

# Chapter 1 – Health & Safety



+ Example of Accident Report Form	
Date of occurrence:	Time of occurrence:
Injured person name(s):	
Address:	
Contact Details:	
Gender:	Date of Birth:
Details of incident:	
Who was the injured person(s):	
Injury Type:	
Injured person (s) signature: _____	
Important Notes:	
Witness name:	
Witness notes:	

Shift Leaders are responsible for implementation of Company policy and procedures relating to health and safety of employees, contractors and visitors who may be affected by Company activities. This responsibility includes the following:

- Taking reasonable care for your own Health and Safety and that of other employees
- Not intentionally or recklessly interfering with or misusing anything provided in the interests of Health and Safety
- Be responsible for seeing that work carried out is conducted in a safe fashion so as to avoid any unnecessary hazards. If you see an employee doing something incorrectly you must inform them of the correct practises.
- Notify the manager of any accidents and you must record them in the accident book (whether requiring the services of a first aid person or not so that this may be recorded in the accident book)
- Ensuring any evacuation procedures (including arrangements for any disabled guests or staff needing assistance) are carried out in accordance with those procedures. Including evacuating the building and assembling at the agreed point outside the building.

## Accident Reporting

All accidents, near misses and dangerous occurrences should be reported as reporting is key to Health and Safety improvement in that it enables management information to be used as a basis for preventative and corrective action.



All accidents regardless of how small they may appear, must be reported to the store manager and details of such accidents must be recorded in the accident book. If more than one person is injured an entry must be completed for each injured person.

For ALL incidents/ accidents (no matter how small) MUST be reported on the accident form

## RIDDOR

Reporting of injuries, diseases and dangerous occurrences (RIDDOR). RIDDOR is the law that requires employers, and other people in control of work premises, to report and keep records of:

- work-related accidents which cause death;
- work-related accidents which cause certain serious injuries (reportable injuries);
- diagnosed cases of certain industrial diseases;
- certain 'dangerous occurrences' (incidents with the potential to cause harm).

Reporting certain incidents is a legal requirement. The report informs the enforcing authorities about deaths, injuries, occupational diseases and dangerous occurrences, so they can identify where and how risks arise, and whether they need to be investigated.

The Store Manager and Area Manager will be responsible for reporting accidents at this level. A Shift Leader MUST report the accident on the accident form as a minimum.

## COSHH (Control of substances hazardous to health)

COSHH Regulations cover the assessment of substances employees are exposed to in the course of their work activities. All staff should be trained on the cleaning chemicals used in store. COSHH data is available at all times in store in a designated folder.

All substances that have potential to be harmful to health will be subject to a risk assessment. Only products authorised for use in the restaurant will be allowed on the premises. These are those identified by the Subway ops manual and can be found on the EIPC website.

Employees using substances hazardous to health should be made aware of the risks identified by the assessment and be made familiar with any control measures required: this information can be found in the in-store Health and Safety Folder. Before you use a chemical or cleaning product it is YOUR responsibility to read the label and instructions for the chemical. You MUST train other staff members to also read the labels on products.

## Contamination

If a person becomes contaminated by a hazardous substance through ingestion, inhalation, absorption or direct contact, the incident must be reported immediately. The manager must ensure that qualified medical treatment is obtained and provide as much information as is known about the substance to the medical authorities where contamination takes place. A record of the incident must be made in the accident book.

## Records and Documentation

Material data sheets will be kept for all chemicals used in the "COSHH File" in store.

## Equipment Hazard Categories

In the workplace there are hazards that have potential to cause injuries and illnesses to the employees and guests. Injuries and illnesses can be prevented by identifying the hazard and using control measures to eliminate them. You should follow the safe working procedures for each of the areas below:

**Fire Risks/Equipment** - Watch for damage and correctly maintain machines. Report any damage to your store manager.

**Food Prep Equipment/Activity** - Only operate the cutting machines in accordance with the training you have received. Inspect each piece of equipment prior to using it each time to ensure that it is free from damage or fault and the guard is correctly in place. Any defects in any equipment should be reported to the store manager immediately and repairs need to be carried out.

**Cleaning Equipment/Activity** – Store cleaning products in the correct storage areas, do not use cleaning products near exposed food items. Read ALL cleaning product labels before using them.

**Guest Area Equipment/ Activity** – Ensure all tables, chairs, high-chairs and furniture is all in working order and report any damages to your Store Manager immediately. DO not allow guests to use damaged furniture

**Oven** - If the Oven door does not close properly report this to your manager and do not use Oven. Only use Subway approved equipment in the oven (trays/bread forms etc.). DO NOT use the oven to heat non-approved food.

**Back of House Equipment/Activity** - All staff are trained to clear deliveries as soon as they arrive or as soon as is possible. Boxes should be flattened and taken to bins as soon as is possible. Staff are trained to clear away any spillages as soon as they happen and you MUST place up a wet floor sign.

## Slips, Trips & Falls

Slips and trips remain the single most common cause of major injury in UK workplaces. Maintaining good standards of housekeeping and preventing slips and trips keeps employees and guest safe. Typical causes of slips and trips are:



**Food Spillages:** Spills are among the main causes of slips in the back of house, food service areas and the store generally. Make sure you are vigilant and that all spills are cleaned up as soon as they are spotted. Make sure you use 'Danger wet floor' signs.

**Condition of the Floor:** Whether it is in the kitchen or the guest area, damaged floor surfaces can increase the risks of slips and trips. Make sure you routinely check the floor surfaces for any signs of damage/deterioration and, if damage is spotted, or the floor is sufficiently worn to be dangerous, report this to your store manager immediately.

**Cleaning:** Having dirty, greasy or wet floors significantly increases the risks of slips and trips. Make sure you follow the routine cleaning programme in operation and that all employees are aware that floors may have to be cleaned at additional times during the day, when they show signs of being wet or dirty.

**Rain:** Ensure appropriate floor mats are installed in places susceptible to having water walked in to it on wet/rainy days. Make sure you use 'Danger wet floor' signs when it is raining outside





# Roles & Responsibilities: Question Time

1. When a Manager is not on site (in the store), who is responsible for the Health & Safety in store?

- The guest
- Sandwich Artists
- The Manager
- The Shift Leader

2. If more than one person is injured during an accident, how many accident forms should be completed?

3. What does COSHH stand for?

4. What should you do if a person becomes contaminated or affected by a hazardous substance?

5. Give four examples of information you would need to put on an accident report form:


6. What does RIDDOR stand for?

7. What should you do in store when it is raining outside?

Trainer  
Sign & date:

Trainee  
Sign & date:

