



Health & Safety Manual

HEALTH & SAFETY AT WORK ACT 2015

What is it?

The Health and Safety at Work Act 2015 (HSWA) will come into effect on 4 April 2016. HSWA replaces the Health and Safety in Employment Act 1992 (HSE).

The object of health and safety law is to maintain a safe working environment and prevent harm to all people at work or in the vicinity of place of work. The Act covers all work and workplaces, except for Armed Forces or civilians working in support of armed forces on operational service overseas.

- **Everyone is responsible for H&S in the workplace.**

It is everyone's responsibility for workplace health and safety

- The Hotel itself: Person Conducting a Business or Undertaking (PCBU). The PCBU has the primary duty under the new law to ensure the health and safety of its workers and others affected by the work it carries out.
- Duty Managers/Directors have a duty of due diligence to ensure their PCBU complies with its H&S obligations.
- Workers: includes an employee, a contractor, a subcontractor, an apprentice or a volunteer. A worker must take reasonable care to ensure the H&S of themselves and others, and to comply with the PCBU's reasonable instructions and policies.
- Other people who come to the workplace: such as visitors or customers, also have some H&S duties. It's all about taking your share of the responsibility for what you can control.

Who	Must-do's under the new law
Tennent Hotels Limited	The Person Conducting a Business or Undertaking (PCBU). Has overall responsibility for the health and safety of its staff and others affected by its work. The company will discuss health and safety matters with its staff, and in practice it will usually do this through its managers.
Peter & Rosemary Tennent	As directors, ensure Tennent Hotels Ltd complies with its obligations. As workers, also have to take reasonable care for the health and safety of themselves and others, and follow Tennent Hotels Ltd's policies and instructions.
Employees	Workers have to take reasonable care to ensure the health and safety of themselves and others, and follow Tennent Hotels Ltd's policies and instructions.
Customers and Guests	Customers will have to take reasonable care for their own and others' health and safety on the premises. They will also have to follow on-site safety instructions from Tennent Hotels Ltd's staff.

- **It's about how we work more than where we work.**

This is a shift from hazard identification to a risk based assessment process. Action or inaction cause harm, not objects (the hazard).

- **Your Head of department is your Health and Safety Representative (HSR) and is a member of our Health and Safety Committees (HSC).**

- There are penalties for any health and safety breaches. There are three types of breaches:

- reckless conduct,
- failure to comply with a duty where there is a risk of death and serious injury/illness, and
- failure to comply with a duty when there is no exposure of risk to death, serious injury/illness occurs.

The fines range from \$100,000 to \$600,000 for an individual (including up to five years imprisonment). For a company, the fines can range from \$500,000 to \$3 million.

Training

- Ensure staff are trained in the activities involving risk in the work place.
- This includes a clear record of their training in areas that may have risk, and/or proof they were previously trained in this area before working for you.

Worker Engagement

- We encourage you to participate in improving health and safety in our business. You can do this by bringing to the attention of your Supervisor and risk in the workplace that you think has not been identified.
The Hotel has the primary duty of care to ensure the safety of you its workers and anyone affected by its works. Employees also must take reasonable care for their own and their fellow workers' health and safety. Everyone has a role to play.

Notifiable Events

- PCBU's need to ensure the regulator (Worksafe) is told when notifiable events occur arising from work.
- A notifiable event is when someone dies, or a notifiable incident, illness or injury occurs. These are generally serious in nature.

Definitions

Hazard – anything that can cause harm, this includes a person's behaviour.

Risk – is the chance or probability that harm may occur.

Duty Holder – is a person who has a duty under HSWA. There are 4 types of duty holders –

1 PCBU – is a "Person Conducting a Business or Undertaking". The Hotel

2 Worker – is the individual who carries out work in any capacity, e.g. employee, contractor or subcontractor.

3 Officer – is a person who has the ability to significantly influence the management of a business, (Peter & Rosemary Tennent)

4 Other Persons – are workplace visitors and casual volunteers.

Primary Duty of Care – is the practice of ensuring, so far as reasonably practicable, the health and safety of workers and ensuring that other persons are not at risk by its work.

HSR (Health and Safety Representative) – is a worker who represents their fellow employees in health and safety matters.

HCR (Health and Safety Committee) – enables the PCBU's representatives and worker representatives to develop standards, rules, policies or procedures to improve workplace health and safety.

Notifiable Event – an event which includes death, illness or injury, (other than first aid), in the workplace. The Regulator (WorkSafe) must be advised by phone or in writing within 48 hours.

Regulator – means WorkSafe or a relevant designated agency.

WorkSafe New Zealand – is the government agency that is the general work health and safety regulator (CAA and Maritime NZ are designated agencies for air and sea).

Designated Agency – a government agency other than WorkSafe designated to carry out certain health and safety functions.

So far as Reasonably Practicable – means what is or was, at a particular time, reasonably able to be done to ensure health and safety taking into account and weighing up relevant matters

TRAINED FIRST AIDERS REGISTER

Name Of First Aider	CPR Qualified	First Aid Cert Expiry	Dept
Timothy Holswich	Yes	16.07.20	Porter (AM/PM)
Robert Kent-Johnston	Yes	16.07.20	Porter (AM/PM)
Deborah Latham	Yes	16.07.20	Reception (PM)
Leah Skipper	Yes	16.07.20	F&B (PM)
Krishna Bogulla	Yes	16.07.20	Kitchen (AM/PM)
Louise Fleming	Yes	16.07.20	Kitchen (AM/PM)
Tracey Holswich	Yes	16.07.20	House (AM/PM)
Kevina Mitchell-Burnard	Yes	16.07.20	Reception (AM/PM)
Kerri Fenemor	Yes	19.10.20	F&B (AM/PM)
Sabbath Kennard	Yes	19.10.20	Bar (PM)
Arianna McCaul	Yes	19.10.20	F&B (AM/PM)
Talia Topping	Yes	19.10.20	Reception
Danny Meyers	Yes	19.10.20	Kitchen (AM/PM)
Nicholas Dromgool	Yes	19.10.20	Kitchen (AM/PM)

EMERGENCY PROCEDURES

Evacuation procedures

1. Follow warden's instructions.
(High Vis Fire Warden vest)
2. Walk to the nearest exit.
3. Keep together with the nearest people around you.
4. Use the stairs (not the lift).
5. Do not go back to collect personal items.
6. Meet at the assembly area Devon St East or Courtenay St whichever is closer and report to wardens.

DO NOT LEAVE THE ASSEMBLY AREA UNTIL YOUR WARDEN HAS SAID YOU CAN

Armed robbery

1. Keep calm, make no sudden movements.
2. Do what the offender asks.
3. Try to memorise as many details about the offender as possible.
4. Note the direction and method of escape.
5. Notify police as soon as it is safe to do so.
Leave the phone line open until the police arrive.
6. Provide first aid to victims, and lock outside doors.

Earthquake

In an earthquake:

1. Keep calm.
2. Move away from windows, equipment and shelves that may fall.
3. Take cover under solid furniture such as tables and desks.

When the shaking stops:

4. Keep calm and help those that need assistance.
5. Warden to turn off all electrical sources and gas taps.
6. Wait for orders from your warden.

If you need to evacuate or if the fire alarm sounds:

7. Use evacuation procedures to leave the building.
8. Keep together.
9. Follow the warden's instructions.
7. Meet at the assembly area Devon St East or Courtenay St whichever is closer and report to wardens.

DO NOT LEAVE THE ASSEMBLY AREA UNTIL YOUR WARDEN HAS SAID YOU CAN

Fire

If you discover a fire:

1. Activate the alarm and dial 111.
2. Alert people in your area and the warden.
3. Do not extinguish the fire unless there is no personal danger to you or anyone else.
4. If time permits and there is no danger, close all doors and windows.
5. After evacuation meet at the assembly point in teams.

If the fire alarm sounds:

6. Walk quickly to your nearest exit.
7. Do not stop to take personal items with you.
8. Meet at the assembly area Devon St East or Courtenay St whichever is closer and report to wardens.

DO NOT LEAVE THE ASSEMBLY AREA UNTIL YOUR WARDEN OR THE FIRE SERVICE HAS SAID YOU CAN

HAZARD REGISTER ALL DEPARTMENTS

Hazard and Harm	Where or what task	Eliminate, isolate, or minimise?	Preventative action	How often action is monitored	Date of last review
Accommodation wings	All staff	Minimise	For your personal safety ensure your supervisor knows you are working in the accommodation wings	Daily	Jan 2019
Burns (Zip/Oven/Iron etc)	All staff	Minimise	When using the zip/oven/stove/irons follow instruction as given by supervisor (see appendix guide)	Daily	Jan 2019
Carpark and Hotel Perimeter	All Staff	Minimise/ Isolate	All staff when working outside must wear Hi-Vis, they must cone and cone bar off area being worked in for more than 5-10 minutes. Place Cone near work area while moving around the premises, as most wheelbarrows are black and not easily seen – be aware that some people drive in from Watson St the wrong way. Internal gardens, eliminate trip hazards for Guests Must wear Hi-Vis when emptying Smoke Pots etc. Maintenance to cone off work area and wear Hi-Vis at all times Use signs where necessary	Daily	Jan 2019
Chemicals	All Staff	Minimise	Always use gloves when using cleaning agents Goggles and gloves must be used when filling/using 5lt + containers Always follow manufactures instructions Never put chemical in unmarked containers or bottles Never mix different types of chemicals Be aware of the first aid required if you spill chemicals on yourself or others Report any faulty equipment, spillages or damaged containers to a supervisor	Daily	Jan 2019
Cleaning	All staff	Minimise	When cleaning ensure you wear gloves to protect your hands from hot water and detergent	Daily	Jan 2019
Conference rooms	All staff	Minimise	Ensure your supervisor or fellow employee knows where you are if working alone in the conference area Ensure you have checked your exit route before turning off lights, take and use a hand torch from reception	Daily	Jan 2019
Crockery and serving dishes	All staff	Minimise	Do not stack too high, the weight can easily overloaded shelves and crockery can fall over	Daily	Jan 2019
Customer safety overcrowding	All Staff	Minimise Eliminate Isolate	Staff fully trained in host responsibility policy Camera surveillance	Daily	Jan 2019
Cuts	All staff	Minimise	Staff training Knife safety/equipment safety practices (see appendix guide) Dustpan and brush used to pick up broken glass All Broken glass/crockery/sharps to be securely placed in a minimum of 15 sheets newspaper and disposed of immediately	Daily	Jan 2019
Electric Shock	All staff	Minimise	Correct use of equipment Regular tagging and testing.	Daily	Jan 2019
Emergencies	All staff	Minimise	Evacuation plan in place (Ear protection available) Fire extinguishers First aid kit	6 Monthly	Jan 2019

Hazard and Harm	Where or what task	Eliminate, isolate, or minimise?	Preventative action	How often action is monitored	Date of last review
Fridge/freezer	All staff	Minimise	<p>When working in the fridge or freezer for an extended period ensure you have an extra jacket to avoid getting cold</p> <p>Employees to work only for short periods of time in fridge or freezer</p> <p>If heavy packs of frozen goods become fused together with forming ice, these should be separated before attempting to lift and carry.</p> <p>Water and ice to be cleaned to reduce slip hazards.</p> <p>A physical check must be made to confirm there is no one inside before closing chiller and freezer doors</p> <p>In the event of the door being closed when staff are inside, use the door release device accessible from inside.</p> <p>No staff to work alone inside a fridge or freezer with the door closed</p> <p>Defective bulbs or fused bulbs to be reported to the supervisor immediately</p> <p>Temperatures to be monitored regularly and in event of high temperature, should be reported to the supervisor immediately</p>	Daily	Jan 2019
Dirty Linen	All Staff	Minimise	Bags To be no heavier than 15kg and transported using a trolley	Daily	Jan 2019
Furniture/ Conference Equipment	All Staff	Minimise	<p>Large items (Beds/Sofas/Tables/Stage) and items over 15kg- Lifting these items is a 2 person job</p> <p>Ensure items (tables/dance floor, stage etc) are stored/stacked safely and are not a hazard or a risk of falling</p>	Daily	Jan 2019
Gas Cylinders Helium Co2	All staff	Minimise	<p>Always have two people move a gas cylinder using a trolley</p> <p>Always turn gas cylinder off before removing a nozzle or attachment</p> <p>Never drag a cylinder by its fitting</p> <p>Never transport a cylinder on its side</p> <p>Always secure a cylinder with the chain provided</p>	Daily	Jan 2019
Glassware	All staff	Minimise	<p>When polishing glasses handle with care always place the stem inside the cloth in your hand, handle rims with care</p> <p>Handle cold glasses with care as they are more fragile when cold</p> <p>Carry glassware by its stem or foot</p> <p>Do not bang glasses together as this weakens glass internally</p>	Daily	Jan 2019
Kegs	All staff	Minimise	<p>Lifting kegs is a two person job</p> <p>DO NOT stack more than 2 high</p> <p>When changing kegs ensure you have released the gas before detaching the coupling</p> <p>When attaching a new keg ensure the gas is still off</p>	Daily	Jan 2019

Knives and cutlery	All staff	Minimise	Kitchen knives and cutlery are a risk when left in a water filled sink or other container Wipe knives blunt side, and with blade facing away from you When carrying knives, point the knife blade downwards When polishing cutlery ensure you are transferring hot water to the polishing container with a metal jug not pouring water directly into cutlery container from the hot water zip (see appendix guide)	Daily	Jan 2019
Hazard and Harm	Where or what task	Eliminate, isolate, or minimise?	Preventative action	How often action is monitored	Date of last review
Ladders	All Staff	Minimise	Must be Aus/NZ Standard Step and locking bars should not be bent or damaged Check ladder is right height for job and never work higher than two steps down from the top of the ladder Only one person on the ladder at a time A second person must hold the base of the ladder if working at height, DO NOT over reach	Daily	Jan 2019
Machinery	All staff	Minimise	Staff training (use guards where appropriate) Ensure all machinery is turned off before cleaning	Daily	Jan 2019
Machinery Ice-cream machine, Food mixer, Microwave, Robo Coup, Blenders, Lawn mower, Leaf shredder, Paper shredder, Laminator	All Staff	Minimise	Never remove safety guards Ensure equipment is unplugged/switched off when cleaning Follow manufacturer's instructions Carry out visual checks to equipment before use to identify any obvious damage or defects Check cables are not damaged with cuts, abrasions or squashed under heavy furniture or equipment, plug and socket have no signs of damage with cracked or broken casings Never use metal containers in the microwave Ensure the ice-cream machine is correctly assembled after cleaning	Daily	Jan 2019
Needle Stick	All staff	Minimise	Do not dispose of in general rubbish If found handle with care, isolate into a sealed container and bring to the attention of your supervisor	Daily	Jan 2019
Noise	All staff	Minimise Eliminate	Disposable protection available to all	Daily	Jan 2019
Occupational Overuse Syndrome	All staff	Minimise	Regular rotation of duties to avoid repetition	Daily	Jan 2019
Pathogens Blood & Liquid Borne	All staff	Minimise	Staff training in personal hygiene, food safety practices and unpleasant duties	Daily	Jan 2019
Personal Harassment	All staff	Minimise	Do not give any personal numbers or addresses out for any staff member Should you feel uncomfortable due to any unwanted attention contact your supervisor immediately	Daily	Jan 2019
Pool/Spa	All Staff	Minimise	Staff must wear safety glasses, masks and gloves at all times when treating pool and spa. Keep safe around the pool, DO NOT over reach Ensure the gate is closed securely behind you to ensure there are no children able to get into the area without parental supervision Signage on gate and in pool area by changing rooms with pool times, children's ages and pool rules	Daily	Jan 2019

Press	All Staff	Minimise	Keep fingers away from rollers and when cleaning under press, make sure all power is off.	Daily	Jan 2019
Rubbish	All Staff	Minimise	To be no heavier than 15kg Food scraps in pig-bins Recycled waste in blue recycle bins General waste in large green wheely bins All broken glass/crockery/sharps to be securely placed in a minimum of 15 sheets newspaper Emptying wheely bins is a 2 person job When emptying ashtrays ensure contents are extinguished in water before placing in bin Bins/liners to be removed and emptied frequently to prevent them becoming over full.	Daily	Jan 2019
Hazard and Harm	Where or what task	Eliminate, isolate, or minimise?	Preventative action	How often action is monitored	Date of last review
Security Aggressive customers Assault Armed hold up	All Staff	Minimise	Staff training in armed robbery procedures Environmental layout to reduce assault potential Trespass notice issue Emergency lighting system and CCTV installed	Annually & new staff	Jan 2019
Slips trips and falls	All Staff	Minimise	Non-slip mats at entranceways Slip hazard signage during and after floor cleaning Spills cleaned up immediately Wear slip resistant shoes All access ways clear of trip hazards When working with appliances keep cords clear of access ways	Daily	Jan 2019
Strain/sprain through manual handling	All Staff	Minimise	All goods delivered in supplier/ boxes stacked no more than 1.5m Staff given instruction on safe lifting technique (see appendix) Step ladder used when reaching above head Trolleys/ Hand trolleys used at all times	Daily	Jan 2019
Stress/Fatigue	All staff	Minimise	Staff training/Effective Roster Management Employee Assistance Programme provided as appropriate	Weekly	Jan 2019
Swing Doors	All staff	Minimise	Make sure you are turned sideways or back first to go through swing doors. If there is single exit/entry door check through glass that no-one is coming the other way, approach with caution	Daily	Jan 2019
Tables/Chairs	All staff	Minimise	Do not stack chairs higher than 1.5m Moving tables is a two person job	Daily	Jan 2019
Trays or platters	All staff	Minimise	Ensure load is secure and comfortable to carry Do not exceed 1.4kg (3 handles of beer/3 kids cocktails) Place product in the centre of the tray to ensure spillage goes on the tray not yourself or customers.	Daily	Jan 2019
Trolleys	All staff	Minimise	Two people to move trolleys with heavy loads over uneven surfaces, slopes, kerbs, through heavy or narrow doorway/ passageways or through crowded areas (Use lift if in Tasman Wing) Wheels to be checked to ensure they are free running before use Trolleys to be loaded so that the way ahead can be seen Trolleys must not be overloaded in excess of 90kg Hot food and liquids to be securely contained on trolleys to prevent spillage	Daily	Jan 2019
Unpleasant duties	All Staff	Minimise	Gloves to be worn at all times when handling soiled linen, blood, vomit and cleaning of toilets	Daily	Jan 2019

Vacuum Cleaners	All Staff	Minimise	Check plug and cords, ensure there is no fraying All cords have test tag up to date Ensure your cord is not a trip hazard DO NOT use an extension cord when vacuuming	Daily	Jan 2019
Washing Machine/Dryer	All Staff	Minimise	No more than 15kg per load, do not leave doors open when machines are not in use Make sure when cleaning under the machine that all power is off	Daily	Jan 2019
Zip	All staff	Minimise	Never transfer water from the zip to plastic containers. Always transfer hot water to cutlery containers using a metal thermos jug	Daily	Jan 2019

SAFE PRACTISE GUIDELINES

Burn avoidance <u>Guide to using</u> Chemicals Zip Stoves Ovens Toaster Dishwashers Iron Ironing Press Laminator	All Staff	Common burns occur with hot oil, hazardous chemicals, steam, hot plates, hot equipment & inexperienced workers <u>Preventive actions</u> Staff to wear close-toed shoes (leather/vinyl NOT canvas) Use serving cloths when carrying hot plates. Be mindful of plates that have been sitting under heat lamps or heat strips- the plates will be hot Oven gloves should be used when carrying/handling equipment Cleaning gloves should be worn when using chemicals. Eye protection/foot protection (gumboots as supplied) should be used when pouring/spraying chemicals Turn cookware handles to the centre of the range Cookware handles that project out past the range or countertop can be knocked over by employees Use the correct utensils when handling hot food Do not drop foods into the fryer/boiling water Stand to the side when opening oven/steamer/dishwasher and 'Crack' doors before opening them all the way to avoid steam burns Do not over fill pots and pans Open lids away from the body Never transfer water from the zip to plastic containers The container to be filled should be placed on a surface directly beneath the dispense tap whilst it is being filled and not held, in order to avoid the risk of scalds to the hands -use oven gloves/cloths (Never leave unattended when filling) Ensure all equipment is turned off before cleaning When using the ironing press keep fingers away from the rollers Be mindful when moving equipment that has been in use (ie: toaster/laminator) that it may still be hot, use oven gloves or leave to cool
Equipment Handling Guide		Ensure hair is tied back Never remove safety guards Ensure electrical equipment is unplugged when cleaning Follow manufacturer's instructions Carry out visual checks to equipment before use to identify any obvious damage or defects. Check Cables are not damaged with cuts, abrasions or squashed under heavy furniture or equipment Plug and socket have no signs of damage with cracked or broken casings
Food Handling Guide	F&B Staff	Personal Thoroughly wash hands both before and after handling food and at appropriate intervals Maintain personal hygiene and practises Wear clean protective clothing Anyone suffering from vomiting or diarrhoea is excluded from the food premises (Doctor's clearance required for return to work) Food delivery Food must not be allowed to sit unattended, uncovered or outside of kitchen/serving areas Do not accept food subjected to any abuse (not the correct temperature, damaged etc) Frozen food deliveries may be accepted at a temperature no warmer than -15°C Chilled food deliveries may be accepted at temperature up to a maximum of 6°C Once food is accepted it should be removed from its outer packaging and put away as soon as possible, particularly chilled or frozen food

		<p>Food storage Observe strict stock rotation Do not store food on the floor, ensure there is enough space underneath the lowest shelves to allow thorough cleaning Keep all stores clean and tidy, food and food stores should be checked regularly to ensure food safety and freedom from infestation. Cleaning chemicals, cleaning equipment or other possible contaminants should not be stored or left in food stores Chilled food must be stored at 2-5°C Frozen food must be stored at -18°C or colder Do not overstock fridges or freezers (this prevents efficient chilling) Defrost frozen foods in the refrigerator (not at room temperature), unless cooking instructions indicate that the product can be cooked from frozen Prepared hot food to be stored needs to be cooled as quickly as possible <u>in the fridge</u> to pass through the danger zone to below 5°C.</p> <p>Cross contamination Use correct chopping boards and utensils (Please refer to chart of which boards should be used for which food) Ensure all stored food is contained and covered</p> <p>Food safety Ensure all food is cooked to a minimum temperature of 75°C For storage/service maintain the temperature above 63°C Only reheat food <u>once</u> to 75°C, for immediate consumption Keep hot food covered Prepared food served cold should be 5°C or less</p> <p>Food intolerance All food handlers must be aware of allergies and intolerance If a customer asks whether a dish contains a certain ingredient always check with your senior chef</p>
Knife use guide /Cut avoidance	All Staff	<p>When carrying knives/scissors always have the blade pointed toward the ground Knives should be sharp, maintained and in a good working condition (blunt knives require more pressure = risk of slip) Cut on a suitable cutting board placed on a firm surface Avoid placing knives near the edge of the table or with blade facing outwards Do not leave Chef knives un-attended in Servery areas Keep knives on a suitable knife shelf, in a knife block/sheath or on a suitable magnetic strip mounted against the wall when not in use Knives should not be washed together with other utensils or instruments, wash knives separately, never place knives submerged in sinks Select the correct knife for the task Do not attempt to catch a falling knife Wheels on mobile worktables to be locked before carrying out work with knives Ensure slicing machines and butchers steels for knife sharpening have hand guards When handling broken glass use a dustpan <u>All broken glass/crockery/sharps to be securely placed in a minimum of 15 sheets newspaper</u></p>
Lifting Guide	All Staff	<p>Always take into account individual capability, don't lift or handle more than can easily be managed When lifting reduce the amount of twisting, stooping and reaching Assess the weight to be carried and whether the worker can move the load safely or needs help. Think before lifting/handling where the load is going to be placed, will help be needed to remove obstacles? Adopt a stable position, the feet should be apart with one leg slightly forward to maintain balance, be prepared to move your feet during the lift to maintain stability Get a good hold, where possible the load should be hugged as close as possible to the body Start in a good position, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting) Don't flex the back any further when lifting, this can happen if the legs begin to straighten before starting to raise the load Avoid twisting the back or leaning sideways, shoulders should be kept level with and facing the same direction as the hips Turn by moving the feet rather than twisting and lifting at the same time Keep the head up when handling the load, look ahead not down at the load once it has been held securely Move smoothly, the load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury Put down, then adjust if precise positioning of the load is necessary, put it down first, then slide it into the desired position.</p>

