

www.ergoprolipsis.gr

ErgoProlipsis

ΕΠΑΓΓΕΛΜΑΤΙΚΗ ΑΣΦΑΛΕΙΑ & ΥΓΕΙΑ

OCCUPATIONAL SAFETY MANUAL

Food & Beverage

AQUILA
HOTELS & RESORTS

Version 2025 (v1.0)

Occupational Health, Safety & Environment Services

HRACLION-CRETE Kapa Str. Industrial Area of Heraklion T: 2810360700,
ATHENS, 42 IPIROU 42 Street, Haidari, T: 210 5319660

List of contents

1. Responsibilities of Employees	3
2. Safety Guidelines for Workspaces	5
3. Cleanliness and Tidiness at the Workplace	6
4. Safety Warnings and Signs	8
5. Safe Use of Kitchen Appliances and Accessories	14
5. Safety guidelines for waiters, bartenders and kitchen personnel	22
7. Safe Cleaning and Washing of Electrical Equipment	26
8. LPG safety	27
9. LPG leakage	31
10. Cleaning of Surfaces	33
11. Management of Chemical Agents	35
12. Manual Handling of Loads	39
13. Works at Stockrooms and Storerooms	41
14. Slips - Trips - Falls	44
15. Movement at Stairwells	46
16. Prolonged Standing	47
17. Forms of Violence at Work	48
18. Use of Portable Fire Extinguishing Measures	53
19. Emergency Response Procedure	56

**Employees should study and apply the safety guidelines of the present safety manual
and care for its constant improvement.**

1. Responsibilities of Employees

All employees should apply health and safety rules. Depending on their abilities, employees should take care, for the health and safety of themselves and of other people that are affected by their acts and omissions at work, in accordance with their training and the instructions of their employer.

In order to do so, employees should act, in accordance with their training and the instructions given by their employer. Employees also should:

- Use correctly the machines, apparatus, tools, dangerous substances, transport equipment and other means.
- Use the appropriate personal protective equipment granted by the company and then, place it back to its proper location.
- Not arbitrarily disconnect, change or remove safety devices of machines, tools, apparatus, installations and buildings and use them correctly
- Immediately inform the employer and/or the Safety Technician and/or Occupational Doctor about any shortcomings in the safety systems and about all conditions that can reasonably be considered to present direct and serious risk to their safety and health.
- Address to the employer and the Safety Technician and/or Occupational Doctor, as long as is necessary to enable any tasks or requirements imposed by the competent Labor Inspectorate to protect the safety and health of workers at work.
- Attend seminars or other training programs on occupational health and safety.
- Follow the measures of safety and health proposed by the company.
- Propose changes and new measures within the context of safety and health legislation.
- Follow the traffic law on their commute to and from work and immediately report all accidents during their commute to the company.
- Inform the Safety Technician and/or the Occupational Doctor in writing, for any topic relevant to safety and health in the workplace.
- Take into account the safety signs and follow it.
- Acknowledge the location of the closest points of first aid and other safety equipment (e.g. fire extinguishers, fire blankets, safety equipment, pharmacy etc.)
- Acknowledge the location of control panels of the electrical and mechanical installation
- Not be under the influence of alcohol and strictly not under the influence of drugs or any other prohibited substance during work.
- Always maintain the working area clean and at the end of shift return all equipment, tools and parts in their specific place.
- Not disturb in any way the work of another employee.

- Not use the machines and equipment without authorization from the company
- Not handle machines and equipment without the statutory licenses and handling abilities.
- Always follow the manufacturer's and the Safety Technician's instructions for the use, maintenance and cleaning of the equipment and the machines.
- Not use makeshift constructions and not organize work and use machines, equipment and other facilities only with their initiative.
- Not perform any sort of maintenance of machines when in operation.
- Not use any other personal protective equipment (e.g. clothing) than the one provided.
- Clean personal protective equipment and attend to their personal hygiene only in properly signed spaces and with appropriate materials.
- Not lift excessive weights during their work.
- Not carry coworkers with machinery and other work equipment.
- Always read the specific labeling of chemical and biological substances used.
- Report immediately to the company all incidents and situations in case of emergency.
- Sound the alarm and move to the nearest emergency exit, in case of fire.
- The fire extinguishing team should take over and act in the way they were trained by the company.
- Not interfere with any machinery or equipment in case of malfunction. Immediately inform the supervisor.
- In case of an accident, notify the authorities and follow the first aid provision procedure that the company has trained them in.

Promptly inform the company for any audit, or any fine issued by a public authority during work.

2. Safety Guidelines for Workspaces

This directive concerns the measures that need to be applied in order to achieve an ergonomic and safe workplace.

Ergonomics is the study of conditions that surround a space that make people feel safe and comfortable at their workplaces. Improving ergonomic conditions at workplaces, leads to better safety terms and productivity and increases efficiency.

Good safety practices and guidelines

1. Always use the appropriate **Personal Protective Equipment** for the work you are going to perform. Safety shoes and workwear are necessary.
2. Keep all **workplaces clean and tidy**. No garbage or other materials that can cause injuries, collisions or falls should be allowed at work areas.
3. **Work areas and corridors** must be kept clean from substances and material that may cause slips and free from objects that may cause falls or collisions.
4. **Clean floors** from oils or any substances that can cause slipperiness and falls.
5. Safely cover, label with warning signs or isolate with rails all **open wells**, holes, ramps, balconies or height changes on the ground to avoid falls and injuries.
6. Stack items at **low height shelves** if available. Any objects stored at high heights must be secured to prevent them from falling (e.g. in a collision or an earthquake).
7. Workplaces must have **adequate lighting** to carry works. Where natural lighting is not sufficient, artificial lighting (e.g. lamps, headlamps) must be used.
8. Workstations must be **stable** and able to **withstand the weight** for which they are intended.
9. Equipment must be **stable and secure** in a way that it cannot overturn or fall and cause injury.
10. **Doors** should open and close with ease and safety. Automatic doors or roller shutters must not pose a risk of entrapment.
11. All **escape routes and exits** should remain free and accessible.
12. **Vehicles** should **move** in defined areas, without the risk of collision with workers. There must be pedestrian crossings and pedestrian walkways where workers can move safely.
13. All **equipment** must be certified. It should be maintained by an appropriate and licensed professional. Do not remove **safety devices** and **protective equipment** from the equipment.
14. Keep the **fire extinguishing** and fire protection equipment in excellent condition. Do not place materials and stuff in front of the fire extinguishing equipment.

3. Cleanliness and Tidiness at the Workplace

General principles

A tidy and clean workspace shows that work is performed in a **well-organized** and **meticulous** way. A clean and neat workspace **prepossess the customers and employees**.

Correct cleaning and thoroughness are key factors in order to maintain good working conditions.

A tidy and clean workspace cannot be achieved without **your will and participation**.

- ✓ Gather all unnecessary stuff and put the small ones in boxes or bins in order to be ready for disposal.
- ✓ When you finish your work, place back all the tools and equipment that you used. Inform your supervisor about any defective equipment or tools or about the need for repair and maintenance that you may have observed.
- ✓ Do not throw garbage outside of bins. Keep your work area clean
- ✓ Keep storage areas, your workspace and your equipment (e.g. machines) always clean.
- ✓ Attend for your personal cleanliness, especially before the consumption of food and before you leave work.
- ✓ Never place objects that you do or do not use inside fire hose cabinets.

Methodology for a clean and tidy workplace

- ✓ The layout of departments and equipment should be done in a way that it is easy to be cleaned and remain neat.
- ✓ Workplace exits and routes to fire extinguishing equipment (fire extinguishers, fire hose) must always remain free from objects. Do not store objects and other materials and tools at exits and these routes.
- ✓ Stack products with caution to eliminate the risk of them falling. Stacks should be straight or form a pyramid.
- ✓ Do not store flammable objects near heat sources (open flames, incandescent lamps, radiators, etc.) because there is risk of ignition.
- ✓ There should be specific waste containers for wastes. Do not throw lit cigarettes in waste containers.
- ✓ Stairwells should be tidy and clean. Do not place objects at stairwells that may remain there for a long time. Stairs should be clean from substances that may cause slips.

- ✓ Hygiene spaces should always remain clean in order to eliminate odors and sources of contagion.
- ✓ Catering spaces should always be clean.
- ✓ Smoking is not allowed. At spaces where smoking is allowed, be careful so that your cigarette is put out, before you throw it away. Do not throw cigarettes on floor. Use the appropriate bins.

You should care for the tidiness of your workplace as you care for the tidiness of your own home.

You feel better when you work at clean tidy space. Your efficiency will increase while the possibility of accidents and occupational diseases will decrease.

Play your part at safety!

4. Safety Warnings and Signs

The occupational health and safety warning signs are divided into permanent and non-permanent. Permanent signs include prohibition, warning and mandatory signs, signs for rescue facilities or assistance, signs for fire safety equipment and marking obstacles, dangerous points and roads. Non-permanent signs include signs for light, sound signals, verbal announcements and possibly consultation with gestures.

Prohibition signs

- Circular shape
- Black icon on white background, with red outline (the red color must cover the 35% of the sign's surface) and red line strikethrough (descending from the left to the right, along the entire pictogram and inclined at 45°).



No smoking



No open flame



No thoroughfare



Do not extinguish with water



Authorized access only



Do not use this lift for people



Not drinking water



No access for forklift trucks
and industrial vehicles



Do not touch

Warning signs

- Triangular shape
- Black icon, on yellow background, with black outline (the yellow color must cover the 35% of the sign's surface).



Flammable material



Explosive material



Toxic material



Corrosive substance

Radioactive material or ionizing
radiation

Overhead or suspended load

Forklift truck and other
industrial vehicles

Electricity hazard



General warning sign



Laser beam



Oxidizing substance



Non-ionizing radiation



Magnetic field



Floor-level obstacle



Drop or fall hazard

Radioactive material or
ionizing radiation

Low temperature hazard



Battery charging

Mandatory signs

- Round shape.
- White icon, on blue background (the blue color must cover at least the 35% of the sign's surface).



General mandatory action
sign



Wear ear protection



Wear eye protection



Wear foot protection



Wear protective gloves



Wear protective clothing



Use this walkway



Disinfect your hands



Wash your hands

Emergency signs

- Rectangular or square shape.
- White icon, on green background (the green color must cover at least the 50% of the sign's surface)



Emergency exit (left hand)



Emergency exit (right hand)



Evacuation assembly point



First aid



Eyewash station



Safety shower



Emergency telephone



Stretcher



Emergency stop button



Direction arrow (45° angle)

Direction arrow (90° angle)
(right)Direction arrow (90° angle)
(left)

Fire protection signs

- Rectangular or square shape.
- White icon, on red background (the red colour must cover at least the 50% of the sign's surface).



Fire extinguisher



Fire hose reel



Fire ladder



Fire emergency telephone



Fire hose reel



Fire alarm call point

Signs for obstacles, dangerous points and roads

The marking of risks by obstacles and dangerous points/locations in the interior of the buildings are signed with yellow with black color stripes or red with white color stripes. The yellow – blacks and red – white stripes must be equal from each other and be inclined at 45°.



Circulation roads must be marked on both sides with a continuous stripe of particularly visible color, preferably white or yellow, depending on the color of the floor.










Pipe marking

Pipe marking usually exists at visible points of the pipe system and close to greater risk points, like valves and knobs and connections. It is typically carried out by marking pipes with labels and color codes. Colors and markings for the identification of categories of various fluids that are used, must be explained at tables placed at visible places at the workplace.

Meaning	Background Color	Text Color	Example
Flammables & Oxidizers	Safety Yellow	Black	Acetylene
Combustible Fluids	Safety Brown	White	Lubricating Oil
Toxic and Corrosives	Safety Orange	White	Ammonia
Water	Safety Green	White	Stormwater
Compressed air/Non-hazardous gases	Safety Blue	White	Compressed Air
Firefighting materials	Safety Red	White	Sprinkler Water

Color coding for gas cylinders

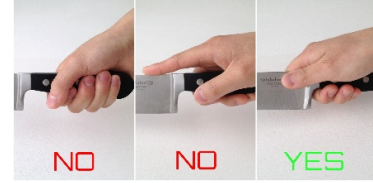
Within Europe gas cylinders colors are being standardized according to EN 1089-3, the standard colors applying to the cylinder shoulder only; i.e., the top of the cylinder close to the pillar valve.

Gas	Colour	
Acetylene		maroon
Argon		dark green shoulder
Carbon dioxide		grey shoulder
Chlorine		yellow shoulder
Helium		brown shoulder
Hydrogen		red shoulder
Nitrous oxide		blue shoulder
Nitrogen		black shoulder
Oxygen		white shoulder

5. Safe Use of Kitchen Appliances and Accessories

Knives / Sharp Instruments

- ✓ Choose the **right knife** for the task.
- ✓ Use a knife that has **been sharpened**. Do not use knives that have dull blades.
- ✓ Check the handle of the knives. Do not use knives that have broken or loose handles.
- ✓ Make sure that the, cutting table or cutting board is **stable**.
- ✓ **Protect your fingers**. Keep fingertips curled under the hand that is holding the food.
- ✓ Apply **even pressure** to the food you are about to cut.
- ✓ When handling knife blades and other cutting tools, **direct sharp points and edges away from you**. Always cut in the direction **away from your body**. Bring your blade down and through your ingredients in one smooth motion. This will help you maintain control and produce a neater cut.
- ✓ Never leave a blade out when not in use. Always store knives at **appropriate cases**. Do not store knives at drawers and cabinets without their protective case.
- ✓ **Do not try to catch** a falling knife.
- ✓ Carry knives with their **tips pointed towards the floor**.
- ✓ **Do not use knives while distracted**.
- ✓ Do not leave **knives in sinks full of water**.
- ✓ **Do not touch** the cutting edge of the knife.
- ✓ When you want to give your colleague a knife place it on the table. Do not pass knives by hands.



Cleaning knives

- ✓ **Wash and dry the knife** as soon as you are finished.
- ✓ Do not use your fingers to remove remaining food from the blade. Pass the blade from the edge of the cutting board to remove any food.
- ✓ After you finished cutting **remove your gloves correctly** and **wash your hands thoroughly**.

Slicer

Read carefully the user's manual before use. Being familiar with safety instructions is key factor in order to avoid risks and mistakes while using the equipment.

All users are obliged to read user's instructions and occupational safety and health rules.

Meat slicers are used for cutting meats without bones (raw or cooked), cheeses (those that can be sliced at the slicer) vegetables and bread. **Do not use the slicer to cut frozen meat, meat and fish with bones and products that are not food.**



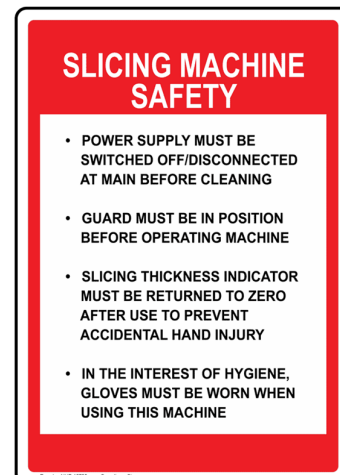
- ✓ Do not remove the **safety covers of the equipment**.
- ✓ Do not start the equipment if you are not going to use it.
- ✓ Do not unplug the equipment by **pulling the power supply cable. Pull the power supply plug**
- ✓ Do not let the power supply cable touch heat sources, sharp edges or submerge or immerse the cable in water or other liquids.
- ✓ Always plug the machine to a grounded outlet. Do not use multi-plug outlets. The power supply cable should not be bented, tangled, pressed or covered. The outlet plug should remain at a height from the floor in between 0,6 or 1,9 m., and should remain at sight so it can be seen by the user.
- ✓ Do not move or turn upside down the machine while in operation.
- ✓ Do not leave the machine unattended while in operation.
- ✓ Always keep hands away from the blade zone and use the product pusher or carriage handle when slicing the product.



- ✓ To avoid accidents, **NEVER** touch the edge of the blade, and **NEVER** touch any part of the blade if the blade is rotating.
- ✓ Place the product on the slicer, and slide the guard over the end of the product opposite to the blade.
- ✓ Grip the handle on the chassis guard with your right hand and the handle on the machine with your left hand.
- ✓ Do not operate the machine with **wet hands**.
- ✓ Do not use the machine for more than 15 minutes in order to avoid overheating of the engine.
- ✓ Do not place the machine on **heat sources or near open heat sources**.
- ✓ Before cleaning, maintenance or fixing the machine, you should first unplug it and then wait till it cools down.

ELECTROCUTION RISK!

- ✓ Do not use **flowing water** to clean the machine. Clean the blade with a damp cloth. Wipe only from the center of the blade toward the outer edge.
- ✓ Do **not put** the attachments and parts of the machine to the **dishwasher**.
- ✓ Do **not submerge or immerse** the machine, the power supply cable or the outlet plug in water or other liquids.
- ✓ **Wear a wire mesh or Kevlar glove** when cleaning the exposed edge of the slicer blade.
- ✓ In case of malfunction turn off the machine immediately and **inform the maintenance supervisor. Do not attempt to fix the machine if you are not authorized to do so.**
- ✓ Always have access to the **emergency stop button** in order to stop the machine immediately in case of emergency.



Meat Bandsaw

- ✓ **Do not use the machine** if you haven't read the user's instructions.
- ✓ **Adjust the height** of the table to the height of the user.
- ✓ Ensure that you have received the **appropriate training** in order to use the machine safely.
- ✓ No other employees should be in the room except the user of the machine.
- ✓ Always keep the floor around the machine **clean and dry**. Clean up any spills immediately
- ✓ **Do not wear** gloves, jewelry or loose-fitting clothing while operating the machine. **Secure long hair** in a net or a cup.
- ✓ Ensure that the machine **is stable** before starting it on.
- ✓ **Ensure the good condition** of the components (blade, safe guards etc.)
- ✓ Ensure the blade is **sharp and tensioned**.
- ✓ **Never try** to remove meat from the work area **while the band is still moving**. Allow the blade to come to a full stop to ensure that no trips or slips will cause hands to come in contact with the moving blade.
- ✓ Check the condition of the power supply cable, the operation of the emergency stop button and the break of the machine before every use. Do not use the machine if any of the above is not in good condition.
- ✓ Do not remove, modify or bypass any **safeguarding systems**.
- ✓ **Always wear protective gloves, apron, and goggles** when operating a meat band saw. These will prevent cuts, splashes, and flying debris from harming you.
- ✓ Keep your hands and fingers **away from blade** at all times.
- ✓ **Use a pusher** or a hook to feed the meat into the saw, and never reach over or under the blade to retrieve the cut pieces. If the meat gets stuck, turn off the saw and unplug it before trying to remove it.
- ✓ **Always place the meat on the table and push it to the blade using a pusher in order to cut it.**
- ✓ **Do not talk to others** while using the machine. Be focused on the task that you are doing. Keep your eyes on the meat while you are cutting it.
- ✓ Make sure to turn off the machine after every use.



- ✓ **Unplug the machine** before cleaning and maintenance.
- ✓ Turn off and unplug the machine if the blade breaks, gets stuck or if you notice unusual sound or any malfunction.
- ✓ **Inform your supervisor for any risks or malfunctions.**
- ✓ Do not use the machine to cut any other objects except meat.
- ✓ When you don't use the machine, the blade should **not be tight**.

Immersion Blender

General safety guidelines

- ✓ To avoid the risk of electrocution **do not submerge** the top part (motor) of the blender in water or other liquids.
- ✓ Make sure the **blender is unplugged** before attaching or removing accessories.
- ✓ **Do not touch the blades.** Keep hands and arms away from all moving parts, hold only the immersion blender handle.
- ✓ Never put hands or fingers into the protective blade guard, metal blade or whisk during operation. Always turn off and unplug immersion blender before removing stuck food.
- ✓ Never use the immersion blender if metal blade, protective blade guard or whisk is bent, broken or damaged. Never use the blender if the power supply cable or any other part of the blender is damaged. Inform your supervisor if you notice damages.
- ✓ **Do not use** accessories that are **not compatible** with the blender according to the manufacturer's instructions. Using non compatible accessories may cause fire, electrocution or injury.
- ✓ Do not let the power supply cable touch heat sources, sharp edges or water.
- ✓ When **mixing liquids**, use a **tall container** to avoid overflow and splashes.
- ✓ Do not submerge blending stick past the maximum fill line (aproxiamtely $\frac{3}{4}$ of the stainless steel rod). Damage to immersion blender can occur.
- ✓ **Remove** the immersion blender from the container after the immersion blender has come to a **complete stop**.
- ✓ **Unplug** the immersion blender after use.



If the blender gets stuck

1. **Unplug the blender.**
2. Remove the blending stick.
3. Use a spatula to carefully remove the stacked food remains. **DO NOT USE YOUR FINGERS.**

Cleaning

1. **Submerge** approximately $\frac{3}{4}$ of the stainless-steel rod in a container with the correct dilute detergent according to the manufacturer's instructions and turn on the blender for two minutes.
2. **Unplug the blender.**
3. **DO NOT** put immersion blender in the dishwasher or immerse in water.
4. **NEVER** use a scrubber pad, steel wool, or abrasive material to clean immersion blender. Wipe the blender with a soft dry cloth

Coffee maker

Read carefully the user's manual before use. Being familiar with safety instructions is key factor in order to avoid risks and mistakes while using the equipment.

All users are obliged to read user's instructions and occupational safety and health rules.



- ✓ Do not start the appliance if you are not going to use it.
- ✓ Do not unplug the equipment by **pulling the power supply cable. Pull the power supply plug**
- ✓ Do not let the power supply cable touch heat sources, sharp edges or submerge or immerse in water or other liquids.
- ✓ Always plug the appliance to a **grounded outlet**. Do not use multi-plug outlets. The power supply cable should not be bented, tangled, pressed or covered
- ✓ Do **not operate with wet hands**.
- ✓ Do **not leave** the appliance **unattended while in operation**.
- ✓ Do **not put hot water** on the container. Do not add water when the appliance is hot.
- ✓ Do **not exceed the max indicator** when filling with water.
- ✓ Do not move or turn upside down the machine while in operation.

- ✓ Do not place the appliance on **heat sources or near open heat sources.**
- ✓ Do not open the top cover of the appliance while it operates. **RISK OF BURN!**
- ✓ Use **safety gloves** to remove the hot accessories and ground coffee.
- ✓ Do **not leave the appliance unattended** while cleaning it with chemicals. **Use protective eyewear** when using chemicals for cleaning.
- ✓ Do not use **flowing water** to clean the machine.
- ✓ Before cleaning, maintenance or fixing the appliance, you should first unplug it and then wait till it cools down. **ELECTROCUTION RISK!**
- ✓ Do not submerge or immerse the machine, the power supply cable or the outlet plug in water.
- ✓ In case of **malfunction** turn off the machine immediately and **inform the maintenance supervisor. Do not attempt to fix the machine if you are not authorized to do so.**
- ✓ Always have access to the emergency stop button in order to stop the machine immediately in case of emergency.



Meat mincer machine

Read carefully the user's manual before use. Being familiar with safety instructions is key factor in order to avoid risks and mistakes while using the equipment.

All users are obliged to read user's instructions and occupational safety and health rules.



- ✓ Do not remove the **safety covers.**
- ✓ Do not start the equipment if you are not going to use it.
- ✓ Do not unplug the equipment by **pulling the power supply cable. Pull the power supply plug**
- ✓ Do not let the power supply cable touch heat sources, sharp edges or submerge or immerse in water or other liquids.
- ✓ Always plug the appliance to a **grounded outlet. Do not use multi-plug outlets.** The power supply cable should not be bented, tangled, pressed or covered
- ✓ Do not move or turn upside down the machine while in operation.
- ✓ **Do not leave the machine unattended when in operation**
- ✓ **Do not use your hands**, fingers or other objects such as forks, knives etc. to push the ingredients through the ingredient feeding chute. **Only use the pusher.**

- ✓ Do **not put your hands** or any object into the feeding chute when the machine is plugged.
- ✓ Do **not put your face near** the feeding chute when the machine is on.
- ✓ Do **not put your hair**, clothes or kitchen accessories (e.g. knives) near the feeding chute when the machine is on.
- ✓ Ensure that **there isn't any object in the feeding chute** before use.
- ✓ Do not place the machine on **heat sources or near open heat sources**.
- ✓ Do not operate or place any part of this appliance or its parts on or near hot surfaces.
- ✓ Use the appliance **on a solid and flat surface**.
- ✓ **Ensure adequate ventilation** where the appliance operates.
- ✓ If food pieces jam the appliance enable the rotation to reverse direction.
- ✓ **Unplug the machine** before cleaning and maintenance.
- ✓ **Do not immerse or submerge** the machine, the power supply cable or the outlet plug in water or other liquids.
- ✓ Do not use **flowing water** to clean the machine.
- ✓ Do not put the attachments and parts of the machine or the machine to the dishwasher.
- ✓ Wipe the power supply cable **with a dry soft cloth** never with a wet.
- ✓ **Do not dismantle the blades and the machine** if you are not authorized to do so.
- ✓ In case of **malfunction** turn off the machine immediately and **inform the maintenance supervisor**. Do not attempt to fix the machine if you are not authorized to do so.



General safety guidelines for machine safety

- ✓ Do not remove, alter or bypass any safety guards or devices when operating the equipment and appliance.
- ✓ Replace guards before starting the equipment, as soon as possible after making adjustments or repairs. Do not make adjustments or repairs if you are not authorized to do so.
- ✓ Do not try to stop a product as it goes through any machine. If the machine becomes jammed, disconnect the power before clearing the jam.
- ✓ Do not wear loose clothing, jewelry or ties around machinery where it could become stuck.
- ✓ Read and obey safety warnings posted on or near any machinery.
- ✓ Long hair must be contained under a hat or hair net regardless of gender.

5. Safety guidelines for waiters, bartenders and kitchen personnel

Kitchen Personnel Safety

- Do not remove safety guards provided on the equipment. When a safety guard is removed for the purpose of making repairs or cleaning, replace the guard before the equipment is put into operation.
- Do not place heated pots or pans in a position such that the handles are protruding over the edge of range, table or counter.
- Do not fill pots, pans, buckets or cookers more than 2/3 full.
- When adding ingredients to hot liquids, add small portions at a time to prevent splashing.
- Use the release valve to release pressure before opening pressurized steam kettles or pressure cookers.
- Transport hot liquids in closed containers.
- Use carts for moving large, hot items such as coffee urns, containers of hot water or containers of hot food.
- Use the cart wheel locking lever to prevent movement while removing items from the cart.
- Turn off gas supply and electrical current for appliances when they are not in use.
- Turn off circuit breakers to kitchen cooking equipment when cleaning the equipment.

Microwave Ovens

- Do not operate a microwave oven if it has a bent door, broken hinges/latches or cracking in its seals.
- Use caution when removing hot items from the microwave.
- Do not place metal containers or other metal objects in microwave ovens.
- Do not place meat in the microwave that weighs less than or greater than the manufacturer's capacity limits posted on the microwave door.

Ovens

- Use oven mittens when removing hot food from the oven.
- Clear a space on the table for placing hot food before removing the food from the oven.
- Wear eye protection, rubber gloves and apron when using an oven cleaner.

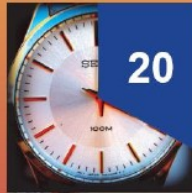
First Aid for Burn Injury

Remove clothing and jewellery

Cool for **20** minutes
with running **water - NO ICE**

Cover loosely with wet towel or cloth

Keep patient **warm** and
seek medical help



Dishwasher

- Wear rubber gloves when washing and sanitizing dishes and cooking equipment.
- If glassware breaks in the sink, use tongs to remove the large fragments of glass, open the drain and run the water to wash any remaining small glass fragments down the drain.
- Remove all chipped or cracked dishes and glassware from use.
- Always use the appropriate amount of detergent according to the user's manual. Do not improvise. If you are not sure of the correct amount, ask your supervisor. Read the label of the detergent to be familiar with risks and safety precautions.

Glassware

- Do not place drinking glasses inside each other or stack glassware that is not meant to be stacked.
- Carry one rack of glassware at a time.
- Visually inspect all glassware for cracks or chips before handling: If you discover chips or cracks, dispose of the glass or glasses in the appropriate receptacle.
- Do not use a drinking glass to scoop ice – always use the metal scoop or pan.

- When a glass is broken in the ice bin, pour hot water into the bin to melt down the ice, letting the melted ice empty through the drain and removing the glass using a whisk broom and dust pan. Then, hose down minute pieces of glass into the drain with clean water, and wipe the bin dry with a towel before refilling it with ice.
- Do not submerge hot glass in cold water or submerge cold glass in hot water.

Food Service

- Use dry pot holders or towels to handle hot or frozen items.
- Cap all open flames before pushing banquet carts.
- Lids must be placed on coffee pots and pots of hot liquids before picking them up to move them.
- Use a dry towel or an oven mitt when taking plates out of the plate warmers.
- Never submerge hot glass in cold water or submerge cold glass in hot water.
- Never scoop ice from the ice machine with a drinking glass.
- At least two workers should carry tables during banquet room set up or tear down.

Carrying trays and lifting loads

- Distribute items evenly on trays.
- Carry only the weight that feels safe and comfortable.
- Ask the supervisor for help in moving heavy or awkward loads.
- Know where the load is to go to before moving it.
- Ensure route is clear before setting off.
- Place hot foods and liquids in the center of trays to ensure spillages will fall onto the tray and not over you, other staff, customers, or on the floor.
- Do not overfill containers (e.g. soup tureens, pots of coffee or tea).
- Use a dry, thick, clean cloth (wet cloths transfer heat quicker and increase risk of burns).
- Be aware that customers (particularly children) may move suddenly or move their chair back just as their meal is being served.
- If space is tight when serving, ask the customer politely if they can move to one side.
- Watch out for handbags, briefcases and coats lying on the floor.
- Clean immediately if there is a risk of slipping during service, or close the area off until it is cleaned.

Clearing away from the table

- Never use a broken tray.
- Ensure the tray is stable and held securely before loading heavy items (place these at the center of the tray).
- Do not overload trays; ensure weight of items is evenly spread across the tray.
- Use trays which allow the arms/hands to be held more or less in line with the shoulders.
- Hold the tray with both hands, especially if it is heavy or fully loaded.
- Only carry the weight that feels safe and comfortable, four covers alone of main-course dirty crockery, cutlery and tray can weigh 7 kg.
- Stack plates of the same size together.
- Never stack cups more than two-high.
- Place similar cutlery together on the tray (to avoid risk of cuts when sorting prior to washing).
- Use a separate tray to clear glasses.
- When clearing without a tray, stack crockery on arm in balanced layers, positioning cutlery securely.
- Do not load up more than can be carried securely or comfortably.
- When removing rubbish, check that cigarettes and cigars are out and disposed of in separate metal bin with no paper.
- Dispose of any broken glass or crockery in a separate designated container, taking care while handling.

7. Safe Cleaning and Washing of Electrical Equipment

Do not perform electrical operations:

- ✓ If you are not an authorized and licensed electrician
- ✓ If you stand on a wet floor
- ✓ If you wear wet shoes or wet clothes
- ✓ If you are exposed to rain or humidity
- ✓ If you are not trained or you do not know the problem
- ✓ If you have not cut the power or in case of operating with power and have doubts about what you are doing
- ✓ If you do not wear the appropriate Personal Protective Equipment



BEFORE CLEANING OR WASHING ANY ELECTRIFIED EQUIPMENT

- ✓ Always cut off the power supply of the equipment. Unplug the equipment or turn off the power.
- ✓ If you do not know the power source, ask the electrician in charge of the equipment.
- ✓ Use all the necessary Personal Protective Equipment (protective gloves, safety goggles)
- ✓ Do not improvise

AFTER CLEANING AND BEFORE TURNING ON THE POWER SUPPLY

- ✓ Make sure that all safety units of the equipment are in place and activated (caps, terminal switches etc.)
- ✓ Ensure that no water or moisture is on or around the equipment. Spilled water may cause electric shock in case of electric cables leakage.

If you notice any damaged cables or electrical components, immediately inform the electrician in charge.

8. LPG safety

LPG properties

LPG vapor is heavier than air. In case of leakage vapors settle down at ground level, and accumulate in depressions.

LPG can cause serious burns if in contact with skin. LPG is non-toxic. However, it can cause faint if mixed in large concentrations with air. As its concentration grows (resulting in decreasing available oxygen), the risk of suffocation increases.



LPG is odorless. A strong-smelling substance is added to it in order to be able to detect leaks.

Do not attempt to detect a leak using flame or other means that can cause ignition.

LPG is flammable. It must be stored in well-ventilated areas and far from sources of ignition. Do not place flammable materials or sources of ignition near LPG tanks or cylinders.

LPG expands rapidly when the temperature rises. Storage tanks, pipes and equipment must be protected from large pressure increases caused by expansion of the liquid when temperature rises.

LPG causes deterioration of rubber and some plastics. Only specifically designed equipment such as hoses and pipes should be used when handling LPG.

LPG cylinders safety

LPG is kept under pressure, in a liquid state, in specially designed cylinders.

All LPG cylinders should have a low-pressure regulator in order to adjust the flow.

The condition of the regulator must be checked and the seal (flange) must be replaced with a new one at each cylinder replacement. The regulator must be replaced every 3 years. The replacement of the regulator can be done earlier if it is found to be malfunctioning.

The rubber hose between the regulator and the appliance must be suitable for LPG and replaced every 2 years, even if



it does not show external signs of wear. In cases of greater wear caused by high temperatures, oils, etc. the hose must be replaced every year.

LPG cylinders must have a safety seal (disposable shrink film) which covers the valve of the cylinder with the logo of the company that markets it. The safety seal provides an assurance to customers that it has not been tampered with.

Each cylinder's handle or body bears a stamp engraving which states the date of re-inspection which must not be more than 10 years. Cylinders that do not meet the above criteria are withdrawn for return.

The cooking appliance and cylinder should be above ground level, with the cooking device higher than the cylinder.

Ensure that the hose does not touch the surface of the cooking appliance.

Use LPG cylinders in a vertical position.

The cylinders should not be located in any area that has excessive heat, can be tampered by unauthorized persons, or may suffer physical damage by passing or falling objects.

It's best to store LPG cylinders at least 6 meters away from the building in an area that is protected from rain, like an open-air cage with a floor and roof. LPG cylinders should not be stored (even temporarily) near exits, stairways, or any other high-traffic areas.

Protect stored LPG cylinders from falling by using a support system, like a chain. Consider securing each container individually for easy and safe removal. LPG cylinders should not be rolled, dropped, dragged along the floor, or allowed to bang against other objects.

LPG cylinders should be placed in such a way that the relief valve is in direct contact with the vapor space in the container.

Carry and transport LPG cylinders in a vertical position, with the valves closed.

Replacement of LPG cylinders

How to disconnect your empty cylinder

- Put out any naked flames such as lit cigarettes, candle lights.
- Do not operate any torch or electric switches. In fact, electrical switches and cell torches generate sparks when switched 'ON' or 'OFF'.
- Close all the taps on the appliance.

- Turn the switch of the cylinder from the 'ON' position to the 'OFF' position by turning the switch clockwise. By doing this, the cylinder valve is closed.

How to connect your full cylinder

- Ensure that the switch is fully closed before removing the plastic safety cap placed on the valve.
- Connect the full cylinder by screwing the regulator fitting onto the cylinder switch after replacing the sealing gasket and removing the old gasket.

ATTENTION: THE CONNECTOR SCREWS counterclockwise

After the replacement, open the switch by completing about one turn in order to check for any leaks around the connector the regulator, throughout the elastic tube and especially around the main connection points of the tube with the regulator and the appliance.



**Use SOAP and WATER to check for leaks
(there will be bubbles at the point of leakage)**

NEVER USE FLAMES

**DO NOT TURN THE CYLINDER SWITCH ON UNLESS YOU ALREADY HAVE PUT SOAP
AND WATER TO THE POINTS YOU WANT TO CHECK FOR LEAKS**

The appliance is working properly if the burned LPG appears blue flames.

Red flames mean insufficient primary combustion air which means you have to do one of the following:

- Clean the burner
- Clean the nozzle
- Regulate the air and gas pressure by the regulator

If the flame tends to detach from the burner (a low hissing noise is heard) it means that there is too much combustion air.

Use clamps for the connection of the rubber tube with the regulator and the appliance.

To use the appliance, first switch on the regulator, then light the flame and then turn on the appliance switch.

In case you do the steps in the opposite order there is a risk of delaying the ignition and accumulating large quantities of LPG which can cause a violent ignition.

After the use close both the switches of the cylinder and the appliance.

LPG cylinders transportation

- Ensure that the cylinder switch is off
- Always transport or carry LPG cylinders at a vertical position
- Do not store LPG cylinders with other combustible materials or oxygen.
- Do not transport LPG cylinders if there are connected to appliances.

Is Strictly Prohibited

To carry out any work or interventions on the equipment ourselves or assign them to unauthorized persons.

To check for possible leakage using a flame or lighter.

To smoke in the LPG installation area.

To use makeshift constructions or devices unsuitable for LPG

9. LPG leakage

In case of LPG leakage

If you detect a leakage (characteristic smell or hiss sound):

- The area where the leak was detected should immediately be evacuated and blocked. If there is an additional safety system installed in the area, activate the warning system (sound or light signal).
- Avoid creating any sparks inside and outside the excluded area.

DO NOT attempt to use any electrical appliance or switch on lights or use a mobile phone as the sparks may cause an explosion.

Turn off appliances that use naked flames

- Immediately locate the point of leakage.

DO NOT attempt to locate a leak with open flame or other means that can cause ignition!

- Close the valve that is closest to the point where the leak is, in order to isolate it.
- The area where the leak occurred should be natural ventilated.
- Inform any nearby facilities
- Notify the authorized maintenance company.
- If the leakage was detected at a cylinder, then also:
 - Transfer the cylinder to an outside well-ventilated area.
 - Place it on a vertical position far from any heat or spark sources.
 - Restrict the leakage. If the cylinder switch does not work, then isolate the leak by folding and tightening the rubber hose after disconnecting it from the appliance.

In case of **ignition**:

- **Notify** the Fire Service (**199**)
- Notify the Fire Safety Team
- **Close** all valves of the tanks
- If the tanks are directly or indirectly heated activate the sprinkler system.
- First moves should focus more on controlling and containing the fire rather than extinguishing it.

First aid**Inhalation:**

1. In case of gas inhalation, immediately get the victims outside so that they can breathe fresh air.
2. Ensure they are lying in a comfortable position.
3. Call for medical help immediately
4. Loose the belt and collars if any
5. Cover with a blanket
6. Administer artificial respiration if necessary.

**Contact with skin:**

1. Remove the victims and transfer them to a warm place
2. Remove the clothing
3. Carefully wash the contact point with cold water and soap
4. Immediately call for medical help

Contact with eyes:

1. Remove the victim from the area
2. Open the eyes of the victim to allow the quick evaporation of the gas
3. Wash the eyes while they are open for at least 15 minutes
4. Call for medical help and cover the eyes with sterile gauzes

POISON CONTROL CENTER**210 7793777**

10. Cleaning of Surfaces

- ✓ Do not put yourself at danger or improvise when performing works. If you notice any matter that poses risk to your safety or the safety of others inform your supervisor.
- ✓ Use telescoping tools (telescopic poles, cloths, etc) if the surface you are about to clean is at great height. Do not use ladders, chairs, tables stools or any other means in order to reach the area you want to clean.
- ✓ Floors must kept clean and dry even when there are undergoing works. Remove any residues and scraps and wipe liquids immediately. A slippery floor can cause a fall and serious injury. Always use a warning triangle during floor cleaning. Move the warning triangle according to the progress of the work.
- ✓ Always use the appropriate Personal Protective Equipment provided by the company. (close non-slip shoes without heels, disposable gloves, workwear)
- ✓ Prior to using any chemical substance, cleaning or disinfecting liquid read carefully the manufacturer's instructions found on the container or in the MSDS (Safety Data Sheet) of the substance. If the container does not list instructions, contact your supervisor.
- ✓ Always spray the glass cleaner from the bottom to the top and away from your face and eyes.
- ✓ Some disinfectants may be corrosive. In case of skin irritation, rinse with plenty of water and remove any wet clothing. In case of contact with eyes, rinse with plenty of water for 10 minutes. Ask for medical advice (**tel. 166**).
- ✓ Do not mix cleaning substances. Cleaning operations are carried out only with the approved and appropriate cleaners provided by the company.
- ✓ Use cleaners in well-ventilated areas. Use respiratory protection masks if there are fumes.
- ✓ Unplug any equipment that is close to the cleaning surface. There is a high risk of electrocution.
- ✓ Electrical appliances and sockets are always cleaned with dry cloths and hands.
- ✓ Secure the cart with your work tools with the “stop”.
- ✓ Focus on the work you are doing. Do not rush.
- ✓ Use the strength and muscles of your legs and not your waist in order to lift and carry loads. Keep your knees bent and place the weight as close to the body as possible.
- ✓ Before starting any of your work, locate the emergency exits in the area which you will be working.
- ✓ Make sure any cuts on your hands are properly covered.

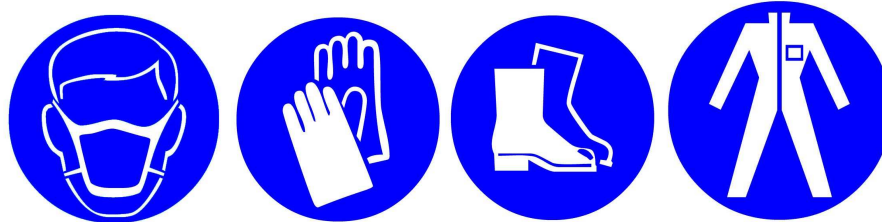


- ✓ **IT IS PROHIBITED** to clean the metal channels which electric supply cables pass through
- ✓ **DO NOT** clean electrical panels.
- ✓ **DO NOT** clean sockets with wet cloths.
- ✓ Place the warning sign that you have been given before starting any cleaning.
- ✓ **DO NOT** put the remains of the cleaning substances to containers that you don't know their previous content.
- ✓ **DO NOT** mix cleaning substances
- ✓ **DO NOT** improvise. Strictly follow the dilutions and instructions of the cleaning substances.
- ✓ Open the windows of the room you are about to clean
- ✓ To prepare a solution, always add the product to the water and not the other way around
- ✓ **NEVER** throw water with force in order to clean walls or surfaces. There is a risk of electrocution if the water comes in contact with sockets or appliances.
- ✓ Clean and store your tools after the end of your work.

11. Management of Chemical Substances

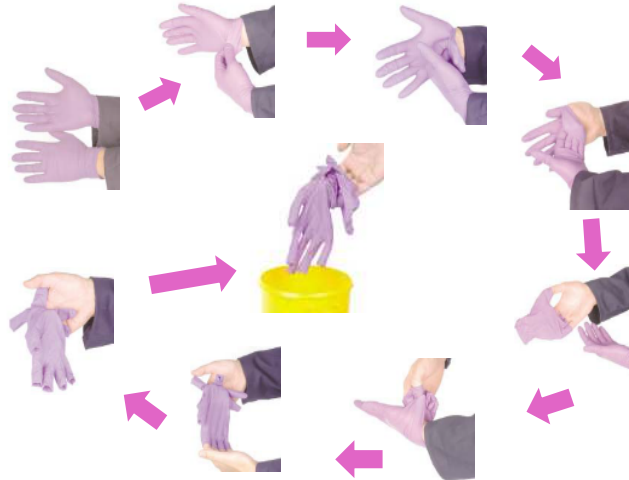
Before any use, read carefully all instructions on the label of packaging or container or in the MSDS (Material Safety Data Sheet). In case the packaging or container does not indicate instructions in your mother language or you don't have access to the MSDS, contact your supervisor.

- Always use the appropriate Personal Protective Equipment (e.g. gloves, goggles) described in the MSDS (Material Safety Data Sheet) of the substance.
- Verify the good condition of packages and containers to avoid leakage.
- Keep the substances exclusively in suitable containers with the correct labelling, in specially protected areas with appropriate warning signs.
- Never transfer chemicals into bottles or other containers that are not appropriate or not labelled.
- Do not mix chemicals. If necessary, do it with extreme caution and follow written instructions given to you.
- Isolate potential sources of ignition and avoid creating gases, fumes, vapors or dust.
- Do not eat, drink or smoke if you are using hazardous substances or if you are in a place where they are being used. Avoid any exposure or absorption of the substance through the skin.
- At the end of your shift and immediately after leaving the storage area, wash your hands.



- Many disinfectant substances are corrosive. In case of skin irritation, rinse with plenty of water and remove any wet clothing. In case of contact with eyes, rinse with plenty of water for 10 minutes. Seek medical advice **(166)**.
- Learn the interpretation of Risk (R) and Safety (S) Phrases that describe and characterize a chemical. Ask for help from your supervisor.

SAFE METHOD TO REMOVE GLOVES



1. Grab the outside part of the glove near the wrist.
2. Pull out the glove while simultaneously turning it inside out.
3. Hold it with the other hand that still has the glove on.
4. Insert the finger of your hand that does not have a glove under the glove, at the wrist point.
5. Pull from the inside out, creating a pouch for both gloves, and discard.

Especially for gloves you must:

- Use only suitable gloves.
- Ensure that they do not have any holes before putting them on.
- Replace the old damaged gloves.

First aid provision in case a chemical accident

Ey contact: Remove the patient from the area of the incident. **Keep the eyes open and irrigate them** with plenty of water for 15 minutes. Remove contact lenses if there are any. Call for medical help immediately.

Skin exposure: Remove the victim's clothing and rinse the area thoroughly with water for 30 minutes.

Inhalation: Move the victim immediately to a well-ventilated area. Advise the victim to take deep breaths. If the victim is not breathing, give artificial respiration and chest compressions. Be careful not to inhale the victim's exhaled air. Call for medical help immediately.










**Poison Control
Centre**

210 7793777

Ingestion: Refer immediately to the instructions in the MSDS of the substance. Call the poison control center immediately. In most cases there is no need to induce vomiting but rather just give the victim a glass of water.

Chemical burn: Do not touch the victim's skin or clothing with bare hands. Use gloves. Check the vital functions of the victim and, if necessary, provide artificial respiration and chest compressions. Do not rub the area of the burn because this will allow the substance to penetrate deeper into the skin. Remove soaked clothing. If they are stuck to the skin, cut them around with clean scissors. Rinse with plenty of water for at least 20 minutes. For serious burns, the victims should immediately be taken to the hospital. Familiarize yourself with First Aid and the MSDS of the substances you use.

New labeling of Chemical Substances - Regulation 1272/2008 (CLP)

Hazard	Pictogram	Code	Indication	Meaning
Physical		GHS04	Gas under pressure	Contains gas under pressure; may explode if heated. Contains refrigerated gas; may cause cryogenic burns or injury.
		GHS01	Explosive	Unstable explosive. Explosive; mass explosion hazard. Explosive; severe projection hazard. Explosive; fire, blast or projection hazard. May mass explode in fire.
		GHS03	Oxidising	May cause or intensify fire; oxidiser. May cause fire or explosion; strong oxidiser.
		GHS02	Flammable	Extremely flammable gas. Flammable gas. Extremely flammable aerosol. Flammable aerosol. Highly flammable liquid and vapour. Flammable liquid and vapour. Flammable solid.
Physical /health		GHS05	Corrosive	May be corrosive to metals. Causes severe skin burns and eye damage.
Health		GHS07	Health hazard	May cause respiratory irritation. May cause drowsiness or dizziness. May cause an allergic skin reaction. Causes serious eye irritation. Causes skin irritation. Harmful if swallowed. Harmful in contact with skin. Harmful if inhaled. Harms public health and the environment by destroying ozone in the upper atmosphere.
		GHS06	Acute toxicity	Fatal if swallowed. Fatal in contact with skin. Fatal if inhaled. Toxic if swallowed. Toxic in contact with skin. Toxic if inhaled.
		GHS08	Serious health hazard	May be fatal if swallowed and enters airways. Causes damage to organs. May cause damage to organs. May damage fertility or the unborn child. Suspected of damaging fertility or the unborn child. May cause cancer. Suspected of causing cancer. May cause genetic defects. Suspected of causing genetic defects. May cause allergy or asthma symptoms or breathing difficulties if inhaled.
Environ-mental		GHS09	Hazardous to the environment	Very toxic to aquatic life with long lasting effects. Toxic to aquatic life with long lasting effects.

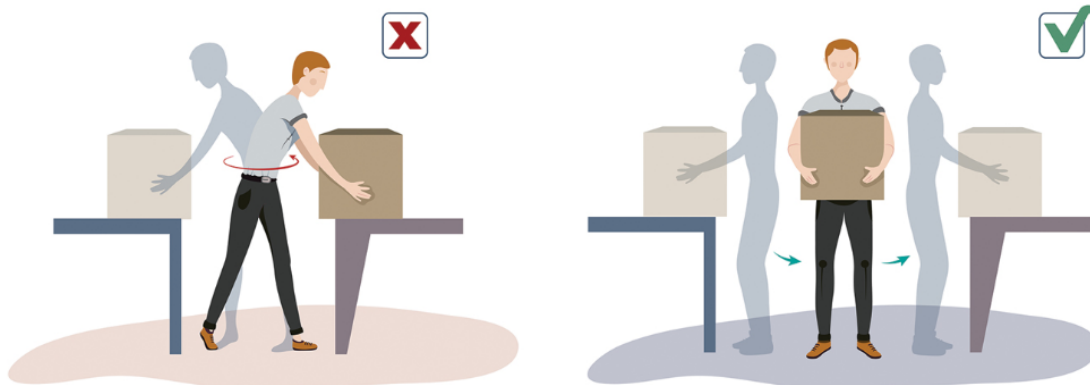
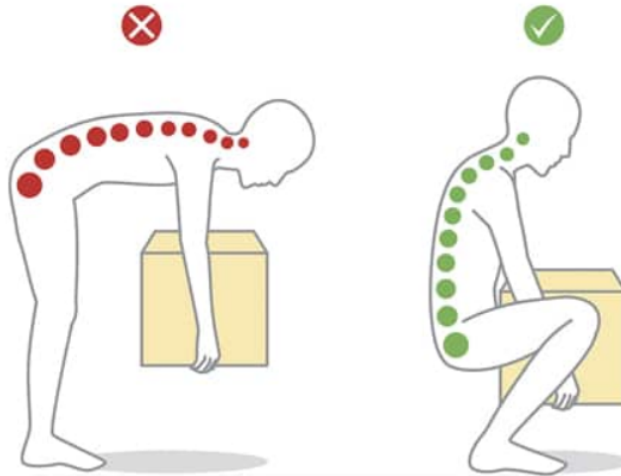
12. Manual Handling of Loads

- Do not move manually a load that can be transferred mechanically (by appropriate trolleys, pallet trucks, etc). Only in circumstances where the materials are light and fragile it is preferable to manual transport them.
- Lifting and moving a load by intense pushing, pulling or stretching, is prohibited.
- The maximum weight that an employee can handle depends on the distance between the load and the trunk and it should not exceed the weight of 25kg.
- Repetitive manual handling of loads, handling loads over long distances and transporting loads with sudden movements, must be avoided.
- Each cargo item it should be checked that:
 - They do not have sharp edges, hard lumps and nails that might injure the hands.
 - They have not slippery or oily surfaces that may cause dropping from the hands.
 - The area around the object as well as the path (floor) and the point at which it will be transported is clean.
 - It is possible to manually transport them (lifting test). If it cannot be transported manually, help is requested.



Safe Transport Way:

- Use muscle strength from the legs and not the waist.
- Upright waist.
- Bended knees.
- Weight placement as near as possible to the body.
- Spread legs and place among them the load.
- Stable and safe grip by the handle point.
- No waist swirling when lifting loads.



13. Works at Stockrooms and Storerooms

General Safety Guidelines

Avoid manual handling of loads. Use mechanical means (carts, pallet trucks)

Keep the space **neat and tidy**. Do not temporally store objects.

Do not place objects in front of electrical panels, fire extinguishers, corridors and emergency exits.

Obey all safety and warning signs posted in the workplace.

Place heavier objects on the lower shelves.

Do not stack objects **on an incline**. There is a serious risk of collapse.

Ensure that each pallet is **properly packed** before placing it on the ground or on top of another pallet.

Do not place a second pallet on top of a **"broken"** pallet.

Always be careful not to place heavier objects on top of lighter ones.

Check the **weight of the pallet** and the maximum weight allowed at each point and storage area.

Store substances according the instructions and the R and S Phrases on the **Material Safety Data Sheet (MSDS)**

If there are vehicles in the area, **make your presence known** to the operator and make sure they can see you at all times.

Do not pass behind a vehicle when it is moving backwards.

Do not get in the way of moving vehicles. **Give priority** to moving vehicles.

Do not distract the operator / driver of machines / vehicles.

Do not transport persons with mechanical means of transport, e.g. forklifts.

Do not pass under suspended loads.

Do not overload the racks beyond the maximum allowable load for which they are manufactured.

Do not climb on the shelves and racks.



Safe use of shelves and racks

Rack systems have been designed and manufactured according to the specifications of the materials intended to be stored on them in terms of their dimensions and weight. They **bare CE marking** and comply with **European manufacturing standards**.

Place signs with the maximum permissible load that the rack systems and shelves can bare.

Comply with the **maximum permissible load**, as well as the maximum **stacking height**.

Place **protective covers** (intense reflective color) at the base of the studs, to prevent any impacts from the forklifts or other mechanical means.

Install **convex mirrors** in the blind corners of the corridors to control the movement of forklifts.

Adjustments of the positions of the shelves, which may vary the maximum permissible load, should be done **in accordance with the manufacturer's instructions**.

Visually inspect daily and report any possible wear of the racks.

Immediately repair any wear. Any repair and maintenance should be logged on the repair log. If it is found to be an immediate danger during the use of shelves and racks, then they should be emptied immediately. Do not place objects on them. Place an appropriate sign, until they are repaired.

Train forklift operators at storage methods and the risks of possible damage to the shelves and racking system.

A **regular Technical Inspection** should be done from the installer of the racking system. The inspection must include the check of the connections, the floor in the compaction area, the studs, the horizontal beams, the intermediate supports and the connections and safety systems between the beams.

Always use the appropriate **Personal Protective Equipment (PPE)**

- ✓ Safety footwear to protect against falls or slips and to protect against lower limb injuries.
- ✓ Gloves for hand protection.
- ✓ Helmet to protect the head, in areas with objects stored at height and with risk of falling.
- ✓ Knee pads where access to low and under-shelf areas is required.



Hand Truck Safety

- ✓ When loading hand trucks, keep your feet clear of the wheels.
- ✓ Do not exceed the manufacturer's load-rated capacity. Read the capacity plate on the hand truck if you are unsure.
- ✓ Place the load so that it will not slip, shift or fall. Use the straps, if they are provided, to secure the load.
- ✓ For extremely bulky or pressurized items, such as gas cylinders, strap or chain the items to the hand truck.
- ✓ Tip the load slightly forward so that the tongue of the hand truck goes under the load.
- ✓ Push the tongue of the hand truck all the way under the load that is to be moved.
- ✓ Keep the center of gravity of the load as low as possible by placing heavier objects below the lighter objects.
- ✓ Push the load so that the weight will be carried by the axle and not the handles.
- ✓ If your view is obstructed, ask a spotter to assist in guiding the load.
- ✓ Do not walk backward with the hand truck unless you are going up ramps.
- ✓ When going down an incline, keep the hand truck in front of you so that it can be controlled at all times.
- ✓ Move hand trucks at a walking pace.
- ✓ Store hand trucks with the tongue under a pallet, shelf or table.



14. Slips - Trips - Falls

Slip: The slipping and loss of balance.

CAUSE	METHODS OF PREVENTION
<ul style="list-style-type: none"> Because the surface is slippery (due to grains of material, rain, spilled liquids, thrown papers, objects, dust, etc. On a ladder: When its edges are not non-slip or when the steps are not at the same height or do not have the same width. Because we don't wear the right shoes. Because the space is messy 	<ul style="list-style-type: none"> Keep workplaces clean and tidy. If the floor is wet, place appropriate warning signs for others. Wear the appropriate personal protective equipment (shoes with non-slip soles). Hold the handrail of the ladder. Use adequate lighting. Watch your steps.

Trip: It's when our foot gets caught somewhere and we lose our balance.

CAUSE	METHODS OF PREVENTION
<ul style="list-style-type: none"> Due to clutter: Because there are loose cables or objects lying on the floor in the corridor or there are open cabinets. When we attempt to pass over an object, instead of going around it. When we are distracted. When there are damaged steps / uneven surfaces / holes in the floor. 	<ul style="list-style-type: none"> Observance of cleanliness and order. Store all non-essential items in their proper place and not on the floor. Keep hallways clear of objects. No open drawers and messy cables. Ensure that the steps are not damaged. Hold on to the handrail when going up or down a ladder. Do not climb on pipes.

Fall: It is when a body moves freely downwards due to the effect of gravity, usually from a height.

CAUSE	METHODS OF PREVENTION
<ul style="list-style-type: none">• Because someone is using inappropriate equipment, e.g. climbs into a chair instead of using a ladder.• When someone is working at height without being secured.• Due to carelessness/negligence regarding safety rules – e.g. when someone jumps from a high vehicle instead of getting off normally or when someone does not use all the steps when going up or down a ladder (jumping steps).	<ul style="list-style-type: none">• Always use appropriate tools / equipment when working at height.• Eliminate potential hazards when possible (broken chair, dangerous ladder, etc.).• Do not make risky movements (Do not lean back in the chair, do not climb on dangerous shelves, tables or chairs).• Do not hurry.

15. Movement at Stairwells

- All stairwells should be kept clean and have adequate lighting.
- Their steps should have non-slip strips or be made of non-slip material.
- Clean up and / or remove any spilled or thrown material immediately. After the cleaning and until the surfaces are completely dry, place the appropriate warning signs.
- Check if the dimensions of the stairs meet the established specifications.

When you move:

- Your attention should be on the stairs.
- Do not carry objects of excessive bulk or weight that may obstruct your view or make you lose your balance.
- You should not walk hastily. Do not run on stairwells. Do not go down by jumping the stairs.
- One of your hands should always hold the handrail.

In case of emergency:

In case of an emergency evacuation of the facility, move without panic and proceed to the assembly point from the central exits or from the escape exits via the stairwells, following only the escape signs and the instructions of the staff.

Do not use the elevator during the evacuation of the facilities.



16. Prolonged Standing

Standing for lengthy periods to perform works, takes a toll on employee health and safety, creating the potential for physical illness and injuries. It also affects cognitive ability, leading to further risk of injury and reduced productivity.

Prolonged standing can cause **sore feet, legs, knees or hips**. Additionally, it can lead to swelling of the legs, neck and shoulder stiffness, varicose veins and lower back pain. Another consequence of fatigue is **reduced mental** and physical functioning. Fatigued workers have slower reaction times, which can lead to injuries and accidents. Diminished mental capacity from fatigue **can increase the risk of trips, slips and falls** in facilities.

The mental and physical symptoms of fatigue also **reduce decision-making ability**, communication skills, productivity or performance, memory and **ability to handle stress** on the job.

Tips for prolonged standing

- Take regular breaks.
- Change standing positions often. Shifting body positions improves blood supply to the working muscles, distributes effort between body parts, decreases strain on individual muscles and reduces overall fatigue.
- Try to avoid extreme weight changes.
- Have a healthy diet.
- Maintain good posture:
 - Keep your feet about hips' width apart and your weight evenly distributed on them.
 - Avoid putting your weight into your heels.
 - Keep your abdominals engaged and stand tall with your shoulders upright.
 - Tuck your chin slightly to avoid a forward head posture.
- Distribute your weight equal to both of your feet.
- Wear comfortable, well-fitting shoes with a low heel. Wear orthopedic shoes if necessary.
- Avoid wearing tight clothes.



17. Forms of Violence at Work

Behavioral problems in the workplace are a very serious issue with effects on employee psychology, human relations and productivity. Such behaviors can be: **bullying** , **mobbing** , **sexual harassment** and the **aggressive behavior** .

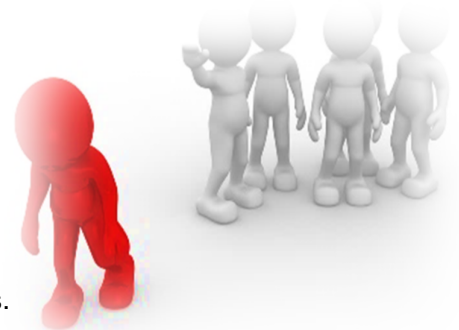
The role of the person who has a leadership position in a certain set, which can be the supervisor or the manager, plays a decisive role in the genesis but also in the control of situations resulting from this behavior.

Guidelines for bullying incidents

Obscene behavior, spreading threats, offensive language, belittling a co-worker, demeaning comments, victimization, exploitation, taunting, intentionally excluding one or more people from work-related activities and spreading malicious rumors are some examples of bullying incidents that are intended to intimidate people.

The Management should:

- Recognize the **problem**.
- Provide **informative material** on bullying behaviors.
- Aim to raise **awareness** of employees and supervisors.
- **Have a written policy** available on **unacceptable behaviors** and the consequences of violating it.
- Confirm that all employees have understood the **seriousness** of the problem.
- Investigate any suspicious **incident**.
- Be a **trusted person** as a supervisor who will **act** promptly on **maladaptive behavior**.
- Seek **consultations** with employees about possible incidents of bullying.
- Provide **support** to employees who have been bullied (psychologist).
- Be **informed** about the **support** provided by the company in similar incidents.
- Develop **relationships of respect** with the staff.
- Suggest **group work**.
- **Encourage** the participation of employees in **decision-making**.
- **Provide** employees with the **resources** they need to carry out their work effectively.
- **Review** the workload for a possible reduction in **hours**.
- **Provide support** and **training** to the company's new employees.



Guidelines for mobbing incidents

By the term mobbing we refer to moral harassment in the workplace, which takes the form of humiliating behavior, unequal treatment of employees, exercise of psychological violence, delegating an excessive amount of action combined with malicious comments and pushing into mistakes.



The Management should

- Recognize the **problem**.
- Pursue the **training of** senior executives.
- **Aim to raise awareness** and inform **employees**.
- Seek **early** detection.
- **Have a written policy** available from the company on **unacceptable behaviors** and the consequences of violating it.
- Seek to raise **awareness** of employees regarding the **support** provided by the company in similar incidents.
- **Develop** respectful relationships.
- Strengthen the dialogue.
- Become a trusted person as **a mediator**, to whom employees can turn in case of possible harassment.
- **Provide** employees **with psychological support**, if necessary.
- Suggest **group work**.
- **Support** the participation of employees in **decision-making**.

Guidelines for incidents of sexual harassment

Any form of unwanted verbal, psychological or physical behavior of a sexual nature that violates the dignity of the individual is **sexual harassment**. The acceptance or rejection of sexual proposals can be linked in return to specific employment situations of the employee such as being hired or fired, a salary increase or even an unwanted shift change.

Consequences of sexual harassment:

- Dismissal or resignation from employment.
- Reduced productivity and efficiency.



- Reduced self-confidence.
- Appearance of stress and depression.
- Problems in relationships with colleagues.
- Increase in absence from work due to illness.
- Deterioration of the quality and image of the business.
- Legal consequences for the business.

Instructions:

- **Give** the **necessary importance** to the feelings arising from disturbing behaviors. If someone is systematically **annoying** then the work environment turns into a **hostile and dangerous environment** for your health.
- **Seek** communication with your family and avoid isolation as a result of feeling shame.
- If you are being harassed, despite your efforts **to avoid it, inform** the reference person.
- **Seek** honest **communication** with your supervisor and, if necessary, file a complaint.
- **Seek** a meeting with **The Greek Ombudsman** through Labor Inspection.

Guidelines for incidents of aggressive behavior

Aggressive **behavior** in the workplace or **occupational violence** can be any incident in which a person is abused or threatened during work. (*Law NO. 3850, Official Gazette A'84/2.6.2010 "Sanction of the Code of Laws for the Health and Safety of Employees in all Aspects of Work"*).

Violent behavior can hurt both the person it's directed at and anyone watching it. Examples of violence can be: any form of obscene behavior, psychological violence, sexual harassment, verbal threats, pushing, hitting, falling, biting, contempt, spitting, robbery, use of a weapon.

Perpetrators of aggressive behavior

- Subordinates
- Supervisors or managers
- Colleagues
- Third parties (visitors / customers)



Managing Aggressive Behavior by a Visitor:

- **Raise awareness** of subordinates and superiors about the seriousness of the matter.
- Design **workplaces** in such a way as to limit access by third parties.
- **Improve the service procedures** in order to **reduce the waiting time** of the serviced.
- Monitor the work area using a surveillance system.
- Avoid solitary **work**.
- **An alarm system should be available** for immediate assistance.
- Notify **the police** in an emergency.
- Provide **psychological and legal support** to the victim.
- **Carry out further investigation** of the incident in order to prevent the recurrence of a similar one.

Managing aggressive behavior by a colleague or supervisor:

- **Aim** to raise **awareness** of subordinates and superiors about the seriousness of the matter.
- Pursue **proper** work planning.
- Avoid the workload.
- There should be **a classification of roles**.
- **Develop a culture of respect** in the workplace.
- Seek the **involvement of supervisors** in conflict resolution.
- Have **a written policy available** that defines **unacceptable behaviors** and emphasizes zero tolerance for incidents of violence.
- Develop **a standard procedure** for complaints and maintaining anonymity.
- Provide **instructions** containing information on the extent of the problem and the effects on health and quality of life.
- Provide **information** and **training** to employees to recognize aggressive behavior.
- All employees should be **informed of the disciplinary sanctions** in case of violation of this policy.
- **Seek supervision** by the reference person, who will communicate with the employees and advise them.
- Appoint a **mediator (e.g. manager, supervisor or reference person)** who will give colleagues the opportunity to meet and express their differences in order to resolve them.
- Support participation in **self-help groups** with people who have been victims of aggressive behavior.

- Carry out employee **training on violence and harassment**.
- Pursue the **change of mindset**. Incidents must be exposed and not tolerated.

Remember that any form of aggressive behavior is a blow to a business.

SEPE (Labor Inspection) complaint hotline: 1555

Immediate psychological support and counseling service for female victims of gender violence are able to contact the SOS Line: 15900

18. Use of Portable Fire Extinguishing Measures

Depending on the flammable materials, fires are categorized in 4 categories:



According to this, fire extinguishers types are: A, B, C or D.

All the extinguishers, regardless of their brand and type, must be **CE certified** recognized by indelible indication on the main body (and not sticker).

The extinguishers must be inspected **every year** (if they are not used) and tested under hydraulic pressure **every 5 years**. Systemically (e.g. every month) their material must be stirred and the completeness of the bottle must be checked (pressure check for dust fire-extinguishers, weight control for the CO₂ fire-extinguishers)

Categories of portable fire-extinguishers

Carbon dioxide (CO₂)



CO₂ fire extinguishers can be used safely in a wide range of liquid and solid fuels including electrical devices.

Precaution should be taken to avoid contact with solid CO₂ that might be generated and for each cold pipe part and the spout to prevent burn occurs from freezing. The CO₂ is not

expensive but the reservoirs are relatively heavy and the noise of the coming out gas may panic untrained staff.

Once the gas dissipated, re-ignition is possible. The use of CO₂ is recommended in ventilated rooms / computers and telecommunications, as net average, and avoiding the straight shot on electronic equipment in operation is needed.

Dry powder



The generic dry powder (ABC) is an extremely effective extinguishing agent that rapidly fights the fire of liquid fuels and it can also be used for carbonaceous materials. Ideal for metal fires.

The problem of the necessary cleaning after use is not important compared with losses and damage due to fire.

Use of portable fire extinguishers

Before using the extinguisher:

1. Call the Fire Service (☎ 199)
2. Check the emergency exits and be sure that you can escape safely from the fire
3. Stand at a safe distance from the flames (3-4 m) and always be at the leeward side (behind the smoke).

To extinguish:

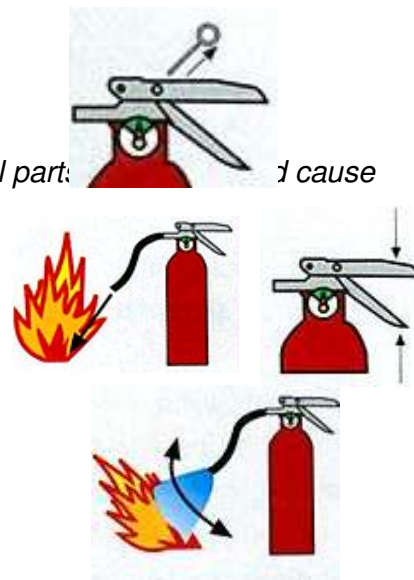
4. Pull the pin and release
5. Hold the tip of the funnel from the special handle.

Attention. When using a fire CO₂ extinguisher, metal parts can cause burns.

6. Target the base of fire
7. Press the trigger and spray the base of the fire.
8. Move the hopper right & left.

At the end be sure that:

- The fire has been extinguished completely
- Ventilate the area



At the end make sure:

- Fire is put out completely
- The space is well ventilated

Indicative preventive fire protection measures

- ✓ Switch off all equipment during non-business hours, except those that operation is necessary.
- ✓ Diligent maintenance and regular inspection of electrical installations in accordance with the relevant regulations.
- ✓ Inspection by qualified personnel of all departments, warehouses etc. after end of shift and during working hours for notifying and removing any existing fire bursting conditions.
- ✓ Prohibition of ashtrays and wastepaper baskets made by flammable material or baskets with side holes.
- ✓ Remove all flammable materials from areas where flames or sparks are used and generally caused by heat emitters.
- ✓ Prohibition of putting, permanently or temporarily, on escape routes and emergency exits, furniture objects and other construction devices that can reduce their width or block the free movement of people in case of an emergency.
- ✓ Continuous cleaning of all departments, offices, corridors, courtyards, warehouses etc. of the company and immediate removal of materials that can be ignited.



FIRE CLASS	WATER	DRY POWDER	FOAM	CO2	WET CHEMICAL	SPECIAL POWDER
Carbonaceous Materials 	✓	✓	✓	✗	✓	✗
Flammable Liquids 	✗	✓	✓	✓	✗	✗
Flammable Gases 	✗	✓	✗	✗	✗	✗
Flammable Metals 	✗	✗	✗	✗	✗	✓
Electrical Equipment 	✗	✓	✗	✓	✗	✗
Cooking Oils 	✗	✗	✗	✗	✓	✗

Types of fire extinguishers to use for each type of fire

19. Emergency Response Procedure

Generally

In order to effectively deal with emergency situations, the following measures are taken:

1. An appropriate **Escape Plan** should be established for the safe evacuation of the facilities
2. In any case, the appropriate public and local bodies are immediately notified, so that they can immediately assist in combating the crisis.

Response in case of fire

If you notice fire, smoke or unusual heat:

- Activate the nearest alarm button.
- Notify the Reception by providing the following information:
 - Your name and the location you are calling from.
 - Clearly and calmly explain the situation.
 - State the specific location and explain the severity of the situation.
- **Do not** try to put out the fire before you announce it
- If possible, without putting yourself at danger, try to extinguish the fire or contain it by closing, **not locking**, all doors of the area.
- Otherwise evacuate to the nearest assembly point.

Attention: Do not use the elevators.

In case you hear the alarm:

- Secure all doors and windows in your department. Doors should be closed but not locked.
- Leave immediately and move out of the building to the designated assembly points.
- Do not use the elevators.
- Department supervisors should check that everyone in the area of their responsibility has evacuated and notify the Evacuation Officer.

For the use of fire extinguishers, follow what is mentioned in the relevant Directive.

Response in case of explosion

If there is a sudden explosion:

- Immediately lie on the floor and, if you can, take cover under tables, desks and other objects, which will protect you against glasses and debris.
- After the initial effects of the explosion subside:

- Activate the nearest alarm button.
 - If it is safe to do so, turn off the gas or power supply.
 - Stay away from tall objects, debris or loose wires hanging from the ceiling.
 - If available, use soft objects such as pillows, blankets or clothing to protect yourself from possible debris falling on you.
 - Notify the reception. State your name, location, nature of the emergency, if there are any injuries, and describe any special hazards such as gas leaks, power outages, etc.
- If safe to do so, evacuate the building to the nearest assembly point. Alternatively, move to a location at least 200 meters away from the affected area.
 - Do not return to the building until permitted by the Emergency Safety Plan Coordinator or another competent person.

Earthquake response

In the event of an earthquake, the following are taken into account:

During the vibrations

- Do not panic.
- Take cover under the nearest fixed point (table, workbench, door frame)
- Stay away from glass and glass windows.
- Stay away from lofts or stairs.
- Stay away from electric cables.
- Stay away from electric cables.



After the vibrations

- Move away as quickly as possible to a safe and open place, using the **Escape Plan**.
- Do not use elevators
- Do not run towards the exit
- Be prepared for aftershocks

To deal with situations that arise in the event of an earthquake, the following steps are followed:

1. A general alarm is sounded.

2. The supervisor ensures that all employees and any visitors vacate the premises and go outside safely.
3. A count and check of the personnel is done in order to establish that there are no trapped people inside the facilities.
4. The power supply is isolated if this is practically possible.
5. If there are injured, first aid is provided and the nearest Medical Center or hospital is notified.
6. Authorities are notified for additional assistance.

Response in extreme weather events

In cases of extreme weather conditions (strong storms, strong winds, heat waves, heavy snowfall) the following are taken into account:

- The Supervisor assesses the dangerousness of the situation and decides whether the service can continue to operate
- Ensures that there are no workers in areas exposed to weather conditions such as outdoor or outdoor areas, ceilings, etc.
- Authorities are notified for additional assistance if required.

Response in case of flood (due to failure or natural disaster)

- If you notice water leaking or flowing into your workplace:
- Notify the reception.
- If you know the source of the leak and are confident in your ability to stop it (turning off the water supply, etc.), do so carefully.
- If there are electrical appliances or outlets near the leak, avoid contact.
- If there is potential danger, evacuate immediately and move to a safe place.
- If you can, secure vital equipment, records and hazardous materials by moving them to a higher, safer level.
- If you can, turn off all non-essential electrical appliances.
- Avoid or limit direct contact with water. The water may be contaminated.
- Provide assistance to people in distress, if possible. Otherwise, immediately inform the reception of their location and condition.
- Do not return to the building until permitted by the Emergency Safety Plan Coordinator or another competent person.

Response in case of strong winds – tornadoes or hurricanes

If you are inside a building

- Seek shelter immediately, preferably underground if available. If there is no basement, go to the ground floor or the lowest floor of the building using internal corridors or small rooms. The area of the building selected for shelter should be on the opposite side of which the storm approaches the building.
- Stay away from windows and doors.
- Move to an interior corridor, away from windows.
- Stay away from lobbies, passageways, patios and other large spaces surrounded by glass, as well as large open spaces over which a roof extends.
- Take a cell phone with you, if possible.
- Curl up with your back against the wall and protect your head from possible debris with your hands.
- Remain in a protected area until the end of the state of emergency, which will be announced by the person in charge of the facility.

If you are outside a building:

- If you can, seek shelter in the nearest building.
- Stay away from passageways, patios and other large spaces surrounded by glass, as well as large open spaces over which a roof extends.
- If there is no shelter available, get into a ditch or other dip in the ground.
- Lie down and cover your head with your hands.
- Never try to escape the gusty wind by running.

Response in case of LPG leak*In case of LPG leakage*

- Do not turn electrical switches and electrical appliances on or off.
- Extinguish all open flames and eliminate all sources of ignition.
- If safe to do so, shut off LPG supply to stop the leak flow.
- Activate the alarm of the LPG leak detection panel.
- Do not use a mobile phone if the leak is inside the building.

- If possible, open doors and windows to ventilate the building. Do not spend extra time opening doors or windows if there is an imminent danger of explosion or fire that would endanger your safety.
- Evacuate the area immediately.
- Report the leak to the reception.
- Do not return to the area until permitted by the Emergency Safety Plan Coordinator or another competent person.
- If you are trapped during a gas leak, close all doors between you and the gas leak. Fill the cracks around the doors. Open windows or other exterior openings for fresh air and ventilation.

Response in case of chemical substance / oil spillage*In case of chemical substance or oil spillage*

- Immediately report any spillage of a hazardous chemical to your supervisor or the reception.
- When reporting, be specific about the nature of the spilling substance and the exact location of the spill.
- Move away from the spill and isolate the area.
- Do not touch spilled substances.
- Try not to inhale gases, fumes and smoke.
- Do not turn on or off powered equipment.
- If you were infected by the spill, avoid contact with others, stay in a separate area.
- Notify the reception of your condition so that they can provide you First Aid.
- Follow the 'Response in case of chemical exposure' instructions below.

Response in case of chemical exposure:

Eye contact: Remove the patient from the area of the incident. Keep the eyelids open and irrigate the eyes with plenty of water for 15 minutes. Remove contact lenses if any. Call a doctor immediately.

Skin exposure: Remove the victim's clothes and rinse the area thoroughly with water for 30 minutes.

Inhalation: The patient should be immediately transported to a well-ventilated area and take deep breaths. If the victim is not breathing, give artificial respiration and chest compressions. Be careful not to inhale the victim's exhaled air. Call for medical help immediately.

Ingestion: Refer immediately to the instructions on the chemical's MSDS. Call the poison control center immediately (210 7793777). In most cases there is no need to induce vomiting, just give the victim a glass of water.

Chemical burn: Do not touch the patient's skin or clothes with bare hands. Use gloves. Check the vital functions of the patient and if necessary, provide artificial respiration and heart massages. Do not rub the area of the burn because this contributes to the penetration of the substance to a greater depth. Remove soaked clothing. If they are stuck to the skin, cut them around with clean scissors. Rinse with plenty of water for at least 20 minutes. For serious burns, the victims are immediately taken to the hospital.

Response in case elevator entrapment

If you get trapped inside an elevator

- Keep calm
- Activate the emergency telephone by picking up the receiver or pressing the call button.
- If there is no emergency telephone, press the emergency alarm button and listen for the alarm. Keep pressing the button intermittently until someone responds.
- If you have a mobile phone, call reception.
- DO NOT attempt to open the elevator doors or leave the elevator through the roof hatch - you could be seriously injured.
- Try to stay patient and wait inside the elevator until help arrives.

If you perceive trapped persons in the elevator.

- Reassure them that you understand them and you are going to call for help.
- Inform the reception about the location of the lift.
- Continue to reassure those inside that help is on the way.
- If possible, remain present until emergency responders arrive at your location.

Response in case of medical emergency

If someone becomes ill or needs medical assistance

- Contact the reception
- Do not hang up the phone until you are instructed to do so by the reception or another competent person.

- If possible, provide the following information:
 - Your name.
 - Your location.
 - The description of the medical emergency.
 - The identity of the victim, if known, and a description of the symptoms.
 - If the injured person is conscious and willing, obtain information about any allergies that may have or medications that they are taking.
- Do not attempt to move the sick or injured person unless their life is immediately threatened by hazards in the area.
- Check the area for immediate hazards and if safe, eliminate them.
- Stay with the injured person until emergency personnel arrive.
- Continue to speak to the victim in a calm voice. The presence of another is a comforting factor for the victim.
- Be careful not to expose yourself to unnecessary hazards such as electricity, hazardous materials or bodily fluids.

Response in case of a pandemic

In the event of a pandemic outbreak, the company will provide you:

- Training on prevention and protection measures.
- The appropriate Personal Protective Equipment.
- Continuous information and updated guidelines regarding the pandemic.

General Guidelines

- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick.
- Stay home when you are sick. You will prevent the disease from spreading to others.
- Cover your mouth and nose when you cough or sneeze.
- Wash your hands. Frequent hand washing will protect you from germs.
- Avoid touching your eyes, nose or mouth: Germs are often spread when a person touches something contaminated with germs and then touches their eyes, nose or mouth.
- Practice other good health habits: Get enough sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious foods.

Building Evacuation Code

As soon as you hear the evacuation signal, follow the instructions below:

- 1. You act immediately and don't assume it's a prank or a test of the alarm system unless you've been alerted to it beforehand.**
- 2. You extinguish every possible source of fire in your workplace (stoves, cigarettes, etc.).**
- 3. You exit and follow the escape route that you should know in advance, unless there is another instruction at that time.**
- 4. On the way to escape route you don't run, but walk like you're in a hurry to catch the bus.**
- 5. If you are not at your workplace, you run to the escape route and do not return to get your favorite items or notify a relative or friend.**
- 6. If you are not at your workplace, you run to the escape route and do not return to get your favorite items or notify a relative or friend.**
- 7. You do not run against the crowd under any circumstances, even if someone calls you or you hear your cell phone ringing.**
- 8. When exiting, on the escape route you try to facilitate the rescuers or the fire safety team, giving them priority.**
- 9. If someone ahead of you falls or suffers anything, help them and don't jump over them, because you or someone next to you will fall.**
- 10. Once you get to a safe place, i.e. where you have been guided, make sure you give your information to someone in charge.**