

Declaration

You are required to read this document in full prior to working at one of our venues. If you work a shift with us, you are confirming that you have read, understood and agree to comply with all information within this document. You also agree to ensure that you follow the training provided by your employment agency. It is your responsibility to raise any questions, queries or concerns with the senior person on duty before starting your shift.

General Workplace Guidance

All workers are entitled to work in an environment where the risks to their health and safety are properly controlled. If you are an agency or temporary worker then your health and safety is protected by law.

- You have a duty to take reasonable care for your own health and safety and that of other people who may be affected by your actions at work.
- You must co-operate with your employment business and the end user where you are working, including participating in any necessary health and safety training and instruction, which must be provided free of charge
- You will be told about any risks connected to the work, the control measures and the qualifications and skills needed to carry out the work safely
- You will be provided with personal protective equipment if it is necessary for protecting your health and safety. It must fit you properly and you must be trained to use it. It is your responsibility to use it in line with the training you receive, and to inform the person that provided the equipment if it is lost or damaged
- If you have any concerns about your health and safety whilst working with us you must report this to the senior person on duty
- Health & Safety notices are available at all venues. Please familiarize yourself with the location of first aiders, first aid boxes, and who the fire marshals are for the shift you are working
- Ensure you are aware of any out of bound areas, equipment you are not permitted to use, and tasks you are not permitted to carry out

Working Conditions/Environment – You must make proper use of any work equipment or facilities provided to control working conditions and environment. You should also keep all areas clear and in a clean and tidy condition, dispose of all refuse, scrap and waste materials using the facilities provided, and clear up any spillage of liquids immediately.

Accidents/Incidents - Report all accidents/incidents as soon as it is practicable to the senior person on duty. You should also notify us of any accident/incident in which damage is caused to property or work equipment

Smoking - Smoking is not allowed inside any of our premises. This includes the use of e- cigarettes. Smoking breaks are only permitted as part of your given rest break. This should be agreed with the senior person on duty

Breaks - If your shift is scheduled to be 6 hours or more (4.5 hours for under 18s) you are required to take a rest break. Breaks may not be given if you do not work above the timeframe detailed above, and all breaks are unpaid. You are legally required to take a rest break of 20 minutes after the given timeframe, however it is Cairn Group policy that 30 minutes is given as standard. Therefore, 30 minutes (or more if applicable) is unpaid. Breaks will be agreed with you and the senior person on duty. You must not take breaks outside of the agreed time, and if you leave the premise, must inform the senior person on duty prior to doing so.

Food Production / Food Handling Standards

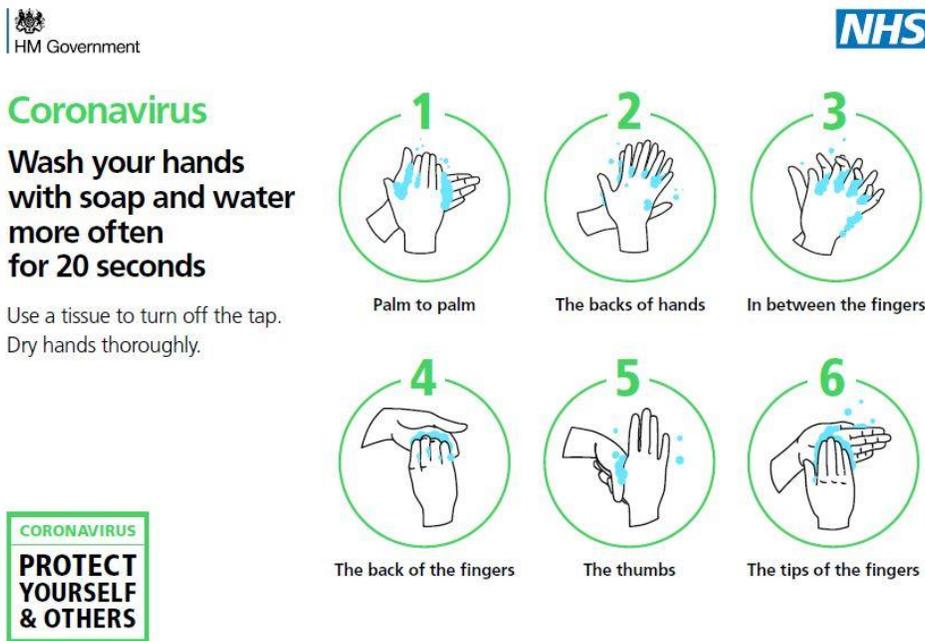
Personal Health - It is important that you follow the absence reporting procedures so that we are notified when you become ill. You must inform us ASAP, but no later than 2 hours before your shift. It is especially important to inform us when you have had the following, even if you feel well at the time of your shift:

- Symptoms of COVID-19
- Diarrhoea, sickness (vomiting) and other stomach disorders;
- Any discharge from the eyes, ears or nose or a sore throat;
- Any septic skin condition such as sores, boils, septic cuts etc;
- Minor illnesses such as coughs and colds
- Any other infection.

To minimise the spread of infection, it is essential that if you stay away from work until such times as your Doctor pronounces you fit to return (ensuring he/she is made fully aware of the nature of your work);

The following infections are known as notifiable: Typhoid / Paratyphoid or any other Salmonella infection; Amoebic or Bacillary Dysentery; Staphylococcal infection. If you are diagnosed with any of these, you must inform your employer as they have a duty to report this the Local Authority (Environmental Health Department). You should also be especially mindful and report without delay if you are displaying symptoms of COVID-19.

Hand Washing - Most food poisoning bacteria accumulate in the bowel and can be transferred to the hands. Other bacteria are found all around us. We must also wash our hands more often to stop the spread of COVID-19 and other viruses. A description on how to do this can be found in the image below:



Some examples of when you must wash your hands include: Before handling food, cutlery or crockery; After visiting the toilet; On commencing work at the start of the day and after breaks; After handling raw meat, fish and vegetables; After handling refuse or other soiled materials; After coughing, sneezing, touching the face or hair; After having touching someone else (e.g., Spa Treatments, shaking someone's hand). This list is not exhaustive and you must wash your hands frequently.

Hand-wash basins must be kept clean and must not be used for any purpose other than washing hands. Separate sinks are provided for washing food and for cleaning equipment.

COVID-19 – The situation with the Coronavirus Pandemic, and the rules and regulations surrounding this, are changeable dependent on the situation at the time. The venue will go through the current rules that must be followed when you work your first shift with us, and keep you updated as and when things change.

First Aid Dressing - Skin infections, cuts and sores contain large numbers of bacteria, all of which can readily pass through an ordinary dressing. To eliminate the chances of this happening, you must use a waterproof dressing to cover all boils, cuts and the like. Any plasters must be blue in color and can be provided by us if required.

Jewellery - When working with food you must not wear any jewellery, false eyelashes, or any other personal adornments except a wedding band.

Fingernails - Dirt and bacteria under the fingernails can contaminate food, as can a broken fingernail or a piece of nail varnish. You must keep fingernails short and nail varnish must not be used. False nails are not permitted and must be removed prior to working with food

Hair - You must wear any hat or hair covering provided that is in line with kitchen hygiene requirements, keeping hair clean and neat. If workers have long hair, then it must be tied back.

Note: For kitchen staff, the wearing a chef hat/ hair net or similar, will discourage you from touching your hair and thus reduce the risk of bacteria being transferred to any food you handle.

Personal Protective Equipment (PPE) - You must wear any PPE provided and know how to use and store this correctly. If you are uncomfortable

Perfumes - You must not use heavily scented perfumes and deodorants, as they can impart smells and contaminate food

Food Preparation and Food Storage

You Must:

- Follow all food preparation and food hygiene rules and procedures based on the given venue you are working at. You will be trained on the specific venues requirements. If you are unsure, you must inform a member of the venues senior staff prior to undertaking any related activity
- Ensure that all utensils and food preparation areas are clean and disinfected
- Ensure that food is stored in the prescribed manner
- Report any pest sightings.

Knives - Always use the correct knife for the job. Always carry knives point down. Never leave knives in sinks. Clean them and put them away after use. Never attempt to catch a falling knife

Steam - Keep clear of steamer doors and always release pressure prior to opening a steamer.

Ovens - Do not stand directly in front of an oven door when opening it. Where possible, stand to one side. Beware of the initial outrush of hot air fumes when first opening the oven door.

Fat/Hot Oil - Extra care must be taken when dealing with a deep fat fryer and only used as per manufacturers instructions and guidance. You must only use this piece of equipment when shown and trained to do so. Never allow water to come in to contact with hot fat or oil.

Electricity - Always ensure that hands are dry when handling electrical appliances. Make sure that the power is switched off before plugging in or removing any plug. Special care must be taken when using microwave ovens and these should always be serviced and maintained in accordance with the manufacturers' instructions.

Carry out a visual check to ensure there are no frayed wires and report any issues identified. If something is identified as broken, you must not use this equipment, take out of action (if safe to do so by unplugging and placing a sign on the item reading "do not use".)

Height - Always use steps to reach anything at a height. Do not balance on chairs, boxes, etc. You should only work at height when specific training has been completed. Working from height is classified as anything above floor level.

Glass - Dispose of any chipped or cracked glassware immediately, making sure that any defective or broken glass is wrapped in paper and placed in a refuse bin. Do not leave broken glass where it may be handled. Wash glasses separately. If one breaks, carefully remove and wrap the pieces. Make sure that there are no fragments left in the sink or dishwasher, as these could injure someone else later.

Emergency

- Ensure you are aware of each venue's evacuation procedure and assembly point, how the alarm is raised, and the sound of the alarm in the event of an emergency.
- Before your shift begins, ensure you familiarise yourself with evacuation routes nearby.
- Agency workers should not be involved in our fire procedures. The instruction should be to ask guests to proceed to the fire assembly point, following the green fire exit signs, and taking themselves to the fire assembly point to await further instructions

You must not:-

- Obstruct any fire escape route, firefighting equipment or fire doors;
- Interfere with or misuse any fire equipment provided.

Lifting & Handling - Make sure you apply safe manual handling practices at all times when lifting and handling equipment, asking for assistance if required, and using any manual handling aids provided such as trolleys. If you are unsure of how to complete a manual handling task, speak to a senior team member at the venue

Using Pans and Saucepans when working in the Kitchen – You must never leave pan handles over the heat, or overhanging the edge of the hob as these could get knocked off. Additionally you should never place pans containing hot food or liquid at height.

Always use a dry cloth when handling hot containers or pans - a wet cloth will cause you to scald your hands and you may drop hot food or liquid over you or someone else. Where possible, do not carry heavy or hot containers. Use a trolley to move hot pans around the kitchen. Watch out for other people.

Cables and Wires - Check that cables or wires do not run across gangways or corridors and that they do not run through water or over a wet surface. Any hazard you witness must be immediately reported to a senior team member on duty.

Kitchen Equipment - You should never operate equipment unless you have been adequately and sufficiently trained to do so. The following work equipment can be dangerous and should not be used unless you are specifically trained at the given venue to do so (this list is not exhaustive):- Potato Rumlbers, Mincers, Automatic Choppers, Deep Fat Fryer, Microwave, Slicer, Food Mixers, Waste Disposal Units.

COSHH

When using any substance classified as hazardous, you must comply with the following guidance:

- All substances to be kept in their original, labelled packaging and stored upright in lockable containers away from direct sunlight or sources of ignition
- No eating or drinking whilst handling substances or afterwards without washing hands thoroughly first
- Do not store any food or drink near any chemical substances
- Do not allow children to come into contact with any substance
- Be aware of the first aiders in the building and location of first aid kits
- Remove any contaminated clothing as soon as possible
- You must seek medical attention if you have any symptoms or feel ill after coming into contact with any substances used
- You must only work in well ventilated areas and move to fresh air if you begin to feel unwell
- You must report any spillages as soon as they have occurred and inform of what type of chemical has been spilt
- You must follow manufacturer's guidelines on suitable use and correct dilution of product at all times
- You must wear the PPE provided and use as instructed at all times and report any defects to the senior person on duty for replacement
- You must only use approved substances and not use anything without first reading and understanding the COSHH assessment
- When using any substance that is not classified as hazardous you must use as directed and take all reasonable precautions as outlined in the safety data sheet

Food Allergens

You should familiarise yourself with the procedure at the venue you're working in relation to food allergens. If you receive an allergen enquiry/query you **must not** give allergen advice, and advise the guest they that you will get someone who can help. This 'someone' should be a member of the employed venue staff who is able to give accurate allergen advice.

Each venue does have an allergen awareness pack available should you require further information. This can be obtained from the employed venue staff, for information purposes only.

Licensing

Each Bar is unique and will have differing equipment and premise specifications and so will have its own individual working procedures that the Bar Manager will communicate to you.

It is our duty to protect our staff, workers and customers whilst operating our Bars. Although we want our customers to enjoy themselves we must remain vigilant and monitor the situation throughout the shift. It is illegal to knowingly sell alcohol, or attempt to sell alcohol to a person who is drunk. Anyone who sells alcohol on the premise could be prosecuted.

We operate a **challenge 25** policy. If someone is lucky enough to look under the age of 25 when attempting to purchase alcohol, you must request to see their ID. If they are unable to provide a valid form of ID, you must refuse service. Should you be unsure whether or not the ID is valid, please speak to the senior team member on duty.

You are not permitted on any occasion to drink alcohol whilst on duty. You are also not eligible to receive any form of discount if visiting the venues you have worked at whilst off duty.

If ID is not obtained, or not valid, or the person appears to be drunk, you have a responsibility to refuse to serve them or their friend's and must inform the senior person on duty.

Bar Safety - Only authorised employees should access the bar area

Training - You will be trained on the venues specific working practices and procedures. Please ensure you fully understand these prior to conducting work for us. If you are unsure, ask the senior person on duty.

General Safety & Hygiene Procedures

- Always rinse/wash bar equipment like cocktail shakers and strainers after use, even between drinks.
- Always wash and dry your hands frequently, especially after contact with citrus fruit/juices. Check your hands regularly for any signs of redness, sore areas or cracking of the skin. Speak to the Bar Manger should this occur.
- Don't allow champagne corks to 'pop' on removal, the corks can fly out and cause an injury if they hit a patron or colleague
- Make sure all containers with sugars, cocktail ingredients, chocolates etc are kept covered and are washed
- Handle a glass soda siphon by the plastic or metal part only. The heat of your hand may cause the glass to shatter.

Cellar Safety - Only authorised employed staff should have access to the cellar area.

Handling & Storage of Cylinders & Kegs - You must be properly trained to connect and disconnect cylinders to avoid cross-threading valve damage and gas leakage. You must never tamper with a cylinder, drop or throw it. This could cause damage and the cylinder to leak. Empty and full CO₂ cylinders must be secured, or chained, to prevent damage. Full cylinders must be kept upright. Cylinders need to be kept in a ventilated area, and frost cylinders must never be handled.

Drip tray contents must not be emptied back into kegs/casks and under no circumstances must kegs or beverage containers be used for storage of any other substance.

Housekeeping - Cellars should be kept clean at all times and all spillages cleaned up immediately. Shelving should be impervious to avoid absorption of spillages and growth of bacteria. All stock must be stored off the floor and any damp or damaged boxes/containers disposed of. Cellars must only be used for the storage of specified beverages and dispense equipment and waste bins should not be used in cellars at any time. All waste must be removed immediately to avoid cross contamination.

Slips, Trips & Falls - Are the most common cause of injury! You must therefore:

- Wear sensible shoes with flat slip resistant soles
- On walkways be on the lookout for tripping hazards and remove them i.e. trailing cables along walkways - if they can't be removed immediately warn others and inform the Manager
- Wet floors cause slips so if you see a wet floor, put up a warning sign or advise the senior person on duty when it is safe to do so (i.e. have a colleague wait by the spillage whilst you report)
- When cleaning an area where a slip could occur, or you are trailing a cable (e.g. a Hoover), **always** ensure you use a yellow cleaning/warning sign, placing in visible, prominent and multiple areas to warn guests, visitors and staff that there is a hazard
- All spillages and leaks should be cleaned up immediately
- Try to clean the floor at quiet times of the day when team members/guests will not be in the area
- Be on the lookout for defective equipment or furnishings that may cause trips and report
- Only work at height if you have been trained to do so
- Remove any damaged step ladders or step stools immediately, reporting to the senior person on duty
- In wet weather watch out for wet floors due to water dripping from wet clothes and umbrellas

During icy weather be very careful when walking on untreated surfaces outside especially steps and slopes

Venue Access

Cash, Key & Card Handling - You are not permitted to accept cash or card payment at any of our venues unless you have been instructed to do so by a member of our senior team. Where this has been instructed, you must ensure that you have a unique ID number provided to ensure all transactions are recorded accurately.

Any cash shortages at the end of the shift will be your responsibility and we will reclaim any shortages from your wages via your agency.

- You will act in an honest and trustworthy manner at all times when on duty
- Company procedures relating to cash handling must be clearly understood and adhered to at all times
- You are not authorised to give any form of discount to guests or staff
- You are required to report any misappropriations or fraudulent behavior personally witnessed to the senior person on duty and without delay
- Unauthorised persons should not be given access to any area without verification of their status
- Keys to safes, cash boxes and drawers must be held only by the persons responsible for them and must never be given to unauthorised person
- No keys are to be removed from the premises under any circumstances. Making a copy is strictly prohibited. If you lose a key, you must inform the senior person on duty immediately
- All keys must be signed for when taken out and again when returned on the “Key Register” and kept with you at all times
- Once cash float holders have signed for their floats, they become wholly responsible for them
- No person, other than the person responsible will be allowed access to the float
- Individual cash floats must be balanced by the float holder daily at the end of each shift. Money must never be counted in areas accessible to the public and must be verified by an employed team member prior to departing the venue
- In all cases when you are working with a till you must always ensure that you input every transaction into the till at the time of sale and ensure that the till drawer is kept closed between sales. Any transaction of stock must be accounted for at the time of sale

Staff & Guest Bedrooms - You are not permitted to visit any guest bedrooms outside of what is required for your role (E.g. delivery of room service). Visits to staff bedrooms are only permitted with express consent by the General Manager of the hotel.

Visiting our venues whilst not on duty - You are welcome to use our venues whilst not on duty, however you should ensure that you do not represent yourself as an employee of the hotel. Additionally, all services used will be in line with the usual guest policies and charged at the usual guest rate (IE no discounts are applicable).

If you are not on duty, in no circumstances are you permitted to access any of the back of house areas or use any staff entrances or facilities.