

UNIVERSITY OF BIRMINGHAM

Hospitality and Accommodation Services Health and Safety Policy

Introduction

This Health and Safety Policy statement sets out Hospitality and Accommodation Services' aims and objectives. It includes a statement of policy, the organisation and arrangements for meeting those objectives.

Hospitality and Accommodation Services is a Department of the University of Birmingham and employs approximately 850 staff which includes full and part time employees, working over a seven day week.

The units that make up the Department of Hospitality and Accommodation Services are:

- ☐ Catering
- ☐ Student Villages and Campus Cleaning, including Living, Cleaning Services and Environmental Services
- ☐ University Sport Birmingham
- ☐ Venue Birmingham
- ☐ Conference Park
- ☐ Retail
- ☐ Support Services including:
 - ☐ The Elms and The Oaks Day Nurseries
 - ☐ Security & Emergency Planning
 - ☐ Transport , Post and Portering
 - ☐ Sustainable Travel Co Coordinator
 - ☐ Winterbourne House and Botanic Gardens
 - ☐ Learning & Development
 - ☐ Work Link

HAS recognises the importance of Trade Union representation, involvement and thanks the Unions for their contribution in the consultation process which produced this policy document.

Health and Safety Policy

1. Policy Statement

Hospitality and Accommodation Services, University of Birmingham, is committed to providing and maintaining a healthy and safe working environment for its staff, students, visitors and anyone who may be affected by its activities.

Hospitality and Accommodation Services has made detailed arrangements for implementing this policy and these are outlined in the Section entitled "Organisation and Arrangements".

In order to achieve this aim, Hospitality and Accommodation Services has the following key objectives:

1. To comply with the relevant Health and Safety legislation and the current University Policy for activities within its control
2. To set and maintain high standards of food safety and hygiene, including the annual review of the University Food Safety Policy
3. To identify hazards, assess risks and implement control procedures
4. To ensure that staff, students and visitors are adequately informed of risks and where appropriate receive instruction, training and supervision
5. To document and review risk assessments
6. Implement health and safety policy through codes of practice, schedules and guidance notes
7. To safeguard the environment from the effects of Hospitality and Accommodation Services activities
8. To monitor and review the effectiveness of arrangements and controls
9. Each unit will have a trained Health and Safety Co-ordinator
10. All new staff will receive health & safety training as part of the induction process and given refresher training annually
11. Periodic audits will be conducted in each unit

12. To ensure that those individuals given responsibility regarding Health and Safety within Hospitality and Accommodation Services have adequate time, Resources and facilities to carry out their responsibilities.

The main responsibility for the implementation and on going development of this policy lies with the Director of Hospitality and Accommodation Services, University of Birmingham. All staff are expected to demonstrate commitment to their own health and safety and that of others that could be affected by their work. Those with supervisory duties of staff, students or visitors have a particular duty to ensure the health and safety of people under their supervision. All staff are required to comply with this policy and the procedures made under its authority.

Stuart Richards

**Director
Hospitality and Accommodation Services**

September 2013

2. Local Organisation

2.1 Overview

The local organisation structure is shown in Annex 1, and will be updated as appropriate. Most of the practical aspects of health and safety are dealt with at the Unit level because of the devolved nature of management and diversity of the Units. The Director of Hospitality and Accommodation Services has ultimate responsibility for having arrangements in place for ensuring compliance with University Policy within the areas under his control.

A Health and Safety Adviser (Cheryl Shepherd) has been appointed to co-ordinate health and safety activities within each of the units and liaise with the Health and Safety Coordinators, to assist in drawing up local policies and practices, provide advice and encourage a healthy and safe attitude to work. In addition to the Health and Safety Co-ordinators, First Aiders and Fire Wardens have been appointed. A list of First Aiders is posted on various notice boards. If required, specialist professional advice is available from the University's Health and Safety Unit.

Managers and Supervisors play a key role in health and safety. They have a responsibility to consider safety aspects of work under their control and to ensure that appropriate precautions are taken. Where applicable, supervisors should:

- take into account individual's capabilities, experience, knowledge and training in relation to health and safety when allocating work;
 - ensure that where appropriate persons are sent on health and safety training courses provided;
 - ensure that accurate and relevant information on health and safety is provided.
- Individuals have at all times a duty to conduct themselves and to do their work in a safe manner so as not to endanger themselves or others. Individuals are also required to comply with University policy, local policy and any instructions made under their authority.

2.2 Responsibilities

Director of Hospitality and Accommodation Services

- Overall responsibility for the formulation and implementation of the Hospitality and Accommodation Services Health and Safety Policy, including its review and amendments where necessary
- Appoint persons to carry out health and safety duties within the department
- Ensure all policies and procedures are disseminated to those who need to know and all staff have access to a copy of the policy
- Ensure arrangements exist for periodic inspections and monitoring across Hospitality and Accommodation Services, at least every six months.
- Where necessary, refer to the Health & Safety Unit, Fire Safety Adviser, and Director of Estates for advice and guidance on health and safety matters.

All Directors and Senior Managers

- Responsible for ensuring the Policy is implemented and that audits are conducted and recorded every year/term; within their area of responsibility
- Consult with the University Fire Safety Adviser regarding fire safety matters; within their area of responsibility
- Appoint persons to various health and safety functions required and ensure that accident report documentation is completed accurately, fully and without delay; within their area of responsibility
- Ensuring accurate inspections and monitoring have been carried out by the Health and Safety Co-ordinators (or nominated representatives, at least every six months; within their area of responsibility)

Health and Safety Adviser

- Organise Health and Safety meetings termly and minute the contents of these
- Sharing of information within HAS and other coordinators on Accidents/incidents and remedial measures
- Periodically review actions from risk assessments, these are recorded on our SHE (safety, health & environmental) computer system
- Identify those staff who require special training
- Co-ordinate risk assessments in specified areas
- Co-ordinate audits/reviews
- Carry out a risk assessment to identify the required number of First Aiders for each unit and ensure they are fully trained and organise refresher training as and when required

Line Manager

- Comply with Health and Safety Policy within their area of control
- Responsible for risk assessment and monitoring health and safety matters in their areas of control
- Ensure accidents are reported and recorded
- Following up accidents reported and reviewing measures in place to minimise/prevent similar future incidents
- Any injury that results in a death, major injury or sick absence of seven consecutive days or more must be reported to the Health and Safety Executive by the University Health and Safety Unit by completing and returning an Accident/Incident Report Form (Form F2508)
- Ensure staff receive appropriate and accurate information and training
- Ensure First Aiders hold correct levels of first aid supplies
- Ensure machine/equipment defects/breakdowns are reported and resolved
- Ensure correct level of first aid cover for all shifts
- Nominate a Fire Warden and Fire Marshalls and Assistants for their respective areas and ensure they are fully trained and organise refresher training as and when required
- Ensure staff have access to copies of all relevant health and safety booklets and where appropriate the relevant URL links to the Health and Safety Unit website.

Learning & Compliance Co-ordinator

- Food Hygiene training and examination to a minimum level for all staff employed in Catering Services
- Refresher training in Food Hygiene, Manual Handling, COSHH, and Health and Safety matters to be provided
- Ensure staff receive training in safe methods of working

Supervisors

- Responsible for ensuring that staff under their direct control have appropriate instructions and are trained to comply with Hospitality and Accommodation Services health and safety working policy and procedures
- Report any hazards or accidents to their line manager
- Attend termly Health and Safety Coordinators Meetings and annual Health and Safety Unit meetings.
- Ensure machinery and equipment are maintained in a safe condition, any defects/breakdowns are reported to their line manager immediately, and safety notices are in place
- Risk assessment as delegated in areas of responsibility.

Health and Safety Coordinators

- Responsible for reporting any health and safety matters not raised by Line Managers or Supervisors or the Health and Safety Adviser
- Complete termly inspections of their operational area and forward copies to the Health and Safety Adviser.
- To complete Health and Safety training where qualified and authorised to do so

- Have the right to attend a yearly Division Health and Safety meeting, organised by the Health and Safety Unit, on behalf of staff with Trade Union representation.

Staff

Comply with health and safety legislation and departmental policy at all times including:

- Report accidents and potential hazards to their supervisor
- To use personal protective clothing and equipment where necessary
- Attend relevant/appropriate training courses as required
- To take reasonable care for the health and safety of yourself and others that may be affected by what you do or do not do at work
- To perform health and safety related duties and comply with health and safety requirements of the University of Birmingham or any other person with health and safety responsibilities
- Not to interfere with anything that is provided for the health, safety and welfare of those within the workplace

Nominated First Aiders

- Responsible for rendering first aid as required, within prescribed restrictions and for attending refresher training
- Hold sufficient authorised first aid supplies.

3. Arrangements

3.1 HAS Board Meetings

The HAS Board, meeting on a fortnightly basis, include on the agenda Health and Safety as a standing item. Thus ensuring that Health and Safety issues are raised and discussed by the Senior Management Team and priorities and Annual Health and Safety Plans for the Department are tabled and agreed.

3.2 Health and Safety Coordinators Meeting

The local forum is used to raise matters of health and safety concern and to plan the appropriate action to be taken. In addition it acts as an arrangement for appointed Trade Union Representatives to raise safety matters and for any matters which may need consultation. Other items for discussion are the analysis of accidents/incidents, review of periodic inspections, monitoring of performance and monitoring progress of actions required. All staff are free to raise health and safety issues, but are encouraged to raise any concerns immediately with their Health and Safety Co-ordinator.

3.3 Risk Assessment

General risk assessments are carried out by the delegated Health and Safety Coordinator and are co-ordinated by the HAS Health and Safety Adviser.

No new activity, which involves a significant risk, will be started until a risk assessment has been carried out. On completion, an action plan will be produced which identifies areas where action is required, priorities and time scales for completion.

The action plan will be reviewed on a frequent basis as appropriate. Other specific risk assessments, as required by University Policy and/or legislation, are carried out by the individuals involved in the activity with assistance from appropriately trained nominated persons.

A record of any significant risk that is not controlled will be recorded and the persons involved informed of the results and measures to be taken. The records will be retained for inspection purposes. In practice, although there are some common risks, such as manual handling and office hazards, the nature and diversity of the activities throughout HAS means that there is a need to have specific procedures in particular units which may be unique to other parts of the organisation.

In offices, risks are, in general low, but may include musculo-skeletal problems from repetitive work, injury from manual handling operations, problems associated with poor workstation layout at computers, possible electric shock

from electrical equipment, poor housekeeping and tripping risks from cables or obstructions. A simple assessment will identify any of the above issues.

Work may be conducted in the various Budget Centres premises and on occasions in other employers' premises. Where work outside of HAS is necessary, all staff will make reasonable enquiries as to the risks that they may encounter on entering premises, from the local safety officer or responsible person. This need only be a brief discussion except where there is potentially significant risk this should be recorded/documented and a risk assessment carried out by the appropriate Staff Safety Representative.

It is important that the information is asked for to allow the member of staff to quickly assess any risks and control measures. Risks from other premises or activities will depend on local conditions and in some cases these will be outside the direct control of the Budget Centre. In practice, there should not be any significant risk.

3.4 Control Measures

In most cases the control measures in operation will either be engineered or administrative. Where there are engineered controls, i.e. guarded equipment, measures should be in place to ensure that those controls are properly maintained.

Where administrative controls exist, in the form of policy or procedures, then these will be readily available for reference and use. Due to the diversity of activities, separate units within HAS will have their own "local" specific arrangements and control measures.

Annex 3 lists the current University policy and guidance documents available on the web.

3.5 Accidents and Incidents

Any accident, incident or "near-miss" that could have led to injury or ill health must be reported to HAS Health and Safety Coordinator as soon as possible, and entered onto the SHE system to be reported onto other University departments.

The appropriate form will be completed and sent to the HAS Health & Safety Advisor (and others as directed) to report the accident/incident as soon as possible after the event, and record onto the SHE reporting system.

Any injury that results in a death, major injury or sick absence of 7 consecutive days or more **must** be reported to the Health and Safety Executive by the University Health and Safety Unit.

3.6 Other Abnormal Situations

Fire evacuation procedures are posted around the various offices and buildings; staff should familiarise themselves with the procedure, escape routes and the location of alarm points and extinguishers.

All staff will attend the annual mandatory fire prevention training as described in the University Fire Safety Policy; records of training will be kept in addition to records of fire drills.

Bomb threat procedures can be found in the front of the University telephone directory. Where necessary, contingency and business recovery plans exist.

3.7 Monitoring Arrangements

The Line Manager or Supervisor will ensure accurate inspections and monitoring have been carried out by the Health and Safety Co-ordinator or nominated representatives, at least every six months taking into account the health and safety of the following, as appropriate:

- ☐ Customers
- ☐ Visitors
- ☐ Residents
- ☐ Staff

Other members of staff may be involved or are free to join the inspection. The results of each inspection, including any necessary actions, will be discussed at the next appropriate health and safety meeting.

All risk assessments will be reviewed periodically or if there have been significant changes to the activities.

3.8 Visitors and Contractors

Visitors, where appropriate, will be supervised and the member of staff being visited is responsible for them. In particular, these visitors should not be unsupervised on the premises, without reason or permission.

Contractors or University Estates staff must not start any work on the premises without reporting to a member of staff. The contractor or Estates staff should be asked of any risks to staff, students or visitors that may arise from their activities and permits to work issued as appropriate.

Annexe 1 Health & Safety Organisation Diagram/Structure

Names and position:

Director, HAS S. Richards

Health & Safety Advisor Cheryl Shepherd

Staff Safety Representatives This information is on departmental notice boards

Fire Warden(s) On departmental notice boards

First Aiders On departmental notice boards

Annexe 2

Local Health and Safety Coordinators Meeting

Committee Members

Those represented HAS, The Union(s)

Frequency of meetings Each term

Standing agenda items New University Policy/Guidance
Accident/Incident Reports
Inspections
Action Plan
AOB

Annexe 3 List of Current University Policies, Rules and Guidance.

The list of Current University policies, rules and guidance can be found (and printed out) from the Health and Safety Unit, University of Birmingham Web site for which you will require a password and username to log on to the pages

www.intranet.bham.ac.uk/university/hsu/atoz.shtml

