

## HELPFUL LINKS

- Free Online Safety Tool <http://besmart.ie/>
- Online Food Safety Advice <http://www.saefoo.eu/Food-safety.aspx>
- Online Manual Handling Training <https://www.youtube.com/watch?v=xtAGXVDWchU>
- Online Knife Handling <http://www.youtube.com/watch?v=2DoM83G3Ik0>
- Fire Plan [http://www.firesure.ie/fire\\_safety\\_guidance/fire\\_risk\\_assessment.html](http://www.firesure.ie/fire_safety_guidance/fire_risk_assessment.html)
- HAS Manual Handling Training System [http://www.hsa.ie/eng/Publications\\_and\\_Forms/Publications/Manual\\_Handling\\_and\\_Musculoskeletal\\_Disorders/Guidance\\_on\\_the\\_Manual\\_Handling\\_Training\\_System\\_-\\_2010\\_revision.html](http://www.hsa.ie/eng/Publications_and_Forms/Publications/Manual_Handling_and_Musculoskeletal_Disorders/Guidance_on_the_Manual_Handling_Training_System_-_2010_revision.html)



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**RAI RISK MANAGEMENT GUIDE**



## ► RISK MANAGEMENT

Our Risk Management Guide provides you with many easy to implement processes that will not only minimise incidents occurring but will help you take steps towards proactively managing your insurance costs. The key areas we will discuss in this document are:

- Slips and Trips
- Employee Health and Safety
- Food Safety and Preparation
- Incidents and Claims.

## ► SLIPS & TRIPS

Slips and trips are less likely to occur if there is a proper management policy in place. Our Slips and Trips Checklist is here to provide you with an outline of some of the basic procedures to implement within your premises.

- Are all walk ways including exit paths clean, dry and free from clutter?
- Is all major cleaning scheduled for outside opening hours?
- Do all employees understand the importance of immediately mopping up spillages and using wet floor signage?
- Is all furniture checked regularly for anything that may hurt a customer or employee for example splinters and rough edges? These items must be repaired or replaced immediately.
- Toilet cleanliness is checked and recorded frequently

## ► EMPLOYEES HEALTH AND SAFETY

The Health and Safety Executive (HSE) requires all employers to conduct risk assessments to help identify hazards and establish controls, including training and personal protective equipment to minimise employee injury and illness.

- Have all new employees received induction health and safety training and has this been recorded?
- Have all existing employees received regular refresher training and have these sessions been recorded?
- Are there regular monthly employee health and safety meetings?

## ► FOOD SAFETY AND PREPARATION

It is crucial to implement processes to help reduce the sprain and strain exposure during food preparation activities.

- Are all preparation tasks rotated and arranged in a way to avoid overreaching, repeated motions and prolonged bending?
- Are the appropriate mechanical aids being used for chopping, dicing and mixing?
- Are all counters placed at a reasonable height for employees?

## ► INCIDENTS / CLAIMS

It is important you take action quickly should an incident occur which may lead to a claim:

- Treat customer/staff member with sympathy
- Photos of the scene should be taken
- CCTV records (if available) should be retained
- Contact your insurer/broker to advise them of the incident
- Do not admit liability
- Details of any action taken should be recorded (eg. Called ambulance)
- Arrange medical attention if injured (or potentially injured)
- Note the names of all witnesses (staff and customers etc)
- Note in incident log details of the incident including the time/location and exact circumstances of the incident.



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