



HUMAN RESOURCES

Process: Safety and Health Procedures

TMs involved in this process:

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1.0 Policy

The company is committed to create and maintain a healthy and safe environment for our guests and Team Members alike.

1.1 Health and Safety Policy Statement

All Team Members have a statutory duty to take care of themselves and others who may be affected by their acts or omission.

To enable these duties to be carried out, it is our intent to ensure that responsibilities for health and safety matters are effectively assigned, accepted and fulfilled at all levels within our organisation.

1.2 Terms / Abbreviations Used:

Human Resources Manager – HRM

Head of Department – HOD

Resident Manager - RM

General Manager – GM

Team Member – TM

Safety & Health Officer - SHO

2.0 Procedures

2.1 It is the duty of the Company, so far as it is reasonably practicable, ensure that:

- Adequate resources are provided to ensure that proper provision can be made for health and safety.
- Risk assessments are carried out and periodically reviewed.

- Systems of work are provided and maintained that are safe and without risks to health.
- Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risks to health.
- All TMs are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work and the safety of others who may be affected by their actions.
- The provision and maintenance of all plant, machinery and equipment is safe and without risk to health.
- The working environment of all team members is safe and without risks to health and that adequate provision is made with regards to the facilities and arrangements for their welfare at work.
- The place of work is safe and that there is safe access to and egress from the work place.
- Monitoring activities are undertaken to maintain agreed standards.

2.2 It is the duty of all TMs at work:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omission at work and co-operate with us in fulfilling our statutory duties.
- Not to interfere with or misuse anything provided in the interest of health and safety.

2.3 General:

- This Health and Safety Policy will be reviewed at least annually, amended and updated as and when necessary. Communication of any such changes will be made to all TMs.
- There are established and maintained effective procedures for consultation and communication between all levels of management and team members on all matters relating to health, safety and welfare.

2.3.1 Responsibilities:

2.3.1.1 Introduction:

- It is important that we are all aware of the legal responsibilities we have and work together to achieve a high standard of safety.
- All TMs must know what lines of communication and levels of responsibilities exist to ensure that safety matters are dealt with efficiently.

2.3.1.2 Management Responsibilities:

- The ultimate responsibility for safety rests with the highest level of management. However responsibilities are delegated to all levels of management identifying those individuals with particular safety responsibilities for their areas of control.

2.3.1.3 TMs Responsibilities:

All TMs, regardless of position or occupation, have the responsibility:

- To take reasonable care of own safety of any other person who may be affected by what we do or fail to do at work
- To co-operate with each other so as to enable compliance with any imposed legal duty or requirement.



- Not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety.
- To fully understand all emergency procedures that are in place.
- To read, understand and adhere to all instructions and warning signs.
- To report any damage to company's property.
- To report all injuries, accidents and cases of ill health caused by or affecting work to the supervisor / HOD and ensure that all details are entered in the Accident Book at HR office.
- To ensure that all dangerous occurrences and near miss incidents are reported.
- To maintain all tools and equipment and keep secure. Report any defective equipment as soon as possible to supervisor / HOD.

2.4 Health and Safety Rules

2.4.1 General Safety:

2.4.1.1 Workplace

- Ensure that a clear means of access to and egress from the place of work remains free from obstruction at all times and from slipping and tripping hazards.
- It is important that the work place is kept clean and tidy and that attention is paid to the general housekeeping of the workplace by regularly removing rubbish and waste materials.
- Spillages must be cleared up as soon as possible.

2.4.1.2 Machinery and Equipment

- Not to operate any machinery or use equipment unless team member has been trained and authorised to do so.
- Not to leave machinery or equipment unattended whilst it is in operation unless team member is so instructed or if the machine is so designed.
- Not to clean any moving machinery or carry out repairs or maintenance work unless a risk assessment has been carried out and a safe system of work is in operation.
- Report any fault or defect in machinery, equipment, guards or safety devices immediately.
- Never interfere with or willfully damage any guard or safety devices.

2.4.1.3 Protective Clothing and Equipment

- Always use all protective clothing and equipment provided for personal protection. Any unsuitable, defective or lost items must be reported as soon as possible to HR Office through HODs.
- Use, store and maintain protective clothing and equipment.

2.4.1.4 Personal Health & Safety

- Smoking is only permitted in a designated area.
- Company transport is no smoking.
- For the purpose of Health & Safety, TMs must wash their hands as per Health and Safety Standards in force at the hotel, after visiting the toilet, entering the TM Restaurant and after combing their hair
- All TMs are required to take satisfactory personal hygiene measures to ensure that they are not causing indirect offence to guests and colleagues in close proximity or in the work place in general.

2.4.1.5 Vehicles

- TM should never drive or operate a vehicle that he/she is not authorised to do so and for which he/she does not hold the appropriate licence or permit.
- TM should only use vehicles for the purpose for which they are provided and within operational guidelines. They should not overload them beyond recommended capacities or carry unauthorised passengers or loads.
- If the TM is authorised to operate a vehicle he/she must always check the vehicle prior to use according to any laid down guidelines. They should not try to alter or temper with the vehicle unless he/she has been authorised to do so.

2.4.1.6 Accidents and Health

- All injuries, accidents and cases of ill health caused by or affecting your work must be reported.
- Management will arrange to provide first aid treatment for minor injuries and will refer injured TM to Hospital / Clinic for further treatment where necessary.
- Cuts and wounds should be covered with a waterproof dressing of fingerstall
- If injured, no matter how slight the injury may appear, it must always be reported to the supervisor or HOD and it needs to be ensured that details of the accident and injury are entered in the Accident Book.
- All dangerous occurrences and near miss incidents must be reported.
- TM must not work if he/she has taken any substances which could affect the ability, especially if he/she operates machinery, drive vehicle or work in a dangerous environment.
- Any damages to Company or client's property must be reported.
- If a team members sees a situation in which a potential accident could occur or an injury could be sustained he/she should report it immediately.

2.4.1.7 Notices

- TM must read and comply with all notices, instructions, hazard and warning signs provided to their information.

2.5 Fire Safety

2.5.1 Fire Notices

All TMs have to make sure that they are familiar with the fire procedures for their workplace.

Details of the evacuation procedures and assembly points should be explained and displayed.

2.5.2 Evacuation Routes

In the event of fire all TMs must - upon order of Management – evacuate the building by the prescribed route and proceed directly to their allocated assembly points.

They should not run and should not go back for personal belongings.

2.5.3 Fire Equipment

- For their own safety all team members should not prop open fire doors and should not tamper with firefighting equipment. They should ensure that all fire exits doors can be really opened and are free from obstruction
- Damage to or misuse of fire exit doors and firefighting equipment and the use of fire extinguishers must be reported immediately.



- TMs must be aware of the procedures if he/she discovers a fire i.e. how to raise the alarm.
- In case of a small fire the TM should be aware of the position of the nearest fire extinguisher and how to use it, providing they do not put themselves in any danger.
- If a TM is a smoker, they are only allowed to smoke in the designated areas and dispose of smoking material in a safe manner.

2.5.4 Hazardous substances

- TM has to make sure that he/she has sufficient information on any hazardous substances before a team member uses it – if not ask!
- TMs should always read the instructions and look at the levels marked on containers, and only use substances in accordance with those instructions.
- Only use substances in their original containers and not those which are transferred from one container to another if it does not have the correct labeling and information on it.
- Hazardous substances should be returned to a designated safe storage after use.
- Only dispose of waste substances as instructed.

2.6 Health & Safety Committee

- Health & Safety Committee is to be held, comprising of equal numbers of Management and TM representative, every 2 months.
- Minutes to be submitted to the Ministry of Labour and Industrial Relations within 10 days.
- The SHO also needs to be present during the Committee.

3.0 Distribution List:

- 1.1 Human Resources Manager
- 1.2 Head of Departments
- 1.3 Resident Manager
- 1.4 General Manager