



Health & Safety Guidelines

This document is issued to you for use in the work place. It remains the property of Song Saa and should be returned to the Company at the end of your employment.

THE AIMS OF THIS DOCUMENT

This document is designed to communicate health and safety information in a structured way to the people who need to know it.

Some of the information is general and some is specific to certain tasks or areas of responsibility. In short, every Host needs to know:

- Their duties under law.
- The Company's Safety Policy.
- Their duties under the Safety Policy.
- What to do if they find something, which may be unsafe.
- The risks, which they face in their work.
- The precautions, which the Company provides.
- What they must or must not do in order to work safely.
- What could happen if they do not do as instructed.
- The Company's disciplinary procedure.

OUR SAFETY POLICY

It is our policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all our Hosts and other people who may be affected by our activities.

It is also our policy to provide safe and wholesome food.

The Company will provide training and information that may be needed to achieve these aims and these guidelines constitute a training document for all employees.

The allocation of duties for all safety matters is shown in this document. It is the responsibility of the individuals named to ensure that the benefits of our safety policy are enjoyed by all hosts, guests, contractors and visitors.

Wherever you work in our resort, you have a responsibility to co-operate with your fellow employees in achieving a healthy and safe workplace and in ensuring food safety. If you notice a health or safety problem/issue, then advise the appropriate person.

Consultation between management and hosts is provided at your Daily Operations Meetings and through your Human Resource Forums.

Signed

A handwritten signature in dark ink, appearing to be 'KM' with a stylized flourish extending to the right.

Karen Merrick
General Manager - Song Saa Private Island

GENERAL RESPONSIBILITIES

1. Board of Directors

Our Board have ultimate responsibility for food safety and health & safety within the Company. They will:

- 1.1 Initiate and oversee the Company Food Safety and Health & Safety Policy with a view to its effective implementation.
- 1.2 Arrange for the funds, facilities and resources needed to meet the requirements of this policy.

2. Directors' responsibilities for food safety and health & safety

Each of our directors will:

- 2.1 Have an understanding of the application of food safety and health & safety legislation, and the various Codes of Regulations made under them with assistance, where appropriate, from any food safety and health & safety advisors which they may from time to time appoint.
- 2.2 Ensure the proper and effective implementation of the policy.
- 2.3 Ensure that the policy is kept under review and that appropriate risk assessments are carried out whenever there are significant changes to work environment, equipment or working practices.
- 2.4 Record and act upon major safety matters as they arise.
- 2.5 Support the Resorts General Manager in dealings with the enforcing authorities.
- 2.6 Set a personal example, including the use of appropriate personal protective equipment, where necessary.

3. General Manager's responsibilities for food safety and health & safety

The General Manager has key responsibilities for making the food safety and health & safety policy work in the Resort. The General Manager (or the Resort Manager/nominee in the General Manager's absence) will:

- 3.1 Ensure that due attention is paid to food safety and health & safety matters throughout the resort. In particular:
 - Food served is safe and wholesome
 - The provision and maintenance of a safe place of work
 - The safe use of equipment and plant
 - The provision of information, instruction and training for people at risk
 - The proper supervision of work
- 3.2 Have an awareness of the standards required by relevant food safety and health & safety legislation.
- 3.3 Ensure that proper attention to detail is paid to the health and safety of our guests.
- 3.4 Promote the safe and hygienic conduct of work generally.
- 3.5 Ensure that managers pay due attention to food safety and health & safety matters under their control.
- 3.6 Make appropriate use of the Company's disciplinary procedures in the event of any employee failing to discharge satisfactorily the responsibilities allocated to him or her.
- 3.7 Set a personal example, including the wearing or use of personal protective equipment, where necessary.

4. MANAGERS (INCLUDING HEADS OF TEAMS & EXECUTIVE CHEF)

Managers are instructed by the General Manager to make the food safety and health & safety policy work within the areas of their responsibility. Managers will:

- 4.1 Ensure that due attention is paid to food safety and health & safety matters throughout their departments, in particular:
 - Food served is safe and wholesome
 - The provision and maintenance of a safe place of work
 - The safe use of equipment and plant
 - The provision of information, instruction and training for people at risk
 - The proper supervision of work
- 4.2 Have an awareness of the standards required by relevant food safety and health & safety legislation.
- 4.3 Promote the safe conduct of work generally.
- 4.4 Ensure that their staff will pay due attention to safety matters.
- 4.5 Make appropriate use of the Company's disciplinary procedures in the event that any employee fails to discharge satisfactorily the responsibilities allocated to him or her.
- 4.6 Set a personal example, including the wearing or use of personal protective equipment, where necessary.

5. ALL HOSTS

All staff need to know that they have important responsibilities in regard to food safety and health & safety. These responsibilities are:

- 5.1 To follow the Company's safety rules and any other guidelines, instructions and training provided.
- 5.2 To ensure that food served is safe and wholesome and that good food safety practices are always followed.
- 5.3 To take care of themselves and fellow employees, guests, contractors and visitors.
- 5.4 Report all accidents so that they can be recorded, investigated and reported.
- 5.5 Draw the relevant manager's attention to any incidents, problems or defects, which may affect food safety or health & safety.
- 5.6 Make full and proper use of all precautions provided such as guards on machines, personal protective equipment and warning notices.
- 5.7 Refrain from horseplay and the misuse of welfare facilities.

6. SPECIFIC RESPONSIBILITIES

The Director ultimately responsibility for food safety and health & safety is our Owner and Chairman; Sonu Shivdasani, with delegation as follows:

- 6.1 The General Manager /Resort Manager is responsible for maintaining the Company's Food Safety and Health and Safety Guidelines.
- 6.2 The General Manager/Resort Manager has overall responsibility for food safety.
- 6.3 The Executive Chef/Executive Sous Chef and F&B Director/EAM- Food & Beverage are responsible for implementing food safety in their working areas.
- 6.4 The General Manager responsible for overseeing the maintenance and communication of Company Risk Assessments as defined in this document.
- 6.5 The General Manager is responsible for overseeing fire precautions and carrying out routine checks, although the latter may be delegated to Executive Assistant Manager/EAM's and HOT's.

- 6.6 The General Manager/Resort Manager is responsible for making statutory accident and dangerous occurrence reports in conjunction with the Resort Doctor and/or Chief of Safety & Security
- 6.7 The HR Manager/Director is responsible for scrutinising sick notes and making statutory disease reports.
- 6.8 The Safety & Security Manager/Resort Medical Personnel is responsible for maintaining records of accidents, dangerous occurrences and diseases.
- 6.9 The General Manager and Human Resource Manager/Director is responsible for overseeing First Aid provision.
- 6.10 Heads of Teams and Doctor are responsible for keeping First Aid boxes stocked in their working areas.
- 6.11 Heads of Teams are responsible for maintaining individual training records.
- 6.12 Heads of Teams are responsible for carrying out induction training on new employees' first day of employment, with direct reference to this training document in conjunction with the Training Officer/Manager.
- 6.13 Heads of Teams are responsible for request specific training, with the prior approval of the General Manager with the Human Resource Director.
- 6.14 The Chief Engineer is responsible for the preparation of maintenance schedules and overseeing actual maintenance of plant and equipment.
- 6.15 The Chief Engineer is responsible for overseeing statutory inspections.
- 6.16 The Chief Engineer is responsible for organising the selection and training of maintenance staff and contractors.
- 6.17 The Financial Controller and or Director of Finance is responsible for maintaining a file of maintenance contracts.
- 6.18 The Chief Engineer is responsible for arranging necessary maintenance in the work place, including the control of contractors.

7. GENERAL SAFETY RULES

These are the safety rules, which will protect you and others from harm in the work place. They have important implications under employment law and in terms of the Company's disciplinary procedures.

Our General Safety Rules are intended for the safety of all employees, guests, contractors and visitors. They have the full backing of the Directors of the Company. Failure to comply with them may lead to disciplinary action and, in serious cases, this may include dismissal.

The objective of these rules is to provide the basis for safe and healthy working conditions.

General

- 7.1 Working areas must be kept clean and tidy. Pay particular attention to goods and materials, which could be a tripping risk.
- 7.2 Keep all stairways, fire exits and passageways clear of obstructions.
- 7.3 Clear up spillages straightaway. Clean as you go and use the "Wet Floor" signs provided.
- 7.4 Report all accidents to a manager, no matter how small. Ensure all details of accidents are recorded in the Accident/Incident Form found on the Shared Drive and this should be sent to and recorded by the Security & Safety Manager.
- 7.5 All employees must report any problems, defects or safety concerns which they may have to their manager. Managers have a duty to pay due attention to such reports.
- 7.6 The Company has the right to prevent from working any person whom they have reasonable grounds for suspecting might be under the influence of alcohol or drugs, or who seems to be suffering from illness or fatigue. Hosts are reminded that some medicines can make a person drowsy and carry warnings against operating machinery. We encourage hosts under medication to discuss their condition, in confidence, with their manager.
- 7.7 Horseplay, scuffling and other acts which may endanger the safety or well being of other people are prohibited at work.

- 7.8 In the event of a violent attack, we ask that you do not act aggressively. Follow the attackers demands and do not put yourself at risk. Try to remember details of clothing, appearance and voice.
- 7.9 Choose suitable footwear for work. If you work in Engineering or the Kitchens your shoes should be closed-toe, low heeled and should have a rubber or crepe sole. High heels, sandals, flip-flops or shoes, which do not fasten properly, are not suitable for the work place. However Front of House barefoot as is our standard is acceptable and permitted.

Fire

- 7.10 Be aware of the hotel's fire evacuation procedure and the Assembly Points
- Evacuate the building and areas promptly.
 - Do not try telephoning the operator.
 - Treat all alarms as real unless you have been told specifically that they are not (e.g. system tests).
 - Assist guests to the Assembly Points,
 - Managers and supervisors must know which areas they are responsible for evacuating.
- 7.11 Employees must raise the alarm before attempting fire fighting. If, in their view, the fire is small and it is sensible to tackle it, they must follow these rules:
- Keep between the fire and your escape route.
 - If the fire is behind a closed door, do not open it.
 - Use the correct type of extinguisher.
 - If the fire is too big for a single extinguisher to put it out, then leave it for the fire team to address.
- 7.12 Never leave doors wedged open.
- 7.13 These are general safety rules – the Company's Full Fire Evacuation Procedure can be found in your department or with your manager. In section 8 of this training document there is also the basic rules of fire fighting.

Lifting

- 7.14 Use trolleys/gardia's wherever possible to minimise the amount of lifting and carrying.
- 7.15 Do not overload trays.
- 7.16 Use correct lifting methods when handling anything. Do not be afraid to ask for assistance or guidance.
- 7.17 Give help when asked.
- 7.18 When lifting and carrying:
- Ensure your route is clear.
 - Get a firm grip on the load.
 - Use your strong leg muscles and not your back when lifting.
 - Wear gloves if the load has sharp edges.
 - Do not twist or over reach when lifting.
 - Take particular care when carrying up or down stairs.
 - Do not carry heaped boxes or loads so high that you cannot see where you are going.
 - If someone is helping you to lift, agree who gives the signal to lift.
 - Wear sensible shoes depending on where you are in the resort.

Electricity

- 7.19 Do not interfere with electrical apparatus. Mains voltage can kill.
- 7.20 Ensure you know how to switch off the electricity supply to any appliance, which you use.
- 7.21 Never attempt electrical repairs yourself. Report faults to your manager immediately.
- 7.22 Switch lights off and let them cool before you clean them.

- 7.23 Do not allow water to enter electrical equipment and do not touch electrical equipment with wet hands.
- 7.24 Check every time you go to use a portable appliance:
- Is the plug on properly?
 - Is the cable intact and secure?
 - Do the controls work properly?
 - Is the equipment casing in good condition?

Report any damage to your manager.

Gas

- 7.25 Familiarise yourself with the location of the gas shut off valve if you work with gas appliances.
- 7.26 Follow correct lighting-up procedures for gas appliances and switch off equipment when not in use.
- 7.27 If you think there is a gas leak:
- Close the shut off valve.
 - Tell your manager.
 - Call the emergency hot line (operator)
 - Leave any fans running and open windows and doors to clear the air.
 - **Do not** operate electrical equipment, including light switches.
 - **Do not** attempt to fix gas appliances yourself. It must be done by a qualified registered engineer.
- 7.28 **Do not** block any ventilators which supply fresh air to gas burners.

Chemicals

- 7.29 Cleaning chemicals can be dangerous if not used properly:
- Read the labels.
 - Follow the instructions.
 - Dilute to manufacturer's instructions.
 - Never mix chemicals.
 - Use gloves and goggles when handling concentrated chemicals and gloves at all times if in doubt or if you have sensitive skin.
- 7.30 Chemicals must be stored in a locked (but ventilated) chemical store.
- 7.31 Never transfer chemicals to unmarked containers or drinking vessels.
- 7.32 Do not make casual purchases of non-approved chemicals.

Glassware

- 7.33 Never pick up glasses in one hand by putting your fingers into the top of them. This is unhygienic and unsafe. Always clear glasses and deliver glasses using a tray.
- 7.34 Never leave glasses in a sink where someone might drop something on them.
- 7.35 If a glass breaks, use a dustpan and brush to clear up. Put the broken glass in the designated glass bin.
- 7.36 Store glasses upside down and never stack them.
- 7.37 Always dispose of broken or chipped glassware.

HIV and Hepatitis

- 7.38 We advise you to protect yourself from any blood-borne infection such as hepatitis and HIV. These can be contracted from fresh blood and bodily fluids:
- Keep exposed or open wounds covered with a waterproof plaster.
 - Use domestic rubber gloves.
 - Use mops, brushes and cloths to avoid direct contact with spillages of blood and any bodily fluid.
 - Use the cleaning chemicals and disinfectants supplied by the Company.
 - Where there is considerable splashing or contamination, close off the affected area and consult your manager.
- 7.39 If you find a discarded needle or syringe:
- Tell your manager and or the Resort Nurse.
 - Do not attempt to pick it up with bare hands or ordinary gloves.
 - Get a "sharps" container.
 - Pick up the needle or syringe with heavy gloves, with the sharp end facing away from you. Tweezers or pliers might also be helpful.
 - Put it into the sharps container.

Offices

- 7.40 Allow adequate space for safe access to desks, filing cabinets and shelves.
- 7.41 Beware that most filing cabinets do not allow more than one drawer to be opened at a time, to avoid toppling. Only pull one drawer at a time.
- 7.42 Do not overload shelves and always stack materials sensibly so that they do not fall on people's heads.
- 7.43 Use stepladders and step stools to reach high shelves – not chairs.
- 7.44 Do not use shelving above 6 feet

8. FIRE EVACUATION PROCEDURE

This procedure is designed to offer you safety in the event of a fire or fire alarm. It is important that you read and understand it.

You should be taken through this procedure on your first day of employment and once every six months.

If any part of this procedure is unclear, you must speak with your manager immediately. You may also seek clarification from the General Manager/Chief Engineer/Safety & Security Manager.

Raising the alarm

- 8.1 Anyone who suspects that there may be a fire must call the operator to report the fire. The alarm system may also be triggered directly by smoke or heat.
- 8.2 The Chief Engineer or Assistant is responsible for identifying the location of the fire
- 8.3 the Chief Engineer/Maintenance Manger or Emergency Chief may ask that Receptionist to telephone that room immediately to ascertain if there is a false alarm (for example, an alarm set off by steam from a hot shower).
- 8.4 The Emergency Chief checks the location of the suspected fire, even if he has been told by a guest that there is no fire.
- 8.5 If there is a fire, which cannot be extinguished easily and immediately (for example, a small bin fire or a smouldering ashtray), the Emergency Chief should take responsibility to evacuate the building without delay.

Calling the Resort Fire Service

- 8.7 Dial "0" to speak to the resort operator
- 8.8 "Report the Fire, with the exact location
- 8.9 "ask the operator to call all the emergency team
- 8.10 The operator will communicate, "We have a fire at (give location and exact area)".
- 8.11 The operator will follow up with emergency text

Evacuating the Resort

- 8.12 All guests and hosts are evacuated to the Assembly Point
- 8.13 Print an up-to-date Guest List (there should always be one on the emergency clipboard).
- 8.14 Operator - Check the handover sheet for details of any disabled/elderly guests in bedrooms.
- 8.15 Operator - Telephone occupied rooms and request guests to evacuate.
- 8.16 Leave your department immediately if you are in any danger.
- 8.17 Take Guest List, diaries, Visitors Book, notepad/pen and staff rotas to the Assembly Point.
- 8.18 Remain calm and offer reassurance to guests leaving the building.
- 8.19 Follow the procedure as laid down in the Emergency Crisis Manual
- 8.20 Ensure your department close down is in operation
- 8.21 If you are a First Aider – follow your procedure as per the Emergency Crisis Manual

9. BOMB THREATS AND SUSPICIOUS PACKAGES

We work in an area, which is not accessible to the general public but has a high profile around the world. As such, we are a low-risk target for bomb threats (hoaxes or otherwise) and we are liable to receive various packages throughout the working day in our Male' office as well as to the resort.

- 9.1 If you received a telephone bomb threat, try to make a note of the following information:

- Where is the bomb?
- When will it go off?
- Who are you?
- Why are you doing this?

Also make a note of any foreign accents, background noises (e.g. traffic, public announcements) and make a note of the originating telephone number if it is available.

Call the Emergency Chief straightaway and evacuate the building, just as you would in the event of fire.

- 9.2 When receiving packages, always store them correctly. Do not leave packages lying around.
- 9.3 If you see a suspicious package, do not delay – call the Security or emergency teams straightaway and evacuate the building, just as you would in the event of fire.

10. RISK ASSESSMENTS

These are the assessments of risks to you and the methods of reducing those risks to provide you with a safe work place. If you know of any other hazards, you should tell your manager who would arrange for further risk assessments to be carried out. It is every host's responsibility (irrelevant of Sphere) to ensure the safety of each other, our guests and visitors.

- 10.1 Risk Assessments should be carried out by Department Management (HOT's) throughout the resort.
- 10.2 All Risk Assessments should be reviewed on an annual basis and throughout the year the resort should work towards risk reduction as shown.
- 10.3 All Risk Assessments should be shared with all department hosts as part of their department development.
- 10.4 This list is not exhaustive and should be added to and developed until all RISKS are assessed and understood.

Risk Assessment Codes/Type of Risk:

- 1. Electrical - RA 1
- 2. Manual lifting/Handling - RA 2
- 3. Trip Hazard - RA 3
- 4. Chemical /Substance/Radiation - RA 4
- 5. Mechanical - RA 5
- 6. Fire/Explosion - RA 6
- 7. Natural Occurrence/Disaster - RA 7
- 8. Epidemic/Pandemic Disease - RA 8

Please remember the lower the rating – the higher the risk and should be traced **Priority 1** being the highest.

Please also do your best to vet the residual risk, once the initial risk has been completed and if the necessary action has been taken.

You will find an example of the Risk Assessment Example Form on the following page – please use this one when compiling new risk assessments.

Example

Risk Assessment no: (insert Risk Code Here...e.g. RA-8, followed by sequence number)

Equipment or activity: (type of Activity) Transporting prepared food

Area or department: (area of the business) F&B Production

Who might be at risk: (who's affected) Guest/Host

Hazards identified: (Type of Hazard related to the area/department) Prepared food is transported to out lets, buffets, etc... in ambient temperature & open buggies- cross contamination can occur / bacteria can multiply as items cool down.

Type of Risk: <small>(please tick)</small>	Electrical (RA1)		Manual lifting/ Handling (RA2)		Trip Hazard (RA3)		Chemical/ Substance/ Radiation (RA4)	
	Mechanical (RA5)		Fire/ Explosion (RA6)		Natural Occurrence/ Disaster (RA7)		Epidemic/Pandemic Disease (RA8)	X

RISK = SEVERITY X LIKELIHOOD

Severity <small>(please tick)</small>	1. Major	X	2. Serious		3. Slight		Severity points multiplied by likelihood points will give the Risk Score	RISK SCORE 1
Likelihood <small>(please tick)</small>	1. High	X	2. Medium		3. Low			

Risk score	1-3	4-6	9
Risk rating	High	Medium	Low

Risk Rating: **HIGH** (use the risk score to measure the risk rating from the table)

Date of assessment: 15/6/15 (date of review)

Review date due: 14/6/2016 (review 364 days later)

Risk reduction measures: (procedures and practices you will put in place to reduce the risk...examples below)

- Require one more buggy for food transporting with proper hot cabinet.
- Modify the present buggy to ensure the hot cabinet is fitted
- Ensure all buggies are cleaned with antibacterial products at the end of each service
- Ensure all waste food is disposed off correctly.
- Ensure food handler is adequately trained in food handling practices.

Estimated residual risk rating score after Risk Reduction Measures: **Medium** (once you have put all the procedures in place ... how low you think you can get the risk down to, even with various procedures you might only be able to reduce the risk by one tier or even sadly not at all)