

## Health & Safety General Policy

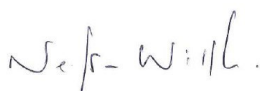
### PART 1 - GENERAL STATEMENT OF POLICY

- 1.1 Pabulum actively promotes the health, safety and welfare of all our employees and those affected by our work activities, including customers, visitors and contractors.
- 1.2 We are committed to achieving a positive and evolving safety culture, recognising, and supporting the vital contribution made by our employees to make this a successful reality. We strive to continually improve health and safety performance across all areas of our business.

### 1.3 Our Health and Safety Commitments

- To identify the principal hazards to employees and others affected by our work and control the associated risks adequately.
- Recognise that management of health and safety ranks equally with other business functions.
- To provide so far as is reasonably practicable safe and healthy work environments.
- To work together with our clients to ensure safe access, egress, and maintain healthy working conditions, safe plant, and equipment, and ensure safe use, handling and transport of articles and substances.
- To co-operate fully with all external authorities to demonstrate fulfilment of our legal duties, industry good practice and client requirements.
- To implement a risk management system, with risk assessments and safe systems of work to maintain safe behaviours.
- To detail and communicate health and safety responsibilities.
- To provide an appropriate level of information, instruction training and supervision to enable employees to perform their role safely and to ensure employees are competent to do their work and perform their roles safely.
- To consult and engage employees, clients, customers, contractors, and suppliers on matters relating to health and safety.
- To assess and control activities delivered by our supply chain.
- To learn from near misses, accidents and incidents through transparent reporting and investigations to prevent reoccurrences.
- To assess compliance standards at site level and verify performance with the implementation of an auditing programme.
- To provide adequate resources to achieve the objectives outlined in this policy.
- To prevent accidents and cases of work-related ill-health.
- To provide personal protective equipment where necessary to implement emergency procedures, including evacuation in case of fire or other significant emergency incidents.
- To review this policy regularly.

Signed:



**Nelson Williams**  
**Managing Director**

*(This statement will be reviewed in March 2023, or sooner if necessary)*



## PART 2 - RESPONSIBILITIES

### 2.1 Health & Safety Responsibilities

It is recognised that everyone employed by Pabulum has health and safety responsibilities. Also, the role our clients perform in working in partnership with Pabulum to ensure health and safety is acknowledged.

### 2.2 Managing Director

- Has the overall responsibility to provide health and safety leadership to Pabulum.
- Has overall responsibility and final decision on all matters of health, safety, and welfare.
- Will act on the information provided by the Leadership Team to minimise significant health and safety risks to ensure the safety of employees and those affected by work activities.
- Will review the safety performance at site and Fleet Office locations, ensuring the robustness of monitoring and measurement systems implemented to obtain accurate data collection.
- Consider health and safety as part of strategic decisions and long-term planning.
- Provide adequate resources to ensure the continued sustainability of the management of health and safety across the company and to promote a positive safety culture.
- To review and instruct corrective actions to be taken to address significant reported risks identified in health and safety performance data.
- Cascade information across the company on decisions affecting health and safety.
- Act on serious health and safety risks as highlighted by Directors, Heads of Service, Managers, Head of Food, Health & Safety, Environment, and others.
- Seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.
- Delegate day to day implementation of health and safety management to the Business Director and actively monitor performance.
- Will demonstrate the Company's commitment to health and safety in signing the annual policy statement.

### 2.3 Unit Managers/Executive Chefs/Head Chefs

- Are responsible for the day-to-day health and safety within their unit.
- Will supervise employees to ensure that risk assessment control measures and safe systems of work are effectively implemented.
- Will ensure employees are issued with the required protective equipment and check it is stored, maintained, and used correctly.
- Will communicate and consult employees on health and safety matters, documenting any outcomes that require action from regular safety meetings.
- Will complete the Unit Diary on a day-to-day basis, recording any health and safety concerns and actions taken to remedy.
- Will assess employee training requirements including temporary staff and ensure they receive the correct level of health and safety information required by the company.
- Will keep employee training records up to date and filed in the security box.
- Will ensure all new employees receive a Pabulum induction with site-specific detail and chemical supplier training.



- Will ensure only approved cleaning chemicals are provided and used at site.
- Will deliver site-specific training for equipment to be used, activities to be completed and site-specific practices as part of the induction process.
- Will complete health and safety training organised by the company and to obtain a satisfactory pass mark.
- Will maintain their workplace in an organised manner and a clean condition.
- Will carry out a check to identify if anything is wrong, damaged, defective, or poor practices observed during daily visual checks, completing monthly health and safety checklists and report all matters.
- Will act to remedy health and safety issues and unsafe behaviours to prevent a fire, accident and/or near-miss occurring.
- Will escalate issues that are beyond remit or out of direct control to the relevant Support Manager/Operations Manager/Head of Operations to address promptly with the client and/or company.
- Will escalate serious health and safety matters immediately to the relevant Support Manager/Operations Manager/Head of Operations and Head of Food, Health & Safety, Environment.
- Will advise the relevant Support Manager/Operations Manager/Head of Operations and Head of Food, Health & Safety, Environment regarding any visit from an Enforcement Officer from the Local Authority, Health and Safety Executive or Fire Authority.
- Will ensure any requests for resources to maintain health and safety standards on site are documented and escalated in writing to the relevant Support Manager/Operations Manager/Head of Operations.
- Will report all accidents, incidents and near misses to the relevant Support Manager/Operations Manager/Head of Operations. Also, to complete the accident book on-site and complete Pabulum's Accident/Incident/Near Miss form available on Pabunet and send the completed form to the Head Office promptly.
- Will ensure all procedures relating to medically prescribed diets (including food allergies and intolerances) are followed to safeguard customers at the location under their control.
- Will investigate accidents and take steps to prevent reoccurrences.
- Will keep the relevant Support Manager/Operations Manager/Head of Operations aware of any illness/period of absence that is related to work or because of an accident/near miss.
- Will complete return to work interviews with employees and securely store completed forms.
- Will ensure this policy statement, health and safety poster and safety signs are brought to the attention of their staff.
- Will carry out monitoring to ensure health and safety controls are implemented and maintained and complete the food safety and health and safety manager checklists following Company procedure.
- Will seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote safe work behaviours.



## 2.4 Finance Director

- To allocate resources as recommended by the Managing Director for the effective management and maintenance of company health and safety requirements.
- To allocate resources recommended by the Managing Director to promote a positive safety culture at sites and the Fleet Office.
- To manage the company car fleet and drivers in line with company policies and procedures.
- To review the budgetary performance of health and safety expenditure with the relevant budget account holder(s).
- To be responsible for the day-to-day health and safety within their department and following this policy.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.

## 2.5 Sales and Marketing Director

- To ensure that health and safety is included within tenders to enable risks to be effectively managed in new/renewing contracts.
- Responsible for the day-to-day health and safety within their department.
- To seek the advice of the Head of Food, Health & Safety, Environment to support the Sales and Marketing Team to minimise health and safety risks and promote a positive safety culture.

## 2.6 Business Director

- To consider health and safety as part of strategic decisions and long-term planning.
- To manage the implementation and performance of health and safety management throughout the company.
- To brief the Directors and Leadership Team on significant health and safety matters at regular meetings.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.
- To ensure the implementation of health and safety advice provided by the Head of Food, Health & Safety, Environment to minimise safety risks within the company.
- To monitor corrective actions delegated to Operations Managers for implementation to ensure they are effective at minimising risk following the advice provided by the Head of Food, Health & Safety, Environment.
- To monitor audit performance and achievement of KPI's by Operational Managers, taking corrective action to ensure standards are maintained and KPI's achieved.
- To act on serious health and safety risks as highlighted by Directors, Heads of Service, Managers, Head of Food, Health & Safety, Environment, and others.

## 2.7 Head of People

- Responsible for the day-to-day health and safety within their department and following this policy.



- To organise and ensure completion of Head Office health and safety induction e-learning training for operational staff.
- To collate and store health and safety training data for employees across the company, with training record files held at sites for site-based employees, or secure electronic storage.
- To support the implementation of health and safety training programmes across the company, including the administration of the e-learning platform.
- To ensure employment contracts outline the company health and safety legal requirements.
- To ensure job descriptions for all roles within the company have relevant health and safety responsibilities included.
- To monitor incidents of sickness and absence, informing the Head of Food, Health & Safety, Environment of any injuries and/or occupational illnesses.
- To liaise with Pabulum's appointed provider of Occupational Health services.
- To seek the advice of the Head of Food, Health & Safety, Environment in supporting the HR team to minimise health and safety risks and promote a positive safety culture.

## 2.8 Head of Food, Health & Safety, Environment

- Responsible for the day-to-day health and safety within their department and following this policy.
- To provide guidance to the company on the implementation of this health and safety policy, procedures, risk assessments and safe systems of work.
- To advise Directors, Managers and their teams on practical measures required to fulfil their health and safety responsibilities.
- To provide advice on how to fulfil new legal responsibilities and demonstrate compliance with guidance.
- To compile health and safety performance data, incidents and issues that require consideration by the Managing Director, Directors, and Leadership Team.
- To review the Health and Safety Policy and associated statements regularly.
- To highlight health and safety matters that pose an imminent risk to safety to the attention of the Business Director and Managing Director promptly and to advise on corrective actions required.
- To advise and recommend on the suitability of audit programmes across the company to capture accurate health and safety performance data.
- To report all accidents classed as RIDDOR reportable to the Health and Safety Executive.
- To collate and review accidents statistics, completing investigations of serious accidents/incidents based on the level of risk posed to the company.
- To advise on additional control measures required to prevent reoccurrences of accidents/incidents/near misses.
- To process claims administration, complete investigations, and compile reports, advising on matters of liability.
- To encourage communication of key safety messages throughout the company
- To foster relationships with Operational Managers within the company to disseminate key health and safety messages to sites.
- To liaise with Enforcement Officers from Local Authorities, Health and Safety Executive, Fire Authority and appointed client Consultants on health and safety matters.



- To provide direction to the company in responding effectively to enforcement challenges
- To represent the company in maintaining nationally recognised accreditation certifications
- To manage the Primary Authority Partnership on behalf of the company.

## 2.9 Executive Development Chef

- Responsible for the day-to-day health and safety within their department and following this policy.
- Responsible for promoting health and safety in terms of menu development, allergen control and food activities based on HACCP principles.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.

## 2.10 Head of Operations

- Responsible for the day-to-day health and safety within their department/region under their direct control and following this policy.
- To monitor and where necessary assist Operations Managers and their teams with the implementation of health and safety systems.
- To follow up any areas of non-compliance with health and safety practices and procedures with Operations Managers.
- To report any health and safety matters that pose an imminent risk to health and safety to the Business Director, advising the Head of Food, Health & Safety, Environment
- To attend training organised by the company.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.
- To act on serious health and safety risks as highlighted by Directors, Heads of Service, Managers, Head of Food, Health & Safety, Environment, and others.

## 2.11 Head of Purchasing

- Responsible for the day-to-day health and safety within their department and following this policy.
- To manage the day-to-day relationship with suppliers and distribution network.
- To ensure new suppliers and contractors/contracting services complete the company's Contractor Assessment process to verify their health and safety performance.
- To investigate accidents and incidents in the supply chain to prevent reoccurrences.
- To oversee the system to verify suppliers/contractor's compliance with food and health and safety legislation through the provision of third-party audit documentation/certification, audit, or site visits.
- To implement product recalls identified by Pabulum's food suppliers.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.



## 2.12 Operations Managers

- To take steps to ensure that health and safety policies and safe systems of work are understood, implemented, and practised on a day-to-day basis at site level.
- To complete health and safety risk assessments for sites and ensure effective implementation.
- To implement measures to ensure the required level of personal protective equipment is worn for tasks completed at site level.
- To complete health and safety monitoring activities periodically, ensuring that remedial actions are completed and signed off promptly.
- To provide direct support to their teams on matters relating to health and safety standards to rectify any issues arising.
- To ensure health and safety is included as a standard agenda item at client meetings.
- To support Unit Managers/Support Managers in gaining client attention in rectifying health and safety issues.
- To report imminent risks of health and safety to the Business Director and Head of Food, Health & Safety, actioning the advice received.
- To report visits from Enforcement Authorities, Health and Safety Executive and the Fire Authority immediately to the Head of Food, Health & Safety, Environment.
- To regularly provide the Business Director with an accurate account of health and safety performance in their area.
- To take action to correct any unsafe behaviours observed during site visits and document occurrence with action taken, in the Unity Diary.
- To ensure their team and sites have received the correct level of company required training in health and safety to perform their roles, with completion documented on training record cards.
- To ensure all procedures relating to medically prescribed diets (including food allergies and intolerances) are followed to safeguard customers with the region under their control.
- To ensure their team and sites are clear about company expectations with regards to fulfilling health and safety responsibilities.
- To liaise with the Head of People with regards to ensuring training requirements are fulfilled and occupational health matters are addressed.
- To complete training organised by the company and obtain a satisfactory pass.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.

## 2.13 Support Managers/Development Chefs

- To support Heads of Operations/Operations Managers with the completion of risk assessments on a site-by-site basis.
- To notify the relevant Head of Operations/Operations Manager of the occurrence of any hazards, accidents and/or near misses on sites.
- To notify the relevant Head of Operations/Operations Manager of the outcomes of accident investigations completed by the Unit Manager and corrective actions taken to prevent reoccurrences.



- To keep the relevant Head of Operations/Operations Manager aware of accident/incident related absences and outcomes of completed return to work interviews by Unit Managers.
- To complete health and safety audits as delegated by the relevant Head of Operations/Operations Manager and ensure that any remedial actions are completed and signed off promptly.
- To report matters of health and safety that require client attention to remedy promptly, recording meetings and outcomes in the Unity Diary and ensure matters are resolved.
- To provide training and direct support to Unit Managers on health and safety systems to enable effective inductions to ensure safe working practices are maintained.
- To provide training and direct support to Unit Managers on the contents of risk assessments and safe systems of work to enable information to be cascaded to site employees.
- To monitor site compliance in wearing and maintaining the required level of personal protective equipment for tasks completed at site level.
- To complete training organised by the company to obtain a satisfactory pass mark.
- To seek the advice of the Head of Food, Health & Safety, Environment to inform and clarify decisions required to minimise health and safety risks and promote a positive safety culture.

#### 2.14 Employees (including agency staff and contractors)

- To perform all activities safely, following company policy, procedures, risk assessments and safe systems of work.
- To take reasonable care of their health and safety and that of others, not putting anyone in danger from your/their actions or inactions.
- To follow all health and safety rules and guidance as directed by their Line Manager.
- To report anything that is wrong and could lead to a fire, accident and/or near-miss to their Line Manager.
- To co-operate with the company in protecting their safety by wearing and maintaining personal protective equipment, reporting any defects to their Line Manager.
- To report all accidents, injuries, dangerous occurrences and/or near misses to their Line Manager.
- To report any ill health that could be linked, caused by, or exacerbated by their work activities and/or environment.
- To complete company induction training, implementing knowledge and skills learnt.
- To complete company training and achieve a satisfactory pass mark.
- To be aware of any health and safety hazards and to advise their Line Manager immediately, only acting if it does not endanger their health and safety.
- To not interfere with any measures provided to protect health and safety.
- To make suggestions to improve safety in their workplace.
- To assist with our special diets controls and protect customers with medically prescribed diets, not to bring personal food that contains tree nuts/peanuts or traces of tree nuts/peanuts into food areas.





## 2.15 Clients

Clients hold responsibilities for the kitchen and environment in which Pabulum operate. Unless superseded by contractual terms and conditions, the following apply:

- To comply with their legal health and safety duties within the building.
- To co-ordinate and co-operate with Pabulum on health and safety matters affecting the catering operation and employees.
- To provide and maintain an adequate supply of hot and cold water to the kitchen and associated areas.
- To provide and maintain pest control arrangements and complete pest-proofing.
- To provide and maintain satisfactory sanitary and personal washing facilities for employees.
- To provide and maintain adequate lighting and ventilation throughout catering areas.
- To provide regular refuse collection, with adequate external receptacles for disposal and storage of general waste.
- To repair and maintain their equipment that is sufficiently guarded to ensure legal compliance, attending to faults promptly.
- To repair and maintain the fabric and structure of the kitchen and associated areas in a sound condition that is easy to clean.
- To arrange for periodic deep cleaning of the kitchen and ventilation ducting where applicable by contract.
- To arrange for filters in the ventilation canopy to be removed by the school's maintenance operatives on regular basis, for Pabulum to clean (where agreed) and then arrange for the filters to be replaced on completion of cleaning, by the school's maintenance operatives.
- To provide and maintain adequate fire detection systems and associated fire safety control measures including emergency lighting, break glass call points, signage, firefighting equipment, fire doors, evacuation routes and assembly points.
- To routinely test, document and include Pabulum employees in fire alarm tests and evacuations.
- To inform Pabulum if asbestos is present in the kitchen and associated areas, stipulating control measures required.
- To install, provide and maintain for safety the electricity and gas supply. Including Gas installations, pipework, appliances, boilers and flues, electrical installations, switches, wiring, sockets, and client-owned portable electrical appliance and to arrange for a competent person to test gas installations, appliances, pipework, flues on an annual basis, providing Pabulum with copies of documentation to confirm safety.

## PART 3 - ARRANGEMENTS

### 3.1 General Arrangements

Pabulum's Health and Safety policy is supplemented through procedures, risk assessments, safe systems of work available on Pabunet. It is the responsibility of relevant Line Managers to ensure employees are instructed in and understand the information contained within these procedures and the standards set within our safety documentation is always implemented.



## 3.2 Risk Assessments

As part of its management of health, safety and wellbeing risk assessments will be carried out for each work activity so that the risks to employees and others affected by those work activities are either eliminated, minimised, or controlled to an acceptable level. All risk assessments will be documented.

The results of risk assessments will be brought to the attention of employees and will be available to staff at each main kitchen/Head Office.

Risk assessments will be reviewed whenever they may no longer be valid, after an accident/injury and at least annually.

## 3.3 Accident/Incident Reporting and Investigation

All accidents, incidents near misses, ill-health and violent occurrences must be reported to the Safety Team using Pabulum's accident/incident form available from Pabulum's intranet system – Pabunet.

All staff are required to report accidents, incidents and near misses to their Line Manager.

A procedure has been established regarding accident/incident/near miss reporting and investigation to which employees and managers must adhere (This is available via Pabunet).

Accidents books are to be provided and accessible at each Pabulum workplace. Accident books are to be completed following the accident/incident/near miss procedure. Completed accident book entries must be removed from the accident book and stored securely e.g., within a locked security box.

Accidents, incidents, diseases, and dangerous occurrences (falling under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) will be reported by members of the Health and Safety Team under the supervision of the Head of Health and Safety, to the relevant Health and Safety Enforcing Authority. This will be done using the Health and Safety Executive's reporting system. A record of RIDDOR reported accidents will be maintained electronically.

## 3.4 Asbestos Containing Materials

Catering sites: Through the contract, our clients are responsible for the maintenance of the physical structure of our workplaces. This includes a duty of care regarding the management of Asbestos Containing Material (ACM's).

As part of our risk assessment process, Pabulum will request the client to provide information regarding the presence of Asbestos Containing Materials within our workplaces and to instruct our employees in hazards and controls.

Fleet office: An asbestos survey has been provided by the landlord and is held at the Fleet office.

The following applies to all workplaces:

- Fleet Office: Pabulum appointed contractors are not to carry out works within the office ceiling void without first consulting the asbestos survey.
- Catering Sites: Pabulum appointed contractors must sign-in at site and adhere to our client's site rules. The clients asbestos survey must be consulted before disturbing e.g., drilling into any area of building fabric.
- Pabulum employees are not permitted to carry out any activity that involves disturbing e.g., drilling) into the building fabric.



### 3.5 Communication

Our approach is to build and maintain a positive safety culture through effective communication. An open-door policy is encouraged where staff can communicate any health and safety concerns.

All our staff are expected to co-operate with Managers and to accept their duties under this policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his or her duties under this policy.

Regular safety messages are issued through the following means:

- Weekly conference calls organised by the Business Director.
- Periodic Safety Notices/Briefing Notes issued by the Head of Food, Health and Safety (available on Pabunet)
- Emails/site meetings/Team meetings

### 3.6 Compliance with Safety Requirements/Standards

All staff must comply with the requirements set out in this policy and supplementary safety arrangements. Failure to do so may result in disciplinary action.

### 3.7 Contractors, Visitors and Others

The Unit Manager must ensure all visitors follow their client's sign-in procedure and site-specific safety rules.

Employees are responsible for the health, safety and welfare of their visitors and must ensure visitors are aware of fire evacuation procedures, any hazards they may encounter within the workplace and any safety rules that must be followed.

Pabulum uses a range of contractors including food/goods suppliers, delivery drivers, pest control contractors (within a small number of sites), catering agency recruitment agencies and contractors that carry out deep cleaning activities.

Pabulum recognises our legal responsibility to ensure contractors are competent, have put in place and implement safe working practices. Arrangements to manage contractors have been established and are available on Pabunet.

### 3.8 Contingency Planning

All offices and units must have a contingency plan in place, should an event occur that requires emergency measures such as the evacuation of the building for either a short or long period. Managers should consider these items before an incident occurs and have contingency plans and risk assessments in place to assist with managing such situations. This can be done by the client; although we should be aware of the procedure. Emergency contact details must be kept in each unit and the client's personnel responsible for emergency planning known.

### 3.9 Control of Substances Hazardous to Health (COSHH)

Risk assessments will be undertaken to prevent employees from being harmed from exposure to hazardous substances within the workplace.

#### Cleaning Chemicals

Only approved cleaning chemicals will be used. COSHH risk assessments will be completed for the use of chemicals and staff instructed in controls applicable to their work task.



Sufficient training and instruction will be provided either through Pabulum's approved chemical supplier or cascaded internally from trained employees. Training/instruction is to be recorded on training record cards.

Material safety data sheets are held on Pabunet in electronic format.

Cleaning chemicals will be stored in secure designated areas to prevent unauthorised access. Signage will be displayed on/at storage locations.

Information on cleaning chemicals provided by our approved chemical supplier will be available at each catering site. This will include mini guides providing information on the use of cleaning chemicals. A Cleaning chemical poster is also displayed providing a summary of personal protective equipment required when handling/using specific cleaning chemicals.

### 3.10 Display Screen Equipment (DSE)

DSE Risk assessments will be completed where applicable. The risks to users of display screen equipment will be reduced to the lowest extent reasonably practicable. Pabulum recognises its obligation to provide eyesight tests and corrective spectacles where required for DSE work.

Laptops are to be included within assessments and suitable controls implemented.

### 3.11 Employee Consultation

Pabulum recognises the duty to consult our workforce on matters affecting health and safety. A system has been established to fulfil this obligation through day-to-day basis pre-service meetings, meetings with Line Managers, regular safety meetings.

### 3.12 Electricity

Pabulum has established procedures for employees to carry out pre-user safety checks for portable electrical appliances.

General rules applicable to all employees:

- Tampering, or attempting to repair any electrical device, equipment, or power supply, switch, fuse, or fitting is strictly forbidden.
- Provision and use of multi-pin adaptors are strictly forbidden.
- Employees must report any damage to electrical appliances, fittings such as frayed or damaged electrical cables, exposed wires, burns marks to their Line Manager without delay.
- At catering sites where the client is responsible for the safe installation and maintenance of the fixed electrical installation and heavy catering appliances, Unit Managers/Supervisors must report any damaged electrical items or concerns regarding the safety of electrical items to the client immediately.
- Damaged electrical sockets, appliances, fittings, cables must not be used if there is a risk or a suspected risk of personal injury.

Employees must remain vigilant for the following:

- Damage to plugs, sockets, and leads.
- Damage to the outer case of electrical items.
- Colour insulation of internal wires showing at the plug or electrical cable (e.g., heat sealers).



- Signs of overheating burn marks to lugs or sockets.
- The appliance is used for what it is intended for.
- Blocked ventilation ports.
- The risk or actual exposure to water.

Defective item must not be used until repaired by a competent person or replaced.

### 3.13 Electricity: Fleet Office Fixed Electrical Installation

Pabulum is responsible for maintaining the electrical installation at the Fleet Office and this will be tested for safety by a competent engineer at least every 5 years.

At all other sites, the client is responsible for maintaining fixed electrical installations. Unit Managers will verify that the client has fulfilled its duty of care by requesting documented evidence that such a system have been maintained for safety. All staff will be instructed to immediately report any electrical defects to their Line Manager.

### 3.14 Emergency Procedures: Fire and Evacuation

It will be Pabulum's policy that workplaces will be subject to a fire risk assessment process. As the user of a premises Pabulum will carry out fire risk assessments. In this respect, Pabulum will liaise with our clients to obtain the necessary information required for this activity. Any action point arising from the risk assessment will be completed.

The premises, fire detection and suppression systems, emergency lighting, fire-fighting equipment, heavy equipment, electrical installation, and most portable electrical appliances are provided and will be maintained for safety by the client. Pabulum will carry out checks to verify that these items are maintained for safety.

Unit Managers will be responsible for checking evacuation routes within Pabulum's workplace are not impeded. Evacuation routes passing through areas controlled by the client will remain the responsibility of the client.

Practice evacuation drills will be carried out in partnership with the client. Fleet office staff will participate in fire drills arranged by the managing agent. Details of all practice evacuations must be recorded.

Procedures for emergency evacuation will be displayed in all work areas and all staff will receive induction within our fire safety procedures. Including, how to raise the alarm, what to do in the event of a fire, fire prevention measures, and the location of fire call points, location of assembly point and fire exits.

### 3.15 Employers Liability Insurance

Pabulum's Employers Liability insurance is renewed annually, and the insurance certificate is stored electronically and available to employees on either the Pabulum server or Pabunet. Hard copies are displayed at each production site and at the Fleet office so that they are accessible to employees.

### 3.16 Enforcement Authorities

All employees must co-operate with authorised representatives of regulatory enforcement authorities.

It is the responsibility of Unit Managers/Operations Managers to report all contact from enforcement authorities to the Head of Food, Health and Safety and Environment. A procedure has been established on this matter and is available on Pabunet.



### 3.17 Environmental Management

Following the Environmental Policy, Pabulum is committed to continuous improvement in the environmental effect and aspects of our activities. We will comply with the requirements of environmental legislation and approved codes of practice as a minimum level of performance. Recycling and limiting energy usage are promoted in every unit in partnership with our client's environmental arrangements.

### 3.18 First Aid

Pabulum has put in place first aid arrangements at each separate workplace based on risk assessment. Every unit is provided with first aid boxes and an Appointed Person is responsible for checking and replenishing first aid supplies.

In most sites, access to trained first aiders is available through our clients. First Aider contact details are displayed within production kitchens. First aid arrangements will be monitored through periodic safety audits.

### 3.19 Food Hygiene/Safety

As a contract caterer Pabulum is fully committed to the highest standards of food hygiene and ensuring food safety throughout our operations.

- Pabulum has a Food Safety Policy that is reviewed annually. Please refer to the policy for further details including responsibilities and arrangements.
- Pabulum's Food Safety Management System is based on the HACCP (Hazard Analysis Critical Control Point) principles
- Pabulum has a special diets policy covering requests to provide food to customers with a food allergy, food intolerances, Coeliac disease, or other medically prescribed diets. Please refer to the policy for further details.

### 3.20 Gas

The client is responsible for ensuring all gas appliances, pipework and flues are maintained for safety by a competent Gas Safe Registered and appropriately qualified engineer. Unit Managers will request evidence that this has been completed by requesting a copy of the client's gas safety certificate relevant to Pabulum's work areas. Copies will be held at both the site and Head Office.

There is no gas in use at the Fleet office.

### 3.21 Health and Safety Law Poster

Health and safety law poster is to be displayed in all sites including the Fleet office. This poster is being displayed at a suitable location and accessible to staff e.g., Changing Room.

### 3.22 Health Surveillance

All employees must report any health concerns, which they feel may relate to their work activity. This includes Dermatitis an inflammatory condition of the skin and any musculoskeletal disorders. A risk assessment will be completed taking into consideration the activity and identify if any further controls can reduce the risk. In some cases, an activity may be unsuitable for an employee in which case HR must be consulted.

An Occupational Health provider may be consulted to support in certain cases to ensure that employees who have had long term sick leave are fit to work.

It is the responsibility of employees to notify their Line Manager/Human Resources of any infectious disease including those diseases that can be passed on via food. To



protect food safety, it may be necessary to exclude employees from work until they have been symptom-free (vomiting/diarrhoea) for 48 hours after their last episode. Managers will consult the Food Standards Agency fitness to work guide, to assist them in deciding the most suitable course of action to protect food safety.

### 3.23 Housekeeping

Pabulum has put in place arrangements for housekeeping at all sites as set out safety documentation. This is to facilitate cleaning, minimise slip/trip hazards, provide a well organised and clean working environment and to minimise fire hazards. Unit Managers at each site must ensure high standards of housekeeping are implemented.

### 3.24 Kitchen Ventilation/ Extraction Systems

All ventilation systems are maintained by the client. Pabulum has established a procedure regarding kitchen ventilation cleaning.

### 3.25 Legionella: Exposure to Legionella Bacteria

Pabulum's clients and Fleet Office landlord are responsible for providing and maintaining hot and cold-water systems, including hot and cold-water systems, storage tanks.

The risks of exposure to Legionella bacteria will be considered within individual risk assessments.

### 3.26 Lone Working

Where possible, lone working should be avoided. Where lone working cannot be avoided a risk assessment will be carried out and control measures implemented to reduce significant risks to an acceptable level. Managers must ensure that Pabulum's lone working procedure is complied with.

### 3.27 Management

Pabulum's organisational structure provides a robust approach to help ensure that risks are managed effectively. Training is commensurate to the Manager's role to support their competence within their roles.

Safety based Key Performance Indicators have been established to allow measurement of our safety performance.

### 3.28 Manual Handling

Where a manual handling task cannot be avoided a risk assessment will be carried out for any task where there is a significant risk of injury from pulling, pushing, lifting, carrying a load.

The risk assessment will consider the task to be undertaken, the load, the working environment and the capability of the individual concerned. Risk assessments will be reviewed at least annually and if there is any reason to suspect that it is no longer valid.

Training/instruction and where necessary supervision will be provided to staff before an activity is undertaken.

A risk assessment template is available on Pabunet.



### 3.29 Multi Occupied Buildings and Defect Reporting

As a contract caterer Pabulum workplace are located within our client's premises. Pabulum will take all necessary steps to cooperate and coordinate our safety arrangements with our clients so that all parties can achieve compliance with their safety obligations.

Pabulum has established a system to identify, report and rectify structural and equipment defects which are contained within the Health and Safety procedures. All structural/equipment defects that are the responsibility of the client will be reported to the client promptly.

All employees are obliged to report any defects that may give rise to a health and safety concern to their Line Manager.

### 3.30 New & Expectant Mothers/Young/Disabled Persons

All employees who are new or expectant mothers are requested to notify their Line Manager at the earliest stage possible of their condition, to ensure their health and safety. When an employee notifies Human Resources, a communication is sent to the Unit Manager for the completion of a risk assessment. This must be carried out within 7 working days. The assessment will be reviewed at least every 6 weeks, or more often as is necessary and this is to be documented on the form.

Managers will individually assess young persons by way of a risk assessment. The necessary training and supervision will be given to young persons (aged between minimum school leaving age and 18 years). Pabulum will comply with the Equality Act 2010 that replaces part of the Disability Discrimination Act; this involves liaising with the client on ensuring that there are adequate controls. A Personal Evacuation Emergency Plan will be provided for any staff who have any disabilities that could impact them evacuating from the building.

### 3.31 Occupational Stress

Pabulum recognises our duty to assess the risks of occupational stress at work and where necessary take appropriate measures to prevent or to control or where reasonably practicable ill health associated with work-related stress. The prevention and effective management of stress that is work-related is essential.

Employees must report to their Line Manager or HR if they feel that their work is impacting negatively on their health.

### 3.32 Personal Protective Equipment (PPE)

Where risks cannot be eliminated or reduced by other means some of our work activities require the use of personal protective equipment. In these circumstances, we provide appropriate PPE, free replacements, and appropriate storage arrangements.

Pabulum requires employees to use and wear any PPE that has been identified as necessary through risk assessment. Failure to wear the PPE provided could lead to disciplinary action.

### 3.33 Personal Safety

Incidents of inappropriate behaviour from customers or other persons must be reported to the Line Manager and documented on the accident/incident/near miss form. Aggression can be verbal and physical. Cash handling should be carried out in a secure office. Times for banking should vary and if possible be carried out by two members of staff. Staff must avoid potentially violent situations. Any work equipment such as knives





should be stored in a secure place. The kitchen must display an Authorised Personnel only sign.

### 3.34 Premises General Safety

Arrangements have been established to ensure the general safety of Pabulum workplaces including gas and electrical safety, maintenance of premises.

### 3.35 Pressure Vessels

Equipment that contains pressure vessels such as certain coffee machines, or drinks machines is either owned by the client or leased from a third party.

Pabulum has established a procedure to verify that safety testing has been completed for equipment incorporating a pressure vessel, leased directly through the approved third party.

### 3.36 Safeguarding

Pabulum recognises its responsibilities to safeguard children and has a Safeguarding policy that is reviewed annually. Please refer to the Safeguarding Policy for further information.

### 3.37 Safety Signs

Pabulum will provide safety signs where there is no other way to control the risk. All safety signs will be maintained, and staff will be instructed in any signage for which they are not familiar.

In educational sites, the client is responsible for the provision and maintenance of our workplace, and heavy equipment. This will include health and safety signage where applicable. Examples include fire exit signage, emergency gas or electric shut-off signage, fire door signage and signage regarding dangerous electrical installations.

### 3.38 Smoking

Smoking is prohibited within all Pabulum workplaces and all employees must adhere to each client's specific site rules covering smoking and use of electronic smoking devices. The use of electronic cigarettes is prohibited wherever smoking is prohibited. Failure to comply will result in disciplinary action.

### 3.39 Training

Training and information are essential elements of Pabulum's safety management system. All employees will be adequately instructed and trained to enable them to carry out their responsibilities without risk to their safety. Arrangements for safety training has been established within the Training Policy and procedures.

### 3.40 Vehicle Safety

Pabulum will ensure that sufficient resources are available to prevent accidents involving vehicles used for work activities. Arrangements for vehicle safety is set out within Pabulum's vehicle policy. This includes systems to ensure drivers hold valid UK driver licences, insurance, MOT's, and driver training.

Mobile Managers may carry out a significant amount of travel and must ensure that they plan their route so they visit a unit or take a break at least every two hours. Staff must take care and be vigilant around delivery vehicles.



Employees must comply with Pabulum's Mobile Phone Policy. Responsibility for the safe control of a vehicle always rests with the driver. Mobile phones should be switched off on entering any area with a potentially explosive atmosphere, especially petrol stations. If Satellite navigation systems are used, they must be set with the address before the commencement of the journey.

### 3.41 Waste

Procedures for handling, storing and disposing of waste has been established within the Health and Safety and Food Safety procedures.

### 3.42 Welfare

Appropriate arrangements have been established to provide welfare facilities for employees. Including, access to drinking water, rest areas away from the workstation, sanitary conveniences, washing facilities and where appropriate facilities for changing and storing work/personal clothing.

### 3.43 Work Equipment

It is Pabulum policy that only equipment that is suitable for its intended use, is safe and where necessary appropriately maintained is provided within our workplaces.

All heavy catering equipment such as meat slicers, food mixers, ovens and refrigerators are provided and maintained by the client. Procedures have been established to ensure all defects are reported to the client and unsafe equipment is removed from use. Periodic checks will be made to verify the client maintains work equipment for safety.

Arrangements have been established for risk assessments to be completed before the use of equipment that may give rise to harm. Employees will be provided with adequate information and training to enable them to use work equipment safely. This includes any machinery prescribed as dangerous.

Equipment designed to be used in conjunction with a safety guard must not be used unless the guard is in place. Users must check safety device such as guards and interlocks before equipment is used.

It is Pabulum policy that no person under 18 years of age will be allowed to operate, assemble/disassemble or clean dangerous machinery. This includes meat slicers, planetary food mixers, food processors, electric potato peelers and deep fat fryers.

Arrangements have been put in place to maintain equipment within the Fleet office which includes annual portable appliance testing.

All work equipment will be marked with health and safety signs and instructions as appropriate, including dangerous equipment.

Any employees that are unsure about the safe use of equipment must report this to their Line Manager, before using the equipment. Further guidance on the use, cleaning and maintenance of work equipment is set out in the Health and Safety procedures.

Employees must not handle meat slicer blades with bare hands. Risk assessments and safe systems of work must be in place, for the use and cleaning of dangerous equipment such as meat slicers.



### 3.44 Working at Height

Work at height is not permitted unless in cases where it cannot be avoided, and a suitable and sufficient risk assessment must be carried out before any working at height is undertaken and all necessary controls have been put in place.

### 3.45 Keeping Records

A document retention procedure has been established. This specifies how long safety documentation will be retained and where such documentation will be stored. All Managers must adhere to this procedure.

### 3.46 Monitoring and Review

Pabulum is committed to continuous improvement in our safety performance. As such, implementation of the safety requirements set out in this policy will be monitored by Pabulum's Safety, Health and Wellbeing Committee and against key performance indicators by Pabulum's Board of Directors.

