

DULWICH COLLEGE  
EVENTS

# Staff Handbook and Health and Safety Manual

Events Department



# Welcome & Enrolment Procedure

Welcome to the Dulwich College Events Team. We are delighted to have you join us as part of our dedicated team that specialises in providing exceptional hospitality and creating memorable experiences for our clients.

In our department, we pride ourselves on delivering the highest level of service, ensuring that each event is tailored to meet the unique needs and expectations of our clients.

In addition to your role in events, many of our casual staff also contribute their talents across other departments, such as cleaning and boarding houses. This collaboration enhances the overall experience for our students and guests alike.






Your skills and enthusiasm are vital to achieving this aim and we are confident you will make a positive impact.

This handbook serves as your guide to navigating your new position and includes valuable information about our practices, standards and the supportive culture within our team.

Thank you for being part of our journey in making every event special. We look forward to a successful and rewarding experience together.

**Good luck!**

## The Events Team

	Who	What	Where
	Julia Metzner	Head of Events	Events Office
	Sonia Delshadian	Deputy Head of Events	Events Office
	Carolyn Demeger	Events Administrator	Events Office
	Gerda Cimare	Events Operations Manager	Events Operations Office
	Michal Hudec	Deputy Events Operations Manager	Events Operations Office
	Lauren Monkhouse	Deputy Events Operations Manager	Events Operations Office



Anna Hoang

Events Operations  
Assistant

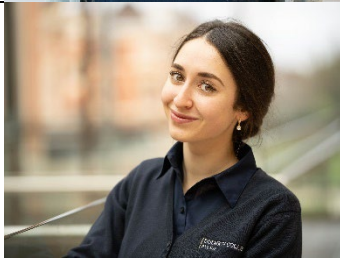
Events  
Operations Office



Rayna Williams

Events Operations  
Assistant

Events  
Operations Office



Vlada Epermane

Events Operations  
Assistant

Events  
Operations Office

Rudy Robinet

Head Chef

Slawomir Wnuk

Senior Sous Chef

## How do I get work?

Once you have been trained and approved to work for us, your name will be added to our database and we will start offering you work as soon as possible. However, work is seasonal, with our busiest period running from April to October. If you apply outside of these months, it may take some time for us to contact you.

We aim to give you ample notice of available shifts.

We will always try to give you at least 24 hours' notice of any cancellation of shifts. However, events may change unexpectedly and notice may sometimes be shorter.

On your first shift, the manager on duty will sign your training record to confirm your suitability to remain on our casual staff team. Dulwich College reserves the right to remove individuals from the casual staff list at any time if duties are not carried out in a safe, polite and efficient manner.

Each year, Dulwich College rolls out new safeguarding training. Please check your emails regularly and ensure your training is kept up to date. If training is not completed within the provided timescale, we will be unable to keep you on our payroll and you will need to reapply during the next recruitment opening.

## What and how will I get paid?

It is important that we always have your correct address and telephone number on file. Please ensure that you complete all forms carefully and inform us of any changes.

The rates of pay for casual staff from 1 April 2026 are:

16-17	£10.06
18+	£14.28

Casual payroll is calculated from the middle of the month. For example, work completed from 15 January to 14 February will be paid in the last week of February. Any shifts completed after 14 February will be included in the following month's payroll.

*These dates are provided as an example only and are not exact.*

Payment will be made to your bank account at the end of each month worked. Please keep a personal record of your hours and check these against your payslips.

If you have any queries, please contact the Events Department at **eventsadmin@dulwich.org.uk**

## Uniform & Grooming Standards



We deliver a wide variety of events at Dulwich College. Unless otherwise specified by a manager, you should assume the dress code is smart.

### Standard Smart Uniform

- Black tailored trousers. Jeans and leggings are not permitted.
- Alternatively, a smart black skirt may be worn. Skirts must be knee length or longer and worn with black tights. Skirts above knee length are not permitted. Staff who do not meet this requirement may be unable to work their shift.
- White collared shirt. Long sleeves should be worn as standard. Short sleeves may be worn during the summer months.
- Black waistcoat.
- Black polished shoes worn with black socks.
- Black tie.

For fine dining events, black gloves and grey branded aprons will be provided. It is your responsibility to return these items at the end of each shift.

All uniform items must be clean, well pressed and presented to a high standard. Changing rooms with ironing facilities are available. Please ensure you arrive with sufficient time before your shift to change and prepare your uniform as required.



## BOH Uniform

- Clean black trousers
- Black top. This can be T-shirt or long sleeve T-shirt. A T-Shirt can be provided if required.
- Black trainers.

## Setup Shift & Cleaning Shift

- Casual clothes that you are not concerned about getting dirty
- As we operate within a school environment, all attire must be appropriate at all times. This includes avoiding short skirts, revealing or see-through clothing.
- During summer BBQ events, white or blue branded polo shirts will be provided.

## Grooming Standards

Maintaining a high standard of personal presentation is essential. All staff are expected to present themselves in a clean, polished and professional manner at all times.

### **General Appearance**

- Personal hygiene must be of a consistently high standard.
- Uniforms must be clean, well pressed and correctly fitted.
- Clothing must be neat and free from stains, creases or odours.
- Staff must arrive fully groomed and ready to commence their shift.

### **Hair**

- Hair must be clean, tidy and well maintained.
- Long hair must be securely tied back and kept off the face and shoulders.
- Hair accessories must be minimal, discreet and professional.

### **Make-up**

- Make-up should be natural, subtle and professional.
- Heavy or dramatic make-up is not appropriate.

### **Facial Hair**

- Facial hair must be neatly groomed and well maintained.
- Beards and moustaches must be clean, tidy and trimmed.

### **Nails**

- Nails must be clean and neatly trimmed.
- Nail polish, if worn, must be neutral in colour.
- Excessively long nails are not permitted.

### **Jewellery**

- Jewellery must be minimal and discreet.
- A plain wedding band and small stud earrings are acceptable.

- Dangling earrings or excessive jewellery are not permitted.
- Watches should be professional and unobtrusive.

### **Fragrance**

- Perfume or aftershave should be minimal or avoided, as strong scents may detract from guests' dining experience.

### **Footwear**

- Shoes must be clean, polished, closed toe and appropriate for fine dining service.
- Footwear must be safe, supportive and in line with uniform requirements.

Staff who do not meet these standards may be asked to make adjustments or may not be permitted to work their shift.

## What will be expected of me?

You will report to the Events Operations Manager/Deputy and on the day of a function you will follow their instructions. If you want to work for us on a regular basis, these simple guidelines will help you get repeat work:

### **Be reliable and on time.**

Please be on time to all events. On time means; in uniform and ready to start at your rostered time, not still getting changed or putting things away. At Venues, please only sign on once you are ready to start work. Please sign off before you get changed, not when you are leaving.

If you are going to be more than 10 minutes late for your shift you must telephone the Events Operations Manager/Deputy immediately. If no one answers the phone, then leave a message. If we do not receive a message from you and you are more than 15 minutes late this will be recorded in your personnel file, and you will be sent home.

If you are ill, you should telephone Events Operations Manager/Deputy before 8:00am to advise us. You should always keep us in the loop as to when you expect to return to work.

If you wish to change or cancel a shift, we require 24 hours' notice.

### **Your phone must never be seen whilst on duty.**

### Staff Smoking

At Dulwich College smoking is not permitted. If you need to smoke, you must do so in your break only. Do not return to work smelling of cigarette smoke please.

### Security



We are trying to create a friendly, entertaining and safe environment for our customers. All of us have a responsibility to keep it that way by:

Keeping all non-essential doors locked - **never lock fire exits when buildings are in use.**

Never leave vulnerable areas unattended.

Watch out for strangers in staff/private areas – tell your manager if you are suspicious of someone.

All employees should be aware that we have CCTV in all our venues. These cameras are in 24-hour operation for the safety and security of our staff, customers, stock and cash. CCTV coverage will be routinely monitored.

Should you need to contact College Site Officers:

External: Dial **020 8299 9205**

Mobile: Dial **07860 648 965**

## Basic Good Customer Service Skills

Being polite and courteous to fellow staff and clients is of paramount importance when you work for Dulwich College Events. Don't forget that the guest is the reason for your being there.

Customer care is one of the major interests for Dulwich College. If any guest has a request that you're not sure about **don't say "no"**, ask your manager for assistance.

Even when you are simply laying up for a function, you never know when the client or other important guests are going to turn up so you must remember this simple guide whenever you are working for us:

The **BEST** welcome:

<b>B</b>	Body Language	Be open, welcoming and non-defensive
<b>E</b>	Eye Contact	Look at the person you are talking to and 'smile with your eyes'.
<b>S</b>	Smile	It is very difficult for people not to smile back!

T	Talk	Ask them how you can help or if they need anything. Don't wait for them to ask.
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Remember to say “**please**”, “**thank you**” and “**goodbye**” wherever appropriate.

## Handling Customers with Disabilities

The Disability Discrimination Act (1995) makes it against the law to treat disabled people less favourable than other people for a reason related to their disability.

As a service provider, we have been obliged to make reasonable adjustments and provisions in our venues to help us cater for disabled guests and their needs. Remember these rules and you can't go far wrong:

- Always listen to the guest.
- Deal with all situations calmly and considerately.
- Offer your help but never impose it.

The last one of these is very important...the majority of disabled people would far rather you asked them if you can help than you making assumptions about what help they need. If you rely on common sense and good manners, you will be fine.

### Communication

Working in a customer-focused business means that being able to communicate with fellow workers and guests is vital.

If you find yourself with nothing to do, it is probably because you haven't been with us for very long! There are always jobs to be done before, during and after a function to make our operations run smoothly and professionally. If you are unsure what you are supposed to be doing – **ASK**.

Being able to talk effectively with guests and other staff will make your job easier and a lot more fun.

### Handling Complaints

While we aim to deliver a service that avoids complaints, mistakes can occur. When they do, it is important to handle them calmly and professionally. Where possible, treat complaints as an opportunity for improvement and thank the client for bringing the issue to your attention.

Please follow these guidelines:

- Ask clear questions to understand the situation (what, who, how, when, and why), and explain to the customer what action you will take.
- If you are unsure how to resolve the issue, inform the customer that you will seek assistance from a manager and apologise for the inconvenience.
- Take immediate action where possible.
- Once the issue is resolved, or if further support is required, inform the manager.

## Working for DCEL – What will I be doing?

With any function we do here at Dulwich College, there is a logical pattern that we follow so that everything that needs to be done gets done. It is important to realise how all of these parts fit together to make a well-run event, as you may be a part of any or all of these sections:

1. Set Up
2. Finishing Touches
3. The Function
4. Basic Clear
5. Clean And Re-Set

We will now look at all of these sections in turn to give you some guidance as to what happens.

### Set Up

We usually try and set up functions the day before if we possibly can, and a proper set-up can help greatly during a busy function. For event set-up, you may be issued with a pick sheet by your manager.

This is a checklist of all items required for the event. It is essential that only the items listed are selected and that they are loaded into the van safely. This task is usually completed first. All equipment will then be transported to the event location using the College van and a designated driver.

### Setting Up the Table

- Before any table is set up, all China, cutlery and crockery must be polished and linen placed over the table.

- All glasses must be polished using boiling water clean polishing cloths.
- Your manager will decide on the layout and give an example to follow:

**When laying up tables, always:**





## Furniture

When at the venue, the first job is usually to get the tables in place. When moving furniture, make sure that you **lift** things – **never drag them** as this marks the floor and damages the furniture. You will either be setting up square tables (two trestle tables put together) or round tables. See below for how the cloths should look on the table (i.e. even and with no ruffles):





## Finishing Touches

On the day of the event, you will usually be scheduled to arrive approximately one hour before guests. Once all staff have arrived, a briefing will be held during which the manager will outline the event details and highlight any areas requiring particular attention. Initial duties (such as reception, canapé service, table set-up, car parking, fire procedures, and health and safety responsibilities) will be assigned at this time.

Before service begins, ensure the following tasks are completed as applicable:

Polish glass and cutlery as required	Check that hotplates are switched on and monitor plate temperatures
Check that all tables are correctly and neatly set	Fill ad light chafing dishes for hot buffet service
Open white wine and place it in the fridge; open red wine and place it on tables	Prepare for tea, coffee and mints following the meal
Place rolls on side plates and place on tables	Set up and organise the clearing area
Place starters on tables where starters are not directly served	Lay our dessert plates with transporting food from the kitchens

## The Function

### Reception

Before the first guests arrive, you should be fully prepared to welcome them with a warm, professional manner. Ensure your uniform, including your bow tie, is correctly worn and that you present a smart appearance. If assigned to the reception bar, have the first glasses primed (part-filled) so service can begin immediately.

Drinks requiring chilling will be stored in fridges or the refrigerated van. These must not be left out for extended periods, as they may be served outside their ideal temperature. As a general guideline, chilled bottles should not be left out for more than 20 minutes before service.

Canapés should only be served on the instruction of the manager, typically 5–10 minutes after all guests have arrived and received drinks.

Staff not required for reception service should use this time to apply final preparations to the dining room, as outlined in the set-up checklist above.

During this period, a table plan and service role list will be displayed, detailing your assigned tables and responsibilities, including any silver service duties. Ensure you review this information, so you are clear on your role before guests are invited to dine.

## Call for Dinner

When guests are invited to dine, ensure that white wine and water are placed on the tables. As guests arrive, be available to assist them to their seats and offer support as needed. If Grace is not being said, napkins may be placed on guests' laps and wine service may begin at this time.

Where appropriate, introduce yourself and reassure guests of your availability, for example:

*"Good evening, my name is [Name] and I will be looking after your table.  
Please let me know if there is anything I can assist you with."*

Ensure all guests are comfortable and satisfied.

The role of a waiter/waitress is critical to the success of the event. You should be attentive without being intrusive—anticipating guests' needs while allowing them space to enjoy their meal. If guests feel well cared for without being overly aware of your presence, you have delivered excellent service.

## Dinner Service

Dinner is typically the busiest period of an event. It is essential to listen carefully to your manager and always remain aware of activity around you.

General guidelines:

- Take your time to ensure accuracy and quality; speed will come with experience.
- When using College crockery, ensure the crest faces the guest at the 12 o'clock position.
- Keep service and clearing areas clean and organised to support efficient service and end-of-event breakdown.
- Know the menu thoroughly to answer guest questions confidently.
- Avoid obstructing chefs; the Head Chef is in charge in all kitchen areas and instructions must be followed.

## Serving Wine, Water & Champagne

### Wine Service

Wine should always be served from the right-hand side. Any limits on wine service will be explained during the staff briefing. In most cases, wine is served freely, and you should ensure glasses are kept topped up, checking at a minimum after each course is cleared.

### Clearing

Plates and cutlery should always be cleared from the right-hand side. You will be shown the correct clearing area for each event; if unsure, ask a manager.

The driver plays a key role in the smooth running of the event. Please assist by stacking yellow boxes evenly and without overfilling them. Where possible, help transport items to the van.

### **Bar Service and Licensing**

Dulwich College Enterprises holds a licence to sell alcohol, and all staff must comply with licensing laws. Failure to do so may result in prosecution. You must be over 18 to serve behind the bar.

You must not serve alcohol to:

- Police officers on duty
- Prostitutes soliciting for business
- Anyone who is clearly intoxicated
- Anyone under 18, or anyone you believe may be under 18

### **Permitted Hours:**

Alcohol may be sold between 11:00 and 23:00 on weekdays and Saturdays, and between 12:00 and 22:30 on Sundays. Once the bar closes, customers have 20 minutes to finish their drinks, after which all glasses must be cleared.

### **Passing Off:**

It is illegal to supply a product different from the one requested without informing the customer (e.g. serving Pepsi when Coke is requested).

### **Weights and Measures**

Alcohol must be served in legally approved measures:

- Beer and cider: half-pint or multiples
- Spirits (whisky, gin, rum, vodka): 25ml or multiples
- Wine by the glass: 125ml or 175ml or multiples

A notice displaying these measures must be clearly visible. You are legally responsible for serving correct measures and may be prosecuted for non-compliance.

### **Glassware Handling**

- Handle glasses and bottles by the base only
- Never place fingers inside glasses; use trays
- Do not stack glasses inside one another
- Place bottles carefully in bins to avoid breakage
- Remove broken glass immediately to a designated container
- Never reach blindly into bottle bins or skips

## Front of House Bar Duties

<b>Before Service</b>
Tables and chairs clean and set
All drinks, fruit and ice available
Equipment switched on and functioning
Toilets clean and stocked
Tills stocked with change
Bar clean and tidy

<b>During Service</b>
Clear tables regularly
Keep bar stocked, clean and dry
Ensure floors are clear and dry

<b>After Service</b>
Empty and remove all bins
Clean, empty and switch off glasswasher (leave door open)
Leave all areas clean and tidy

## Stock & Cash Control

- Never leave the bar or stock unattended
- Record all sales accurately on the till
- Retain customer notes until correct change is given
- Report and record any errors and have them signed off by a manager

## Basic Clear

When there is no need to completely clean & re-set a venue on the night of the function, it is **still important that we do as much as we can to leave the venue tidy & in good order.**

There are, therefore, many things that we have to do after the main meal is over and then again after all the guests have gone home and these will usually include the following:

- Stack chairs/tables in appropriate place as directed by manager
- Sweep all areas
- Ensure that **all** glassware/crockery/equipment is returned to the kitchen
- Ensure toilets are tidy and clear of glasses
- Ensure all college drink & bar equipment is returned **neatly** to the appropriate store
- Ensure (where applicable) that client's goods are stored neatly and safely awaiting their collection
- Signs used for function are taken down and stored

## Clean & Reset

In normal situations, it is possible to do the clean and re-set the morning following a function. However, if the function is on a Sunday or we have another function the following day, it will be imperative that we clean and re-set the same night.

It is vital that the College is clean and tidy when everyone returns after a function, so this area of our operation is particularly important. It will often include the following:

- Re-set the Great Hall for assembly
- Re-set the Old Library for assembly
- Clean and re-set **all** areas that have been used during the function (including toilets and peripheral areas)
- Ensure that all items used on the function have been returned to their rightful place
- Gathering linen and other hired items for return to the correct company.

Where the standard College furniture has been moved to make way for a function, we will sometimes be responsible for setting the furniture out again. By far the biggest part of this re-setting will be the chairs in the Great Hall and Old Library and the tables and benches in the Christison Hall.

**Cleaning** is now generally undertaken by professional cleaners, but on the odd occasion that you may be asked to clean it is important that you know what you are doing and how to do it in a safe manner. Follow these general guidelines and make sure that you also refer to the Health & Safety guidelines concerning cleaning and hazardous substances.

- **Always** read the labels on cleaning materials and use only as instructed
- **Always** use rubber gloves or other protective clothing when handling any cleaning product
- **Always** store chemicals in labelled containers
- **Always** store chemicals away from food
- **Always** wash your hands after using cleaning equipment
- **Always** report any spillages/accidents immediately
  
- **Never** transfer chemicals into other containers
- **Never** use chemicals for any purpose other than for which they were supplied
- **Never** use chemicals when you are unsure how to use them appropriately

## Health and Safety

### General Statement of Policy - PART A

1. The governors recognise and accept their responsibility as employers for providing, so far as is reasonably practicable, workplaces and work practices which are safe and healthy for employees, for pupils and for visitors.
2. Particular attention will be taken to provide and maintain:



- a. Safe places of work with safe access and egress
  - b. Safe plant, equipment and systems of work
  - c. Proper arrangements for the use, handling, storage and transport of articles and substances
  - d. Information, instruction, training and supervision for safety
  - e. Safe and healthy working environments
3. Without detracting from the primary responsibility of the Master/Director of Operations for ensuring safety, the governors will provide competent technical advice on safety matters when this is needed.
  4. The governors are committed to ensuring adherence to the policy which follows. It will be reviewed as and when necessary and if required additional resources will be provided.
  5. The governors will ensure appropriate liaison with employees and committee arrangements for the consideration of safety matters.
  6. The Director of Operations is expected to report to governors at least once a term on all significant health and safety matters.
  7. Employees are reminded of their duties to take care of their own safety and that of other employees, pupils and other persons who might be affected by their work activities and the duty to co-operate with the employer to ensure good safety management.
  8. Details of the management organisation for safety and arrangements for carrying out the policy are to be found in parts B and C of the full document.
  9. A copy of this statement is issued to all employees.

## Health and Safety Guidelines

### Introduction

All organisations have a responsibility and need to be kept well informed in order to maintain and improve essential standards for both employees and customers. In addition to an outline policy, however, DCE is committed to identifying and minimising areas of risk for its staff and visitors, and it is with this aim that these Health & Safety guidelines are included as a vital part of our training.

Managers and supervisors need to:

1. Accept that they have a responsibility to manage health and safety.
2. Recognise that health and safety is part of good management; and
3. Take action to ensure good standards of health and safety.

DCE operates the vast majority of its events and services within the grounds of Dulwich College. There are many different venues for corporate hospitality, wedding ceremonies and receptions, concerts and other college and private functions both indoor and outdoor. There follows a brief description of all of these venues:

DCE has created individual Risk Assessments for each venue and will create event-specific Risk Assessments where appropriate. It is recognised that there are certain areas of DCE's activities that require more general guidance for the safety of our staff and visitors. It is for this reason that this safety guidance manual has been written. Where no College Staff are being employed for a function, there are separate guidelines which the hirer will have to follow.

Everyone at work has a legal duty to look after the Health and Safety of colleagues and customers as stated by the Health and Safety at Work Act 1974. **FAILURE TO DO SO CAN LEAD TO FINES AND IMPRISONMENT FOR ANY INDIVIDUAL WHO DELIBERATELY CAUSES AN ACCIDENT OR ACTS IN BREACH OF THE ACT.**

As a company, we have the following responsibilities to you as your employer:

- To provide and maintain equipment and systems of work that are safe and without risk to health.
- To ensure the safe handling of chemicals and other substances carefully.
- To provide information, instruction, training and supervision as necessary to ensure your health and safety.
- Provide a Health and Safety policy.

As our employee, your responsibilities are as follows:

- Take care of your own Health and Safety at work by following the training received and by using equipment and protective equipment as instructed.
- Take care of the Health and Safety of others by reporting hazards and accidents and knowing how to switch off machinery and equipment.
- Do not misuse or interfere with anything provided for health and safety purposes.

**Therefore, please read the following information carefully – it is for your safety at work.**

## Accidents

Accidents can be caused by many factors, and a company that has no risk of accidents happening does probably not exist. However, everyone has a responsibility to reduce the risk of accidents occurring. Read through the following list so that you are aware of what factors may lead to accidents:

1. Poor design of structures/buildings
2. Poorly maintained equipment
3. Bad housekeeping standards such as blocked gangways and spilled liquids
4. Poor lighting or ventilation
5. Lack of instruction/training/supervision
6. Dangerous working practices
7. Distractions and lack of attention
8. Playing games or practical jokes
9. The use of drugs or alcohol, or both

10. Working while ill or tired
11. Working too quickly
12. Ignoring rules
13. Wearing unsuitable clothing

You should realise that Dulwich College Enterprises will try and reduce the risk of accidents occurring while you are at work, but that you too can go a long way to protect yourself by being careful and using common sense.

## Accident Reporting

Your manager needs to know when an accident has occurred so that we can avoid it happening again. All the important points of an accident or near-miss should be reported and recorded in our accident book (located with the first aid kit).

You should include the date and time of the accident, where and how it happened and who was involved. This accident will then be transferred to the electronic register of accidents the College holds under the control of the Director of Operations office.

## First Aid

First Aid is the first help given to someone to prevent injury or illness from becoming worse. Your manager will be first aid trained and he/she will be the appointed person for administering First Aid to anyone who should need it. Before working in any of our venues you should familiarise yourself with **where the First Aid kits are stored**.

Unless you are First Aid Trained with a current and nationally recognised certificate, **you are not permitted to administer First Aid at work**.

## General Housekeeping

One of the biggest hazards in a function environment are areas being wet or untidy. Whatever you are doing while working for DCE, make sure that things are left tidy and without risk:

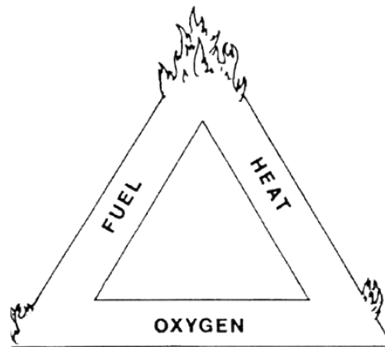
- Make sure walkways are clear of obstacles and trip hazards
- Make sure any spillages are cleared up **immediately**
- Make sure all rubbish is put into correct containers and is cleared regularly
- If storing or stacking items, do so neatly and so that there is no danger of them falling
- Do not ignore safety signs or cover them up – they are there for a reason.

## Fire Prevention & Emergency Evacuation Procedure

It is vitally important that you know what to do in an emergency. Fire hazards (flames, heat, smoke, buildings collapsing) can cause many injuries and fatalities.

Fire prevention essentially boils down to the control of three factors – the ‘fire triangle’ – fuel, oxygen and heat. Material that could become fuel should be kept to a minimum. Rubbish should be cleared regularly; any flammable substances should be kept in a secure store, and sources of ignition should be kept away from high-risk items. A fire needs oxygen to survive – smothering a fire will limit its oxygen supply and restrict its ability to spread.

Heat and naked flames may well start fires – be particularly careful when you are working with these.



All the College buildings are fitted with Fire Detection Systems that give early warning of a fire by ringing loud bells or alarms all over the affected building. There are also fire alarm points (red boxes usually located on fire exit routes) that you should be aware of if you discover a fire in its very early stages- simply break the glass and the alarm will sound.

Make sure that you know by heart the exit routes, fire alarm call points and fire extinguisher boards for the building you are working in – ask your manager to show you if you are unsure. Once you know what the fire exits are, remember that you must always keep them clear. Should the alarm sound or you are instructed by your manager to evacuate the building:

*It is not your responsibility to try and tackle the fire – but it is your responsibility as a member of staff to guide guests to their nearest exit and then leave the building yourself.*

**Your manager or the College’s Site Officers will be responsible for checking that everyone is out of the building and calling the Emergency Services.**

While leaving the building follow these simple rules:

- **Never** use the lift in an emergency
- Don’t stop to gather personal items – your life is more valuable than your mobile.
- Do not open doors unless you have checked that they are not hot first (use the back of your hand)
- Close doors behind you to hinder the fire’s spread.
- **Don’t panic**

## Electricity

Electricity can cause electric shock, burns, fire and even death so it is essential that you use our appliances and electrical systems with the utmost regard. All our equipment is tested as a matter of course, but being aware of the risks and handling electrical equipment safely is just as important as these tests. Therefore:

Always ensure that the power supply is turned off:

- When equipment is not in use (unless you have been instructed to leave it on)
- Before dismantling or cleaning any piece of equipment
- When a fault is suspected
- Before inserting a plug into a socket or removing it.
- Water conducts electricity, so you must ensure that you **never**:
- Use electrical equipment in wet conditions (unless the equipment is specifically designed for the purpose)
- Touch electrical equipment, switches, plugs or other electrical items with wet hands.
- **Always report any item that you suspect has a fault to your manager.**



## Manual Handling



Almost one third of reportable accidents in the workplace result from handling, lifting and carrying activities. The most effective way to avoid injuries associated with manual handling is to learn how to lift, carry and move things properly.

Always consider what you have to move, and where there is an opportunity to use a lifting device to help you making sure you take advantage of it. Look at the diagrams and instructions overleaf and make sure that you observe the rules if you are lifting something heavy. If you have doubts that you can lift the item safely, then always ask for help – **do not risk injuring yourself.**

## Food & Kitchen Safety

High-quality catering is one of the biggest aspects of our operation, and it is important that everyone who works in a kitchen or with food knows the first principles of food hygiene and kitchen safety. You should be aware that there is an increased risk to your Health and Safety in any area that contains high amounts of equipment and machinery (e.g. a kitchen) and pay particular attention to the activities going on within it.

Remember:

- Clear up any spillages or obstructions immediately to avoid slips and trips
- Handle hot food with caution – use protective clothing where necessary
- Hot liquids must be transported safely – never risk spilling it and scalding yourself.
- Equipment used for the cooking or heating of food will often have hot surfaces- take care.
- **Never** use equipment in a kitchen that you have not received training for

**Food Safety** involves safeguarding the food from anything that could harm the health of consumers. High standards of food safety bring important benefits to everyone, but there are high costs for poor food hygiene. You will have a legal responsibility to ensure that you do not endanger the safety of the food we produce. In general, your part in food safety is likely to include:

- Keeping yourself and your workplace clean
- Protecting the food from anything that could cause harm
- Following food hygiene habits such as washing your hands before handling food
- Staying alert to food safety hazards
- Following the rules for food safety in your workplace and working with care

**Food Hazards** in the kitchen can be broken down into three main types:

- **Microbiological** hazards...when harmful micro-organisms are in the food. The Chefs will ensure that the correct procedures are followed to control this hazard
- **Chemical** hazards...when any dangerous chemicals that are present in the food from one source or another (pesticides/accidental contamination)
- **Physical** hazards...when any foreign body is introduced to the food.

It is your job to do everything possible to avoid any and all of these contaminations – by ensuring that food is protected during its preparation and service. We do this by following the seven principles of HACCP (Hazard Analysis Critical Control Point). You do not need to know the details of this procedure, but you should learn the following so that you know how to prevent contamination:

Tips for Preventing Contamination by Micro-organisms:

- Keep all foods covered to prevent pests, dust, or other harmful items from coming into contact with it
- Use clean utensils (**not hands!**) to move food to avoid cross contamination

- Separate raw and cooked foods at all times
- Keep any skin problems such as wounds or boils covered up with a bright, waterproof plaster.
- Clean and disinfect all work areas regularly
- Remove waste regularly from working area
- Store all food items in a safe and appropriate manner

Tips for controlling chemical and physical hazards:

- Take care when unwrapping foods so that fragments of packaging do not fall into food
- Clear any broken glass promptly and report it to your manager
- Keep all equipment in good working order
- Use and store cleaning chemicals correctly as per manufacturer's instructions
- Ensure you wear appropriate protective clothing, including hair nets and head coverings and do not wear jewellery.
- Do not eat, drink or smoke in food preparation or serving areas

**Personal Hygiene** is just as important to food safety as the hygiene and maintenance of the kitchen. Anyone who is employed in food handling should maintain very high standards of personal hygiene. You should arrive at work clean and tidy and follow these rules throughout your shift:

Wash your hands (**with hot water and liquid soap**):

- Before starting work
- Between handling raw and cooked foods
- After handling raw food
- After you've been to the toilet
- After smoking, eating or drinking
- After sneezing or blowing your nose
- After handling refuse
- After cleaning or touching chemicals

The following are **unhygienic** habits that are **not permitted** at work:

- Picking your nose or wiping it on your sleeve
- Coughing or sneezing over food
- Spitting
- Testing food with your fingers
- Blowing or breathing on glassware or silverware to help polish them
- Handling food without first washing your hands
- Failing to wash your hands after going to the toilet or moving refuse

Your **health** is also important to the safety of our customers. You **must report** any of the following to your manager:

- Food poisoning or related symptoms (e.g. vomiting and diarrhoea)
- Heavy colds or flu
- Cuts, wounds or spots that have become septic

**Be aware of all safety issues – it is for the safety of everyone.**

**As with everything contained in this manual, if you are unsure – ASK.**

## Lone Working

In our operations it will be very unusual for you to be working on your own and you will never be left in a situation where you will go for long periods of time without your manager visiting you or there being regular contact via telephone or radio.

If working alone, you should be still adhering to all the Health and Safety Guidelines and never risk tackling a difficult job (lifting something heavy, climbing up to reach something) until someone is there to help you.

### **Remember:**

Should you be asked to work alone, make sure that you have easy access to a telephone and that you have the manager's mobile telephone number close at hand.

Should there be an emergency when you are working alone, follow the correct emergency procedures for the area you are working in and contact your manager as soon as it is safe and practical to do so.

## Cleaning, Cleaning Equipment and Other Hazardous Substances

The COSHH (Control of Substances Hazardous to Health) Regulations of 1994 cover the use of all types of hazardous chemicals, their storage and the need for protective clothing while using them.

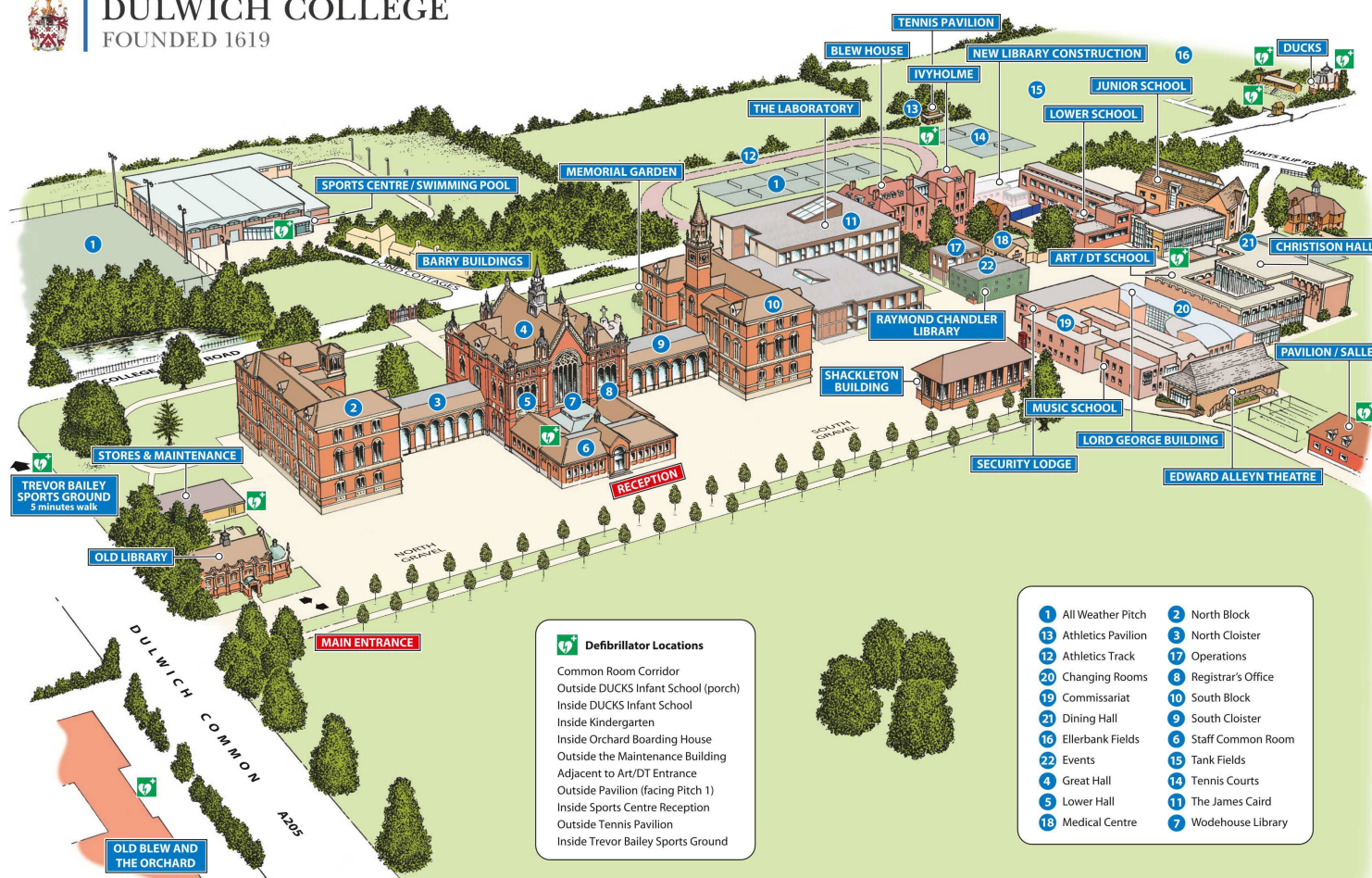
- **Always** read the labels on cleaning materials and use only as instructed
- **Always** use rubber gloves or other protective clothing when handling any cleaning product
- **Always** store chemicals in labelled containers
- **Always** store chemicals away from food
- **Always** wash your hands after using cleaning equipment
- **Always** report any spillages/accidents immediately
- **Never** transfer chemicals into other containers
- **Never** use chemicals for any purpose other than for which they were supplied
- **Never** use chemicals when you are unsure how to use them appropriately

IF IN DOUBT – ASK!

Thank you for your interest in Dulwich College events. We look forward to working with you soon.



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