

General Hotel Health and Safety Information

These pages outline some of the common hazards associated with hotels that managers should be aware of.

VDU Safety

Carry out assessments of workstations especially in the reception area.

Portable Electrical Appliances

In hotel rooms, portable electrical appliances such as hairdryers, kettles, irons and televisions require assessments. Regular inspection and testing is important as these items are subject to much wear and tear.

Bathroom Safety

Slipping is a common accident relating to bathroom safety.

- Slip mats and grab rails can help to prevent slipping accidents especially where showers are located over baths.
- Floor surfaces should be reasonably non-slip.
- The water temperature should be considered with regard to the risk of scalding and Legionella.

Bedroom Safety

Common problems include:

- Tripping – over bedding, carpets and furniture
- The kettle – can the lead be pulled by a child? Will the steam affect any electrical appliances?
- Protruding shelves or television brackets
- Openable windows
- Stability of furniture and fittings
- Scalding bath water

Window Safety

When considering window and glass safety, the main considerations should be:

- Are windows cleaned safely by staff and contractors?
- Where windows form part of a door, are they made of safety glass?
- Is there a danger that a person could fall out of a window? (the bottom edge of windows should be at least 800 mm above floor level unless there is a barrier present to prevent falls)
- Where there is a danger of falling out of a window at height, devices should be provided to prevent the window opening too far. Remember beds and other furniture may enable children to gain access to open windows.

Manual Handling

Manual handling of deliveries can be a significant problem in hotels, as can the task of bed making.

- Where possible lifting should be avoided
- A manual handling assessment should be made
- Staff should be trained in manual handling procedures

Cellar Safety

Manual handling of deliveries can be a significant problem in cellars.

- Staff should be trained in manual handling procedures and where possible it should be avoided.
- A manual handling assessment should be made.
- Any gas cylinders should be appropriately stored and restrained.
- Chemical cleaners, such as beer line cleaners, can be extremely corrosive. A COSHH assessment will need to be carried out and any necessary protective clothing should be provided and worn.
- Adequate guarding or other equally effective measures should be in place to prevent falls from height via cellar drops, flaps or hatches.
- Risk assessments should consider the risks posed by individuals working in confined spaces (e.g. subterranean cellars, overstocked cellars, asphyxiation and lone working). Adequate control measures should be implemented to reduce such risks.

Gas Cylinders

Any gas cylinders should be appropriately stored and restrained. Remember empty cylinders are just as dangerous as full cylinders. Therefore, the installation of carbon dioxide (CO₂) monitors in cellars is recommended.

Lifts

Passenger lifts and equipment or food lifts must be inspected regularly by a competent person, under the requirements of The Lifting Operations and Lifting Equipment Regulations 1998.

The law requires that all lifts when in use should be thoroughly examined:

- After substantial and significant changes are made.
- After every 6 months if the lift is used at any time to carry people and every 12 months if it only carries loads, or in accordance with an examination scheme; and
- Following 'exceptional circumstances' such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which are likely to affect the integrity of the equipment.

Swimming Pool and Spa Safety

Managers should be considering the following points:

- Safe storage of chemicals (COSHH).
- Adequate training of staff.
- Adequate supervision of the pool by lifeguards.
- Adequate water disinfection.
- Regular daily testing of the water and recording such tests.
- Adequate signage for warnings.
- All facilities should be protected against unauthorised entry or use.

Chemical Safety

Under the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended) managers must make sure the risks from hazardous substances are controlled. Safety information is normally provided on the label or on a separate Material Safety Data Sheet (MSDS). Managers should check that staff are taking the necessary precautions in accordance with the product label or MSDS.

Health and Fitness Centres

It is important that users are supervised and receive adequate instruction on any equipment that they use. Equipment must be correctly installed, properly maintained and inspected regularly.

Asbestos

Under the Control of Asbestos Regulations 2006, managers have a 'duty to manage' asbestos on premises. Managers must identify and record the presence of any asbestos in the building. Care must be taken to avoid any drilling, sanding or sawing in the locations identified. Where its presence is likely to give rise to risk to people, it must be removed, but only by a licensed contractor.

Accidents

Certain accidents must be reported to the local authority under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

All injuries to employees must be recorded in the accident book. Managers should also record any accident, incident or dangerous occurrence that involves customers, contractors or others whilst on the premises, as they may also be reportable under the above Regulations.

Premises Licence

Such premises may require a premises licence under the Licensing Act 2003.

Fire Safety

For information on means of escape in emergency, fire fighting appliances, and fire alarm and detection systems, contact the local Fire Prevention Officer.