

The Duke of Marlborough Business Ltd.

Duke of Marlborough Hotel & Charlottes Kitchen

Induction guide

Welcome to the Duke & Charlotte's Kitchen Health and Safety

It is great to have you on board! We are committed to delivering excellence across all elements of our business, this includes keeping you, your co-workers, our guests, and others safe. It is important that you understand how our safety management system works, as well as the key risks in our business. We have a no-blame policy here at the Duke. We understand incidents can happen, if they do, we want to know about them so we can take steps to ensure that don't happen again. You are our eyes and ears and play an important role in keeping everyone safe.

Introduction to Health and Safety.

The Health and Safety at Work Act is designed to keep you and others safe and well. You also have a part to play and have obligations and rights under the Act.

- You must take reasonable care for your own health and safety.
- You must ensure the things that you do, or don't do, don't cause harm to others.
- You must follow our policies, procedures, and lawful instructions about health and safety management.
- You also have the right to refuse to undertake any work which you feel is dangerous.
- It is also important to know workers can be prosecuted under the Health and Safety at Work Act if their actions are reckless.

We want to keep everyone in our team, as well as our guests and visitors, safe and well. This means everyone needs to be involved in health and safety. Your manager will ensure you are trained on the safety elements specific to your role.

How does our health and safety system work?

When you are first welcomed on board, your manager will talk to you about your role and how to carry out your duties safely. We'll also talk to you about how to identify risks and hazards, how to report them, as well as how to report any accident, incident or near miss.

We use a safety system called Safe365. Each manager has an App on their device which they can record health and safety activity on. If you see a risk, or are involved in or witness an accident, incident or near miss, please report it as soon as reasonably possible. If you need to take action to make sure no one is harmed, please do that before reporting to your manager. Each time an incident or risk is reported, the senior management team will automatically be notified.

You can also report any risk, hazard or accident, incident or near miss direct to Jayne. If you are unsure about what to report, please report it. You are our eyes and ears and form an important part of our safety management system.

WE have a number of first aiders and first aid kits throughout our business, when you first start you will be advised by your manager where they are and how to find out who the first aiders are.

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Common risks

Manual handling. The nature of our business means items often need to be shifted and carried. Poor technique is one of the leading causes of workplace injury in the hospitality sector. Please ensure you always use correct techniques. Do not try and lift an item if it is too heavy. Do not overload rubbish and laundry bags or any other items which need to be lifted or carried. No weight should exceed 25kg. If it is too heavy, lighten the load, or ask for help. Be particularly aware of carrying heavy loads upstairs where your vision is obscured. Ensure you view our training module on Typsy on manual lifting.



Slips, trips and falls. Slips, trips and falls are also very common in the hospitality sector. Be vigilant. If you see something which would cause a co-worker, guest or visitor to slip, trip or fall, you must take immediate action to remedy the situation. You should then report the incident to your area manager. Take particular care when carrying items outside in poor weather.



Collisions. Our restaurants, bars and kitchens are busy places. Your colleagues are constantly moving around carrying loads and passing through doorways. Be aware of your surroundings at all times. Ensure you use the correct doors when entering/exiting the kitchen. Please be also mindful of our guests who maybe unsure of where they are going and stop unexpectedly, or who maybe less mobile.



Sharp objects. Sharp objects such as broken glass can result in cuts and puncture wounds which have the potential to be quite severe. Ensure all sharp objects are disposed of correctly.

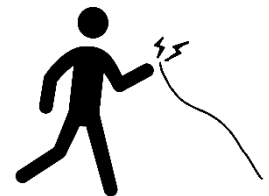


Burns and scalds. The kitchen and bar have numerous heat related hazards including grills, ovens, dishwashers and coffee machines. Ensure you take care at all times when using equipment which may result in burns and scalds, or when moving through areas where this equipment is used.



Electrical equipment

Many tasks require using electrical equipment. We have a process to ensure the equipment you use is safe, however, you also need to be observant. If you are using electrical equipment, please check wires are not exposed and plugs are not lose. If equipment is not working correctly please report it immediately.



Chemicals. Some cleaning chemicals and other substances can be toxic and/or corrosive. These should only be used by people who have been appropriately trained, and who are using the correct PPE. If a co-worker sustains an injury due to chemicals, you can access the correct treatment procedures on the SDS. Ask for assistance immediately.



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Ladders:

You may need to use a ladder when retrieving good or equipment from shelves. If you need to use a ladder, ensure it has a stable platform and that the ladder is close to the item you are trying to retrieve. Stop at the third step from the top of a straight ladder. Do not lean and stretch to retrieve objects. Your naval (belly button) should stay inside the legs of the ladder. Be particularly careful if you are moving heavy items.



Your manager will discuss the correct procedures with you.

Please note: Depending on the work you are doing you may be required to wear PPE, (Personal Protective Equipment). It is important you wear this correctly every time you undertake those tasks. You have a legal obligation to wear the PPE provided. Not wearing PPE as required is regarded as serious misconduct and may result in disciplinary action being taken.

Emergency procedures

Even with good planning, things can still happen. Mother nature can also play a part in creating emergency situations. It's important to know what to do and how to do it in an emergency. Your manager will work through our emergency procedures with you and you need to watch the Typsy videos which your manager will assign to you on your first day of work

Our goal is to provide you with a workplace which is free from the risk of ill-health and harm. This requires a team effort, and everyone in the team has an important part to play. If you see anything that could cause harm, or feel unsafe completing a tasks, please let your manager know immediately. You are our eyes and ears!

This document is to be used in conjunction with the Typsy Training health and safety module. Please make sure your manager allocates this training to you.

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