



**THE ANGEL HOTEL - PRIVETT
THE STAR AND GARTER - ANDOVER**

***P0.4 EMPLOYEE HANDBOOK
STAFF ON FLEXIBLE TERMS***



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1. ABOUT YOUR BASIC TERMS OF EMPLOYMENT

Your terms of employment

You will be given a document setting out your main flexible terms of employment when you start your first shift. This must be signed by yourself, and your General Manager and you may have a copy if you wish.

The document contains key information, including:

- the date your first shift commenced.
- the term of the contract (if applicable)
- statement of no mutual obligation
- the title of your job role
- the amount of hourly pay

This booklet details the other terms and conditions and information of which, once you have accepted an offer of work you are obligated to adhere to.

Hours of work

You may be offered work by the company and are under no obligation to accept. Hours may be offered depending on business levels and may be withdrawn if business levels change.

How you are paid

All employees are paid monthly directly into a bank account of your choice. Salaries are paid in arrears on the last Friday of each month, tax and National Insurance will have been deducted. All queries or changes in personal details should be addressed to the General Manager.

Payroll details

Please complete a starter form which you can request from your General Manager on the first shift you work. This form asks for bank details of your choice for your wages to be paid into as well as confirming contact details in case of emergency. Please return the form, along with a P45 if you have one, or a completed P46, to your General Manager before the 18th of the month to ensure your payment is processed smoothly.

If this is your second job you will be taxed at basic rate. If you do not have a tax code, you will be taxed on emergency rate until such time that the Tax Office process your P46 and advise the company of an appropriate tax code for you.

Payroll is processed on the last Friday of each month. Therefore, you will receive your pay at the end of the month based on hours worked from 5 days prior to the last Friday of the previous month to 5 days prior to the last Friday of the current month.

Proof of nationality

For all employees (including British citizens) a copy will be taken of their passport or birth certificate and national insurance number and placed on their personnel file. In addition, for employees who are not British or EEC citizens, a copy must be taken of their official work permit as proof that they are legally entitled to work in this country.

Overtime

If you think you may need to work for more hours than those offered, please confirm with the Manager on duty that you are to continue. If agreement is not obtained you might not receive payment for additional time spent.



Annual holiday entitlement

The holiday year runs from 1st April to 31st March each year. Flexible staff receive holiday days/hours on a pro rata basis against the number of hours worked based on a calculation of 12.07% (equivalent to 28 days per annum if full time). This calculation includes payment for all bank/public holidays.

The Company has the right to allocate holiday days and will allocate days following the time worked.

Bank/Public Holidays

Recognised Bank/Public holidays are:

Christmas Day (25th December), Boxing Day (26th December), New Year's Day (1st January), May Day (first Monday in May), Spring Bank Holiday Monday (last Monday in May), Good Friday (variable), Easter Monday (variable), Late Summer Monday (last Monday in August).

Working on a Bank/Public holiday is paid at your normal rate except for employees who work on Christmas Day (anytime) and New Year's Eve (from 7pm), who will be paid at double time.

Payment will only be made for the actual day on which the holiday falls i.e. 25th December, not for any transferred day i.e. 27th December where Christmas Day falls on a Saturday.

Sickness procedures

If you are too ill to work an agreed shift, please inform General/Duty Manager (by telephone only) at least 3 hours before the beginning of a shift, longer if possible. Once you are better, please then inform your manager when you would be able to accept shift again. If you are a food handler you should get a clearance note from your doctor before returning to work or as a minimum, be clear of symptoms for 48 hours before accepting a shift.

Absence from work

If you do not turn up for an agreed shift or repeatedly refuse shifts offered it will lead to Managers not offering further work.

Termination of employment

Termination of your flexible agreement must be notified in writing to your manager.

Up to 2 years from the first shift worked – 1 week.

For each complete year worked thereafter – 1 additional week for each year worked.



2. GENERAL INFORMATION AND RULES

GENERAL CONDUCT

Staff are expected to report to someone in authority any dishonest act on the part of any member of staff, regardless of the status or position of that person. Staff are expected to co-operate with the management, to ensure the successful application of the Companies policies and rules.

TIMEKEEPING AND ABSENCE

You are part of a team in which everyone is important. Therefore, you should be changed and ready to start work at the time set on your rota. Any absence can slow down work and affect both guests and colleagues. If you are late or absent you must telephone and notify your manager before the start of your shift so alternative arrangements may be made. Failure to notify or persistent lateness could lead to disciplinary action or further work not being offered.

You may not leave work prior to your normal finishing time without permission from your manager. If you do need to leave the hotel for any reason, permission must be given upon leaving and returning to work. This ensures in cases of emergency the Managers know where you are. The Company reserves the right to deduct the money equivalent to any time lost from your pay.

CHANGE OF ADDRESS / CIRCUMSTANCES

To keep our records up to date please notify your manager if any changes occur in personal circumstances i.e. address, telephone number, status, bank details etc.

COMPANY PROPERTY

No unauthorised employees are allowed into any food preparation area of the kitchen at any time. Employees should never help themselves to anything from the fridges without prior authorisation from either the Head Chef or Manager or take anything from the stores unless their work duties require them to do so. Employees must never help themselves to any drinks from behind the bars.

The Company's or customer's time, materials or equipment must not be used for any unauthorised work. It is a dismissible offence to remove food, drinks, materials, or equipment of any kind (except your own uniform) from the Company premises or any other place of work without prior written permission from the General Manager. The Company must be immediately notified of any incident in which damage is caused to Company property, e.g. buildings, machinery or to fellow employees, visitors and / or personal effects.

TELEPHONE SYSTEM

The Company telephone, fax or postal services must not be used for private purposes without prior permission from management. If you need to make an emergency call, please speak to your manager who will arrange for you to use a phone. Emergency calls will be put through to you or a message taken which will be immediately passed on. Employees must not use mobile phones whilst on duty.

CASH SHORTAGES

If you are responsible for handling cash or equivalent (e.g. stocks) you will also be held responsible for any shortages. The Company has the right under the 1986 Wages Act, after investigation, to deduct up to 10% of your gross wage until the full amount is repaid, or on leaving the Company, deduct the full amount from your final payment.

RIGHT OF SEARCH

The Company reserves the right to search your person, belongings or company accommodation should the need arise. You are entitled to have a colleague present if you so wish.



BREAKS

Whilst you are on duty you are entitled to a 20-minute refreshment break if working for longer than 6 hours. Additional break periods may be authorised at the Managers discretion. All break periods are unpaid. A meal may be provided if your shift covers meal periods. The timing of the break is determined by your manager. Coffee, tea and diluted cordial drinks are provided free of charge and may only be consumed during authorised breaks. Meals may only be consumed in the staff room or area.

STAFF AREAS

As space is limited, please keep all staff areas as clean and tidy as possible by clearing away your own plates, cutlery, and rubbish etc. after each meal/break.

SMOKING

Staff who smoke are allowed to do so during designated break periods only. Designated break periods mean those break periods that are authorised by the General Manager or his representative. These will generally be: -

- 10-minute break period in the morning
- 20-minute staff lunch break
- 10-minute break period in the afternoon
- 20-minute staff dinner break
- 10-minute evening break

Under no circumstances are staff allowed to take unauthorised cigarette breaks. Smoking is only allowed in designated smoking areas. Staff are reminded of the requirement to wash their hands after smoking. Failure to comply with the foregoing will lead to disciplinary action.

NOTICE BOARDS All authorised notices displayed are expected to be read and observed.

RECEPTION

For security reasons no employees other than on duty receptionists and management are allowed behind the reception desk.

ALCOHOL AND DRUGS Drinking intoxicating liquor or taking drugs just prior to or during working hours, without express permission from the General Manager is forbidden.

HOTEL PREMISES AND WORK AREA

During the working day, please stay within your normal working area, unless it is necessary to move into others. This allows for work procedures to flow smoothly and avoids wasting time.

This allows for work procedures to flow smoothly and avoids wasting time. Staff not on duty should not be in the building unless permission has been given by the General Manager. Friends or family should not be on the premises unless permission has been given by the General Manager. Staff not on duty, friends or family should not be on the premises unless permission has been given by the General Manager.

Living out staff may not stay overnight in the hotel unless authorised by the management. If permission is given, employees staying in the hotel overnight must not entertain friends. The Bar, Lounge, Restaurant, or any other public areas are not to be used on or off duty by employees without the prior permission of the General Manager. You should not be in the residential sections of the hotel unless required by your work duties. If you are invited to the hotel for a private function i.e. a wedding, please obtain permission from your General Manager to attend.



Employees who have been dismissed are not allowed on the hotel premises for at least 12 months following termination and only then at the General Managers discretion.

STAFF CAR PARKING

Please Park your vehicles in the area allocated to staff unless otherwise agreed by management. This ensures maximum availability for our customers.

UNIFORMS

Uniforms where provided, must be returned to the Company upon termination. You may be required to reimburse any loss or damage.

LOST PROPERTY

Should you find any property that does not belong to you, you must immediately hand it to your manager for the details to be recorded in the Lost Property Book.

PERSONAL GIFTS

Personal gifts given to you by guests or suppliers may only be accepted through the General Manager or Director. Tips or gratuities may be accepted but the Company does not expect members of staff to solicit tips or indicate that they are expected. It is your responsibility to declare any tips to the Inland Revenue.

COMPANY REPUTATION

Staff are expected to always act wholeheartedly in the interests of the Company. Any conduct detrimental to its interests or its relations with its customers, suppliers, the public, or damaging to its public image shall be a breach of Company rules.

COMPUTER SOFTWARE

Because of potential virus infection and consequent damage to the business, employees must not load any software on to Company computers without the prior approval of the General Manager. Under no circumstances must games or free issue software be loaded or used on Company equipment. Employees must not take 'pirate' copies of Company owned software for use by other persons, either inside or outside the hotel. This not only breaks the Company rules but is an illegal practice. The company email and internet system may not be used for personal use.

HOTEL SECURITY Do not leave personal property unattended as this may encourage others to steal. Do not issue keys or open doors without first obtaining proof of identity. Be alert for suitcases or packages that are unattended. Never attempt to touch them - always call the Manager. If accepting cheques or credit cards, always use the correct procedures. Should you be suspicious or worried, contact the Manager, without alerting the customer.

RECEPTION - on checkout, always establish that the guest has left their room key/card. Always respect guest confidentiality. Do not disclose room numbers or any other information to casual telephone enquiries or callers. If storing luggage for guests, ensure that it is stored safely and that guests are aware of the risk.

HOUSEKEEPING - should you be alone and feel threatened - leave the area immediately or lock yourself in a room. Then call the Manager. Never give pass keys to contractors, without first having checked with the Manager. Always keep pass keys on your person, never leave them unattended. Keep fire doors, corridors, and stairways clear. This is required by law.



ALL STAFF - Never allow any person access to non-public areas or Company premises or impart information regarding the business or Company premises without first obtaining satisfactory proof of identity and authority for access or information release. If you see any unusual behaviour, suspicious incident e.g. strange persons wandering around the hotel or other irregularities, report the matter at once to your manager who will investigate further.

KEYS Any keys for which you are responsible whilst on duty must be always kept on your person, before being returned to the appropriate location at the end of your shift. Should you lose any keys, the manager must be contacted immediately. All keys must be kept on the hotel premises, so if you forget to hand in keys before leaving work and later discover this at home, you must telephone the hotel and report to the Manager.

SAFETY The Company will do all in its power to ensure every employee's well-being and safety whilst at work. Any action by an employee which endangers the health and safety of another person whilst at work may lead to disciplinary action being taken which could result in dismissal. In order that the most satisfactory and safe working environment is created and maintained within the Company's and customers premises and sites, published safety and fire rules and procedures must be always observed. All accidents, no matter how slight, must be reported and entered the Accident Book. Training will be given on aspects of health and safety, hygiene and fire which relate to your job. You have a duty to attend this training. You will be given regular health and safety training and information.

3. GROOMING AND PERSONAL APPEARANCE

Due to the nature of their duties and the close contact with the Company's customers, employees are expected to observe a very high standard of personal hygiene, cleanliness, and appearance.

The correct standard uniform must be always worn whilst on duty. Cleaning of the staff uniform and workwear is the responsibility of staff themselves. Employees are expected to be changed into their full uniform, workwear or agreed own clothing at the commencement of their shift.

Please use the following guidelines:

- Uniform, workwear or own clothing must always be clean, smart, tidy, and pressed.
- If you are provided with a uniform, it must be always worn in areas of guest contact.
- Staff wearing skirts should always wear neutral-coloured tights/stockings. They should be hole and ladder free.
- Staff wearing trousers should wear socks and shoes of matching colours. Shoes should be black, low heeled and of a closed style. Open toed shoes / sandals are not safe to wear at work.
- Shoes must be clean and always polished.
- Make-up should be light and subtle. Vivid eye make-up is not acceptable.
- Hands and nails should be always clean.
- Staff with long hair should have it tied back or worn in a neat and tidy style.
- Staff who do not presently wear a beard or moustache should be always clean shaven.
- Nail polish should not be of a vivid colour, preferably clear. The polish should be in good condition.
- Food handlers may not wear nail polish.
- Jewellery must be discreet.
- Food handlers in the kitchen should only wear a plain wedding band and if earrings are worn, they should be plain stud or sleeper type.
- Food handlers should not wear a watch whilst on duty.



- Noticeable body piercing is not acceptable, except on cultural or religious grounds. Perfumes and aftershaves, if worn, should be light and subtle. Do not chew gum or other substances whilst in areas of possible guest contact.

4. COMPANY EMPLOYMENT POLICIES

The following should be read in conjunction with the Rules and Disciplinary Procedure and as such form part of the Flexible terms of work offer.

EQUAL OPPORTUNITY POLICY

The Company is committed to the principle of equal opportunity employment, eliminating discrimination, and encouraging diversity amongst our workforces. We aim to ensure our workforce is truly representative of all sections of society and each employee feels respected and able to give their best.

Our employment policies for recruitment, selection, training, development, and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality or national origin, political belief, religious belief, disability, trade union membership, age, sex, sexual orientation, gender, or marital status.

All employees, whether part time, full time or flexible, will be treated fairly and with respect. No form of intimidation or harassment will be tolerated. The Company will ensure that individuals are selected, promoted, and treated based on their relevant aptitudes, skills and abilities and all employees will be helped and encouraged to develop their full potential.

The Company's management at all levels has the primary responsibility for the successful application of the policy: -

- By not discriminating, intimidating, or harassing fellow employees, job applicants, customers, suppliers, or members of the public with whom contact is made.
- By not inducing or attempting to induce others to practice unlawful discrimination.
- By bringing to the attention of employees that they will be subject to disciplinary action for failure to adhere to the policy.
- By creating an environment where individual differences and contributions are recognised and valued

Staff have the responsibility to ensure they assist the Company in the implementation of this policy by: -

- During employment, not discriminating, intimidating, or harassing fellow employees, customers, suppliers, or members of the public with whom contact is made.
- Not inducing or attempting to induce others to practice unlawful discrimination.
- Reporting any discriminating action to the Company's management.

To make the policy work requires much more than this formal system. The policy will help to create the necessary conditions for success, but it is for each employee to make his or her own contribution. If any employee considers that he or she is a victim of an unfair discrimination, he or she may raise the issue through the grievance procedure.

HARASSMENT & BULLYING POLICY

The Company is working toward equal opportunities for all members of staff. In the process of doing so we seek to eliminate all forms of harassment and bullying. We seek to encourage people to come forward in complete confidentiality, anonymity and impartiality concerning all harassment or bullying grievances, complaints or queries they may have.



While understanding initially this will not be easy for those concerned, there will be support for all those involved. We know that, in time, confidence will build in the policy and procedures. In this process we will take all legitimate allegations seriously. Please could you all help us to provide an environment where no member of staff feels in any way threatened and is secure enough to report any incident that does occur.

AN OPEN DOOR POLICY

From the time of your arrival, The Star and Garter offers you a personalised and friendly environment. You will discover that we will consider both your professional and your personal life. In line with our company philosophy, you are always given the opportunity to converse directly with your management team. The Star and Garter open door policy gives you the opportunity to discuss any aspect of your employment or the running of the hotel with your Head of Department or the General Manager.



5. DISCIPLINARY AND GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURE Most problems can be quickly resolved by informal discussion within your department. Should this not be possible the following procedure may be used: -

STAGE 1 The grievance should be raised verbally with your Head of Department who will try to resolve the matter within 3 working days. This should be done in confidence giving full details and sufficient time to consider the facts of the case, and where appropriate, take remedial action.

STAGE 2 In cases where the Head of Department concerned is unable to resolve the grievance satisfactorily, a request may be made, within 48 hours of the stage 1 answer being given, that the matter be referred to the General Manager. The General Managers decision will be final.

If desired a fellow employee may be present at all stages of the Grievance Procedure.

GROSS MISCONDUCT

The following list provides examples of offences which are normally regarded as gross misconduct.

- Fighting, physical assault or dangerous horseplay
- Failure to carry out a reasonable and lawful direct instruction given by a Manager/Director during working hours.
- Gross insubordination or the use of aggressive behaviour or excessive bad language on Company or Customers premises.
- Theft, removal of Company material or equipment from Company premises, wilful damage or negligence which leads to damage to property belonging to the Company, its customers or suppliers or other employees.
- Fraud or any other offence committed against the Company which would be a breach of the law of the land.
- Entering the company into commitments without specific authority
- Incapability through alcohol or drug abuse
- Failure to notify the Company and to give a full report of any incident involving a Company or customer's vehicle in which damage is caused to other property, vehicles, persons, or any incident involving the police.
- Failure to conform to any Company rules/procedures relating to: -
 - a) the taking, handling, recording, and banking of cash/cheques and credit/charge cards
 - b) removal, purchase, transfer, or receipt of stock
- Gross immorality
- Falsifying timesheets, failure to report unauthorised recording or receiving money for hours not worked.
- Unauthorised communications with Press, radio, or TV on Company matters.
- Consorting with or importuning guests.
- Breach of safety or hygiene rules and/or actions which seriously endangers the health or safety of another person whilst at work.
- Smoking in prohibited areas.
- Unlawful breach of the Race Relations, Sex Discrimination, Disability Acts and/or the Company's Equal Opportunities, Sexual and Bullying Harassment Policies.
- Breach of the Hotel's security arrangements.



- Any breach of the licensing / excise law
- Personal behaviour or actions likely to bring the Company into disrepute or damage it's interests.

This list is not exhaustive. The Company reserves the right in appropriate circumstances, to act in accordance with its rights and duties under criminal law.

If gross misconduct occurs the Company will fully investigate the alleged offence. If, on completion of the investigation and during the full disciplinary hearing, the Company is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice and benefits.

DISCIPLINARY PROCEDURE - PURPOSE AND SCOPE

The purpose of the disciplinary procedure is to outline a recognised and consistent system to deal with any breach or alleged breach of The Star and Garter's rules. It is the intention that, where disciplinary action is necessary, it is seen to be remedial rather than punitive. The procedure is designed to help and encourage the achieving and maintaining of job performance and conduct standards.

Management undertakes to hold a full investigation into circumstances behind any disciplinary offence, prior to the implementation of any disciplinary action. An employee will be invited, in writing, to attend a meeting to discuss an incident. Employees have a duty to attend this meeting or notify a manager of a reasonable reason why they cannot attend. In such circumstances a manager will make reasonable alternative arrangements. It may be necessary, dependent upon the nature of the offence, to suspend an employee on full pay whilst the necessary investigations are completed. Management undertakes to ensure that any such period of suspension will be as short as possible, (normally to a maximum of 5 working days, but can be extended for investigation purposes) and that employees are kept updated with the progress of the investigations.

Disciplinary warnings will only be issued following a formal disciplinary meeting with the employee, who will always be given the opportunity to have a fellow employee present. Throughout the disciplinary procedure, employees will be given every opportunity to respond to the allegations made against them before any decision in respect of disciplinary action is taken. Everyone's circumstances, employment record and length of service will be considered with each decision.

As an alternative to discipline a manager has the right to decide not to offer further work to an individual.

THE DISCIPLINE STAGES

STAGE 1 INFORMAL WARNING If conduct or performance does not meet acceptable standards an informal warning will normally be issued. The reason for the warning, that it is the first stage of the disciplinary procedure and the right to appeal will be advised. Written confirmation of the warning will be issued to the employee and a copy filed within the employee's personnel file. The warning will be disregarded after 6 months.

STAGE 2 FIRST WRITTEN WARNING

If the offence is of a serious nature or if a further offence occurs during the 6 months lifetime of an informal warning, a written warning may be given. This will give details of the complaint, the improvements required and the timescale for improvement. It will warn that action under stage 3 will be considered if there is no satisfactory improvement and will advise of the right to appeal. A copy will be issued to the employee, and one filed within the employee's personnel file. The warning will be disregarded after 12 months.

STAGE 3 FINAL WRITTEN WARNING



If there is still failure to improve or if the misconduct is sufficiently serious to warrant only one warning but insufficiently serious to justify dismissal, a final warning may be issued after investigation a copy of which will be issued to the employee, and one filed within the employee's personnel file. On issue of a final warning, an employee will also be advised that any further breaches of rules may result in the employee being dismissed. The copy of the warning will be kept on file for one year except in cases of gross misconduct where it will be extended to two years.

STAGE 4 DISMISSAL If the required improvement is not forthcoming, the employee will be dismissed without further disciplinary action being taken. Only senior Managers can take the decision to dismiss. In cases of gross misconduct, after sufficient investigation dismissal may take place without notice. Written reasons for dismissal along with the date on which employment will terminate and the right to appeal will be issued when practically possible.

THE APPEALS PROCEDURE If there is dissatisfaction with a disciplinary decision the following procedure may be implemented: Within 5 working days of the disciplinary decision being informed, an appeal may be made, in writing, to the General Manager. The appeal will be heard normally within 5 working days or as soon as possible thereafter by the Director or an appropriate person nominated by him. This decision will be final. The General Manager may be present at the Appeal Hearing. The outcome of the appeal, together with copies of all correspondence, will be retained on the Personnel File.

A fellow employee may be present at the Appeal hearing if you wish.

6. HEALTH & SAFETY PROCEDURES

HEALTH & SAFETY REGULATIONS

The Health & Safety Policy is reviewed and updated as and when necessary. Communication of any changes will be made to all employees. All staff are reminded of their statutory duty to:

1. Pursue all activities in a safe manner with due regard to health and safety of yourself and your colleagues.
2. Report any defects or hazards without delay to your immediate Manager. Do not interfere with anything provided in the interests of safety.
3. All accidents, whether they happen to you or a guest, or any other person on hotel property, must be reported and entered the hotel accident book.
4. Know the location of your nearest First Aid Box.
5. Remove any hazards and if this is not possible report all hazards (e.g. torn carpets, defective lighting, trailing leads, etc.) to your manager. Mop up spillages immediately whilst displaying a Wet Floor sign.
6. Comply with all Health & Safety issues.
7. Wear protective equipment wherever provided.
8. Always ask for assistance when lifting heavy loads.
9. Use appropriate equipment to reach high-level access areas (never overstretch to reach an item).
10. Always follow the manufacturers' instructions when handling chemicals.
11. Keep passageways clear of obstructions.
12. Report any faults on electrical equipment to your manager and do not carry out any electrical or other repairs unless you are trained to do so.

FOOD HYGIENE REGULATIONS

Under the Food Hygiene Regulations, it is the responsibility of employees to take all necessary steps to prevent food contamination, and the following points must be especially observed: -

1. Hands and fingernails to be always kept clean.



2. Any open cut, abrasion or area of the skin showing signs of infection on any exposed part of the person to be covered with a suitable waterproof dressing.
3. The Manager is to be informed immediately of any employee who is suffering from or may be a carrier of any infectious disease.
4. The lavatories and washing facilities are to be left clean after use.
5. Keep yourself clean and wear clean clothing.
6. Always wash your hands thoroughly: i) before handling food ii) after using the toilet or handling raw food or waste iii) before starting work iv) after touching your face/mouth/nose i) Tell your supervisor before commencing work of any skin, nose, throat and stomach or bowel trouble or infected wounds. **YOU ARE BREAKING THE LAW IF YOU DO NOT.**
7. Avoid unnecessary handling of food.
8. Do not smoke, eat, or drink in a food room and never cough or sneeze over food.

Additionally, for those who work with food: -

1. Keep the preparation of raw or cooked food strictly separate.
2. Keep perishable food either refrigerated or piping hot.
3. Clean as you go.
4. When re-heating food ensure it reaches above 82 degrees Celsius.
5. Follow food safety instructions on food packaging or from your supervisor.

CONTROL OF SUBSTANCE HAZARDOUS TO HEALTH (COSHH)

1. You must never use chemicals that you have not been trained to use.
2. You must always wear protective clothing were provided when handling chemicals.
3. You must never mix chemicals.
4. You must never store or use chemicals from an unmarked container.
5. You must always follow the manufacturer's instructions when handling chemicals.

MANUAL HANDLING

1. Always think about and plan your lift before you start by using lifting equipment if you have been trained to do so (hoists, trolleys).
2. Clear your path of any hazards or obstacles before you start moving, check the weight of the object to be lifted and get help if you need it. It might be easier to drag than lift.
3. Stand close to the load, feet firmly on the ground, squat down, back straight, knees bent, stomach muscles tight.
4. Grab the load firmly and make sure you can carry it before you start to move. Be aware of any part of the object that may cause you harm (sharp edges, etc.).
5. Stand up slowly, lifting with your leg muscles and do not twist your body while carrying a load.
6. Never jump from great heights: use a ladder or lower yourself down.
7. Put down the load smoothly and slowly using your leg muscles and not your back, and always split big loads.

FIRE SAFETY

1. You will be shown, and must be familiar with, all escape routes within the building and must know how to evacuate in the event of a fire alarm sounding.
2. Be aware of the locations of all 'break glass' points within the immediate work area and know how to raise the alarm in the event of discovering a fire.
3. Know the location of all the firefighting equipment (extinguishers, fire hose, fire blanket, fire/heat detectors). Any person found tampering with any part of the equipment will be liable for prosecution for criminal damage and impairing the safety of others.
4. Be aware of the colour coding of all firefighting equipment. Should you need to use any type of firefighting equipment, it must only be used safely, and the correct type of equipment is to be used on the fires.
5. Be aware that fire doors must not be held open and must not be blocked or wedged open.



6. All employees will be required to attend and take part in fire drills and exercises. 7. Be aware of the fire assembly point for the hotel and the weekly fire alarm test.
8. Be aware of the fire evacuation procedures for the hotel and the role you are expected to fulfil in the event of a hotel evacuation.
9. Escape routes are marked 'Fire Exit'. It is essential that they are kept clean and clear of any obstructions. Any obstructions must be removed and reported immediately to a manager.

7. ACKNOWLEDGEMENT AND ACCEPTANCE FORM

Please accept that you have read this when completing the form on our employee website.