



Health & Safety Specialists
SPECIFIC FOR HOTELS



Contains all required health and safety paperwork, which is supplied by Benmore to customers and clients. Specialist paper based tool box which our professionally qualified risk assessors unpack and complete on your behalf. Includes risk assessments; general and specific, policy and management handbook covering legislation your team need to be aware of.

SUMMARY OF SERVICE:

HEALTH & SAFETY POLICY

Reliable and business specific Health & Safety Policy written on the company's behalf and introduced to your employees so that they understand their responsibility under the Health & Safety at Work (NI) Order.

- HS01 Survey, report & Policy document

RISK ASSESSMENT

Report and Action Plan drafted outlining the Risks specific to your business, the work environment, systems and processes conducted within your business premises and other areas affecting staff.

- HS02 Survey, report & remedial action

EVACUATION PROCEDURES & FIRE POLICY

Reliable and business specific Fire Policy written up on the company's behalf and introduced to your employees so that they understand how to minimise risk and follow set evacuation procedures protecting both property and lives of your employees and your customers.

- HS04 Survey, report & Policy document



Training packages covering Risk Assessment Awareness for staff and management; Manual Handling technique for staff with individual risk assessments; Fire awareness training for staff.

RISK AWARENESS TRAINING

To include awareness training covering the areas of risk within the workplace, as well ensuring that staff understand their responsibilities relating to this important area. Legislation applies to places of work with five or more employees. In house certificates are provided for record purposes.

- HS03 Half day training session including in-house certificate

HEALTH AND SAFETY TRAINING FOR STAFF

Review the five stages of risk assessment for Machines and Guarding, Electricity at work, Manual Handling and Control of Substances Hazardous to Health.

- HS05 Half day training session including in-house certificate



HEALTH AND SAFETY TRAINING FOR MANAGEMENT

Implementing and reviewing legislative requirements for the five stages of risk assessment for Machines and Guarding, Electricity at work, Manual Handling, Control of Substances Hazardous to Health and Individual Risk Assessments for staff.

- HS06 Half day training session including in-house certificate

FIRE AWARENESS TRAINING

Covers background to fire safety, current legislation regarding fire safety, evacuation procedures, use of fire extinguishers and fire fighting and the dangers of smoke.

- HS07 Half day training session including in-house certificate

ACCIDENT INVESTIGATION

Gathering evidence to support management in investigating accident claims under your insurance. Protecting the scene of the accident and the reporting mechanism for completion of paperwork ready for insurance broker. Accident prevention within the workplace.

- HS08 Half day training session including in-house certificate

MANUAL HANDLING TRAINING

The principles of Manual Handling, an in-depth look at the task, the individual, the load and the environment.

- MH01 Half day training session including in-house certificate and individual risk assessments.



Human resource management, helping to put Contacts of Employment in place; constructing bespoke Human Resource Management Handbooks that cover your business requirements.

CONTRACTS OF EMPLOYMENT

Reliable and business (Job) specific Contracts written up on behalf of the company and introduced to your employees so that they understand their contractual obligations and their duty to the employer.

- HR01 Contract of Employment and Statement of main Terms and Conditions HR Policies and Procedures
Range of specific Employment Policies covering the needs of the company, looking at legislative requirements for the size keeping them simplified and specific for the management of human resources within the business.
- HR02 Consultation and prescribed Policies



SPECIFIC FOR HOTELS

Hotels, large or small, rural or city based, can be hazardous places. The following details highlight some of the hazards and risks that might exist in your hotel. They are by no means exhaustive and will vary depending on your own particular business.

	MAIN TYPES OF HAZARD	MANAGING THE RISK
KITCHEN	Cutting injuries or amputations. Burns and scalds. Fire risks.	Always cut or chop on a board, never in the hand. Do not leave knives in sinks. Store knives in suitable racks and sheaths. Make sure dangerous machines, such as slicer's, mixers and food processors are suitably located, securely fixed and adequately guarded. Do not top up deep fat fryers with oil from large containers. Provide suitable gloves and aprons for dishwashing and only use special oven cloths for removing hot items from ovens. Do not overfill or leave deep fat fryers unattended. Do not leave ovens and ranges unattended. Ensure suitable fire fighting equipment is available.

	MAIN TYPES OF HAZARD	MANAGING THE RISK
RESTAURANT	Tripping or falling while carrying hot food.	Provide adequate and sufficient room. Train staff in safe working practices e.g never carry hot food over the head of a customer, be aware of handbags etc. Establish a “one way” system in and out of the kitchen.
BEDROOMS	Lifting furniture, bending and stretching when cleaning can lead to accidents and cause injury. Substances used for cleaning baths, toilets and floors are potentially dangerous chemicals and may cause dermatitis and chemical burns.	Train staff in safe handling techniques e.g ensure assistance is available when lifting heavy furniture. Safe working practices for cleaning rooms should be developed e.g clean the far side for the bath first to avoid having to lean over a slippery surface. Use the safest possible cleaning agents and instruct staff how to use chemicals.
KEGS AND GAS STORES	Incorrect handling and storage of gas cylinders is dangerous. Unsafe stacking of kegs and cases is dangerous.	Handle cylinders with care and keep away from heat and direct sunlight, If standing upright make sure they are secured e.g with a chain. Do not stack above normal shoulder height.
BAR	Falls, cuts from broken glass and injuries from manual handling are among the most common accidents.	Provide mops so that spills can be cleaned up immediately.
GROUNDS	The main hazards are associated with traffic flow, car parking and the use of equipment and pesticides for grounds maintenance.	Car parking spaces should be clearly indicated and located away from the main entrance and emergency exists. The speed limit for traffic should be clearly indicated and monitored. All outdoor electrical equipment should be supplied through a circuit protected by a 30mA RCD. Training on the storage and use of pesticides should be given.
FIRE SAFETY	Electrical faults in wiring, lights and equipment, burning fat and grease, flare-ups in cooking appliances and smoking are the main causes of fire in hotels.	Ensure that all means of escape are properly maintained and kept free from obstruction, unlocked and easy to open. Ensure that the fire alarm can be heard in all parts of the building including the stores. Ensure electrical systems are checked regularly and faults reported and repaired immediately.
VIOLENCE TO STAFF	The main risks is to bar and reception staff.	Watch staffing levels and ensure a male/ female balance especially at night. Train staff on how to spot the warning signs of a potentially violent situation and on how to handle the situation. Consider the use of alarms. Make sure you know how your staff get home at night.

