



POLICY & PROCEDURE MANUAL

Health & Safety Policy

1. Objective

It is the policy of Caffè KiX Ltd to provide a safe working environment for all employees and persons who might be affected by Company operations. It is also our policy to safeguard the health and welfare of all employees. The standards of safety, health and welfare practices will meet, and may well exceed, the minimum standards specified by the statute and codes of practice.

The responsibilities and arrangements for carrying out this policy are detailed below and failure to comply will result in disciplinary action which may lead to dismissal.

2. Responsibilities

The overall responsibility for the Health & Safety Policy lies with the Managing Director, whose particular responsibilities are:

- (i) to authorise Company Health & Safety Policy Statements and revisions
- (ii) to authorise the allocation of financial, material and manpower resources for the implementation of the Health & Safety Policy

3. Implementation

3.1 Operations Manager

Responsibility for implementing the Policy within the Company lies with the Operations Manager who is the Health & Safety Officer for the Company and reports to the Managing Director. Their specific responsibilities are:

- (i) to ensure implementation of the Health & Safety Policy within the Company and at all Branches
- (ii) to ensure workable monitoring systems are in place and routinely used
- (iii) to ensure safety procedures, practices and rules are regularly reviewed and updated
- (iv) to authorise all Managers to take all actions required for the implementation of this Policy
- (v) to monitor the Health & Safety performance of Managers



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3.2 Branch Managers

Within their individual areas of authority and responsibility, Branch Managers have a crucial part to play in implementing this policy. Their specific responsibilities are:

- (i) to monitor and support with guidance and training the Health & Safety performance of their teams
- (ii) to recommend specific safety procedures, practices and rules within their operation
- (iii) to investigate personally all serious incidents
- (iv) to liaise with Clients where a joint response to safety is required
- (v) to operate monitoring systems for Health & Safety performance

In most instances the Branch Manager is the most senior Caffè KiX employee permanently based on site. They are responsible for providing the working environment and for advising the next level of management, for example Supervisors, of any barriers which prevent the successful implementation of the Policy. For mobile staff this responsibility rests with the Branch Manager or Supervisor with responsibility for the area.

3.3 All Employees

All Employees have the following responsibilities:

- (i) to observe all Health & Safety Rules and Procedures
- (ii) to take personal responsibility for their own safety and the safety of others through the adoption of safe working practices
- (iii) to report all accidents, hazards, near misses and dangerous occurrences and diseases
- (iv) to co-operate with Branch Managers in the implementation of this Policy



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4. Arrangements for Providing a Safe Working Environment

4.1 Attitudes

Positive attitudes are fostered by a management style based on praise and encouragement from each Manager to his or her direct reports. Poster displays support the process and Caffè KiX posters are available on a variety of themes. There are also special notices available for specialist equipment employed in the course of operating our business

Relevant commercial poster campaigns and notices may be arranged locally.

The importance of safe working attitudes is part of induction training of all employees. Employee obligations under Health & Safety at Work Act 1974 are explained at induction.

Where unsafe attitudes to working persist despite positive management initiatives to improve the employees' outlook, Branch Managers are authorised by the Disciplinary Procedure contained in the Employee Handbook to take disciplinary action to correct the unsafe behaviour.

4.2 Training

4.2.1 The training needs of all Caffè KiX Managers are identified through a formal and recorded appraisal process which highlights Managers in need of either the training skills or the technical knowledge necessary to implement the Health & Safety Policy.

4.2.2 Courses on Safety and Hygiene topics are developed or sourced by the Health & Safety Officer and implemented by trained personnel. A combination of internal material and external courses are available.

4.2.3 All food handlers are trained to handle food.

4.2.4 Written Standard Procedures are available at Branches which specify Health & Safety requirements and standards.

4.2.5 All employees receive induction training covering all safety procedures in operation at their place of work.

4.2.6 Managers are responsible for ensuring that their teams attend any regular Fire Drills in place at each location.



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4.3 Consultation

- 4.3.1 Managers at all levels hold regular meetings with their staff, providing a forum for discussion and consultation on Health & Safety matters.
- 4.3.2 Safety specific notices are displayed at all locations.

4.4 Instructions

- 4.4.1 Manufacturers' safe usage, storage and disposal instructions for potentially hazardous products exist in locally held manuals.
- 4.4.2 Similarly, safe operating instructions for machinery and equipment are available for local inspection and eligible staff trained before using machinery or equipment.

4.5 Safety Equipment & Materials

- 4.5.1 Where inspection requires special skills not available within the Company e.g. routine inspection of fire fighting equipment, the Manager is authorised to employ appropriate external agencies.

4.6 Compliance

- 4.6.1 Insurance certificates are distributed to each Caffè KiX location for display in the office or other appropriate location.
- 4.6.2 The Health & Safety Officer is responsible for obtaining necessary statutory notices, record books, report forms etc for each Branch.
- 4.6.3 The training of Managers in the statutory requirements of their operation is a line-management function but specific advice, guidance and training is provided by the Health & Safety Officer.

4.7 Hazards

- 4.7.1 Guidance on potential hazards in operation is available in the safe usage instructions available on site.



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4.7.2 Managers will specify safe usage procedures where some element of hazard remains unavoidable. Such procedures will be based on manufacturers' instructions and industry good practice.

4.7.3 The skills of hazard spotting are an integral part of our approach to safety.

4.8 First Aid

4.8.1 Advice on the necessary first aid facilities, equipment and arrangements required in any operation is available from the Health & Safety Officer. Managers are responsible for maintaining adequate supplies.

4.9 Reporting

4.9.1 Accident Forms are issued to each location by the Health & Safety Officer.

4.9.2 The need to report the following is covered in the induction training of each new employee:

- Accidents
- Near Misses
- Diseases
- Dangerous occurrences
- Hazards

4.9.3 Where investigations require special skills or knowledge not available to local Manager, the Health & Safety Officer may authorise the use of external agencies.

4.10 Monitoring

4.10.1 Apart from day to day monitoring by all Managers and Supervisors, Health & Safety Performance in all operations is subject to audit by senior line management, usually on the basis of written audit or self audit questionnaires.

4.10.2 Each individual is also allowed direct access to the Managing Director should he or she wish to report a breach of the Health & Safety Policy.

Rupert Warburton
Managing Director
Caffe KIX Ltd