

Compass Group Ireland

Safety Statement

COMPASS | IRELAND

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Safety Statement Revision List

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2	09/08/2021	Updated Health and Safety Policy	3	Rachel Beirne
3	10/5/2022	Updated Health and Safety Policy Updated section 3.10 Mental Health Supports Added legal register in appendices		

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Foreword to Health and Safety Policy

The successful implementation of this safety statement requires the full support, commitment and active co-operation of the Compass Group Ireland Executive team, the senior leadership team, unit management team and all employees.

Compass Group Ireland in partnership with will allocate the necessary resources (financial, equipment, personnel and time) and structures to safeguard employees and all café users against the risks arising from activities in the workplace. It is the strict duty of all employees to conform to Compass Group Ireland's safety policies and practices/procedures and to carry out their responsibilities as detailed in this document, risk assessments, training material and in accordance with any other relevant legislation. Employees with specific responsibilities for safety, health and welfare must properly delegate these in their absence.

Each employee is expected to make themselves familiar with the contents of the Compass Group Ireland Safety Statement. In addition, employees must also make themselves familiar with the relevant risk assessments, safety documentation and local safety arrangements.

Employees who fail to cooperate with safety procedures are subject to the normal Compass Group Ireland disciplinary procedures.

Systems will be developed and maintained for effective communication and employees will be consulted on matters relating to safety, health and welfare at work.

Signed on behalf of Compass Group Ireland

Deirdre O'Neill:
Managing Director

Signed:



Date 09 August 2021

Section 1: Health and safety policy

Section 20 of the Safety, Health and Welfare at Work Act, 2005 requires that Compass Group Ireland produce a written programme to safeguard:

- The safety and health of employees of Compass Group's Ireland while they work
- The safety and health of other people who might be at the workplace, including contractors, sub-contractors, customers, visitors and members of the public

This safety statement represents a commitment to Compass Group Ireland's Health and Safety and is in accordance with all applicable legislation. Compass Ireland hold a safety legal register that is kept up to day by the Ireland HSE sector lead (Appendix iii)

1.1 Compass Group Ireland's Health and Safety Policy Statement

Compass Group Ireland's HSE Policy Statement sets out the Company's aims and commitment in respect of management of health, safety and environment. It is approved by the Executive Committee and signed by the Managing Director of Compass Group UK and Ireland Chris Garside and the Managing Director of Compass Group Ireland Deirdre O'Neill.

All employees must be made aware of this policy statement during their induction training and when on the annual review. Further health and safety information and guidance is contained in the unit's health and safety folder which houses the health and safety management system and on the Compass HSE Website which can be accessed via Compass Connect.

SAFETY FIRST

by choice; not chance



Compass Group UK & Ireland Health and Safety Policy Statement January 2022



The continuing success of Compass Group UK and Ireland is reliant on ensuring that we have a working environment that ensures, as far as possible, that our employees remain healthy and safe whilst at work. In order to achieve this we place a high priority on providing a working environment that is safe and without risks to the health and wellbeing of all Compass Group UK and Ireland employees, contractors, clients' staff and members of the public. We accept that positive health and safety performance provides significant benefits in our operational effectiveness and recognise that it has equal importance with all other aspects of business performance.

In achieving this we will meet the requirements of the Health and Safety at Work Act 1974 and subsidiary legislation in the UK, the Safety, Health and Welfare Act 2005 in Ireland, relevant industry standards and ISO 45001. In addition, at this time of a global pandemic, we are following Public Health England and other Home Nation advice and guidance on COVID-19. Through a process of audit, review and continual improvement we shall ensure that the Occupational Health and Safety Management System (OHSMS) continues to meet the needs of the business and that it provides appropriate support and guidance to ensure that all levels of management and supervision are aware of our standards and how they can ensure that our employees are able to work effectively.

While ultimate responsibility for health and safety in Compass Group UK and Ireland rests with me as Managing Director, sector Managing Directors are to ensure that their business areas are managed and adequately resourced to reduce the risks to their employees to as low as is reasonably practicable. To support the business in this the HSE Director is appointed as the competent health and safety advisor for Compass Group UK and Ireland. He is assisted through health and safety managers operationally deployed throughout the business on a regional, sector or contract basis.

The senior management of the business recognises and understands that providing a positive and safe working environment is a function of good leadership. I therefore expect leaders at all levels to demonstrate and encourage best behaviours resulting in the establishment of a positive, just and supportive culture by conducting regular safety walks and engaging with our frontline teams. This requires the collaboration of all employees and strong leadership to ensure that all employees are encouraged and empowered to raise concerns with, and ideas for improvement in, their working environment. I therefore encourage the development of open lines of communication, both formal and informal, to allow for successful consultation and dissemination of information on all aspects of health and safety. Managers and supervisors are to ensure that they treat the concerns of employees seriously and respond accordingly.

Through a process of audit, review and continual improvement we shall ensure that the Occupational Health and Safety Management System (OHSMS) will:

- Meet the operational needs of the business;
- Provide appropriate support and guidance to ensure that all levels of management and supervision are aware of our standards; and
- Ensure that our employees are able to work effectively.
- Promoting Health and Wellbeing in our teams through our You Matter campaign.

Our OHSMS identifies responsibilities at all levels of the business and outlines our standards for health and safety. All employees should be familiar with the OHSMS and understand their responsibilities for their own health and safety and that of others. We provide competent employees at all levels which is critical to healthy and safe working and while senior management will use their best endeavours to ensure that a safe and healthy workplace is provided, all employees are to be aware of their responsibility to comply with all requirements placed on them to ensure their own health and safety, and to bring to the attention of their manager any situation that they consider to be unsafe.

We expect employees to work safely and have regard for the safety of others working around them and those who may be affected by their work. We also expect employees to inform their supervisor or manager of any change in their physical or mental condition that may affect their health or safety while at work.

This policy and the associated management system procedures are to be reviewed annually and revisions will be brought to the attention of all employees. This policy is available upon request.

Robin Mills
Managing Director

Deirdre O'Neill
Managing Director Ireland

January 2022

1.2 Site Manager's Declaration of Commitment to Health & Safety

The purpose of the Site Managers Declaration of Commitment to Health and Safety is to acknowledge the important role that site management and all employees of Compass Group's Staff at Compass Group Ireland have in the implementation of the Compass Group Ireland's Safety Statement at unit level (Appendix B)

1.3 Health and Safety Responsibilities

The safety statement sets out the specific safety and health responsibilities of each management level within the undertaking and, how they will work together to ensure safety and health. Directors must also be given the authority to effect safety and health changes in the workplace(s) covered by the safety statement.

Managing Director, Compass Group UK and Ireland – Robin Mills

The Managing Director, Compass Group UK and Ireland is responsible for:

- Setting Compass UK & Ireland Policy for: Food Safety, Health & Safety and the Environment.
- Ensuring the application of the HSE Policies and the subsequent monitoring of arrangements for implementation throughout Compass Group UK & Ireland Business Sectors and Support Functions.
- Ensuring that the necessary resources are available for implementing the HSE Policy and detailed arrangements, together with the subsequent monitoring of performance.
- Reviewing the Company HSE Policies as required and no less than an annual basis.
- Reporting HSE performance to the Compass Group Board.

Managing Director, Compass Group Ireland – Deirdre O'Neill

The Managing Director, Compass Group Ireland is responsible for:

- Ensuring the application of the HSE Policies and the subsequent monitoring of arrangements for implementation throughout Compass Group Ireland Business Sectors and Support Functions.

- Overseeing overall HSE strategy in conjunction with the Ireland HSE manager
- Ensuring that the necessary resources are available for implementing the HSE Policy and detailed arrangements, together with the subsequent monitoring of performance
- Reviewing the Company HSE Policies as they apply to Compass Group Ireland as required and no less than an annual basis.
- Reporting HSE performance within Compass Group Ireland to the Compass Group Board.

Head of Commercial Compass Group Ireland – Edward Fagan in conjunction with Vendor assurance

Head of Commercial Compass Group Ireland Compass Group Ireland is responsible for:

- Ensuring that adequate arrangements are in place for the selection and appointment of competent contractors who will provide services and equipment to Business Sectors and Support Functions within Compass Group Ireland.

The Finance Director, Compass Group Ireland

The Finance Director, Compass Group Ireland is responsible for:

- Ensuring that contracts with clients, where possible, state responsibilities for health and safety issues.
- Ensuring that adequate legal representation is provided in the event of legal action against the business in respect of health and safety.
- Ensuring that where any claims for compensation are received, that these are processed with reference to the Company insurers as appropriate.

The Human Resources Director Compass Group UK and Ireland – Donna Catley

The Human Resources Director, Compass Group UK and Ireland is responsible for:

- Ensuring that the appropriate information, instruction and training programmes are available.
- Ensuring that the Compass and Ireland Director of HSE is informed of any employee reorganisation or re-designation of posts and/or responsibilities that could affect the arrangements for health and safety provision within the Company.
- Ensuring that adequate arrangements are made for consultation with employees on matters that may affect health and safety.
- Liaising with the Director of HSE and ensuring that the Compass Group UK and Ireland Executive Committee is aware of the statistical records of all accidents and HSE incidents.

The Head of Human Resource Compass Group Ireland - Correna McMullan

The Head of Human Resource Compass Group Ireland is responsible for:

- Undertaking consultation with employees and representatives as appropriate.
- Ensuring that the appropriate information, instruction and training is available to all employees.
- Ensuring the revision, updating and implementation as appropriate of all training materials in relation to health and safety.
- Ensuring that adequate arrangements are made for consultation with employees on matters that may affect health and safety.
- Ensuring that adequate legal representation is provided in the event of legal action against the business in respect of health and safety.
- Ensuring that where any claims for compensation are received, that these are processed with reference to the Company insurers as appropriate

The Director of HSE – Mark Armstrong

The Director of HSE, Compass Group UK and Ireland is responsible for:

- Continuously updating the Company on legislation development and industry standards where they affect the business;
- Regular review of the Company HSE Policy with the Health, Safety and Environmental Committee;
- Advising the HR Director and the Health, Safety and Environmental Committee on HSE matters for report to the Compass Group UK and Ireland Executive;
- Providing specialist advice to all levels of management on HSE matters;
- Offering guidance to employees on specific matters relating to HSE;
- Developing and reviewing the Company HSE Policy and objectives with the Company Health, Safety and Environmental Committee;
- Communicating health and safety performance to the UK and Ireland Executive and all Compass Group UK & Ireland Business Sector Managing Directors and Support Functions Department Heads;
- Chairing the Crisis Management Team and ownership of the Business Continuity Plan to ensure continued delivery of service in the event of a major incident.

Compass Group UK and Ireland HSE Leadership Team Sector Leads - (Rachel Beirne – Senior HSE Sector Lead for Ireland)

The Compass Group UK and Ireland HSE Leadership Team is the cross-sector steering group responsible for

- Reviewing HSE policy and procedures, communicating policy to the Compass Group UK and Ireland Business Sectors and Support Functions, monitoring HSE performance and reviewing results.
- Recommending changes to HSE policy and procedures, proposing HSE objectives and for reporting HSE performance to the Compass Group UK and Ireland Executive for approval via the Director of HSE.
- Business Sector and Support Function responsibilities.

Compass Group Ireland Senior HSE Manager - Rachel Beirne

The Ireland HSE Manager, Rachel Beirne is responsible for:

- Continuously updating the Company on legislation development and industry standards where they affect the business.
- Communicating health and safety performance to the Ireland Executive Committee.
- Providing specialist support and advice to all levels of management on health and safety matters throughout the business.
- Creating and ensuring the roll out of the annual HSE strategy.
- Facilitating and monitoring the HSE system across the Ireland sector ensuring compliance to policies, procedures, standards and regulations in the workplace.
- Acting as a conduit between the company and its operations within the businesses by making sure that HSE is being fully delivered and achieves the company's, client's and customer's expectations.
- Supporting the mobilisation of new contracts in respect to HSE.
- Support the auditing of units against ISO 9001, 14001 and OSHAS 18001.
- Assisting the investigation of site issues and work to verify that operational standards are being maintained in individual contracts or unit.
- Investigating incidents trends.
- Liaising with enforcement bodies.
- Rolling out HSE initiatives and campaigns and cascading HSE information into the relevant business sector.
- Providing training in compass' internal HSEQ system (Silver Standard).
- Reviewing of the Company HSE Policy with the HSE Leadership Team.
- Developing and reviewing the Company HSE Policy and objectives with the HSE Leadership Team.
- Reviewing the Ireland Safety Statement.

Heads of Support Function Departments

Support Function Heads of Departments are responsible for:

- Ensuring the implementation of HSE procedures including the carrying out of risk assessments where appropriate within their area of responsibility.
- Ensuring the monitoring and review of HSE performance for which they have responsibility.
- Reviewing HSE performance supplied by the Director of HSE and Ireland HSE Manager.
- Ensuring appropriate cascade of all HSE communications and other health and safety information to Operating or Department Teams as appropriate.
- Ensuring that the appropriate information, instruction and training is provided to all employees within their control.
- Ensuring HSE is a minuted agenda item at management meetings with reporting of issues as appropriate.

The Operational Management of Compass Group is responsible for:

- Ensuring the implementation of HSE procedures including the carrying out of risk assessments where appropriate at unit level.
- Ensuring that the incident reporting procedures are implemented in line with Company policy.
- Monitoring and reviewing safe systems of work to ensure their safe operation.
- Regular HSE safety walks in line with company policy.
- Ensuring that a HSE audit programme is implemented, monitored and reviewed.
- Ensuring that the unit responds to the health and safety audits and effectively follows up the results.
- Ensuring that the appropriate information, instruction and training is provided to all employees, maintaining up to date training records.
- Consulting and co-operating with Clients on matters of health and safety to ensure that effective arrangements are implemented and maintained.

- Ensuring health and safety is a minuted agenda item at Operational Team meetings with reporting of issues as appropriate.
- Ensuring that a New Unit Assessment is carried out before, or as soon as is practicable after the opening of a new contract, to establish health and safety standards of premises, plant and equipment. Where unsatisfactory standards are identified, an action plan to achieve the required level of compliance must be agreed with the Client or other responsible person.

Compass Group UK and Ireland Sales Director and Sector Sales Directors

The Sales Directors for Business Sectors are responsible for:

- Ensuring that in any negotiations for new business opportunities, responsibility for compliance with HSE legislation is clearly defined and understood by all parties concerned.
- Ensuring that the contract includes a provision for any remedial works identified in the New Unit Assessment to be completed within agreed timescales.

Unit Managers are responsible for:

- Ensuring HSE is managed at unit level.
- Completing, implementing, monitoring and reviewing unit risk assessments and implementing safe systems of work in their unit.
- Completing Quarterly HSE walks.
- Ensuring the Food Safety Management System is implemented and Kelsius and HACCP records are completed and are signed off.
- Ensuring the Environmental toolkit is implemented as unit level
- Ensuring all employees under their control complete their required training and maintaining up to date training records.
- Completing regular HSE toolbox talks with employees.
- Implementing HSE campaigns as issued by the HSE manager.
- Ensuring employees are issued with the appropriate PPE relevant to their role and supervised

- Supervising all employees under their control. Act on employees unsafe behaviour or practices and follow the steps outlined in the Guide for Managing HSE Breaches.
- Ensuring copies of the Health and Safety Management Statement, policy, risk assessments and safe systems of work are always available.
- Consulting with employees on health and safety matters including minuted 6 monthly health and safety meetings and daily briefings.
- Ensuring all H&S, food safety or Environmental incidents are correctly reported in line with the unit reporting procedure and investigated.
- Recording any potential health and safety risks beyond their control and reporting these to the Line Manager/Client as appropriate

Head Chefs are responsible for:

- Ensuring Food Safety is being managed in unit
- Ensure Chefs are working safety and adhering to Food safety and health and safety requirements set out in compass silver standard procedures.
- Ensuring unit allergen information is correct at all times.
- Ensure Kelsius records are completed and are signed off
- Supervising all employees under their control.
- Act on employees unsafe behaviour or practices and follow the steps outlined in the Guide for Managing HSE Breaches.
- Ensuring all H&S, food safety or Environmental incidents are correctly reported in line with the unit reporting procedure. Assist with investigations when required.

Supervisors are responsible for:

- Ensuring employees are working safety and adhering to all HSE safety requirements set out in compass silver standard procedures.
- Supervising all employees under their control.
- Act on employees unsafe behaviour or practices and following the steps outlined in the Guide for Managing HSE Breaches.
- Ensuring Kelsius records are completed and are signed off.

- Ensuring all H&S, food safety or Environmental incidents are correctly reported in line with the unit reporting procedure. Assist with investigations when required.

All Company Employees

All Company Employees are responsible for:

- Taking reasonable care for their own health and safety and that of others who may be affected by what they do or fail to do.
- Co-operating with their employer on matters of HSE.
- Correctly using work items provided including personal protective equipment in accordance with training and instructions.
- Not interfering with or misusing anything provided for purposes of HSE.
- Following the rules and using the right procedure and tools for the job. Speaking up if they do not know the correct procedure or have the right tools.
- Adhering to the personal hygiene policy
- Speaking Up - If they see a HSE breach, a hazard, unsafe condition or something they feel is a risk.
- Partaking in any HSE campaigns.
- Raising safety good catches.
- Not be under the influence of alcohol or drugs to the extent that he/she is likely to endanger his/ her own safety, health or welfare at work or that of any other person
- Not engage in improper conduct or other behaviours such as violence, bullying or horseplay which could endanger another person at work or his / her safety, health & welfare
- Completing all mandatory training and taking account of the training and instructions given.
- Ensuring all H&S, food safety or Environmental incidents are correctly reported in line with the unit reporting procedure.
- In the event of an injury everyone must co-operate with the Compass CARE injury management procedure and with any investigation

Maintenance and provision of premises, plant and equipment

- Business Sector Sales Director, Managing Director or Operations Management shall establish by written agreement with the Client the responsibilities for the provision and maintenance of appropriate premises, plant and work equipment in line with the manufacturers' instructions and legal requirements
- The Client and the Site Manager and/or Operations Management should retain a copy of this arrangement.

Section 2 Identification of hazards, assessment of risks, and control measures

2.1 Risk assessment

Introduction

Section 19 of the Safety, Health and Welfare at Work Act, 2005 requires that employers and those who control workplaces to any extent must:

- Identify the hazards in the workplaces under their control
- Assess the risks presented by these hazards

The main purpose of the risk assessment is to decide the measures needed to remove hazards and / or minimise risks and to establish a safe system of work

Definition of Hazard

A hazard is anything with the potential to cause harm, injury or damage (this can include articles, substances, plant or machines, methods of work, the working environment and other aspects of work organisation).

Definition of Risk

A risk is the likelihood of the potential harm from that hazard being realised and the consequences.

The extent of the risk will depend on:

- The likelihood of that harm occurring
- The potential severity of that harm, i.e. the resultant injury or adverse health effect
- The people who might be exposed to and affected by the hazard

Definition of Risk assessment

A Risk Assessment is a careful examination of work activities to identify what could cause harm, injury or damage in order to decide if enough precautions have been taken or if more should be done to prevent harm, injury or damage

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- General Principles of Prevention.

1. The avoidance of risks.
2. The evaluation of unavoidable risks.
3. The combating of risks at source.
4. The adoption of work to the individual, especially as regards the design of places of work, the choice of work equipment and the choice of systems of work, with a view, in particular, to alleviating repetitive work and work at a predetermined work rate and to reducing the effect of this work on health.
5. The adaptation of the place of work to technical progress.
6. The replacement of dangerous articles, substances or systems of work by safe or less dangerous articles, substances or systems of work.
7. The giving of priority to collective protective measures over individual protective measures.
8. The development of an adequate prevention policy in relation to safety, health and welfare at work, which takes account of technology, organisation of work, working conditions, social factors and the influence of factors related to the working environment.
9. The giving of appropriate training, guidance & supervision to employees.

Record, monitor and review risk assessments

Section 19 of the Safety, Health and Welfare at Work Act, 2005 requires the significant findings of risk assessments to be recorded in order to make an effective statement of hazards and risks, which then leads management to take the relevant actions to protect health and safety.

The law also requires risk assessments to be reviewed from time to time and, if necessary, to be modified. Adverse events such as accidents, ill health or dangerous occurrences are likely to indicate that a review of a risk assessment and safe system of work is required. The introduction of new equipment, changing work methods or the introduction of additional services will also require risk assessments to be carried out.

Communicate the significant findings of risk assessments

Many accidents occur when employees use equipment or carry out work procedures without suitable information, instruction, supervision and training in the safe system of work

It is therefore essential that all employees are informed of any hazards and risks associated with their work and trained in the safe systems of work

2.1 The Risk Assessment Process

The Company has approached the risk assessment process by identifying three main groups of risk assessments that must be completed within the business.

- **Mandatory** - These risk assessments must be completed, where applicable, in every Compass operating unit, be that a catering unit or a hard FM site. These include risk assessments that are specifically required by legislation or are the cause of a significant number of accidents and injury within the company.
- **Commonly Used** - These risk assessments are for tasks commonly conducted throughout the business.
- **Service Specific** - These are the risk assessments that are specific to and cover the equipment and tasks for a particular "soft" service offer e.g. Catering Services, Cleaning & Domestic Services, Business and Office Services, and Portering Services, Ireland Only Risk Assessments.

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All risk assessments mentioned in this document are completed at unit level and are site specific. The template documents are available on the Compass Group HSE Website. Completed risk assessments are filed in the unit's Health and Safety folder and made readily available to all employees.

The risk assessments outline the hazards, safety risk and includes the safe systems of work. Each of the risk assessments and safety systems of work are trained to all employees to ensure they are aware of the hazards associated with their work. Where PPE is required for a particular task/ piece of equipment the prescribed PPE is outlined.

Unit Managers are responsible for completing, implementing and reviewing the risk assessment process:

- Tailor the risk assessments to ensure that the safe systems of work reflect the actual risks within the operation.

- Where no generic risk assessment is provided for tasks undertaken, liaising with the HSE Manager to complete one.
- Bring the findings of the risk assessments, in particular the safe systems of work to the attention of all relevant employees and other interested parties.
- Provide suitable information, instruction and supervision to employees and other interested parties, in ensuring adherence to the safe systems of work.
- Review, and where necessary revise, the risk assessments at least annually, or when circumstances change, or following an accident or incident
- Record the completion and review of the risk assessments on the HSE combined calendar and retain all completed risk assessment documentation for at least a period of 6 years
- Task specific Manual handling risk assessments are completed for each colleague to cover all handling tasks undertaken as part of their role.

Line Managers ensure that all Unit Manager under their control implements the risk assessment process.

Risk Assessments are reviewed by the HSE Leadership team annually and assessments are reviewed following accidents, incidents and near misses by the HSE Team Ireland. Any amendments to risk assessments or safe working practices are communicated by the HSE team.

Client requirement to co-operate in the maintenance of safe systems of work

It is the contractual responsibility of the Client to maintain and service work equipment (that the client owns), keep the fabric of the premises in good repair and provide welfare facilities such as changing rooms and toilet accommodation so that they are, so far as is reasonably practicable, safe and without risks to health.

By not doing so may mean that a safe system of work cannot be fully implemented. It is therefore important that the Client acknowledges their responsibilities both under the terms and conditions of the contract and under health and safety legislation

2.2 Communicate the significant findings of risk assessments

In order to ensure that suitable and sufficient steps are taken in ensuring the health, safety and welfare of employees and persons who may be affected by our operations, all employees must be informed, instructed and supervised in the findings of the risk assessments and associated safe systems of work.

All of the risk assessments and safe working practices are trained to each of our colleagues when joining the business and refreshed every three years or more regularly where there are changes in the work environment, equipment or processes and following any accidents or incidents. Each of our colleagues signs off training on each of the risk assessments applicable to their role with Compass Group Ireland on the Employee Risk Assessment Training Record.

All unit Managers and Supervisors complete the eLearning Module “Managing Safety” which covers the risk assessments process of highlighting hazards, the likelihood of occurrence, the safety risk and identifying who would be affected. The management team also gain the knowledge from this course on how to develop and implement safe systems of work, manage any risks and also provides training on how to implement and roll out the risk assessments to their teams.

Where areas of Client contractual responsibility impact upon our ability to implement the findings of the risk assessment, this must be communicated to them to ensure co-operation in ensuring the health, safety and welfare of all parties.

2.3 Occupational Health Supports

Compass Group employs Medmark Occupational Healthcare to minimise and manage sickness absence and by working with our HR partners to facilitate a speedy return to work whether it be to an alternative role or to altered work activities until employees are fully fit to return to their normal role. Occupational Healthcare provides the following services to our business: Absence Management, Health Surveillance, Pre-Employment Medicals, Medical Assessments, Occupational Health Solutions

Section 3: Safety arrangements and information

3.1. Chemical Safety

The Safety, Health & Welfare at Work (Chemical Agents) Regulations 2001 and the Safety, Health and Welfare at Work (Chemical Agents) (Amendment) Regulations 2015, The Chemicals Act 2008 (No. 13 of 2008) | and Chemicals (Amendment) Act 2010 (No 32 of 2010) requires employers to control the potential for exposure to hazardous substances in the workplace. The use of chemicals or other hazardous substances at work can put people's health at risk. The law requires the employer to eliminate, where reasonably practicable, the risk of exposure to hazardous chemical agents or, if it is not possible to eliminate them, to reduce the potential for exposure and so control that exposure in order to prevent harm or ill health to the workers or others affected by the work activity.

Control measures will include:

- Informing employees of the hazards and associated risks to which they are exposed
- Training employees in the proper storage, handling and use of hazardous substances and emergency procedures to be followed
- Wearing appropriate personal protective equipment and training employees how to wear it correctly and how to take care of it

Employees, as well as employers, have responsibilities under the regulations. They must co-operate with the policy / instructions given to reduce the risks from hazardous substances, and act sensibly, using equipment properly, in order to protect themselves and others.

Employees COSHH Responsibilities

Operations Manager

Responsible for ensuring that the Company policy and procedures are implemented in the unit, and that:

- All employees are trained in the safe use of cleaning products and other hazardous substances and that records are kept of all training carried out.
- The Chemical Product Assessments are completed.
- Chemical Safety signage is displayed.
- Correct Personal Protective Equipment (PPE) is available in each site, stored properly, and in good condition.

Unit Manager

Responsible for implementing and for ensuring that:

- All employees are trained in the safe handling and use of hazardous substances and cleaning products before using them, referring to the Chemical Product Assessments, Safety Data Sheets, Product Task Cards, Product Labels and any other appropriate guidance provided by the manufacturer
- All employees complete Working Safely Training or other approved Company Health and Safety Training including safety with chemicals and regular refresher training
- All training is recorded on each employee's training record, dated and signed for
- All employees are aware of their responsibilities
- The Chemical Product Assessments are completed
- Safety Data Sheets are available for all chemical products or other hazardous substances in use
- Hazardous substances and cleaning products are being used safely, and in accordance with manufacturer's instructions, Safety Data Sheets, Chemical Product Assessments, supplier guidance and product label information as appropriate
- Correct Personal Protective Equipment is available, used when required, stored properly and in good condition

Employees

- Using all hazardous substances and cleaning products in a safe manner in accordance with training and instructions provided

- Wearing personal protective equipment (PPE) wherever required
- Taking care of equipment or items provided for safety purposes
- Reporting any problems with PPE, hazardous substances or cleaning products to the Site Manager
- Reporting to the Site Manager any ill health effects that they believe, or suspect may be caused by contact with hazardous substances or cleaning products
- Following the first-aid, accident reporting and hazard reporting procedures
- Co-operating with, and following all the requirements of the Company in relation to Chemical Safety

Elimination, Substitution and Control of substances

The Company has worked with its nominated cleaning product suppliers to establish the most appropriate cleaning products for specific cleaning tasks. Safety has been a factor in this selection process to ensure that the least hazardous products are available.

However, in commercial situations, some products do have to contain hazardous substances to be particularly efficient in cleaning processes. Where use cannot be avoided by elimination or by substitution with a non-hazardous product, then assessments have to be undertaken to control the associated risks.

Prolonged Skin Contact

Prolonged skin contact with many products can affect the skin and can cause conditions such as occupational dermatitis.

Personal sensitivity to products can vary. Protective gloves should be worn when required by the COSHH Product Assessments. Even if they are not specifically required, it is always good practice to wear protective gloves when handling hazardous substances. However, using gloves constantly, i.e. during periods where they are not required or recommended, can exacerbate skin problems.

Goggles should be worn when there is a significant risk of splashing concentrated products into the eyes.

Where colleagues show any signs of skin sensitivity to products, they must stop using them and report this to their Unit/Line Manager. The Unit Manager must follow the HSE Department Guidance on Occupational Dermatitis available on the HSE website under Occupational Health section.

Safety Data Sheets (SDS)

Suppliers of hazardous products are required to provide Safety Data Sheets (SDS). The SDS will provide information on the hazardous properties of the substances being used, any health effects associated with its use, how likely it is to get into the air or onto the skin, and what risk reduction measures should be used to control exposure to an acceptable level. It will provide essential information for satisfactory completion of the COSHH Product Assessments.

SDS are updated whenever there is any significant change made to product or for changes in the law.

Following the introduction of Ecolab products into the Compass business during 2014 and the updating of the COSHH Product Assessment process and documents, a copy of an SDS for every Ecolab product in use is no longer required to be held on each site. These can often be downloaded from the manufacturer's websites.

SDS are required to be held for all non-Ecolab products. These should be filed in the unit's COSHH folder.

Hazard Warning Symbols

- Chemical packaging and labelling regulations require a hazard classification of a product to be shown on its product label.
- Some products may not have a hazard classification (e.g. ordinary washing up liquid).
- Products that have a hazard classification are likely to display one or more of the following symbols:

-



Acute Toxicity



Oxidising



Serious Health Hazard



Corrosive



Health Hazard



Flammable



Gasses Under Pressure



Explosive



Hazardous to the Environment

A "Signal Word" such as "Warning" (less severe hazard) or "Danger" (more severe hazard) will be written next to the symbol, depending on the severity of the hazard, together with precautionary statements.

Product Labels

Chemical products should be labelled to provide the following information:

- The COSHH Hazard Symbol(s)/ Hazard Pictogram;
- Instructions for storage, handling and use.

It is important to refer to the product label information before using and during colleagues' training.

Storage of Products

Products must be stored securely and safely. This means separate from food, equipment, sundries and PPE, in a lockable storeroom or cupboard. If a dedicated lockable storeroom or cupboard has not been made available for storage of products, then the room containing the storage area must be secure from unauthorised access when not occupied.

- Product containers should be inspected for damage or leaks on receipt and when being stored;
- Product containers should be stored in an upright position and the more hazardous products stored at lower shelving levels;
- Where it is stated on the product label, products should be stored in well ventilated store cupboards or storerooms to allow for the dispersal of chemical fumes in the event of leakage

or accidental spillage. Some products, if mixed together, can produce extremely hazardous fumes;

- Products should be stored in their original containers, with labels legible and intact. Products should not be decanted into other containers, unless being used in purpose designed and labelled applicators (e.g. spray bottles or powder shakers).

Handling and Use

Products must not under any circumstances be mixed together prior to use or during use.

Products must not be decanted into other containers apart from applicators designed for purpose and in accordance with manufacturer/supplier instructions for application. Such applicators may include spray bottles for dilute application of hard surface cleaners and powder shakers for dry powder application of sanitisers.

All such containers must be labelled with:

- Name of the product;
- Instructions for use;
- Safety information;
- Most labels and pre-labelled empty containers (shakers and spray bottles) will be available from the supplier. Otherwise blank labels must be used and filled in with ALL the information as detailed above;
- Concentrated products should be dispensed or poured carefully in the correct amount into the sink, bucket or other equipment where it is to be used. Install mechanical measuring and dosing equipment where available from the supplier;
- Concentrated products should be dispensed into water, not the water into the concentrated product;
- Spray or foamer attachments should be attached only to those containers designed for such use, where the product is intended to be used undiluted. Use only those attachments provided by the supplier;
- Spray heads should be examined for leaks or other faults each time they are used and should be turned to the 'off' position when not in use;
- Flammable products must not be used near naked flames, where ignition sparks can be generated or other places that can result in explosive atmospheres;
- Wash hands after using any product.

Personal Protective Equipment (PPE)

The following PPE may be required in connection with storage, handling and use of hazardous substances and products:

Personal Protective Equipment	Protection Given
Gloves/Gauntlets	Skin Protection
Face Masks/Respirators	Skin Protection/Inhalation Protection
Goggles	Eye Protection
Aprons/Overalls	Skin Protection

- PPE must provide adequate protection from harm and must comply with safety specifications. Please refer to the COSHH assessment and PPE Catalogue for further information
- Employees to be trained on requirement for PPE use & how to use and maintain equipment. PPE receipt to be signed by all employees
- The Chemical Product Assessment must state the PPE required where it is a necessary safety precaution. This should be repeated on cleaning schedules and in training programmes to remind employees of the precautions that need to be taken

Chemical Training

- Chemical training must be carried out in line with Company policy as specified in the Site Managers responsibilities at the beginning of this section.
- Training to include safety precautions, storage, handling, use, PPE, emergency procedures (spillages etc.), fire precautions, first-aid measures, product knowledge, cleaning processes

Sources of Training Materials and Information

- Manufacturer/supplier Safety Data Sheets, product information sheets, product labels, training guidance sheets;
- COSHH Product Assessments;
- Task Cards;
- Company health and safety training programmes or other approved COSHH training;
- COSHH posters and COSHH safety signage;

- COSHH-essentials guidance sheets.

Compass Group COSHH Documentation Policy

This section explains the requirement to assess risks associated with hazardous substances and sets out the Company policy and procedures for completing the assessments and associated documentation.

Product Assessments

An important duty imposed by the regulations is the requirement to assess the risks to health arising from the use of hazardous substances in the workplace and decide what precautions are needed. Exposure to hazardous substances must be prevented where reasonably practicable. If this is not possible, then risks must be adequately controlled.

The COSHH Product Assessment is a record for each product and details the name of the product, the manufacturer, the use of the product, the hazard classification, the risk phrase(s) and the safety precautions to be taken, including the wearing of PPE where applicable.

Although some products are classified as non-hazardous and don't require any PPE to be worn, it is Compass policy that the appropriate protective gloves are worn whenever chemicals or cleaning products are being handled or used to prevent prolonged or repeated exposure of the skin.

The COSHH Product Assessment procedures involve the completion and/or retention of the following documents for each product used or stored in the unit:

- COSHH Inventory
- Chemical Product Assessments
- Task Cards
- Safety Data Sheets for non-Ecolab products

The COSHH Product Inventory is used to list all substances and products used and/or stored in a site/unit. For each product listed on the inventory form this must also show that the COSHH Product Assessments and Task Cards have been downloaded and reviewed, and that the Safety Data Sheet is available where this is required.

COSHH Product Assessments must be updated/reviewed every 3 years or sooner if there are any changes to the product or its use and after any accident involving the product.

The completed assessments must be retained in a secure place for at least 6 years.

The COSHH Product Assessment

The COSHH Product Assessment is a record for each product and details the name of the product, the manufacturer, the use of the product, its physical appearance, the hazard classification, the risk phrase(s) and the safety precautions to be taken, including the wearing of PPE where applicable.

- Chemical Product Assessments must be updated as changes to products occur and must be reviewed every three years if there are any changes to the product or its use and after any accident involving the product.
- These must be filed in the units COSHH folder in a readily assessable location
- The completed assessments must be retained in a secure place for at least 6 years

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Task Cards - Company Approved Products

- The Task Cards that are relevant to the unit/site but be downloaded, review and understood.
- Where several products are used in the same way (e.g. Apex Manual, Apex Ultra, Apex Metal, Apex Rinse, Apex Pre-Soak and Apex Pot and Pan) a single task card will apply to the procedure for all of them.
- The Task Cards all indicate the new hazard pictograms that may be on the product labels as well as the correct PPE that should be worn when completing each task, which are based on the new COSHH classifications.
- The Task Cards should be used as the main materials for training colleagues in each task.
- They should be displayed in the areas they apply to or safely filed in the COSHH folder.

Non-Ecolab Products

- Where non-Ecolab products are in use, e.g. produced by other manufacturers and supplied by the Client company etc., COSHH Product Assessments and Task Cards must be completed

in full by the Site Manager using the blank COSHH Product Assessment Template form provided and with the assistance of the HSE Manager.

- In addition to cleaning products, COSHH Product Assessments must be completed for other hazardous substances e.g. paints and thinners, herbicides and insecticides, which may be used in carrying out contracted services.
- To be able to satisfactorily complete the COSHH Product Assessment, the Safety Data Sheet will be required, which must be attached to the completed COSHH Product Assessment. This can be obtained from the supplier or the manufacturer. In many cases these can be downloaded from their website.

3.2. Fire Safety

- Fire is the most serious hazard that can occur in any workplace. Fire and smoke inside buildings can kill
- It is a legal requirement to assess the risks from fire and to establish fire precautions and management control measures that effectively reduce the risk of fire

Part 2, Chapter 1(12) of the Safety, Health and Welfare at Work (General Application) Regulations 2007 deals with Emergency Routes and Exits. *Part 2, Chapter 1 (13) deals with Fire Detection and Fire Fighting.* Reference will also be made to *Section 11 of the Safety, Health and Welfare at Work Act 200- 'Emergencies, Serious & imminent Dangers', the Fire Services Acts 1981 and 2003 (No. 30 of 1981 and No. 15 of 2003)* and other relevant legislation.

Fire Risk Assessment responsibilities

Operations Manager

Ensuring that the site managers is trained in their fire safety responsibilities and how to complete the Fire Safety Risk Assessment and all applicable fire safety records

Site Manager

- Complete the fire risk assessment with assistant from the site HSE manager and in conjunction with the client.
- Ensuring that the Fire Safety Risk Assessment, the Fire Emergency Action Plan are specific to the unit and trained and made available to the team on site.
- Ensuring that the Fire Safety Risk Assessment is reviewed regularly, if there are significant changes in the workplace that may affect fire safety and following any fire incident
- Communicating the findings of the Fire Safety Risk Assessment to all employees, and where applicable, the Compass Group Ireland Client
- Ensuring employees are trained in the use of firefighting equipment where applicable and in their role of assisting in the safe evacuation of the premises in the event of an emergency.
- Ensuring that all employees are trained in fire safety, including being made aware of the Fire Emergency Action Plan outlining fire activation, emergency shut off points and fire assembly point and the escape routes during their induction

- Ensuring that agency and temporary employers, contractors and visitors are informed of the emergency procedures in the event of fire, including the escape routes and assembly point, and are accounted for at roll call following an evacuation of the premises
- Ensuring Statutory Compliance declaration is completed (in conjunction with the client)

Employees

- Co-operating with management in the implementation of the fire safety procedures and not interfering with or misusing anything provided at work for fire safety
- Reporting any defective fire-fighting equipment or fire safety hazards to your manager immediately
- Keep all exits and walkways free from obstruction
- Ensure you are familiar with the emergency shut off points and emergency exit routes in your work area

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Fire Safety Risk Assessment

The instructions for completion are on the Fire Risk Assessment form, available from the HSE website and once completed held in the health and safety folder.

This should be completed by the unit manager (with assistance from the HSE manager if required) and in conjunction with the client. Once the Fire Safety Risk Assessment is completed any significant fire risks must be eliminated or reduced as far as is practicable by implementing the improvements and actions noted on the assessment.

This may mean involving the Client or other responsible persons as appropriate. The findings of the Fire Safety Risk Assessment should be communicated to all employees

Review of the Fire Safety Risk Assessment

The Fire Safety Risk Assessment must be reviewed every three years and more regularly in the event of significant changes to the workplace/premises, the change in use of the premises or in the working arrangements and following a fire incident.

Related Fire Safety Documentation

1. Fire Emergency Action Plan - outlining the location of the assembly points and the Gas and Electricity shut off points in each location.
 - a. This is located in the health and safety folder and a copy should be displayed in an easily accessible location in the unit.
 - b. The instructions for completing the Fire Emergency Action Plan are shown on the front page of the document.
 - c. The Fire Emergency Action Plan must be communicated to all employees, contractors and visitors and be displayed on the notice board.

2. Quarterly HSE Record - The main purpose of the Quarterly HSE Record is to tour the areas we are responsible for and identify any safety and environmental related issues.
 - a. Any questions that are answered NO must be actioned using the Log Sheet at the bottom of the form
 - b. Faults must be reported and detailed on the Repairs and Maintenance Log.
 - c. All employees, customers and clients must be informed of any potential dangers.

3. Sign in/ check in details for your team

4. Unit Manager's Emergency Manual - Emergency procedures including fire and explosion, gas emergencies, first aid emergencies are outlined in the Unit Managers Emergency Manual. This must be rolled out to employees and located on the notice board which is easily accessible. The contents of the Unit Managers Emergency manual must be brought to the attention of all employee annually.







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Portable Fire Fighting Equipment (FFE)

Portable Fire Fighting Equipment should be provided near to fire exits and in areas of special risk, e.g. near to deep fat fryers, storage facilities for flammable materials etc.

FFE should only be used to extinguish small fires by people who have been trained to use them and only if it is safe to do so without putting themselves in danger.

The choice of FFE should be determined by the types of materials likely to be found in the premises and its location within the premises.

Class of Fire	Type of Materials	Suitable Types of Portable Extinguisher
	Free burning combustible materials e.g. paper, wood, fabric, furniture	Water Spray Foam ABC Dry Powder
	Flammable liquids e.g. oils, spirits, petrol	Spray Foam ABC Dry Powder CO2 Gas
	Flammable gasses e.g. propane, LPG, natural gas	ABC Dry Powder
	Electrical appliances and equipment	ABC Dry Powder CO2 Gas
	Combustible metals e.g. magnesium, lithium, sodium, potassium, titanium, aluminium	ABC Dry Powder
	Cooking Oils & Fats	Wet Chemical

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3.3 First Aid

First-aid can save lives and prevent minor injuries becoming major ones. First-aid at work covers the arrangements that need to be made to ensure this happens, that is, the initial management of any injury or illness suffered at work, although the cause does not have to be work related. It does not include administering any medication to treat illness.

It must be remembered that it is only first-aid that is being administered and not medical treatment. Any injuries beyond minimal first-aid care must be referred to a doctor or hospital. If no one is trained, assistance MUST be sought. Where medical attention is required please use your appointed CARE Injury Management provider or local A&E.

For emergency situations call the emergency services and follow the site emergency procedures where applicable.

Legal Requirement

Part 7, Chapter 2 of the Safety, Health and Welfare at Work (General Application) Regulations 2007 deals with the issue of first aid within the workplace and requires every employer to make adequate first-aid provision for their employees.

In order to comply with the requirements of the regulations, employers must assess their own needs considering, not only the number of employees, but also the hazards in their workplace. Guidance to the regulations gives information on what is adequate and depends on several relevant factors including:

- The number of employees
- The nature of the undertaking (i.e. low, medium or high risk)
- The size of the site and the distribution of employees
- The location of the site and the locations to which employees go in the course of their work

In order to comply with the above requirement, a First aid needs assessment must be completed. This is located on the HSE website and should be filed in the health and safety folder. This will determine if a first aider is needed.

Trained First aiders / Appointed Persons

A first aider is a person who has attended an approved course and is in possession of a valid certificate of competence in first aid at work, issued by an organisation whose training and qualifications are approved by PHECC's First Aid Response (FAR). Training may be scheduled by the Client or alternatively can be arranged through the Learning & Development team.

First Aid Kit Contents

Materials	1-10 Persons	11-25 Persons	26-50 Persons
Adhesive Plasters	20	20	40
Sterile Eye Pads	2	2	4
Individual Wrapped Triangular Bandages	2	6	6
Safety Pins	6	6	6
Medium Individually Wrapped Sterile Unmedicated Wound Dressings. (10 x 8)	2	2	4
Large Individually Wrapped Sterile Un-Medicated Wound Dressings. (13 x 9)	2	6	8
Extra Large Individually Wrapped Sterile Un-Medicated Wound Dressings (28 x 17.5)	2	3	4
Paramedic Shears	1	1	1
Individually Wrapped Wipes	10	20	40
Pairs of Gloves	5	10	10
Sterile Eye Wash (500ml)	1	2	2
Pocket Face Mask	1	1	1

Water Based Burns Dressing Small (10x10cms)	1	1	1
Water Based Burns Dressing Large	1	1	1
Crepe Bandage (7cm)	1	2	3

Notes

Where more than 50 persons are employed, pro rata provision should be made.

Where mains tap water is not readily available for eye irrigation, sterile water or sterile normal saline (0.9%) in sealed disposable containers should be provided. Each container should hold at least 20ml and should be discarded once the seal is broken. Eye bath/eye cups/refillable containers should not be used for eye irrigation due to risk of cross infection. The container should be CE marked.

Responsibilities for First Aid

Site Manager

Must complete the First aid Needs Assessment and ensure that the materials, equipment and facilities identified as necessary are provided in order that the required level of cover will be available to employee's at all relevant times.

All employees, including temporary and agency employees, must be informed of the arrangements that have been made in connection with the provision of first aid. This must include the location of equipment facilities and personnel and how to summon first-aid assistance.

3.4 Floor Safety

The large number of accidents recorded each year involve slips, trips and falls and they result in many minor and some very serious injuries to both employees and customers.

To help the unit assess the risks of such accidents and identify remedial action, a Floor Risk Assessment should be completed for all areas employee operate in. It is Company Policy to provide employees with personal protective equipment, including slip resistant footwear. The provision of PPE must always be considered as the “last resort” to protect against risks to health and safety - after other controls have been considered first.

The Operation’s Manager is responsible for:

- Assisting the Site manager in effecting repairs to the floor surface where this is necessary
- Escalating any defects or unfit flooring to the client

The **Site Manager** is responsible for:

- Completing the Floor Safety Risk Assessment
- Eliminating or reducing any significant risks to a safe level by implementing the improvements and actions noted on the assessment. This may mean involving the Client Company
- Ensuring employees are aware of the risks associated with slips and trips in that workplace and the precautions they need to take
- The Floor Safety Risk Assessment must be reviewed regularly and in the event of any significant changes to the workplace layout, equipment or safety arrangements
- Communicating the findings of the Floor Safety Risk Assessment to all employees
- Ensuring employees are wearing safety footwear where provided
- Reporting any floor defects to the client

All Employees are responsible for:

- Reporting any incidents, dangerous events or hazards in the workplace
- Ensuring they adopt the company’ ‘Clean as you go Policy’
- Ensure slip resistant shoes are worn when required and maintained in good condition. Any issues should be reported to their supervisor/ manager and replaced

- Using and taking proper care of any personal protective equipment (e.g. slip-resistant footwear).

3.5. Manual Handling

Manual handling is the transporting or supporting of loads (lifting up, putting down, pushing, and pulling, carrying or moving) by hand or by bodily force.

Legal requirements of manual handling

Part 2 Chapter 4 of the Safety, Health and Welfare at Work (General Application) Regulations 2007 deals with the issue of manual handling of loads and requires the Company to:

Step 1: Identify the manual handling tasks that need to be assessed

Step 2: Develop a risk assessment schedule

Step 3: Carry out the risk assessment process

Step 3a: Task observation and description

Step 3b: Collect task data

Step 3c: Identification of the risk factors

Step 3d: Solution development and action plan

Step 4: Review the effectiveness of the control measures or solution

There are four key requirements with regards to manual handling in the workplace:

1. Avoidance of Manual Handling in the workplace
2. Reduction of Manual Handling in the workplace
3. Risk Assessment of Manual Handling Tasks undertaken in the workplace
4. Provision of Instruction and training for relevant employees to reduce the risk of injury

The normal operations that form part of the unit's activities will involve a wide variety of manual handling tasks, the majority of which will present a low risk of injury and do not need further assessment, providing that employees follow the simple guidance in this section.

Completing the General Manual Handling Risk Assessment

The first thing to do is consider the whole range of tasks associated with the work activities or place of work. Each task should be listed in the main part of the assessment form in the section headed Tasks.

The next step is to consider the overall level of manual handling risk. Any tasks that are considered 'HIGH' risk i.e. may involve significant risk of injury; need to be considered in more detail using the 'Task Specific Manual Handling Risk Assessment'.

Twenty High Risk Tasks have been identified by the business and Task Specific Manual Handling Risk Assessments have been developed. Any task that is considered “High Risk” and is not covered by these the unit manager should contact the HSE manager for advice.

Review the General Manual Handling Risk Assessment regularly. In addition, review the assessment if the task or the working environment changes significantly and in the event of a manual handling incident in respect of a particular task.

Training

All employees will receive induction safety training on employment and receive formal manual handling training within 30 days of commencement. This includes practical manual handling training and practical lifting guidance. All employees must follow the advice given regarding manual handling, lifting techniques and use of equipment. Employees must assess the load prior to lifting and request assistance where required.

Responsibilities of manual handling

Site / Unit Manager

The General Manual Handling Risk Assessment must be completed by the Site Manager and where High Risks are identified take remedial actions to eliminate the need for the manual handling task or to reduce the risk to the lowest practicable level.

The General Manual Handling Risk Assessment is used to list all the significant manual handling tasks being carried out in the work location and to identify whether the tasks are considered to be Low Risk or High-Risk manual handling activities.

Where manual handling tasks are considered to be High Risk or where the manual handling tasks fall outside the general guidelines in this section of the Health and Safety Manual, a Task Specific Manual Handling Risk Assessment must be completed.

Risk assessments must be reviewed every three years. In addition, assessments must be reviewed if the task or the working environment changes significantly and in the event of a manual handling incident in respect of a particular task.

3.6. Sensitive Risk Groups

3.6.1 New and Expectant Mothers Assessment

Legal Requirement

The Safety, Health and Welfare at Work (General Application) Regulations 2007, Part 6, Chapter 2, Protection of Pregnant, Post Natal and Breastfeeding Employees (the Pregnancy Regulations) apply when an employee informs her employer that she is pregnant, has recently given birth or is breastfeeding and provides an appropriate medical certificate. The health status of pregnant employees must not be affected in any way by our work, whether on the premises, in the office or elsewhere.

As per Chapter 2 of Part 6 and the related schedule 8 of the General Application Regulations 2007, we shall endeavour to:

Inform all female employees of their rights & duties when they start work with us

Carry out a specific risk assessment of her work

Inform her that she must inform Management of her condition as soon as it is practicable after it occurs, and at the time of notification, give to her manager or produce for her manager's inspection a medical or other appropriate certificate confirming her condition

Provide suitable work for this employee, should her situation require a change from her present activities

Provide suitable rest facilities for her

Provide paid Safety & Health leave should we not have alternative, safe work for her, as is required under these regulations

The law requires employers to take extra care regarding the safety and welfare of female employees who are of child-bearing age, and to assess the risks at work for new and expectant mothers.

The New and Expectant Mothers Risk Assessment must be completed whenever any of the following situations arise:

When an employee notifies the Company that she is pregnant; or

When a new mother is working within six months of giving birth; or
When a new mother is working and is continuing to breast-feed her baby.

Company Policy

Once the employee has given notification of her pregnancy, she must complete a New and Expectant Mothers Risk Assessment after they have discussed their health in relation to their job description with their GP.

When the Risk Assessment has been completed, the findings must be reviewed to assess whether the person is at significant risk of harm. If actions cannot be taken to eliminate hazards, or control the risks to new and expectant mothers, the following action must be taken:

- The employee's working conditions and/or hours of work must be temporarily adjusted if there is significant risk
- If this is not reasonable or would not avoid the risk, they must be offered suitable alternative work on the same terms and conditions
- Where it is not possible to offer suitable alternative work, she must be placed on health & safety leave
- Unit managers must speak to our Human Resources Department before proceeding with any of these courses of action.

Night Work

- If the woman has a medical certificate stating that night work could affect her health and safety, she has the right to be offered alternative daytime work. If this is not possible granting the employee leave.
- Unit managers must speak to our Human Resources Department before proceeding with any of these courses of action.

3.6.2 Protection of Young Persons

Where employees between the ages of 16 – 17 year olds are employed the Site Risk Assessment for Young Persons must be completed by the unit manager.

All applicable risk assessments that cover the young person's tasks must also be completed and communicated with said young person.

3.6.2 Visitors

Visitors A visitor is a person other than an employee or contractor. Visitors may not be aware of the potential hazards associated with our place of work. To minimise the risk of injury to our visitors we will:

- Practice good housekeeping including keeping walkways clear and cleaning up spills immediately;
- Restrict access to hazardous areas;
- Prevent visitors from using equipment or machinery;
- Ensure appropriate safety signs and notices are displayed for the areas within our control;
- Ensure safe walkways and access routes within in our control are maintained; and
- Put procedures in place to ensure our visitors are evacuated in a safe and timely manner in the event of an emergency.

Visitors are required to:

- Conduct themselves in a safe manner at all times;
- Observe emergency procedures and, in the event of an emergency, to identify themselves to an employee and be escorted to the designated Assembly Point.

3.7. Personal Protective Equipment (PPE)

Legal requirement

The General Applications Regulations 2007 relating to Personal Protective Equipment (PPE) requires employers to provide suitable personal protective equipment to employees who may be exposed to a risk to their health and safety whilst at work, except where such risk has been adequately controlled by other means which are equally or more effective.

Compass Group will ensure that all our employees are adequately protected. Where it is not reasonably practicable to eliminate or reduce the risk, PPE appropriate to the task/work environment will be provided as a control measure.

Responsibilities for PPE

Site Manager

Where the need for PPE is identified through the risk assessment process it is the responsibility of the Site manager to ensure that appropriate PPE is provided from our approved PPE supplier and to ensure the PPE Assessment is completed and reviewed at least regularly.

Also responsible for:

- Training employees in the need for and correct use and care of PPE
- Ensuring that all items of PPE fit the users comfortably and provide adequate protection
- Providing suitable clean storage facilities for PPE
- Checking the cleanliness and condition of PPE
- Replacing PPE as necessary as it becomes worn or damaged
- Completing a PPE Record of Issue for each employee

PPE Assessment

The purpose of the PPE Assessment is to ensure the health and safety of those using PPE at work and its suitability for protecting the user against the hazards associated with the task or activity for which the PPE is designed.

Compass Group Ireland Mandated PPE

- It is the policy of Compass Group Ireland that “anti-slip footwear” is worn by all unit-based employees and any employee (including operations, mobile or head office employee) working in units in kitchen, FOH or cleaning operations. Compass Group Ireland will provide employees with this PPE.
- Cut resistant gloves must be worn by all employees using a knife
- Nitrile chemical resistant gloves must be used when handling any chemical.

All other PPE is determined by the risk assessment or COSHH assessment.

Responsibilities for PPE

Where the need for PPE is identified through the risk assessment process and the mandated PPE requirement it is the responsibility of the Site manager to ensure that appropriate PPE is provided and to ensure the PPE Assessment is completed and reviewed at least annually

The site manager is also responsible for:

Also responsible for:

- Training employees in the correct use and care of PPE
- Ensuring that all items of PPE fit the users comfortably and provide adequate protection
- Providing suitable clean storage facilities for PPE
- Checking the cleanliness and condition of PPE
- Replacing PPE as necessary as it becomes worn or damaged
- Completing a PPE Record of Issue for each employee

The provision of PPE is a “last resort”

The provision of PPE should be one of the last protective measures to be considered because other safety measures should be considered first. It is always better to consider other / collective measures to control risks in the first instance, since PPE only affords protection to the individual using it.

Types of PPE

This includes any item of clothing or protective equipment that is designed to protect people from the risk of being harmed by any hazardous substance, hazardous equipment or hazardous workplace task, e.g. chemicals, hot foods or liquids; sharp or moving machine parts; hot or cold working environments.

PPE must be designed to provide adequate protection to:

Type of protection	Description
Eyes	Spectacles, goggles, face visors to protect against chemicals, dust, projectiles, gas and vapour
Ears	Ear protection against hearing loss from damaging noise
Head & Neck	Hard hats and bump caps to protect against falling or flying objects and to protect against the risk of head bumping; hairnets to prevent hair entanglement
Breathing	Face masks, respirators and breathing apparatus to protect against dust, vapours, gas and oxygen deficient atmospheres
Body	Overalls, aprons, high-visibility clothing, waterproof coats, thermal clothing to protect against the effects of adverse weather, temperature extremes, chemical splashes, hot substances etc
Hands and arms	Gloves, gauntlets and armlets to protect against abrasion, temperature extremes, cuts and punctures, impacts, chemicals, hot substances and equipment, electric shock, vibration, skin infection, disease or contamination
Feet and legs	Safety boots or shoes with (or without) steel toe caps or steel mid sole, leggings and gaiters to protect against wet, cuts and punctures, falling objects and slipping. Anti-slip Shoes.

PPE Training and User Instruction

Employees who are required to use PPE must be aware of why PPE is needed and be given clear instructions why they are required & on how to use, clean and store PPE. They must also know the limitations of PPE and how to report defects and obtain replacements. Because PPE is the last resort after other safety measures of protection have been considered, it is important that users wear them at all times when exposed to the risk. There can never be any exemptions for those jobs that take just a few minutes. For this reason, PPE must always be in good condition and be available for use.

On receipt of appropriate PPE, we expect all employees to:

- Use PPE correctly and whenever it is required;
- Report any defects in or damage to their PPE immediately;
- Participate in any training or instruction provided on the fitting, use and inspection of PPE.
- Inform of any medical conditions that may affect the correct use of the PPE provided; and
- Look after PPE provided.

3.8. Workplace Drugs, Intoxicants and Alcohol

Employees must ensure that they are not under the influence of an intoxicant (drugs (over the counter or prescription drugs and unlawful drugs) or alcohol or any combination of the two) to the extent that they are in such a state as to endanger their own safety, health or welfare or that of any other person. Contraventions will be dealt with as per Compass Group's disciplinary procedures which are available from Human Resources.

3.9. Dignity at Work, Anti-Bullying and Harassment

Compass Group is duty bound to manage and conduct activities to prevent any "improper conduct or behaviour" which might affect the safety and health of employees. The 2005 Act also imposes a corresponding duty to employees to ensure they do not engage in improper conduct or behaviour. Bullying is a form of behaviour, which can have serious consequences for the health and welfare of the recipient. Bullying is therefore regarded as a workplace risk. Workplace bullying can be defined as: "Repeated inappropriate behaviour, direct and indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but, as a once off incident, it is not considered to be bullying.

Compass Group's Dignity at Work Anti Bullying and Harassment Policy addresses preventing of harassment which include:

- Gender
- Marital status
- Family status
- Sexual orientation
- Religious belief (or none)
- Age
- Disability
- Race
- National or ethnic or national origin or membership of the Traveller community

It deals with complaints against employees in the workplace which also includes work associated events such as meetings, conferences and work-related social events, whether on the premises or off site. Bullying or harassment of employees will not be tolerated. The policy is available from Human Resources.

All employees have the right to be treated with consideration, dignity and respect, and we all have a responsibility to set a positive example in how we treat each other in order to create a culture of respect and dignity for all.

Compass Group UK & Ireland Ltd and Compass Group Holdings PLC are committed to working towards a more inclusive and supportive working environment for all our employees and workers. This includes providing an environment free from harassment, bullying or discrimination from colleagues.

Compass Group UK & Ireland Ltd and Compass Group Holdings PLC will not tolerate bullying, harassment or discrimination in any form and any such incidents will be treated as gross misconduct. The Company recognises that it has legal responsibilities to prevent harassment related to age, disability, pregnancy & maternity, marriage & civil partnership, race, religion or belief, sex, sexual orientation and gender reassignment.

The Company's commitment is to:

- Ensure the dignity at work of all employees and workers
- Respect and value differences
- Make full use of the talents of our workforce to demonstrate our commitment to equal opportunities for all
- Prevent acts of discrimination, exclusion, unfair treatment and other unacceptable behaviours
- Be open and constructive in our communications
- Be fair and just in our dealings
- Promote positive behaviours throughout the Company

3.10. Mental health related risks

Compass Group realises that from time to time employees may experience work related stress. Employees who are subject to occupational stressors are encouraged to seek assistance from local management or from HR. Compass provides all employees with an Employee Assistance Programme (EAP). This is a free 24/7 confidential information, counselling and support service that can assist employees with a range of topics including:

- Financial matters
- Medical concerns
- Legal issues and consumer rights
- Relationships
- Eldercare and childcare options
- Housing challenges

Stress Case Management

Compass Group employs Medmark Occupational Healthcare to minimise and manage sickness absence and by working with our HR partners to facilitate a speedy return to work whether it be to an alternative role or to altered work activities until employees are fully fit to return to their normal role. Our occupational Healthcare provides the following services to our business: Absence Management, Health Surveillance, Pre-Employment Medicals, Medical Assessments, Occupational Health Solutions. They also provide case by case support to any employee suffering from stress, or any mental health illness.

Mental Health Supports

You Matter - Our Ambition

We aim to promote and support the mental health and wellbeing of our colleagues. We want to create positive working environments which support employee well-being, create a culture of openness and acceptance around mental health, encourage colleagues to look out for each others' mental health as well as their own, create the time to talk ensuring that managers and colleagues know where to go for support in dealing with mental health issues.

This free resource is available to all employees, and it has a range of supports available, including: where to get help, webcasts, financial support, resources etc.

3.11. Violence at work

Work related violence can be described as “Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Physical attacks are dangerous, can cause pain, disability and even death but serious or persistent verbal abuse can also have serious consequences as it can cause ill health through anxiety and stress. Verbal abuse and threats are more common than physical attacks.

Compass Group have developed a Violence in the workplace risk assessment. This should be completed by the unit manager. The situations to consider are listed in the left-hand column of the risk assessment form. If any of the situations exist, or there is a significant risk that the situations could arise, then the possible management actions listed in the middle column of the risk assessment should be implemented.

The actions to reduce the risk of violence at work must be communicated to all employees deemed to be at risk and must be implemented by all concerned, so far as is reasonably practicable.

The Violence at Work Risk Assessment must be reviewed every three years or sooner if there are any significant changes in the likelihood of a violent incident or changes in work arrangements and following any violence at work incident.

Training to be provided in conflict management where identified.

3.12. Machinery/Equipment and Electrical Safety

Definition of Machinery

The Safety, Health and Welfare at Work General Application Use of Work Equipment Regulations define work equipment as any machine, apparatus, tool or installation used for work.

Equipment selection

Regulation 28 of the 2007 Regulations states that the employer must select work equipment that is:

- Suitable for the work to be carried out or is properly adopted for the purpose and may be used by employees without risk to their Safety and Health
- Appropriate measures are taken to minimize risks where it is not possible to ensure that work equipment cannot be used by employees without risk
- Where the use of work equipment is likely to involve a specific risk to the health of the employee; appropriate measures are taken to minimise any such risk

Information and Instruction

Regulation 29 requires employers to ensure that:

- the necessary measures are taken so that employees have at their disposal adequate information and, where appropriate, written instructions on the work equipment containing at least adequate safety and health information concerning—
- the conditions of use of work equipment foreseeable abnormal situations (iii) the conclusions to be drawn from experience, where appropriate, in using such work equipment
- employees are made aware of safety and health risks relevant to them associated with work equipment located at or near their workstation or to any changes relating to that work equipment, even if they do not use the equipment

Maintenance

Regulation 31 stipulates that an employer shall ensure that:

- throughout its working life work equipment is kept, by means of adequate maintenance where possible, maintenance operations are carried out when work equipment is shut down, and where this is not possible, appropriate protection measures are taken for the carrying out of such operations or such operations are carried out outside the area of danger

- work equipment is maintained in such a way as to reduce the risks to users of the work equipment and to other persons at work a maintenance log for any machine is kept up to date
- Any maintenance issues should be logged on the maintenance record and followed up until closed out

Service

Repairs, modifications, maintenance or servicing must be carried out by employees who are competent to carry out such work. To be competent a worker must have adequate training, experience and knowledge of the equipment to be serviced. Service or repairs should not be carried out by Compass employees unless they are trained and competent to do so.

Employer's Duties

The employer has a duty to ensure that:

Any work equipment provided for use by employees at a place of work complies, as appropriate, with the provisions of any relevant enactment implementing any relevant Directive of the European Communities relating to work equipment with respect to safety and health:

- in selecting the work equipment, account is taken of the specific working conditions, characteristics and hazards in the place of work having regard to the safety and health of the employees
- the necessary measures are taken so that the work equipment is installed and located and is suitable for the work to be carried out or is properly adapted for that purpose and may be used by employees without risk to their safety and health
- where it is not possible to fully ensure that work equipment can be used by employees without risk to their safety or health, appropriate measures are taken to minimise any such risk
- sufficient space to reduce such risks is provided between moving parts of work equipment and fixed or moving parts in its environment

Where the use of work equipment is likely to involve a specific risk to the safety or health of employees—

- the use of such work equipment is restricted to those employees required to use it
- in cases of work involving repairs, modifications, maintenance or servicing of such work equipment, the employees concerned are competent to carry out such work
- the working posture and position of employees while using work equipment, and any ergonomic requirements, are taken into account having regard to the safety and health of the employees
- employees have safe means of access to, and egress from, and are able to remain safely in all the areas necessary for production, adjustment and maintenance operations
- work equipment is used only for operations and under conditions for which it is appropriate

Employees' Duties:

Employees must:

- Never use any piece of machinery that they have not been trained to use
- Implement the training that they receive in the safe use and inspection of the equipment
- Inspect equipment prior to use to ensure it is in safe working order and all safety mechanisms are in place
- Report any known defects or faulty machinery to their immediate supervisor or Manager & label the piece of equipment with the 'Do not Use' equipment label & alert their co-workers of the defect

Ergonomic Requirements

The 2007 Regulations added a provision relating to ergonomics. This requires employers to ensure that:

- The working posture and position of employees while using work equipment, and ergonomic requirements, are taken into account having regard to the safety and health of the employees

EC/EU Compliance

Regulation 28 of the (General Application) Regulations 2007 requires employers to ensure that work equipment complies with relevant EC/EU technical standards Directives applicable to work equipment.

Risk reduction in place

Machines should have the following in place to reduce the risk from injury to employees while at work:

All machines have guards in place to prevent contact with moving parts by using interlocking guards

Electrical emergency stop buttons easily reachable are in place to cut off the power supply to machines in the event of an emergency.

Risk Assessments

Taking the above into account, generic risk assessments have been developed for common restaurant equipment. They must be then made site specific by the site unit manager. The control measures must be implemented and trained out to all users. All Risk Assessment must be reviewed every three years or sooner if there are any significant changes with the type of equipment.

3.13 Electrical Safety

Part 3 of the Safety, Health and Welfare at Work (General Application) Regulations 2007 (S.I. No. 299 of 2007) as amended by the Safety, Health and Welfare at Work (General Application) (Amendment) Regulations 2007 (S.I. No. 732 of 2007) relating to the use of electricity in the workplace.

The regulations relating to electrical safety in the workplace require that the risks from electrical systems (appliances and installations) are effectively managed, and that electrical systems must be constructed and maintained so as to prevent, so far as is reasonably practicable, danger. Defective electrical appliances and installations may result in electric shock, burns and fire.

It is a legal requirement that all installations and maintenance work on electrical appliances and installations must be carried out by a competent person.

Portable Electrical Appliances

The term 'portable' is not easily defined, but for the purposes of this safety statement it includes equipment that is occasionally or frequently moved or transported, and which is connected to an electrical supply when in use, by way of a flexible cable. It does not include the fixed wiring installation in the premises. Examples of portable electrical appliances include: Food mixers, food blenders, food slicers, vacuum cleaners, steam cleaners, vacuum sealers, toasters, pannini grills, cash registers, label printers etc.

In order to maintain portable electrical appliances in a safe condition, electrical testing (PAT Testing or 'combined inspection and testing') is carried out at intervals. Those intervals should be determined by risk assessment and the factors to be considered when considering the level of risk are:

- Is the equipment hand held?
- What does the manufacturer recommend?
- What is the general condition of the equipment like?
- How old is the equipment?
- Will the equipment be used in a wet environment?
- Is the equipment prone to damage or abuse?

- How frequently is the equipment used and by who? – e.g. children
- What did the previous tests reveal?

It is company policy to request that a full PAT test will be required annually.

In offices, where equipment is moved infrequently and not subject to a lot of wear and tear the interval between PAT tests may be up to 5 years. More frequent visual inspections of the equipment condition, i.e. 'user checks', will be required as outlined in the Man 05 Electric Safety Risk Assessment.

User Checks.

Around 95% of all faults and damage to portable electrical appliances can be identified by visual inspection. With a minimum of basic training, the employees that use such equipment can spot faults such as:

- Damage, e.g. cuts, abrasion (apart from light scuffing) to the cable covering.
- Damage to the plug, e.g. the casing is cracked, or the pins are bent.
- Non-standard joints including taped joints in the cable.
- The outer covering (sheath) of the cable not being gripped where it enters the plug or the equipment.
- Looking to see if the coloured insulation of the internal wires are showing.
- Signs that the equipment that has been used in conditions where it is not suitable, e.g. a wet or dusty workplace.
- Damage to the outer cover of the equipment or obvious loose parts or screws.
- Signs of overheating (burn marks or staining to the plug or electrical socket).

Where damage is identified, the electrical appliance must be taken out of use until inspected and repaired by a competent person. Equipment should be tagged with the maintenance lock out tag and brought to the attention of all employees. Fixed Electrical Installations Fixed electrical installations must be inspected for safety every 5 years.

Procedure where Compass Group is NOT responsible for the maintenance of electrical appliances and installations.

Where the Company is not contractually responsible for the maintenance of the electrical appliances and installations, as an employer, we continue to have a responsibility to our employees, visitors and contractors within the areas of the premises in which we operate. We also have a duty to co-operate with our Client in his plan to manage the risks from the use of electricity.

The **Site Manager** must:

- Request the Client completes the “Work Premises Statutory Compliance Declaration”. This lays out the required statutory testing requirements.
- Where necessary co-operate with the Client or the responsible person in their development, implementation and monitoring of their management plan
- Complete and implement the Electrical Safety Risk Assessment which outlines the location of the electricity shut off point
- Advise employees and contractors of any risks from electrical systems to them when they work within the premises and ensure employees and contractors are aware of the electricity shut off points
- Train employees to carry out the simple user checks detailed above before using portable electrical equipment and immediately report any damage or change in condition
- Train the team on the location of the electrical, gas and extraction cut off points
- Where damage has been identified, to take out of use the item of electrical equipment until inspected and repaired by a competent person. Equipment should be tagged with the maintenance lock out tag and brought to the attention of all employees
- Immediately notify the Client or the responsible person of any damage or change in condition of any portable electrical appliances or installations
- Review the information provided by the Client or the responsible person regularly
- Revise information or instruction to employees and contractors where there are changes in the condition of any portable electrical appliances or installations
- Confirm the review has taken place by recording this on the HSE Calendar

Procedure where the Company IS responsible for the maintenance of electrical appliances and installations.

Where the Company is responsible for the maintenance of portable electrical equipment and the electrical installation, the **Site Manager** is responsible for ensuring that they are safe to use by:

- Completing and implementing the Electrical Safety Risk Assessment which outlines the location of the electricity shut off point(s)
- Advise employees and contractors of any risks from electrical systems to them when they work within the premises and ensure employees and contractors are aware of the electricity shut off points
- Arranging for preventive maintenance and servicing of the electrical equipment at appropriate intervals by contacting the Compass appointed equipment maintenance contractor. On no account may local unapproved contractors be used.
- Arranging for PAT testing of all portable electrical equipment at appropriate intervals by contacting the Compass appointed contractor. On no account may local unapproved contractors be used.
- Arranging for maintenance works to be completed when defects to electrical equipment are identified either as part of preventive maintenance inspections or when the appliances are in normal use
- Training employees to carry out the simple user checks detailed above before using portable electrical equipment and to immediately report any damage or change in condition.
- Where damage has been identified, taking out of use the item of electrical equipment until inspected and repaired by a competent person. Equipment should be tagged with the maintenance lock out tag and brought to the attention of all employees.
- Preparing and maintaining an inventory of all portable electrical equipment used by the Company.
- Arranging for the inspection of the electrical installation at appropriate intervals (usually 5 yearly).
- The safe keeping of manufacturers' instructions, maintenance records and inspection certificates.
- Confirming the review has taken place by recording this on the Health and Safety Activity Calendar

3.14. Display Screen Equipment

Display Screen User

A display screen user is any employee who habitually uses display-screen equipment for a significant part of his/her normal work (one-hour continuous period) is a display screen equipment user. This will include any persons employed as home workers. Any employee using a display screen more or less continuously on most days will be regarded as a 'user'.

Employers Duties

Employers are responsible for carrying out workstation assessments and providing all relevant training, eye and eyesight tests, etc. for all their employees who are display-screen equipment users. This includes home workers. The employer who provides the workstation will be responsible for:

- The workstation assessment and layout
- Daily work routine
- Training specific to the use of the workstation
- Provision of information
- Eye and eyesight tests

Workstation Assessments

Unit managers must carry out analysis to assess the health and safety risks of workstations on which they employ people to work as users or which they provide for the use of self-employed operators on their behalf. This assessment must be reviewed every three years or sooner if there is any reason to suspect that it is no longer valid or if there has been a significant change, which could affect it. Risks identified by workstation assessments must be reduced to the lowest extent reasonably practicable.

User Training

Unit managers must ensure that all employees receive sufficient training to understand the risks involved in display-screen equipment work; what the appropriate precautions are and how to use their equipment.

3.15. Welfare Facilities

In accordance with legislation Compass Group Ireland will ensure that:

- Adequate welfare facilities are provided for all employees and maintained in a good clean hygienic condition
- Adequate toilet facilities are provided and adequate washing facilities (including hot water where necessary) and washing and drying materials / equipment are provided and maintained
- Arrangements for taking breaks and light refreshments are provided
- An adequate supply of potable drinking water;
- Rest facilities for pregnant women and breastfeeding mothers.

Everyone is obliged to care for these facilities and must not misuse them. All welfare provisions should be maintained in a clean safe condition.

3.16. Identification of Legal Requirements and Industry Standards

Register of regulations

Compass Group is committed to complying with all relevant health and safety legal and industry standards. Existing legislation and guidance are subject to periodic revision and new legislation and guidance can be introduced. Compass must be made aware so that policies and procedures can be revised to take account of the changes.

Responsibilities for legislation communication

HSE Director

Responsible for updating the Company on legislation development and industry standards that affect the business.

Health and Safety Leadership Team

Responsible for keeping up to date with legal requirements and industry standards, for maintaining the Register of Regulations with regard to health and safety, in conjunction with the Administration

Team and for advising the HSE Director of new and changing health and safety legislation and industry standards relevant to the business and to interpret their effect.

Register of Regulations location

The Register of Regulations is updated as changes occur. It can be found on the Compass Connect HSE website.

3.17. Health and Safety Training

Training enables people to acquire the skills and knowledge to help them become competent in the health and safety aspects of their work & to complete their tasks without causing injury or illness to themselves, their colleagues and anyone affected by our business. It includes formal on or off job training, which may be on a group or individual basis. This training is also conducted by E Learning programmes which allows our teams to access this information at any time for reference or guidance.

Legal requirement

Sections 8, 9 and 10 of the 2005 Act require that sufficient information, training and supervision is provided to ensure the safety of employees, and also that such instruction, training etc. must take account of any employees with specific needs, to ensure their protection against dangers that may affect them. All training and information will be given in a form, manner and language that will be understood.

It is the duty of employers to provide and maintain effective instruction, supervision and training for employees. Employers are specifically required to provide adequate health and safety training for its employees at the start of their employment (induction) and when being exposed to new or increased risks caused by changes in work arrangements or responsibilities.

Responsibilities

The responsibilities for providing Health and safety training are documented in section: 1.3 Health and Safety Responsibilities.

Employees will receive adequate safety, health and welfare training during time off from their work, where appropriate and without loss of remuneration. It will include, in particular, information and instructions in relation to the specific tasks to be performed and the measures to be taken in an emergency.

Training is provided to employees on recruitment, in the event of transfer/change of tasks assigned, on the introduction of new equipment, systems of work or changes in existing equipment. This is a line management function. A training matrix is issued to all units which states the list of mandatory and applicable training that must be provided to employees. It is the responsibility of the unit

manager to identify and additional specific safety training needs of employees under their control. They must seek the advice of the HSE Manager if unsure.

Training Provision

The following information, instruction or training is available for:

Operations Management

- Employee Handbook
- Compass Induction
- Manual Handling
- Compass Working Safely Online Health and Safety Training
- Compass Managing safety Online Health and Safety Training
- One Weekly Communications and HSE Material

Site Manager

- Employee Handbook
- Compass and site Induction
- Manual Handling
- Compass Working Safely Online Health and Safety Training
- Compass Managing safety Online Health and Safety Training
- One Weekly Communications & HSE Material
- Toolbox talks and Safety Conversations
- Classroom based/ onsite training & on the job coaching

Site Employees

- Employee Handbook
- Compass and site Induction
- Manual Handling
- Compass Working Safely Online Health and Safety Training
- Compass Managing safety Online Health and Safety Training (Applicable to managers, supervisors and head chefs)

- Information, instruction and training in the hazards and risks and safe systems of work relevant to their specific job / tasks
- One Weekly Communications and HSE Material
- Technical Bulletins as appropriate
- Toolbox talks and Safety Conversations
- Classroom based/ onsite training & on the job coaching

The below training requirements are applicable for all employees

Induction

It is the managers responsibility:

- To ensure that the On Boarding plan (2 week on site induction) is organised and complete.
- Manual handling training requirement is now within 30 days of commencement of employment (mandatory). The Manager must plan the manual handling date as per Resourcing's date schedule.

ELearning

All Compass Group employees are required to complete their relevant mandatory HSE eLearning within the allocated time frame.

It is the managers responsibility:

- To ensure employees have time allocated to complete this
- To ensure employees are recorded as caters so they are allocated the correct eLearning courses
- To ensure employees complete eLearning within the allocated timeframe.

Mandatory, Task Specific Training and Risk Assessment Training:

Managers must train their team on the above as per the training matrix and then record this in their training card and employee's risk assessment training records. Any questions on material please contact L&D or HSE manager. Remember to complete annual refresher

HSE Campaigns, HSE Safety Conversations, HSE Lessons Learned...:

Managers must implement and train out the above to their teams when they received from the HSE manager within the timeframe allocated.

Employees:

Must make themselves available for training and give their full attention. They must take account of the training and instructions given, follow the rules and using the right procedure and tools for the job.

Site Specific:

Training must be site specific. Employees that transfer to a unit from other sites must be trained on the risks assessments for the site they are working in.

Temporary Employees

- Fire and emergency response procedures
- Accident reporting and first aid
- Information, instruction and training in the hazards and risks and safe systems of work relevant to their specific job / tasks (Temporary Employee Induction Training)
- Common site hazards / safety around the site
- Housekeeping and domestic arrangements

Training Records

All training carried out for each employee must be recorded either electronically or on their Training Record, which must be dated and signed by the employee and trainer and kept available at all times for examination by auditors, or enforcement officers. When employees transfer to another site, their Training Records should be transferred with them.

Training Matrix

The training matrix details all required training, delivery method and estimated duration. It should be completed for all employees as it allows managers to track the training progress on site.

COMPASS Ireland HSE Training Matrix - (Updated in March 2019)

Course Key		Training Matrix																		
Course Title	Site Local Induction	Manual Handling	Managing Health and Safety	Health & Safety Awareness	Food Safety Awareness	Environmental Essentials	Hazard Awareness Training (Safety Kit Engagement Toolkit)	Applicable Risk Assessments	Slips Trips and Fall Campaign	Hand Protection Toolkit	Knife Handling S.M.B.	Chemical and PPE Training	Emergency Response (Company Emergency Manual and Fire Action Plan)	CASE Programme & Safety Test	Principles of Electrical Safety and Gas Safety	Dangerous Equipment	Allergens	Food Safety Training Using the GAP and Safety Conversation in a Food Safety Awareness	HACCP principles, HACCP Records & Personal Hygiene Policy	Pest Identification and Control
Delivery Method	Use Mgr Classroom in Lit	Learning and Development	Learning Portal	Learning Portal	Learning Portal	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Emergency Manual and Fire DR	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit	Use Mgr Classroom in Lit
Delivery Required	No	Yes (Level 3)	Yes (Level 3)	Yes (Level 3)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 3)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)	Yes (Level 2)
Course Duration (approx)	2 weeks	3 hours	30 minutes	2	2	30 min	2 hours	3 hours	1 hour	1 hour	30 minutes	1 hour	30 min	30 minutes	30 minutes	30 minutes	1 hour	2 hours	1 hour	30 minutes
Unit Mgr/Head Chef/ E.H. Chef																				
Supervisor																				
Chefs																				
CA																				
Kitchen Porter																				

Notes
 *If you are employed in a management role (Manager, Supervisor or Head Chef) Ensure you are registered on the system as so. This will ensure you are allocated the additional modules in your E-learning Training.
 Course Duration is an approximation only. This may differ for each unit.

3.18. Consultation and Communication

Effective consultation with employees helps to create and maintain a safe and healthy working environment. Regular meetings help to raise the profile of health and safety and to promote a positive health and safety culture. Compass Group Ireland is committed to meeting its obligations under Section 26 of the 2005 Act to ensuring adequate, appropriate and timely consultation and welcomes the views of all employees on issues relating to health and safety.

A hard copy of the Compass Safety Statement will be kept in each unit. The Safety Statement in addition to all risk assessments are available on the Compass Group HSE website.

Compass Group have an online employee portal called Compass Connect. Each employee shall have their own login details which will enable easy access to internal news, HSE information on their own computer/tablet/mobile device along with My App's section where each employee will have direct access to their eLearning programmes, HSE updates and to our Compass HSE website.

Daily safety briefings must be held with the teams and any actions must be shared with any employee that misses the briefings.

The weekly communication bulletin contains a section dedicated to HSE. This is the platform for issuing employees with safety bulletins, tool box talks, safety conversations etc. This is issued to the unit manager and they must action all sections.

A safety Champion network is in place and each site must have at least one nominated safety champion. They must meet regularly, and their roles and responsibilities must be regularly communicated to the teams.

It is the responsibility of the unit manager to hold at minimum 6 monthly health and safety minutes with the team. This will provide a forum for consultation with employees. HSE Meeting minutes must to be displayed on the noticeboard for employee review/consultation.

3.19. Emergency Plans, Procedures and COVID19

Our Unit Manager Emergency Manual and Fire action plan in conjunction with our Fire and first aid risk assessment contains all the details and instruction in the case of an emergency. This must be trained to all employees on commencement of employment and refreshed annually. It should be displayed in a readily accessible location within the unit for easy referencing.

Crisis Management

Compass Group UK and Ireland have a Crisis Management Plan. Compass Group delivers high profile and very public services throughout Ireland and the UK and we have a responsibility to all of our stakeholders: from the consumers who use our facilities to our clients, employees and shareholders. The way we handle difficult issues in the public spotlight will have a huge impact on what these groups think of the company and whether they continue to trust us.

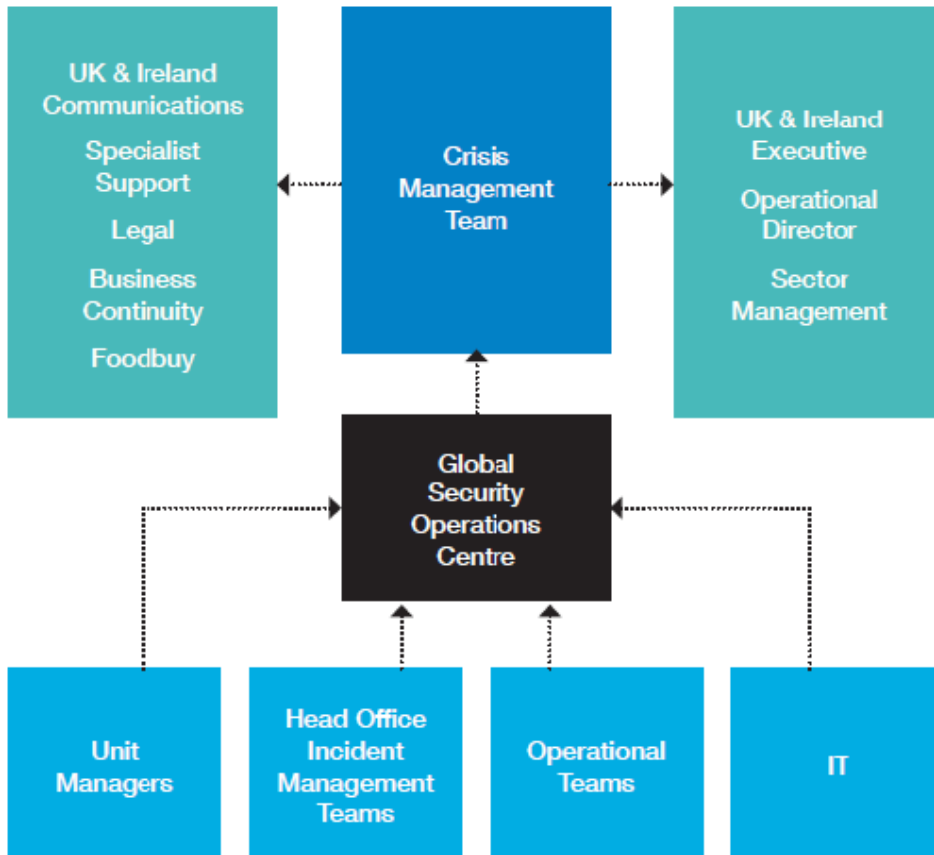
Our crisis management commitment is to address any crisis in an open, honest and effective manner in order to protect the reputation of the company and retain the trust of our consumer, clients, employees and shareholders.

Our prime concern is for the safety and well-being of our employees and members of the public, whilst handling any crisis with the over-riding objective of returning to 'business as usual' as quickly as possible.

The objectives of the Crisis Management are as follows:

- To ensure the safety and welfare of Compass employees, clients and consumers who may be affected by the crisis
- To minimise the impact of the crisis on Compass operations to an acceptable level.
- Where reasonable to minimise any financial implications of a crisis.
- To protect the Compass reputation as a reliable and resilient supplier of products and services.
- To protect the Compass brand and image during and following any crisis, so that its ability to secure new business in the future is not prejudiced by the crisis or the response to it.
- Fulfil regulatory obligations and maintain good relationships with all stakeholder groups (e.g. consumers, clients, employees, shareholders, the media and regulators)

Crisis Management Framework



The Crisis Management Guide for Managers outlines the steps to take, to ensure we are able to quickly and calmly confirm the safety of our colleagues in the event of a crisis.

3.19.1. COVID 19 Plan

Compass Group UK & Ireland has a robust policy for pandemics which is detailed in our pandemic crisis management plan. A dedicated webpage has been created for units that contains guidance, COVID-19 risk assessment and reference guides.

A COVID-19 Way Back guidance document has been created. The purpose of this guidance is to minimise any risk to Compass employees, our clients and our consumers during the operation of a food service offer, whilst maintaining the principle of social distancing to limit the spread of Covid-19 virus. This guidance covers the range of principles which can be implemented within any compass unit to enable colleagues to work safely and deliver a safe food offer to the customer.

3.20. Health Surveillance

Health surveillance is about systematically watching out for early signs of work-related ill health in employees exposed to certain health risks. It means putting in place procedures to achieve this, which may include:

- Simple methods such as looking at skin for damage on hands from using chemicals and other substances
- Technical checks on employees, such as hearing tests
- More involved medical examinations by our appointed occupational physicians or CARE injury Management providers

The requirement for health surveillance

The risk assessment process and duties under specific legislation identify the circumstances when health surveillance is required. There is a requirement to introduce health surveillance where the following criteria are applicable:

- There is an identifiable disease or adverse health condition related to the work concerned
- Valid techniques are available to detect indications of the disease or condition; and
- There is a reasonable likelihood that the disease or condition may occur under the particular conditions of work; and
- Surveillance is likely to improve the protection of the health and safety of the employees to be covered.

The type and level of health surveillance is determined by the nature of the disease or health condition concerned, and by reference to available health and safety guidance and/or the advice given by a Company Nominated Doctor, Occupational Health Practitioner or other suitably qualified person.

All of our employees must complete a Medical Questionnaire on commencement of work. In addition to this following any absence from work an Absence and Return from Foreign travel must be completed and in conjunction to a work-related illness – a return to work plan is implemented to

amend tasks or modified hours or modified activities are implemented to facilitate a successful return to work.

Conditions that may be applicable to Compass employees include:

Condition	Cause
Occupational Dermatitis	Exposure to substances with the potential to cause skin irritation or sensitisation of the skin, including water, soaps and detergents, some foods and contact with latex and rubber gloves and alcohol-based hand sanitisers
Occupational Asthma	Exposure to flour dust and grains, wood dust, latex, soldering flux and some glues and resins and exposure to substances with the potential to cause irritation to the respiratory system
Noise induced hearing loss (NIHL)	Exposure to noise levels at or above the Upper Exposure Action Value

Record Retention

All of the health-related records and health surveillance records are maintained in a secure manner for required timeframe. In the event of contracts ending- all files to be stored off site as per company policy.

Compass Group employs Medmark Occupational Healthcare to minimise and manage sickness absence and by working with our HR partners to facilitate a speedy return to work whether it be to an alternative role or to altered work activities until employees are fully fit to return to their normal role.

Occupational Healthcare provides the following services to our business: Absence Management, Health Surveillance, Pre-Employment Medicals, Medical Assessments, Occupational Health Solutions

3.21. Health and Safety Audit

The purpose of health and safety audit is to verify that the health and safety policy and procedures have been properly implemented and maintained.

The Health and Safety Statement is reviewed regularly in order to establish and record successful implementation of the policy and to identify areas of non-compliance so that preventive action can be taken to improve performance. Management review of the health and Safety system is conducted regularly by the HSE Leadership Team.

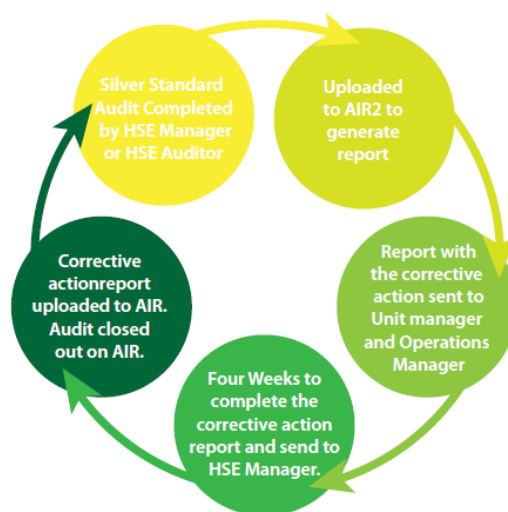
Cleaning Audit	Unit Manager	Daily	Daily	Paper Record
Opening and Closing HSE Audits	Unit Manager	Twice Daily	Twice Daily	Paper Record
Food Safety record audit	Unit Manager	Daily, Weekly and Monthly	Paper Record	Paper Record
Unit Manager Self-assessment	Unit Manager	Quarterly	Quarterly	Online on AIR2
HACCP Review	Unit Manager	Annually	Annually	Completed within the HACCP Plan
Silver Standard Audit	HSE Manager / HSE Auditor	Bi-annually	25% - 50% of units annually	Online on AIR2
Food Safety Training Review	L&D	Annually	Annually	Updated electronic matrix
ISOQAR completes 60 days of auditing across our UK & Ireland business	ISOQAR	Annually	Annually	ISOQAR Report received
Work Place Statutory Compliance audits	Unit Manager and client	Annually	Annually	Paper Record
Gap Analysis	HSE Manager / HSE Auditor	Ad Hoc	Ad Hoc	Paper Record

Compliance with the Quality Management System is verified regularly through a robust audit schedule, ranging from daily quality checks through to full internal and external audits. Regular food safety / food hygiene checks will be undertaken by the Manager on site daily and weekly. Our operating processes and procedures for each work stream incorporate routine quality checks to ensure that required service levels are achieved, e.g. each cleaning task includes a quality benchmark that must be achieved before it is deemed complete. These checks will be undertaken by operational staff, supervisors and managers, with records maintained at unit level.

Quarterly HSEQ walks will be undertaken by our manager to review HSEQ on site. A joint inspection (Workplace Statutory Compliance Declaration) with the Manager, Operations Manager and the client will be conducted annually to ensure the statutory requirements are being met. To ensure compliance of BSG standard a Silver Standard Audit will be completed by our Internal Auditor Team in line with the audit schedule. This internal audit is carried out in all areas necessary to ensure that our Quality, Food safety, Environmental and Safety Management Systems are operating satisfactorily, and that our policy and objectives are achieved.

Audit Review

Following a Silver Standard audit, an action plan is developed outlining the issue/action required with a completion due date outlining who is responsible for the action. This is sent to the Unit Manager and Operations team. The outstanding actions are tracked on the central system and followed up by the HSE Manager until actions are closed. All audits are finally closed out by on the AIR2 system.



3.22. Accident, Near Miss and Illness Reporting & Investigation

The recording and investigation of the immediate and underlying causes of all accidents and near misses and implementing corrective actions is an active monitoring process that can measure the effectiveness of the health and safety management system.

Information provided by accident statistics and accident investigation can help in the setting of longer-term health and safety objectives.

Health and Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016 (S.I. No. 370 of 2016) requires that certain accidents and dangerous occurrences are reported to the Health and Safety Authority. These include the following categories:

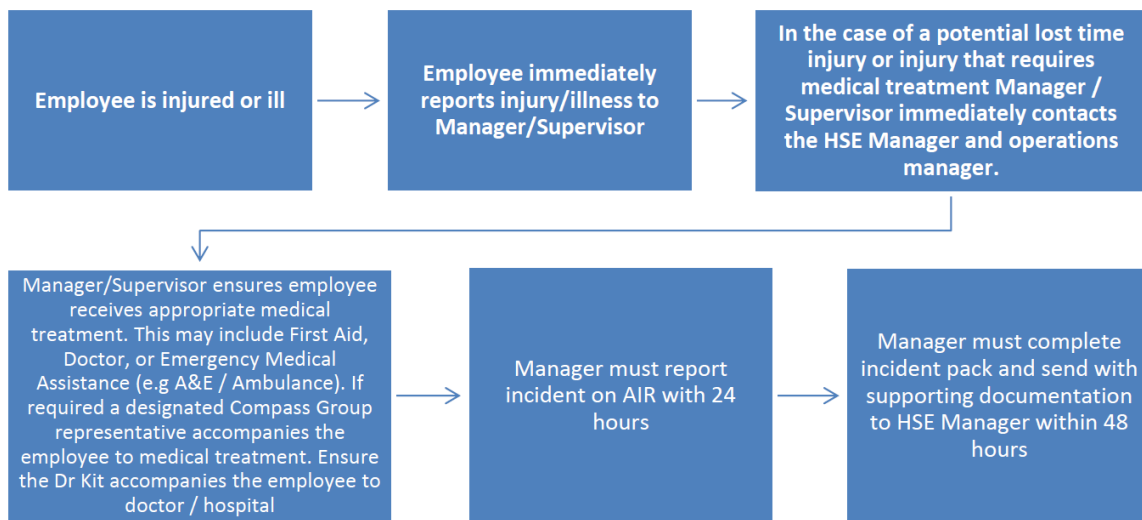
- An accident resulting in the death of an employee
- An accident resulting in the absence of an employee for more than 3 working days (not including the day of the accident)
- An accident to any person not at work caused by a work activity which causes loss of life or requires medical treatment (e.g. member of the public)
- Certain dangerous occurrences, which have the potential to cause serious injury, whether or not they did cause serious injury

Reporting

Compass Group have a robust active HSE monitoring in place called AIR2. All accidents / incidents and near misses must be reported immediately and are then recorded on our online system. The system is linked to Compass Connect, which allows any of our colleagues to report any near misses/unsafe conditions/unsafe acts, along with logging any accidents. The system is user friendly with all colleagues issued with a guidance on the system.

All accidents, near misses, injuries, dangerous occurrences and incidences of occupational ill health must be reported to the Manager or person in control at the time of incident and then logged on AIR2.

Reporting Process



The Site Manager or other responsible person must investigate all accidents and near misses as soon as possible and identify corrective actions necessary to reduce the likelihood of any recurrence. All accidents and near misses should be reviewed at site Health and Safety Meetings and incidents and any corrective actions must be briefed to the team at the next team briefing. Any serious incident or incident trends reactive action is then taken.

The HSE Manager is responsible for completing the HSA online accident and dangerous occurrence form, informing the Health and Safety Authority of any reportable accident, injury, dangerous occurrence or incidence of occupational ill health within the required timescales and reviewing all incident trends.

3.23. Measuring Health and Safety Performance

Active monitoring

Active monitoring provides the Company with feedback on performance and compliance with standards forming a basis for self-regulation and continuous improvement against set objectives.

We measure and track all accidents, incidents and are measured on our lost time injury rate (LTIR). Compass Group Ireland set a Lost Time Injury Rate (LTIR) KPI annually. The lost time injury rate is measured by calculating the LTI divided by the amount of man hours worked across our business which is tracked against sectors across the UK and Ireland and also tracked against both Europe and international levels. The LTIR is measured and tracked on a monthly basis and reported back to the Ireland and UK Executive teams monthly.

Responsibilities of measuring performance

HSE Department

Review Health and Safety performance and provide relevant information and guidance via:

- HSE Director review with the Executive Committee
- HSE Managers review at sector meetings
- Operational Management

Health and safety must form part of agenda at management meetings and include periodic review of health and safety data and the achievement of objectives.

Operations Management routine review of health and safety matters at site,

Review of Health and Safety performance at Client Monthly, quarterly and yearly meetings

3.24. Enforcement Officer Activity

Health and safety legislation is enforced by Health and Safety Inspectors who are appointed by The Health and Safety Authority (HSA) in the Republic of Ireland.

Site Managers are responsible for conducting a Health and Safety Inspectors visit in line with the guidance below

- Immediately contacting their Operations Manager and HSE Manager for HSA inspections
- Immediately contacting their Operations Manager and HSE Manager for an EHO visit if any threat of legal action is made by the EHO Inspector
- Informing the Operations Manager of the EHO Inspectors visit as soon as possible
- Providing copies of any inspection reports produced by the Inspector whilst on site and any subsequent written correspondence, either formal or informal, to the Operations Manager and to the HSE Department
- Arranging for any necessary remedial work to be carried out that is required by the Inspector, and for communicating with the Client when remedial work is their responsibility
- Reviewing the results of Inspector visits at Health and Safety Meetings
- Completing the Enforcement Contact Report on (AIR2) for all enforcement visits.

Section 4: Forms and Records

4.1 Responsible Person Register

The Compass Group Ireland Safety Statement outlines the responsible person register for Compass in Section 3.

4.2 Emergency contact information and emergency service contact details

External contact numbers

Emergency Services	112/999
Hospital	
_____ Council	
Garda Síochána	(01) 666 7800
PSNI	101
Gas Networks Ireland 24-hour Emergency	1850 20 50 50
Northern Ireland Gas Emergency Service	0800 002 001.
ESB Fault Emergency Line	1850 372 999, Fault and Emergency: 021 4537000 (open 24 hours, 7 days a week)
Northern Ireland Electricity Networks	03457 643 643
Health and Safety Authority	1890 289 389
Environmental Protection Agency	1890 33 55 99

4.3. Training Register

The training register for all employees is maintained by the unit managers of the site. Management training records are held in head office. Training Matrix is compiled by the HSE Manager and completed and filed for employees by the Unit Managers.

4.4. Personal Protective Equipment Register

These registers are held for each employee by the unit managers.

4.5. Accident Reporting Forms

These are available on the Compass Group HSE website and also on file in the unit's Health and Safety Folder

4.6. Chemical Safety Data Sheets

These are available locally on site

Appendices

Appendix A

COMPASS GROUP UK & IRELAND

SITE MANAGERS DECLARATION OF COMMITMENT TO HEALTH, SAFETY & ENVIRONMENT

The Company is committed to operating a safe and healthy business and reducing our environmental impact. The health, safety and wellbeing of our employees are our first priorities. In addition, we aim to protect the health, safety and wellbeing of our customers and for any other persons who may be affected by our activities, so far as is reasonably practicable. As a minimum the Company will comply with all legal and industry standards.

Specific responsibilities have been allocated to all levels of management as described in the Company Health, Safety and Environment Policy.

It is my specific responsibility to implement the Company Health, Safety and Environment Policy and Procedures for this site and by doing so to ensure, so far as is reasonably practicable, managing the health, safety and welfare of employees and others for whom I am responsible and control our environmental impact – through management of water, pollution, energy and waste.

I can carry out my responsibilities if all employees accept their own responsibility to take reasonable care for the health and safety of themselves and others by following health, safety and environment instructions and adhering to Company and site safety rules.

I will:

Stop any person undertaking a task that is unsafe

Speak to any person who I think is acting in an unsafe manner

Never permit a colleague or contractor to carry out a task they are not competent to complete

Always ensure that the right tools and personal protective equipment is provided and used

Ensure that handrails are used on stairs

Ensure that all persons are careful around hot surfaces and slipping hazards

Ensure a clean as you go policy is practiced in all areas

Ensure that colleagues follow the Reduce, Re-use and Recycle Policy

I therefore declare my commitment to carry out my responsibilities, having regard to the Company Policy and any training I have received.

Name:
Signature:
Date:

Appendix B

Sr No	Title	Date	Last Amendment date	Compliance	Frequency for review	Responsibility
1	Safety, Health and Welfare at Work Act 2005 (Consolidated version: SAFETY, HEALTH AND WELFARE AT WORK (GENERAL APPLICATION) REGULATIONS 2007 REVISED Updated to 30 April 2018)	1/9/2005	1/7/2016	Yes	Annually	Rachel Beirne
2	Chemicals Acts 2008 and 2010	4/7/2008	4/7/2018	Yes	Annually	Rachel Beirne
3	Safety, Health and Welfare at Work (General Application) Regulations 2007 (S.I. No. 299 of 2007) Regulations made under the 2005 act	1/11/2007	26/10/2021	Yes	Quarterly	Rachel Beirne

Codes of Practice						
Sr No	Title	Year	Last Amendment date	Compliance	Frequency for review	Responsibility
1	Code of Practice for Working in Confined Spaces (HSA)	2017	N/A	Yes	Annually	Rachel Beirne
2	Chemical Agents Code of Practice 2020 (HSA)	2020	N/A	Yes	Annually	Rachel Beirne
3	Biological Agents Code of Practice 2020 (HSA)	2020	N/A	Yes	Annually	Rachel Beirne
4	Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work (HSA)	2021	N/A	Yes	Annually	Rachel Beirne