

► Safety in Licensed Premises No. 5

More than
4,000
accidents
EVERY YEAR!

(CSO Hospitality Stats)

Unfamiliar Workplace

Taking the **SMART** steps to reduce the risk of injury or ill-health to people working on your premises for the first time.

What and Where: If someone has work to do on your property but is not familiar with the layout of your premises or the hazards that may be present they are more at risk of being injured or suffering ill-health.

When: The first time someone comes into a premise to do work is the highest risk but someone only occasionally coming onto your premises may be at risk every time they do so.

Who: New bar, catering or cleaning staff, visiting contractors, tradesmen or technicians who are not familiar with your premises, e.g. brewery technicians, fire safety engineers, electricians, plumbers etc can suffer injury or ill-health as a result of contact with hazards they are unaware of.

How: Alex Kelly, Assistant Food and Beverage Manager at the Rochesown Park Hotel, Cork explained that management takes a two-pronged approach to managing this risk. First of all they look at the premises to make sure there is safe access to all areas where people might have to work, that there is adequate lighting in each area and that any necessary warning signs are in place. Secondly there are procedures in place to manage people, other than direct employees, coming into the hotel to do any type of work. Before anyone does any work they have to supply a copy of their safety statement and risk assessments, a copy of their insurance and also any professional qualification or training. Once satisfied that they are competent to do the work and have the necessary legal requirements in place a date and time for the work to start is arranged. For new employees, their qualifications and experience are checked.

He then makes sure that either he, or his duty manager, is available to meet any contractor or new employee on arrival and bring them to the point of work. They give anyone new to the premises a safety induction, to explain the following;

- **Layout of the premises** including location of relevant light switches and the safest route to access where they need to work
- **Emergency procedures** including the location of fire-fighting equipment, alarm call points and assembly points
- Name and contact details for the **first aider**, location of first aid boxes and the requirement to report any near-miss or accident
- Relevant sections of the hotel **risk assessments**, depending on where they are working, such as CO2 monitoring of the cold room and what to do if the alarm sounds
- **Contact details** for the duty manager for reporting any incidents or concerns
- Name and contact details for the **Safety Representative**
- **Personal Protective Equipment** to be worn depending on what they were doing such as gloves, eye protection

This is followed by a quick tour of the relevant part of the premises, detailing the nearest available emergency exit, nearest parking spot to offload materials or equipment etc. Management keeps a record of everyone who attends this safety induction and when they do so.

Result: Alex and his co-managers are reducing the risk of people not familiar with the premises getting injured and are also making sure that they know what to do, and who to contact, in the event of an emergency or problem arising while they are there.



Alex Kelly of the Rochesown Park Hotel



Safe access to work areas



Clear warning signs