

VILLAGE

HOTEL CLUB

The Health and Safety Policy Village Hotel Club



A Message from the Chief Executive Officer

Welcome to Village Hotel Club,

Providing a safe and healthy environment throughout our business is not only a legal requirement, but also a fundamental part of our commitment to providing exceptional levels of customer service.

Your role, together with that of the rest of your team, is essential in delivering this objective. Collective responsibility for health and safety is critical and it is the duty of everyone to avoid the attitude that responsibility always lies with someone else.

We believe that everyone affected by our company's activities should be safe, whether they be guests, customers, team members, visitors, contractors or suppliers. Minimising risk is of critical importance to our business, and we will always seek to achieve the highest health and safety standards.

We are committed to the following:

- Leading each part of the business towards this objective. Whilst I, Gary Davis, have overall responsibility for all health and safety matters, everyone in the business has a critical role to play.
- Supporting the Risk Steering Group and ensuring that business decisions always take account of health and safety requirements.
- Ensuring the required resources are available so that this Policy can be implemented. Compliance with legislation will be regarded as the minimum standard to be achieved.
- Encouraging effective communication and training. Village Hotel Club will operate in an environment where we encourage everyone to raise concerns about safety and will promote whatever consultations, training, supervision and instructions are needed.
- Making sure that each hotel plans to identify, assess and control health and safety risk so that safe services, products and premises are provided.
- Reviewing the health and safety performance against the objectives. We will seek to ensure that the systems and procedures in place are effective and continuously reviewed and enhanced.

Our overriding philosophy is to operate safely. Everyone needs to be involved and play their part. The benefits will be obvious, and your contribution is much appreciated.

Remember Safety is *your* business.



Gary Davis
13/5/23

VILLAGE

HOTEL CLUB

Health & Safety Policy Statement

Part 1 - Policy statement

1.1 The safety of our hotel operations and associated offices is paramount.

- Village Hotel Club will, so far as is reasonably practicable, ensure the health, safety and welfare of all its team members, customers, guests, contractors and of all others affected by its activities.

1.2 The Company will provide and maintain safe and healthy working conditions and in particular will ensure, so far as is reasonably practicable, that:

- Premises, plant and equipment are kept in a safe condition.
- Working systems and practices are safe.
- Team members receive appropriate and sufficient information, instruction, training and supervision in how to carry out their work with regard for their own and others' safety.
- Contractors and visitors are made aware of the procedures and rules in place to safeguard the health and safety of themselves and others.
- Safety factors are given thorough consideration when any changes are made to the Company's operation and when new equipment is specified and installed.

1.3 The following principles apply:

- **Safety is everyone's business** – the avoidance, prevention and reduction of safety risk is everyone's responsibility. This will be an accepted part of the approach and attitude of management and team members at all levels throughout the Company.
- **Health and Safety Management is a line management responsibility** – line managers are charged with taking ownership for health and safety management, for ensuring that it is an integral part of all Company operations and a core part of the general management function.
- **Accidents don't just happen; they are caused and may therefore be prevented** – this principle provides a commitment to determine the 'root cause' of all accidents so that future incidents are prevented.

1.4 Our way is to maintain a positive safety culture in which safety is paramount and the involvement of team members in raising health and safety standards is critical and always encouraged.

- In achieving this culture, we encourage all team members to take responsibility for safety and to become actively involved in ensuring safe operating procedures and best practice throughout. No team member will ever be criticised for raising a health and safety concern.



Signed:

Chief Executive Officer

13/5/23

Part 2 – Organisation:

The Chief Executive Officer, through the delegated duties of the management team has the ultimate responsibility for ensuring the health and safety of all team members and others who may be affected by the Company's operations. Authority for implementation of this policy is delegated to the Regional Directors and General Managers.

The Executive Team recognise the importance of, and are committed to maintaining standards of health, safety and welfare to ensure, so far as is reasonably practicable, the health and safety of all team members, as well as others who may be affected by the activities of the Company, and to complying fully with the requirement of the Health and Safety at Work etc Act 1974 and all related legislation and regulations.

Regional Directors and General Managers, together with their teams have responsibility for health and safety matters within their hotels, including the implementation and control of the Health and Safety Policy and all relevant systems and procedures.

Every team member is responsible for taking reasonable care of his or her own health and safety and must ensure that they do not endanger others by their acts or omissions; and must report any situation which may pose a threat to the wellbeing of any other person.

Central departments that provide specialist advice, support and services to hotels and central offices understand that safety issues must be considered during projects and general day to day activities carried out by themselves and their team members. The Executive team, who have each signed below, understand their responsibilities for the implementation and training of this policy.

		Signature	Date
Chief Financial Officer	Paul Roberts	P Roberts	23/5/23
Health and Fitness Director	Chris Southall	C Southall	25/5/23
Distribution Director	Wendy Barlow	W Barlow	23/5/23
Director of Purchasing	Pam Fitzgerald	P Fitzgerald	16/5/23
Director of Operations & People	Lindsay Southward	L Southward	16/5/23
Revenue Director	Kelly Cronin	K Cronin	16/5/23
Legal Counsel	Kelli Turner	K Turner	17/5/23
Director of Marketing	Nicola Mason	N Mason	17/5/23
Sales Director	Lynn Fraser	L Fraser	17/5/23
Chief Technical Officer	Darrell Spencer	D Spencer	16/5/23
Senior Regional Director	Mark Williams	M Williams	17/5/23
Head of Property	Andrew Weisz	A Weisz	22/5/23
Risk and Safety Manager	Fiona Meek	F Meek	16/5/23

Regional Operations Directors/ Senior General Managers are aware and understand the responsibilities relating to safety legal compliance within the hotels they are assigned. The overall aim is to (i) ensure that hotels for which they are responsible are in compliance with all safety policies and procedures, (ii) reduce accidents in the workplace and (iii) ensure the health, safety and welfare of team members, guests, visitors and other persons.

Signature Jamie Stevens

Date 31st May 2023

The discharge of these duties will be given at least equal priority to other duties and objectives related to commercial success and customer service.

Part 3 – Arrangements:

At Group Level

Health and Safety Policy, strategy and performance are decided upon at the Executive Meeting with input from the Chief Executive Officer, Chief Finance officer, Legal Counsel, Director of Operations and People, Head of Property and Risk and Safety Manager.

The aim is to review health and safety strategy and performance, disseminate and discuss health and safety issues of concern, oversee the implementation of the strategy and review the policy and arrangements.

At Hotel Level

Site specific arrangements are contained within the Health and Safety Management framework extending to:

1. Policies and procedures
A comprehensive suite of policies are available to complement this policy. They form part of the overall safety management framework. Although specific policies are provided centrally, their tailoring to the specific hotel, effective introduction, implementation and monitoring is the responsibility of Hotel General Managers.
2. Risk assessments
 - Risk assessments must be undertaken for tasks/ environments/ situations identified as presenting a risk of injury. These must be completed using the company template which must be made hotel specific.
 - Risk assessments are reviewed in the following circumstances:
 - whenever there is a significant change e.g. environment or equipment;
 - after an accident or 'near miss';
 - after non compliance identified through audits and inspection programmes;
 - and in any event at least annually.
 - Risks that cannot be managed and actioned locally should be escalated to the safety team.
3. Training
 - Specific training including induction relating to the particular work activity must be provided by Heads of Departments. Where the use of specialist equipment or work practices is required, suitable training will be arranged.
4. Provision for emergencies
 - Ensuring suitable arrangements and equipment are in place for first aid and fire safety.
5. Monitoring
 - Safety Checks - completed daily with defects raised and tracked at the monthly Safety Focus Meeting.
 - Monthly departmental audits and checklists- departments measure themselves against a set standard.
6. Incident Reporting
 - All team members are expected to report accidents and incidents using the incident reporting system, which will then initiate the appropriate investigations and remedial actions. .

Communication

Health and safety communication is fundamental to driving the safety culture. This includes central support updates, HOD meetings and a Safety Focus meeting taking place at least monthly at each hotel. The agenda for these minuted meetings will always, as a minimum, include:

- 1 Previous minutes
- 2 Review of accidents and near misses
- 3 Review of actions taken to prevent a recurrence
- 4 Fire safety – training, observations, evacuation procedures and fire safety risk assessment
- 5 Review of any local authority activity
- 6 Audit update – departmental monthly, external audit
- 7 Departmental training update including UpSkill
- 8 Procedural/risk assessment changes by department
- 9 Food Safety update
- 10 Safety matters raised by team members
- 11 Pest control – review of recent actions
- 12 Review of safety alerts
- 13 Hot Topic/Central Updates
- 14 AOB