

Health & Safety

If you own the hotel/premises you have a 'duty of care' to anyone on the premises and as such must ensure that the premises are 'reasonably safe'.

a) 'Reasonably Safe'

Mostly this is just common sense. Watch out for slipping and tripping hazards and make sure that staff and guests are aware of emergency procedures. Your duty of care does not extend to guests being in places they should not be like kitchens, or doing unreasonable things like jumping out of a window but could include the actions of staff - for example, a guest tripping over a vacuum cleaner not put away properly.

Normally your **business insurance will cover your liability** (but check!) and each guest has a duty of care for their own safety which means that your liability could be reduced based on their actions.

b) The Health and Safety Risk Assessment

The assessment usually comprises of the following steps

Identify the hazards - Including issues regarding gas and electricity

Identify the people at risk - for example, guests and other visitors, staff and contractors and passer-by. It may be worthwhile liaising with your neighbours for this exercise Special attention should be paid to those with disabilities and where English may not be the first language.

Evaluate, remove, reduce and protect from risk - Consider the likelihood of the accident and how serious the consequences could be Take measures to reduce potential risks where possible. Ensure there is a suitable provision of first aid equipment and supplies.

Keep a Health & Safety logbook of 'significant findings'. A record is only needed if you have 5 or more staff but it is advisable to do it anyway in case problems do arise later.

Training and Awareness. Staff must be made aware of health and safety issues and updated and retrained as and when required. You must provide agencies supplying workers about any relevant risks and qualifications required. Employees also have a duty of care to report problems and to adhere to health and safety instructions

Review. The risk assessment should be reviewed on a regular and frequent basis and when there are changes like building alterations, changes of room usage, changes of management etc.

Detailed advice is available from

<http://www.hse.gov.uk/puns/indg275.pdf>

Details and form for risk assessment can be obtained from

<http://www.hse.gov.uk/pubns/indg163.pdf>

c) Insurance

Every employer must have insurance to cover liability for injury or illness sustained by an employee while at work. The certificate of insurance should be displayed where your staff can see it and it must be available to Health and Safety inspectors. All policy documents must be retained in case they need to be used even years later.

Check out -

<http://www.hse.gov.uk/pubns/hse40.pdf>

Public liability insurance is not compulsory but is advisable, This covers you for claims from guests and others for injury, loss and damage.

Your broker will advise you about the type of cover you need. Your lender will also have stipulations about **buildings insurance** cover.

d) Reporting Accidents

By law you must report certain workplace accidents, diseases and 'dangerous occurrences' to the Incident Contact Centre (ICC) on 0845 3009923 or by email to riddor@natbrit.com

For full details see <http://www.hse.gov.uk/riddor/index.htm> or phone the information line on 0845 345 0055

e) First Aid Equipment

The minimum should be a well stocked first-box. Someone should be appointed to take charge of first aid. You have no responsibility to help guests but it is a good idea to have phone numbers etc of medical facilities in the area.

<http://www.hse.gov.uk/pubns/indg347.pdf>

Please keep copies of Health and Safety Risk Assessments, Insurance and the accident book in this manual.