not be placed under a counter or on a high shelf where loading and unloading food causes the operator unnecessary bending or stretching.

- Food containers themselves can get very hot and the use of an oven cloth or gloves is recommended.

- Exert caution when removing cling film from hot dishes. Release cling film away from body and allow hot air to dissipate before handling dish. Certain

dishes may need to be left to stand for one minute or so before removing the cover.

- The microwave ovens will be subject to regular ongoing examination by the Manager and kitchen staff, and also, during environmental health inspections for signs of damage. The microwaves will be serviced/examined at routine intervals by a Company appointed competent engineer.

5.4 Deep Fat Fryers

Hazards

This type of equipment presents a significant risk in terms of injury from hot oil and the risk of fires.

Controls

- Ensure oil is replaced regularly in order to prevent saturation and consequently, spitting of hot oil.

- Ensure fryer baskets are used to fully lower the food into the hot oil - place the baskets rather than dropping them into the oil. Make sure baskets are in good condition and handles are secure.

- Do not carry full fryer baskets across the kitchen when removed from the oil - remove the food from the basket immediately into another receptacle e.g., a chip scuttle, to prevent oil spillage.

- Ensure there is a fire blanket located in the near vicinity to the fryers which can be safely located in the event of fire. Make sure all staff in the kitchen are trained to use a fire blanket. Check the fire blanket is in good condition, is not dirty and is fully protected in its casing.

- Make sure that the oil is never changed/emptied when hot - always follow the cleaning procedures detailed below.

5.5 Cleaning Procedure for Deep Fat Fryers

(Refer to Risk Assessment)

This procedure must only be followed once the oil in the fryer has been allowed to cool overnight

1. AFTER SERVICE SWITCH THE MACHINE OFF AND ALLOW THE OIL TO COOL OVERNIGHT. DRAIN OIL INTO THE FILTER PAN PROVIDED AT THE BOTTOM OF THE FRYER. **N.B. PUSH KNOB BACK TO SHUT DRAIN. DO NOT REMOVE WHEN HOT**

2. FILL THE FRYER UP TO THE MAX LEVEL WITH A SOLUTION OF DEGREASER AND ALLOW TO SOAK.

3. HEAT UP THE DEGREASER SOLUTION BY SWITCHING THE TEMPERATURE GAUGE TO 135°C AND BOIL THE SOLUTION FOR 15 MINUTES. N.B. DO NOT OVERFILL THE FRYER WITH SOLUTION AS THIS WILL INCREASE THE RISK OF BOILING OVER.

4. SWITCH THE MACHINE OFF AND CAREFULLY REMOVE THE PAN OF COOLED OIL. TRANSFER THE COOLED OIL TO A DESIGNATED CONTAINER OF YOUR CHOICE AND DRAIN THE SOLUTION OF DEGREASER FROM THE FRYER INTO THE FILTER PAN.

5. RINSE THE FRYER TWICE WITH PLAIN WATER AND DRY THOROUGHLY BEFORE REFILLING WITH CLEAN OIL.

5.6 Chip Scuttle Cleaning System

CLEANING OF CHIP SCUTTLES

THIS MUST BE COMPLETED ON A DAILY BASIS

EACH NIGHT:

1. TURN OFF CHIP SCUTTLE AND ALLOW TO COOL

2. REMOVE SCUTTLE LINER AND CLEAN WITH HOT WATER AND DEGREASER, ALLOW TO AIR DRY.

3. REMOVE SCUTTLE SURROUND, CLEAN WITH HOT WATER AND DEGREASER, ALLOW TO AIR DRY.

EACH MORNING:

1. CLEAN EXTERNAL AREAS OF SCUTTLE, INCLUDING EXHAUST VENT, WITH HOT WATER AND DEGREASER.

2. REMOVE PLATE ABOVE ELEMENT, CLEAN WITH HOT WATER AND DEGREASER.

3. CLEAN ELEMENT, SURROUNDING AREA INTERNAL AREAS WITH DEGREASER, ALLOW TO DRY BEFORE SWITCHING SCUTTLE ON FOR SERVICE.

5.7 Cleaning Grills

Cleaning Chargrills

Make sure rods are cleaned with degreaser and plastic brush. Ensure the unit is fully cooled before cleaning and correct personal protective equipment is used (refer to COSHH Manual). Also ensure tray below is removed and thoroughly cleaned and refreshed with water immediately before use.

Removal and Storage of Salamander Grill Plate

N.B. A CLEAN GRILL PLATE SIDE SHOULD BE USED EVERY DAY

1. Drain off excess fat from the grill plate by tilting and allowing fat to drain into run-off in grill position.

2. Turn off the grill and leave to cool for at least 6 hours.

3. DO NOT remove the grill plate before it has totally cooled.

4. Remove the grill plate.

5. Store in a designated place for collection by an approved contractor where:

    - It does not cause a tripping hazard;
    - It does not cause an obstruction;
    - It does not block a fire exit; and
    - The carbon and grease will not contaminate food or attract pests (i.e. should be kept in a bottle skip or similar).

6. Store clean grill plates delivered by an approved contractor in a designated place where the above points are taken into account and where they will be kept clean.

Cleaning the Grill

Refer to cleaning instructions issued by Head Office. Ensure appropriate personal protective equipment is worn (refer to COSHH Manual).

Ensure grill has fully cooled before cleaning. Clean inside the grill by removing the roller carriage and cleaning all surfaces exposed. Make sure that the lid and detachable flue to the grill are removed and oven is checked and cleaned daily.

5.8 Cleaning Overhead Canopies and Filters

(Refer to Risk Assessment)

Ensure staff members undertaking task have been trained in the safe use of ladders. Make sure canopy, and all equipment below has totally cooled down before cleaning – do not clean until first thing in the morning.

Heavy duty gloves should be worn to protect hands from potentially rough/sharp edges.

If chemicals are to be sprayed onto the canopy in areas that are above head height on the ladder and are likely to result in chemicals dropping/falling onto below, personnel must wear protective goggles.

Refer to guidance on ladder safety – do not overreach, stretch or stand on top of cooking equipment.

5.9 Carrying Hot Food

(Refer to Risk Assessment)

When carrying hot food through the premises the following guidelines should be applied:

- No more than two full plates at any one time should be carried.
- Where steps or closed doors must be traversed, only one full plate at a time to be carried. Inn Cornwall Limited will aim however to provide mechanical food lifts wherever possible.
- The route should be kept free from obstruction as far as is reasonably practicable.
- Plates/bowls/dishes shall not be overfilled.

5.10 Use of Waste Disposal Units

(Refer to Risk Assessment)

Some of the premises kitchens may be fitted with waste disposal units. These are provided to assist in minimising waste sent for disposal to landfill.

- The waste disposal units must always be used with the tap left running.

- The waste disposal units should never be used when the guard across the blades has been removed. Whenever the guard is removed for cleaning purposes the power supply must always be isolated first.

- Only trained persons to clean the waste disposal units

- Ensure that no items of cutlery or other non food products such as packaging etc are permitted to enter the waste disposal units.

5.11 Use and Cleaning of Clam Griddle

(Refer to Risk Assessment)

Hazards

The main hazard associated with the use of clam griddle is the hot surfaces, which may cause burns through contact. Additionally, there is also a risk of fat and steam being produced that may also cause burns or scalds through operation of the equipment. Care must be taken when using the clam griddles to ensure risks to health and safety are minimised.

Faulty electric wiring may cause electric shock.

Controls

Accidents can be minimised if the following precautions are taken:-

a) Ensure that all staff using the clam griddle is trained in the safe use of the equipment.

b) Take care when opening the griddle as the equipment may get hot.

c) Upon opening the griddle, make sure there is sufficient space around you. Hot steam and oil may be released, upon opening. Care must be taken not to sustain burns.

d) Keep the clam griddle clean and well maintained. Any defects to the equipment must be reported to the Manager. The Clam griddle must also be kept clean. The food contact surfaces must be kept free from food debris and build up of fat or grease.

e) When moving or cleaning beneath the clam griddle care must be taken. Do not attempt to move the griddle alone, always get assistance. Care

must be taken when cleaning behind the cooking range not to damage any services or connections (e.g. electricity).

f) Before cleaning the clam griddle the unit should be isolated from the power supply and given sufficient time to cool fully before thorough cleaning can begin. ENSURE THE GRIDDLE IS TOTALLY COOLED BEFORE CLEANING COMMENCES.

5.12 Use and Cleaning of Panini Machine

(Refer to Risk Assessment)

Hazards

The main hazards associated with the use of the panini machines are electricity and the hot surfaces. Burns may easily result from contact with the hot metal plates and care should be taken when placing food items into the machine.

There is also a risk of physical injury resulting from the jaws of the panini machine being dropped onto fingers. The jaws of the machine are heavy and may cause damage to fingers or hands if they are trapped or crushed between the jaws.

Controls

The following guidelines should be followed to ensure safety for those using and cleaning the panini machines:-

a) Ensure that all staff required to use the panini machine are trained in the safe operation of the equipment

b) Any defects to the machine should be reported to the Manager and the machine taken out of use. Under no circumstances should staff attempt to repair the equipment.

c) When placing food items on to the Panini machine ensure that hands and fingers are kept away from surfaces of the machine to minimise any risk of burns and/or trapping.

d) The Panini machine should not be positioned at a high or low level, which would mean users would be required to bend or stretch awkwardly to operate the equipment. The areas surrounding the Panini machine should also be kept free from clutter which may hamper operation of the equipment. Other staff should have due regard for employees using the machine.

e) Monitor cooking times closely to prevent burning product and risking fire.

f) Once the product is ready, remove the product carefully using tongues to prevent burning fingers on machine or hot product.

g) Keep the Panini machine clean and free from build up of grease and food debris to minimise any risk of fire starting.

h) Cleaning of the Panini machine should only be carried out when the equipment has been isolated from its power source and allowed to cool completely. UNDER NO CIRCUMSTANCES SHOULD CLEANING TAKE PLACE UNLESS THE MACHINE IS COMPLETELY COOL.

i) Cleaning should be carried out with approved chemicals and in accordance with manufacturer's instructions. Care should be taken to minimise the quantity of water used so as not to risk wetting the internal electrical components. The Machine must not be immersed in water for cleaning.

j) Keep the surfaces beneath the Panini machine clean and free from food debris and build up of grease or fat.

5.13 Bowl Mixers

- Only trained operators to use this machinery.
- Ensure bowl whisk / hook fits correctly.
- All safety locks / shields to be used whenever machine is used.
- Never overfill bowl - danger from splashes etc.
- Only suitable foodstuffs to be placed in machine i.e. powder, grains, liquid or semi soft items (butter).
- When increasing speeds do so gradually.
- Care should be taken that nothing hanging from uniform could be caught in machinery i.e. apron strings.
- Never place hand in bowl while machine is on.
- The use of very hot food should be avoided in case of splashes or flicking of pieces of food.
- Any defects or faults should be reported immediately to the Manager
- Always disconnect from mains supply before cleaning.
- Only trained persons shall clean the machine.

5.14 Bain Maries, Hot Serving Counters and Cupboards

Hot food service equipment can be free-standing modular units or larger floor mounted units arranged in a number of different configurations. Some units will have heated shelves or lamps (infra-red or quartz) mounted over the serving area.

Bain-maries are designed for keeping cooked food hot. They may be heated by gas, electricity or steam. There are three designs:

a) Open well: a large shallow trough containing heated water, normally found in kitchens. Pots and pans containing cooked foods are placed in it to be kept hot until required for serving.

b) Fitted container (wet type - water or steam): similar to the open well type, except that the top is constructed so that the containers can be fitted into it. Cooked food is placed in these containers to keep it hot: this type is normally used in a servery.

c) Fitted container (dry type): similar to b) except that containers are kept hot by the circulation of warm air generated within the appliance.

The heated cupboard may be provided under a bain-marie.

Hot serving counters are plain topped without any cut-outs although there may be a tiled or decorative finish on which the food containers are placed. Heating is by conduction from the hot top and the heating lamps overhead.

Hazards
The main dangers from this type of equipment are burns and scalds.

Precautions
When removing containers or pans hold them over the trough to allow hot water to drip off. Use any lifting devices provided by the manufacturer.

Drain valves should discharge directly into a drain. Where this is not possible containers of adequate size should be used to collect the heating water. Take special care when carrying these containers to the drainage point.

Staff should wear protective gloves to prevent them against burns from the lids of the containers and the tops and sides of the unit.

Before the unit is used check that the heating water is up to the correct operating level in the rough and the drain tape is tightly closed.

Training
Team members should be properly trained before using heated food service equipment.

Cleaning

Before cleaning, the unit should be turned off and the water allowed to cool. Electrically heated equipment should be isolated from the supply. Only trained team members should clean the unit following the manufacturer's users handbook instructions.

Remember:-

- Do not touch the hot top or sides of the unit or lamps or shelves where fitted.
- Hold containers over the trough to let hot water or steam drip off.
- Use an oven cloth or wear gloves when handling hot food containers.
- Drain the heating water into suitable containers and carry them carefully.
- Do not leave serving utensils projecting over the edge of the food containers.
- Turn off the heat source when serving is completed.

5.15 Blow Torches

- All compressed flammable gases must be signed in and signed out by the Manager daily.
- Only use in ventilated areas not exceeding 50°C.
- Ensure canister / burner is correctly stored below 50°C.
- Keep well away from a potential heat source or naked flame.
- Never attempt to assemble new refills, this should be carried out by the Manager.
- Ensure working area is clear and that all personnel in the close vicinity are aware of the operation taking place.
- Only the burner in use should be on the section at any time. Any surplus should be returned to maintenance.
- When lighting, ensure torch is pointing away from operator, turn half on and apply naked light and adjust to full. When finished, turn off and wait until the flame is visibly extinguished before storing.
- Always follow the manufacturers instructions, any fault should be brought to the immediate attention of the Manager.
- Only authorised staff is to use the blow torch, any deviation or change of use must first be checked with the Manager.

5.16 Blenders

- Check plug and lead are in good condition.
- Check base is on level surface.
- Ensure the machine fits together satisfactorily and switch on to test.

- Add food, place the lid on top and switch on.
- Each time food is inspected, turn off and wait for the blade to stop. To proceed, replace the lid and switch on.
- Never use fingers to 'wipe down' sides of the container, use only the correct tool.
- Never place ingredients in the machine that will cause the machine to labour or even break, causing the hazard of flying broken parts.
- Avoid placing boiling liquids or foods into the bowl as these might erupt when the machine is turned on causing severe burns and scalding.
- Report any defect immediately to the Manager.
- Turn machine off and unplug before placing hand in chamber.
- Turn off and unplug when removing chamber.

5.17 Liquidisers

- Check plug and cable are in good repair.
- Ensure food to be liquidated is at a comfortable height i.e. close to the floor if large machine is being used.
- Care should be taken that other team members are aware of it so as to avoid splashing them with hot liquids.
- When operating the liquidiser make sure no one can walk into the lead causing the liquidiser to fall over and spray hot liquid around or maim someone.
- Where possible allow very hot liquids to cool a little before liquidating.
- If you are liquidating foods close to the floor make sure other team members are aware in case they step into it.
- When finished clean and store correctly.
- Ensure that the container is stable when using the liquidiser.
- Avoid trailing cables and ensure that they do not trail over heated equipment or flames.

5.18 Meat Slicing Machines

Many accidents are caused by insufficient knowledge and failure to apply safe working practices.

Hazards

The main hazard is injury from severe cuts due to coming into contact with the unguarded cutting blade and entrapment from moving parts.

Precautions

When using, cleaning or maintaining the meat slicing machines the following procedures **shall** be followed:

1. The slicer must be used by trained personnel only who are familiar with the safety devices and safe operating procedures. Ensure appropriate warning signage is displayed.

2. Individual members of staff will be told whether they are authorised to use or clean the machine and their training records will be completed.

3. **Do not** place your hands anywhere near the blade, or other moving parts.

4. **Disconnect** the machine for maintenance and / or cleaning by unplugging it from the socket or switching the mains emergency switch to off. The machine must be **isolated** and not just switched off at the control.

5. When carrying out maintenance or cleaning, be aware of the **sharp blade** keep hands away. Dismantle the blade carefully if necessary.

6. The safety ring on the fixed blade does not eliminate the risk of cuts but substantially reduces the likelihood and severity of cuts when kept in place.

7. **Do not** use the slicer to cut frozen foods.

8. Use the safety ring at all times.

9. Use the food holder plate.

10. When dismantling the blade for cleaning use the blade remover device.

11. Do not use the slicer when the blade has been reduced by 10mm after continuous sharpening operations.

12. Check the power cable, socket and plug visually **before** use.

13. Do not use the slicer to cut foods other than meat.

14. Do not force the machine to work. The slicing thickness gauge may be incorrect.

15. Do not attempt to adjust the mechanisms while the machine is switched on.

16. Always 'zero' the slicer after use.

17. Always store it with all guards in place

18. Replace all guards if they are damaged and do not use the machine without guards which are suitable.

REFER TO DETAILED OPERATING INSTRUCTIONS

5.19 Robo Coupes

- Check for wear on cables and general wear and tear. Report any defects to the Manager immediately.
- Ensure machine is switched off and assemble drum and blade ensuring it is locked in place
- Add items **suitable** for use in the machine
- Lock lid on top
- Set speed
- Switch on
- Switch off and carefully remove lid
- Remove food
- Unplug power
- Clean lid, drum and blades
- Only trained employees should operate and clean this piece of machinery.

Remember:-

- **Never** put hands or any other implements in the machine.
- Do not fill outer bowl over three quarters full.
- Always ensure blade and attachments are tightly in place before operating.
- Always take care when handling blades or discs as they are very sharp.
- Report any defects to the Manager immediately.
- Ensure machine is disconnected from mains when cleaning or removing bowl.

6.0 LIFTING OF LOADS

(Refer to Risk Assessment).

Manual handling is a common cause of work related injury. Sprains and strains, particularly of the back, are the injuries most commonly reported but there are also amputations and substantial numbers of fractures, cuts and bruises. Physical impairment and permanent disablement may also be a consequence of poor manual handling techniques.

The legal requirements at present prohibit the employment of any person to lift, carry or move a load so heavy as likely to cause injury. Employers, under the general duties of the Health and Safety at Work etc. Act 1974 are required to ensure, so far as is reasonably practicable, the Health, Safety and Welfare at work of all their employees.

Regulations covering the manual handling of loads set the legal requirements for the safe use and handling of heavy loads etc. Bulky and awkward sized loads can be just as dangerous as heavy loads and these must not be excluded.

There are three main principles to good manual handling operations and these are as follows:

1. **Avoid hazardous manual handling operations where possible.**

2. **Assess any hazardous operation that cannot be avoided.**

3. **Remove or reduce the risk of injury, using an assessment of the job activity as the basis for action.**

6.1 General Advice on Manual Handling Technique

1. Plan each lift before hand and assess what needs to be done, how long it will take and how awkward the manoeuvre may be.

2. If a load is too heavy for one person, summon assistance. Do not rush into lifting a potentially heavy object. Try the weight gently first. **Recognise your own lifting capability and do not exceed it.**

3. Squat down - weight on ball of foot, otherwise flat on the ground for stability, knees apart. Keep back straight and head up.

4. Obtain firm hold on load by using full palm grip. Keep elbows and load close to the body.

5. Ensure back is straight (not necessarily vertical). Keep chin in alignment with vertebrae and then use thigh muscles to do the lifting.

6. Do not twist the body whilst lifting or pivot on the ball of the foot during lifting. Avoid over reaching.

7. In effecting a two person lift the above principles should be followed but the lift should commence on an agreed given signal.

Managers should ensure that all cellar staff, bar staff, trainee Managers etc. are given advice and instruction on the handling techniques involved in lifting crates and barrels before undertaking such tasks.

Any member of staff who is unsure about the procedures for manual handling of loads, or what constitutes a safe system of work can consult the Company's Environmental Health Consultants who will be able to advise accordingly.

6.2 Low Ceilings

Some cellars have particularly low ceiling levels and again careful consideration should be given to the physical effort needed to lift heavy or awkward loads when there is insufficient roof height in which to stand up fully.

As part of the Risk Assessment review the Manager will be responsible, in accordance with guidance from INN CORNWALL Limited for developing suitable controls for this situation.

6.3 Safe Use of Lifting Device

(Refer to Risk Assessment)

Managers should ensure that all staff responsible for using mechanical lifts/hoists are aware of how to use them safely.

Mobile cellar hoists should be used in accordance with the guidance in the risk assessment manual. The forks should not be left to cause an obstruction or left in the 'up' position.

The lifts and hoists will be subject to routine servicing and examination by a Company approved contractor.

6.4 Lift/Hoist Breakdown Procedure

HEALTH AND SAFETY PROCEDURE

GUIDE TO LIFT OR HOIST BREAKDOWN

ADVISORY NOTICE

In the event of a lift or hoist malfunctioning, there is a risk that use by a person who may not know that the lift has malfunctioned could lead to serious injury.

1. If any member of staff is in any doubt with regard to the safety of a lift, they should report this directly to Inn Cornwall Limited maintenance and not use the lift.

2. If any member of staff identifies that a lift has stopped working for any reason they should not use the lift and report the fault, WITHOUT DELAY, to Inn Cornwall Limited maintenance department.

3. If the lift is taken out of use, a sign should be attached to the lift at the top of the shaft and also at the bottom that states "WARNING, DO NOT USE - LIFT MALFUNCTION".

4. If the lift contains stock, this must be left inside the lift. On no account must staff attempt to remove any stock from a lift that is known not to be working.

5. The lift must not be used unless a competent lift engineer has authorised its use. Only then may the signs be removed.

PLEASE ENSURE THAT ALL STAFF ARE MADE AWARE OF THIS PROCEDURE

THIS NOTICE SHOULD BE DISPLAYED AT THE TOP AND THE BASE OF THE LIFT SHAFT

6.5 Carrying and Emptying Bottle Skips

(Refer to Risk Assessment).

- Managers should ensure that bottle skips are not overfilled to help prevent manual handling incidents.

- The condition of bottle skips should be checked on an ongoing basis. Any defects such as missing wheels etc should be reported without delay and the bottle skip taken out of use for carrying bottles.

- Inn Cornwall Limited aim to provide wherever possible, means of either mechanically transferring full bottle skips between floor levels or to provide units where bottle skips do not have to be transferred between floor levels other than by the use of ramps.

- Where bottle skips must be transferred down/up steps, the Manager shall ensure that:

  - Two persons undertake the task

  - The skip is not overfull and preferably, no more than ⅔ full.

  - Staff undertaking the task are trained in safe manual handling technique and are themselves satisfied that they are capable of the task.

Emptying Bottle Skips

- Again, these should not be over-filled – no more than ⅔ full.

- Two persons should always be used to lift bottle skips to empty into bins – both must have received manual handling training.

- Protective eye goggles should be worn when tipping bottle skips into bins – in case shards of broken glass are released.

7.0 LIFTS AND HOISTS (EXAMINATION AND REPAIR)

The Lifting Operations and Lifting Equipment Regulations 1998 applies to all lifting equipment, this will include all work equipment for lifting or lowering loads and includes attachments used for anchorage, fixing or supporting it. NB: load would include persons.

All lifting equipment will be suitable for the purpose it is intended and shall be where necessary, installed by a competent person and regard for the following will therefore be made:

- The working conditions
- Risk to health and safety of persons which exist in premises
- Any additional risks posed by use of the work equipment

Provision shall also be made so that anyone who is trapped is not exposed to danger and can be freed. Construction shall be such that it will prevent a person falling down the hoist-way or shaft by way of suitable guarding or interlocks.

All lifting equipment shall be marked conspicuously on every lift with the safe working load (SWL).

The lift motor room will remain locked shut at all times and not be used as a store room.

Hand winding operations must only be carried out by persons competent for the tasks i.e. have received suitable training.

7.1 Examinations

Lifts must be thoroughly examined on a regular basis and always after:-

i) Installation and before putting into service.
ii) After assembly and before putting into service in new location
iii) After 6 month period for passenger lift or accessory
iv) After 12 month period for other lifting equipment.

This thorough examination shall be carried out by a competent person approved by the Company.

Regular routine checks shall be conducted in- by the Manager to ascertain lifting equipment is operating satisfactorily. If a fault is identified, a competent person shall be notified. These checks would include - is lift interlocking door device active, does lift level cut out at each level, does emergency alarm work. Signage should be

displayed when a lift needs to be taken out of action in accordance with the lift breakdown procedure detailed in Section 6.4.

7.2 Record Keeping

Records of thorough examination of lists by a competent person shall be kept for a minimum of three years. Copies of such records will be kept at head office and made available for inspection as and when required. A copy will also be kept by the lift examination contract company.

7.3 Repairs

If there are found to be defects/faults with lifting equipment then the approved company shall be advised without delay. The lift breakdown procedure detailed in this policy must be implemented.

Under no circumstances should Managers or staff attempt to repair the lifting equipment.

8.0 STACKING AND STORAGE OF GOODS

Many accidents will be prevented if goods are stacked safely and securely.

Specific areas within the premises are designated storage areas and only these shall be used for stacking and storing goods.

Access ways, passageways, stairs etc shall not be used as storage areas if they are likely to become obstructed.

Boxes etc shall be stacked neatly and securely with weights evenly distributed.

Where high areas are used e.g. onto purpose built shelving; then care should be taken that the load weight does not exceed what the shelf or surface can cope with. Use of loft areas etc for storage should be authorised through Head Office as this may require structural engineers approval and safe access equipment beforehand.

Employees are expected to report any signs of unsafe stock pile etc to the Manager immediately.

The storage of barrels and crates and permitted heights has been addressed earlier in the policy.

9.0 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The Company does not authorise any employee to use, handle, store or otherwise come into contact with any substance or chemical at work which is not specified in the Company's COSHH Assessment Manual. This includes contract cleaners.

All premises have been issued with a specific COSHH Manual which outlines the general provisions of the Regulations, general safety requirements when handling hazardous substances, preventative measures to be taken etc. The Manual also contains COSHH Assessments for products used within the Company.

All staff should be made aware of the COSHH Manual and it's content, and should sign the inside front page to confirm this.

If a Manager wishes to use a product not covered in the Manual they must not do so until permission has been granted by the Environmental Health Consultants and/or Head Office Staff.

The following procedures should be adopted:

1. Identify product you wish to use.

2. Notify Head Office and Environmental Health Consultants.

3. Obtain as much information on the product as possible from the suppliers and send information to Head Office.

4. Do not use product until authorisation granted.

YOU ARE REFERRED TO THE COSHH MANUAL FOR FURTHER INFORMATION

10.0 ELECTRICAL SAFETY

10.1 Electrical Safety in Premises

(Refer to Risk Assessments)

Hazards

Careless use of electricity causes death, fire and injury. In order to minimise the risks of any of those happening some basic rules apply to the safe use of electricity and electrical appliances.

Responsibilities

All Managers are to be familiar with the basic safety procedures in relation to the use of electrical equipment. Managers are to inform, instruct and train other staff members in the safe use of electricity, requesting information and advice from Head Office when necessary.

Managers will be responsible for visually checking electrical appliances on an ongoing basis. Any defects noted should be remedied as soon as possible and any suspect equipment decommissioned immediately until a **COMPETENT ELECTRICIAN** can be called to investigate. Managers and other staff are **NOT ALLOWED** to tamper with or attempt to repair electrical equipment or the electrical supply to the premises.

Water, even moisture in the air, can turn wood, equipment and you into a conductor. To avoid danger do not touch electrical equipment while standing in a pool of water or working with wet hands.

Electrical Repairs
Managers are permitted to re-wire plugs and attach new plugs to equipment provided they are fully conversant with electrical wiring and follow the basic procedures. They should have attended the basic health and safety course before undertaking this task, (refer to specific advice on this in this Policy). Managers may also change electrical light bulbs following the correct procedure (refer to advice in this Policy) but no other electrical works unless expressly permitted to do so following prior agreement with Inn Cornwall Limited and Head Office.

10.2 Changing Light bulbs

Wherever possible Managers should arrange for competent electricians/contractors to change light bulbs, especially if located at or above 3 metres in height.

If light fittings are located below 3 metres in height then Managers must ensure the following:

- Whoever undertakes the job is competent and trained in basic electrical safety and has an understanding of the risks of electricity. They are familiar with the safe system of work for changing light bulbs.

- Light bulbs to be changed must be accessible without creating unsafe working practices. Step ladders or ladders must be used for access to heights - **NO** stools, chairs, tables, barrels or crates are to be used for standing on (or anything similar).

- The light fitting should be easily accessible with easily removable covers, diffusers etc.

- The electrical supply to the light fitting **MUST** be switched off at the main light switch or control panel before touching it.

- If turning off the lights places the area in darkness then two persons shall be present -one with a torch for lighting purposes.

- Remove the spent light bulb and replace with a **similar** new bulb. **DO NOT** use different types of bulbs, connections, wattage values etc.

- Do not touch any metal casings or pull at the actual light fitting.

- Replace any light bulb cover securely.

- Stand clear of light fitting and switch on mains electrical supply.

- If the light fitting does not work **do not** investigate; seek advice from a competent approved contractor.

Under no circumstances should staff be changing light bulbs at or above 3 metres in height. Approved competent external contractors should be used unless prior agreement has been sought and relevant instruction has been issued by Head Office/external Environmental Health Consultants.

10.3 Power Failure and Prevention

In the event of a power failure an electrician must be contacted immediately to assess the situation. If power cannot be restored immediately, the may need to consider closing in these circumstances and their DPS should be contacted.

Fridges and freezers must not be opened during this time to prevent excessive temperature loss.

The following basic safety rules should be practised in order to assist in preventing a power failure:

DO

a) Make sure all electrical connections are secure and check portable appliances on an ongoing basis.
b) Check that wire insulation is in good condition.
c) Keep machines and tools properly lubricated.
d) Use extension leads only when necessary and only if they are rated high enough for the job. Check with the manufacturers or a competent electrician. Install permanent electrical sockets where possible.
e) Use waterproof cables for any outdoor equipment. Check equipment is used for correct purpose e.g., for outdoor use.
f) Leave at least one metre of workspace around electrical equipment for instant access where possible.
g) Keep the work area clean. Be especially careful of all combustible material.
h) Follow the manufacturer's instructions on all equipment.
i) Leave electrical repairs to skilled maintenance personnel and qualified electricians.
j) Switch off and unplug equipment when not in use and always before cleaning etc.

DO NOT

a) Overload sockets, outlets or motors.
b) Let grease, dust or dirt build up on machinery.
c) Place cables near heat or water.
d) Run cables along the floor where they can be damaged, or near heat or water.
e) Touch anything electrical with wet hands.
f) Put anything but the correct electric plug into an electric socket.
g) Use temporary wiring in place of permanent wiring, or use temporary fuses etc.

If you have any doubts about the safety of any electrical appliance or electrical equipment, or you see flashes or sparks around electrical connections etc. then you are required to notify a company approved electrician as soon as possible in accordance with the maintenance policy and ensure equipment or area is isolated.

10.4 Portable Electrical Appliances

Hazards

Electricity passing through the body can cause electric shock, burns and can be fatal. Additionally faulty electrical equipment can lead to property damage through fire and explosion. Because electricity is potentially very dangerous, all electrical appliances should only be installed and repaired by suitable trained competent persons approved by the Company. Under no circumstances should Managers or staff be undertaking electrical works.

However, the Manager must undertake regular checks of all portable equipment on an ongoing basis.

General precautions for providing appliances

- Only purchase appliances from nominated suppliers.
- All appliances should be CEN or BEAB approved.
- Report faulty appliances to the Manager immediately, including kettles and other items with cracked casings.
- All faulty appliances should be clearly marked that they should not be used and portable appliances should not only be marked but also removed to a lockable designated area.
- Never overload sockets. Follow the simple rule, ONE PLUG, ONE SOCKET
- Never use equipment with broken casings or worn/insecure cables, damaged plugs, which have been subjected to moisture, or which overheats during use.
- Do not attempt to repair faulty equipment - report them to the Manager
- Always use the correct fuse for the type of appliance concerned and if in doubt get expert help.
- Do not bring equipment in from home, unless it has been visually inspected.

Rewiring Electrical Plugs

- When fitting plugs always ensure that the cable sheath is securely attached within the plug.

- Wire plugs as follows:

BROWN - LIVE
BLUE - NEUTRAL
YELLOW/GREEN – EARTH

- Check that the fuse is of correct voltage. Do not use anything as a replacement fuse e.g. nail or tin foil.

Visual Checking of Portable Electrical Appliances

Responsibilities

It is a legal requirement under the Electricity at Work Regulations 1989 that all portable electrical appliances receive regular safety checks. The frequency of checking is determined by the type of equipment and the amount of use it receives. As part of this, all Managers are required to check such equipment on an ongoing basis.

How to check a Portable Appliance

As part of the completion of the safety checklist, the Manager must perform the following check on each portable appliance;

- Check portable appliances every month or more often if necessary and record at least every quarter on the safety checklist form.
- Check the plug is not damaged i.e. casing cracked or pins bent.
- Check outer sheath is effectively secured where it enters plug or equipment i.e. no exposed wires.
- Check there is no damage to external casing if equipment or loose parts e.g. screws.
- Check there is no damage to cable sheath or no taped joints.
- Check the equipment is only used for the purpose it was designed for.
- Check for signs of overheating.

ANY FAULTS IDENTIFIED: THE APPLIANCE MUST BE TAKEN OUT OF USE IMMEDIATELY AND THE FAULT REPORTED TO AN APPROVED CONTRACTOR

All people conducting this task should be able to recognise visual signs that equipment is not in sound condition.

10.5 Use of Pressure Hoses

These must be checked on an ongoing basis by the Manager. Any damage must be identified and reported and if necessary, for safety, the equipment taken out of use.

Pressure hoses must only be used by staff who have been suitably trained. It should be ensured that water is not directed in the near vicinity to electrics. Any vulnerable electric sockets in cellars must be covered by waterproof covers.

10.6 Residual Current Devices (RCDs)

RCDs are provided to ensure that if an electrical fault occurs in a piece of equipment, it will render it safe by cutting off the electrical supply before a person could be electrocuted. The RCD may be provided on that actual socket outlet i.e. the plug, a separate power switch or on the distribution/fuse board.

All RCDs should be tested once a month to ensure they are working correctly. These tests must be recorded on form 2, at the back of this manual, entitled 'Monthly Test Record - Residual Current Device'. These records are to be kept for a period of twelve months.

List the locations of each RCD on the form and note the numbers of those tested under the 'device tested' column.

When the test button is activated, it will cut off the power supply to the equipment it is intended to protect.

RCD Test Procedure

During a non-trading period, the following procedure should be performed monthly on all RCDs.

1. Ensure RCD is 'ON'
2. Press the "TEST" button
3. The RCD should immediately switch off, cutting off the power supply.
4. Reset the RCD to the 'ON' position or press the reset button where provided.

N.B If the RCD fails to go to the 'OFF' position, it must be examined by an electrician. Report immediately to the DPS.

11.0 EMPLOYING CONTRACTORS

11.1 General Guidance

Inn Cornwall Limited recognises its responsibilities under current Health and Safety legislation to both its employees and other persons not in its employment, including contractors appointed to carry out works in any of the Company's premises.

Inn Cornwall Limited will ensure contractors are assessed in terms of competency to be approved by them for Company use, to a level dependent on the tasks/jobs involved.

It is a condition of any contract entered into by Inn Cornwall Limited and its contractors appointed to carry out works that the requirements of the Company's Health and Safety Policy are complied with at all times.

It is the responsibility of Head Office to issue all contractors with a copy of the relevant health and safety information pertaining to the Company's operations.

All centrally appointed contractors will be approved by Head Office prior to acceptance on to the centrally approved list.

The following Safety Rules therefore apply:

1. Prior to the commencement of any work activity, the contractor will have been assessed in terms of competency by Inn Cornwall Limited and have successfully achieved the required standard.

2. All contractors shall have insurance cover for General Third Party Risks to an agreed minimum limit. Evidence of such cover will be required.

3. No faulty equipment or tools shall be brought onto the site. Evidence of current safety may be required for certain items such as portable and transportable electrical equipment, pressure systems and any other items specified by the company at the time of the works.

4. No hazardous substances will be used on site until valid Control of Substances Hazardous to Health Assessments (COSHH) have been produced.

5. Personal Protective Equipment shall be worn on site where necessary and all such equipment shall be suitable and sufficient.

6. All persons working on Inn Cornwall Limited premises shall be properly trained and competent to undertake the tasks in hand without exposing any persons, including themselves, to danger or risks.

7. All 'high risk' activities including the bringing onto site of flammable materials or heat producing equipment, shall only be undertaken if a 'Permit to Work' system operates.

8. All contractors and persons under their control shall:

   a) Familiarise themselves with the work site and the fire precautions/ fire evacuation procedures

   b) Note the location of the nearest First Aid site unless they carry adequate first aid provision

   c) Act upon audible alarms, notices and signs of instruction

   d) Follow the instructions of the Manager acting on behalf of Inn Cornwall Limited.

   e) Report immediately to the Manager any accident or incident which causes physical harm, damage to property and creates a "near miss" situation and which occurs on the Company's premises. Contractors are thereafter required to report the accident/incident in accordance with their own Company procedure.

Failure of any contractor to observe the above Safety Rules may result in the contract being suspended or terminated at the Contractors own expense.

11.2 Responsibilities of the Manager when Contractors are on site

- They must ensure the contractors sign in on arrival at the premises, using form 3, at the back of this manual, entitled 'Signing in/out form for Contractors'. It is the responsibility of the Manager to ensure that all contractors working on Inn Cornwall Limited premises are "signed in".

- Either when the contractor has finished their work or is leaving for the day it is the responsibility of the Manager to ensure that the contractor is signed out. Contractors must sign in and out each day they come to work on the premises, even if they are to be onsite for longer than one day.

- Make sure that if the contractor is seen to be presenting a risk to the health and/or safety of any person that action is undertaken to contact Head Office immediately.

11.3 Locally Appointed Contractors

These contractors will be appointed by the Manager on an ad-hoc basis. These contractors will not be approved by Head Office. However a system of documented approval is laid down within this section of the policy which will be followed instead.

The Manager has the greater responsibility of ensuring that the contractor is competent. Locally appointed contractors should only be used for minor maintenance work, they should not be employed for work which involves hot work, i.e. welding etc, roof access or working in confined spaces. The DPS has the responsibility of advising the Manager accordingly.

11.4 Process for Dealing with Locally Appointed Contractors

The health and safety of contractors, appointed locally by Managers, is the JOINT responsibility of the DPS, Manager and the contractor.

The contractor must be aware of company guidelines relating to health and safety and must report accidents to his own employer. The contractor will be provided with a copy of the guidance to contractors.

Manager Responsibility
It is the Manager's responsibility to:-

1. Obtain a copy of the contractor's insurance certificate for public liability
2. This will be kept by the Manager at the premises. It is recommended that this should be for a minimum of £1 million.
3. Copy and complete the permit to work.

Copy and complete the personalised risk assessment and file in the relevant section of the risk assessment manual.

11.5 Arrangements Specific to Contract Cleaners

Each Manager and appointed responsible person at Head Office will be responsible for ensuring contract cleaners are made familiar with the general health and safety arrangements in place at Inn Cornwall Limited, relating to the task of contract cleaning. To fulfil this requirement, it will be the Manager's responsibility to ensure that the following notice is displayed in a prominent position for the attention of the contract cleaners and that they are implementing the requirements of this notice. Managers must take action if contract cleaners are not found to be adhering to these guidelines.

11.6 Signing in Procedures for Contractors

All contractors visiting site must be requested to sign in using Form 3 at the back of this manual, entitled 'Signing in/out form for Contractors', regardless of the area they are to be working in.

Contractors include anyone working on the premises who may be required to enter 'back of' areas.

Once completing works on site the contractor must report back to the Manager. It is the responsibility of the Manager to ensure the contractor has signed in and out.

HEALTH AND SAFETY NOTICE FOR CONTRACT CLEANERS

INN CORNWALL LIMITED

- Premises name: .....

- The Inn Cornwall Limited Health and Safety Policy Statement is located

  .....

  Contract cleaners should familiarise themselves with this.

- Contract cleaners must use only Inn Cornwall Limited approved chemicals, as listed in the Inn Cornwall Limited COSHH Manual. All contract cleaners must sign the front sheet of the COSHH Manual to acknowledge this.

- Vacuum cleaners/electrical floor cleaning equipment should be visually checked to make sure that the wire and plug are in good condition before use. Any defects to the wire, plug or socket etc must be reported to the Manager without delay.

- All floors must be thoroughly dry before the premises opens – the use of 'wet floor signage' must be implemented beforehand to indicate any slip hazards.

- The activities of all contract cleaners must be undertaken so as to help prevent accidents by the use of safe working methods.

12.0 FIRST AID

INN CORNWALL Limited operates an 'appointed person' system for first aid. This means that each Manager shall nominate a member of the team to be responsible for first aid equipment and taking charge of any incident during all operational hours. It does not need to be the Manager him/herself. These persons will be known as 'Appointed Persons' under the Health & Safety (First Aid) Regulations 1981.

The person appointed need not be a trained First Aider.

The appointed person should ensure that all staff know that s/he is the person in charge of first aid.

- The appointed person will check weekly all first aid kits in accordance with the approved contents list within the premises and replenish depleted items as necessary.

- All first aid kits shall be readily accessible to all staff. As a minimum a large first aid kit will always be available in the kitchen and a small kit to the bar.

First aid generally is a job for trained first aiders but prompt action saves lives. Employees holding a full first aid certificate should not be frightened of giving first aid in emergency situations but it is in everyone's interest if a member of staff calls the Emergency Services for assistance as soon as possible. Some casualties may be 'walking wounded' and should be sent to the local Casualty Department of the local hospital or to the nearest Health Centre.

Some guidelines on administering first aid:

- Do not attempt to diagnose injuries.

- Do not dispense medicines - not even aspirin or paracetamol for customers hangovers or any other condition. Appointed persons should check that first aid kits do not contain such items.

- If casualty is bleeding profusely apply pressure to the wound. Apply a dressing and send person to hospital. Always wear gloves to protect yourself.

- Always tell injured persons you are not an expert in first aid and that they must seek expert medical advice as soon as possible.

- Do not put your own life or anyone else's at risk when trying to help an injured person.

- Report incident using company's accident and incident reporting procedure. Refer to procedure.

A REMINDER

Your LARGE First Aid Kit should contain the following:

Blue Plasters	40
Dressings Extra Large	4
Dressings Large	4
Dressings Medium	8
Eye Pad	4
Triangular Dressing	6
Wipes	10
Safety Pins	12
Protective Gloves	2
Guidance Notice	1

Your SMALL First Aid Kit should contain the following:

Blue Plasters	20
Dressings Extra Large	1
Dressings Large	1
Dressings Medium	2
Eye Pad	1
Triangular Dressing	2
Wipes	6
Safety Pins	6
Protective Gloves	1
Guidance Notice	1

N.B. No other items are to be kept in the first aid kits e.g. tablets, medicines. If need be, these can be safely kept by individuals at work in their own belongings.

13.0 SPILLAGE KITS/INFECTIOUS DISEASE CONTROL

(Refer to Risk Assessment and COSHH Manual)

13.1 Use of Spillage Packs

The contents of the Spillage Pack should be used whenever any member of staff has to clean up spillages involving blood or other body fluids e.g. urine, vomit. The spillage packs are best kept **next** to the first aid kit behind the main bar. Each premises should retain at least two packs at all times.

INSTRUCTIONS FOR USE:

1. Put on disposable gloves and apron.

2. Take container of white granules and sprinkle over the spillage.

3. The granules are absorbent and contain disinfectant which smells strongly of chorine.

DO NOT BREATHE IN THE FUMES OR DUST. DO NOT CROUCH OVER THE SPILLAGE

4. Leave the granules in contact with the spillage for **2 MINUTES**

5. Use scoop and scraper to remove mixture of spill and granules and place everything in the yellow disposal bag without contaminating the outside of the bag.

6. Fill the empty granules container with water to the mark at the top of the label and add the four chlorine release tablets. Do **NOT** add the lid yet.

7. After the tablets have dissolved replace the lid and give the container a good shake.

8. Use this solution to wipe the area affected by the spillage, using paper towels.

9. Place the paper towels in the disposal bag, empty any remaining chlorine solution from the container into the sink and place the container in the disposal bag.

10. Remove apron and gloves and place these into the disposal bag. Take gloves off without coming into contact with their exterior.

11. Tie up the yellow disposal bag. If the bag and contents is not too large this can go into the feminine hygiene bins in the ladies toilets. If the bag is too full arrangements may have to be made to contact your local GP/Dentist/Hospital for disposal as 'clinical' waste.

REFER TO COSHH MANUAL FOR DETAILS ON HEALTH AND SAFETY HANDLING PROCEDURES, FIRST AID PROVISIONS ETC.

13.2 Clearance and Disposal of Needles/Sharps

(Refer to Risk Assessment)

Should any member of staff come across a needle or a foreign sharp object in the premises which must be disposed of, the following should be actioned:

- Close off the area if possible e.g. lock the toilet cubicle or segregate the affected area of the premises. Alternatively, obtain assistance from another member of staff who can stand by the object and prevent anyone coming into contact with it.

- Obtain a rigid, preferably lidded container such as an empty mayonnaise tub, a dustpan and brush and a heavy duty pair of gloves.

- Take the receptacle to the sharp object - **never the other way around**

- Sweep into the container and place the lid on securely

- Contact your local GP/Dentist/Hospital for details of clinical waste disposal service if necessary. Arrange for the object and container to be collected for disposal. Keep in a safe location until collected.

14.0 FIRE PRECAUTIONS

(Refer to Risk Assessments)

14.1 Fire Safety Management

Hazards

Fire is a major safety hazard. Even in well managed premises a fire can occur and once it has started it can produce heat, toxic gases and large quantities of smoke. These may rise and spread horizontally through open doors and open stairways preventing people from using the means of escape provided. The inhalation of gas and toxic gases has been shown to be one of the main causes of death as a result of fire in buildings.

The main causes of fire in licensed premises are:

1. Carelessness in kitchens and the use of cooking appliances.

2. Misuse of electrical equipment

3. Careless disposal of smoking materials (tobacco, cigarettes, matches etc)

4. Vandalism and arson

5. Poor control of room heating appliances.

Many fires spread rapidly due to flammable material near by such as furnishings, furniture, clothing, paper, rubbish, chemicals, cardboard boxes etc.

Controls

Managers are responsible for checking the premises on an ongoing basis and formally reviewing fire provisions on an ongoing basis as part of the completion of the Inn Cornwall Limited fire log book.

Any possible causes of fire should be identified and the scope for a small fire to spread considered. It should always be borne in mind that smoke is often a more serious danger than flames and that is has the potential to trap and kill.

The fire inspection should include all parts of the premises with particular care be taken over areas of high risk such as kitchens and areas where the public have access. Good keeping plays a major part in reducing the likelihood of fire and this is one of the reasons why the Manager should ensure that staff are aware of the need

for cleanliness and neat and tidy working practices, especially in kitchens, electricity meter rooms, cellars and other areas where fire is a potential hazard.

In management of fire safety should include the implementation of the following:

- Provision and use of a dedicated metal ash bin for disposal of smoking materials. These should not be disposed of elsewhere.

- Staff training to incorporate all fire related issues including correct use of fire fighting equipment

- Fire notices to be displayed in office, staff rooms and all glass wash areas

- All manually lit gas appliances should be ignited with tapers and not bits of paper etc.

- Keeping fire exit routes clear, fire doors closed and fire exit doors unlocked whenever persons are on the premises

- Completion of all checks and requirements as detailed in the fire log book.

- Keep any flammable items clear of heat sources

14.2 Fire Detection, Fire Fighting Provisions and Means of Escape

Fire Detection

Each INN CORNWALL Limited premises will be provided with fire detection systems (either smoke or heat, dependent on location of detector), automatic audible fire warning systems and fire fighting equipment. These will all be serviced/examined at routine intervals by company appointed competent contractors.

Fire Fighting Equipment

The actual type of fire extinguisher or fire fighting equipment necessary in certain locations will vary and expert advice should be sort either from the Training Department at Head Office or from the Company's Fire Protection Contractor who instigate regular checks of fire fighting equipment. All premises will be provided with a suitable and sufficient supply.

The Manager is responsible for checking the fire fighting provision on an ongoing basis and in accordance with the appropriate fire records in the premises fire log book. These checks must be recorded and any deficiencies must be reported to the relevant approved contractor. Fire fighting provision will also be reviewed by the Company's independent Environmental Health consultants during the routine audits of the premises.

Fire Exit Routes

Keep doorways, passageway and escape routes clear at all times and avoid all obstructions to fire fighting appliances. Never allow locked fire exits whilst people or on the premises. The regular environmental health inspections carried out by the company's environmental health consultants will check for contraventions of fire precautions. In the event of any premises having blocked or obstructed exit routes or propped open fire doors etc, the Manager may face disciplinary proceedings.

Fire Drills

Each premises should undertake and document six monthly fire drills in the premises fire log book.

14.3 Fire Training

All members of staff should receive fire training on their induction with INN CORNWALL Limited and also when commencing work at a new premises. This must be refreshed on a six monthly basis and documented in the premises fire log book.

Subjects to cover must include:

- What to do upon discovering a fire
- Fire exit route location
- Assembly point location
- Fire fighting equipment provision and what type of equipment to use to tackle different types of fire
- Evacuation procedures including the code word used by the premises for fire

Tips on Use of Fire Fighting Equipment

- Make sure it is correct for the type of fire.
- If using carbon dioxide fire extinguisher, do not hold nozzle end, which will freeze.
- Before releasing the contents of a fire extinguisher, stand with feet shoulder width apart to help withstand the force.
- If using a fire-blanket, make sure hands are adequately covered over with the blanket and once placed on fire, leave it to cool before removal.
- Make sure fire-blanket is always kept in fire container and kept clean.

Signature:

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