

Health, Safety & Welfare



Associate instruction manual

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Introduction

Health, Safety and Welfare within the W Amsterdam is managed by all associates, for all associates. The hotel has a Health, Safety and Welfare committee that exists out of members from all departments, this committee meets on a monthly basis. The Diligence notice board is located at the canteen opposite the staff elevators; here you will find who the Diligence champion from your department is, the minutes of the last meeting and general information about Health, Safety and Welfare in the hotel.

The hotel and its committee have dedicated themselves to follow all guidelines stated in the Starwood Diligence program, a program launched by Starwood hotels and resorts worldwide in 2009, to ensure a safe and healthy environment within all hotels worldwide for guests, associates and third parties.

In this manual you will receive the basic information on how you can help us maintain Health, Safety and Welfare within the hotel.

What to do in case of a fire

1. Meldt de brand voor alles door gebruik te maken van de hand brandmelder.

Meldt daarna de omvang van de brand via **5500**.

Report a fire by using a break glass unit. After that immediately report the size of the fire at 5500

2. Sluit de toegangsdeuren naar de plaats van de brand om verspreiding te voorkomen.

Close all doors to the site of the fire to prevent it from spreading.

3. Waarschuw de in gevaar zijnde personen.

Warn all persons in danger.

4. Probeer een beginnende brand te blussen met de aanwezige blusmiddelen.

Try to extinguish the fire with the available extinguishing equipment

6. Gebruik bij brand geen lift en voorkom dat anderen dat wel doen.

Do not use elevators and prevent others from doing so.

7. Help bezoekers bij het verlaten van het gebouw - wijs hen de vluchtweg.

Assist visitors with leaving the building, direct them to escape routes.

8. Volg de aanwijzingen van de Brandweer en BHV stipt op.

Follow instructions from the fire brigade and Emergency response team promptly.

9. Maak tijdens de ontruiming geen gebruik van de telefoon (tenzij je onderdeel bent van de alarmorganisatie).

Do not use telephone lines during an evacuation, use should be reserved to the Emergency response team.

Workplace safety

It is recommended that all reasonable steps are taken to ensure the health, safety and welfare of all Associates and other persons engaged in work for the hotel and all guests and any third parties that come into contact with the activities of the hotel. The ultimate goal of this policy is to prevent the risk of injury and illness it is therefore important that safety legal requirements are recognized by all management and Associates and adequate safety procedures are put in place to ensure compliance. In particular, HOTEL MANAGEMENT has a responsibility:

To provide and maintain safe and healthy working conditions taking into account local statutory requirements;

To provide training and instruction to enable employees to perform their work safely and efficiently;

To make available all necessary safety devices and protective equipment and to supervise their use;

To maintain a constant and continuing interest in health and safety matters relating to Hotel objectives, in particular, by ensuring employees wherever possible undertake hazard spotting as a normal part of their duties.

All ASSOCIATES have an obligation to co-operate in the implementation of this policy:

By exercising general care;

By working safely and efficiently;

By using protective equipment provided and by meeting their statutory obligations;

By adhering to hotel procedures for securing a safe workplace;

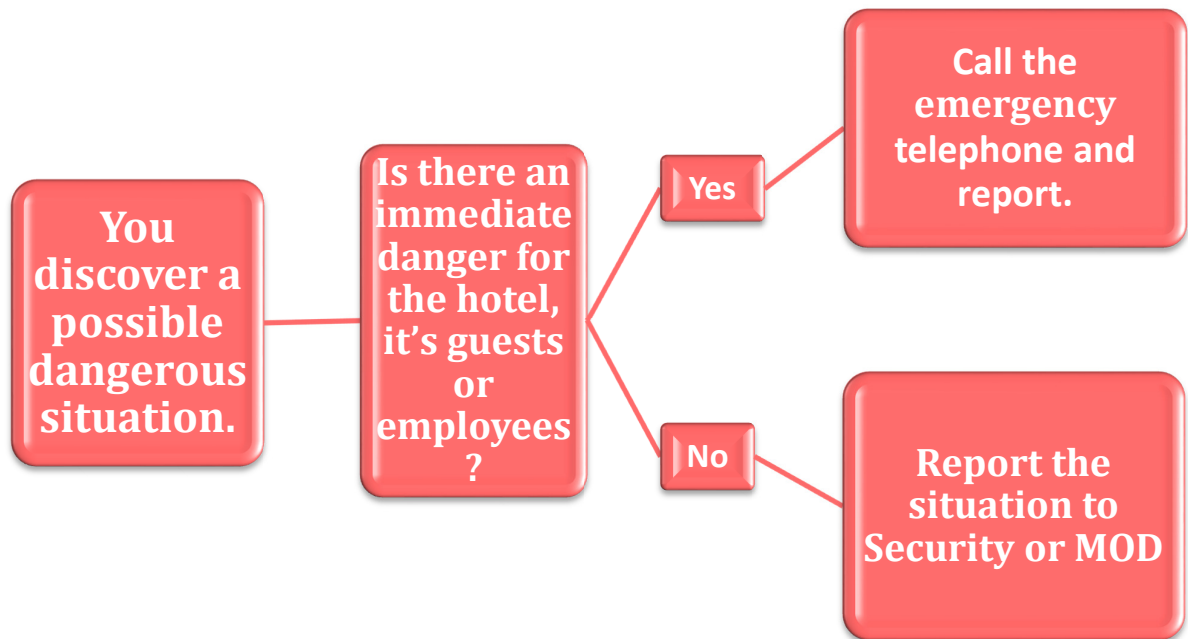
By assisting in the investigation of accidents with the aim of preventing their recurrence;

By reporting any damaged equipment, accidents, dangerous or potential accident hazard occurrences to the department supervisor or department head.

Reporting dangerous situations

It's impossible for Security, Duty Managers or Diligence champions to see all potentially dangerous situations themselves. We need you to help.

The graph below shows you how:

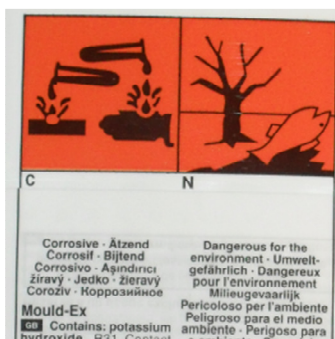


When in doubt call the emergency number or Security!

Safe use of Chemicals

When working with chemicals such as cleaning agents it is important to know what these chemicals can do and what sort of personal protection equipment you should use when using the that specific chemical.

Each chemical used in our hotel has a chemical safety label on the bottle or can it's in that looks like this:



This label shows the dangers there are when using this specific chemical. Be sure to read it before you use it so you know if, and which, personal protection equipment you should use.

In this case the label shows as corrosive for the skin and poisons the environment. This means you should at least wear gloves and should consider wearing facial protection.



This picture shows all possible safety labels:

O = oxidizing
C = Corrosive
E = Explosive
F = Flammable
T+ = Very poisonous
Xn = Harmful
T = Poisonous
X = Irritating

N = Harmful for the environment

All associates working with chemicals should be properly trained in its use. If you have not been trained, do not use chemicals but ask your department head, supervisor or shift leader for on the job training.

If you are still unsure how to use the available chemicals it's always better to be safe than sorry; use gloves and other personal protection equipment such as goggles and facemask or check with an experienced colleague.

Blood Borne Pathogens

The easiest way to explain Blood Borne Pathogen is to replace it by a few simple words:

"BODY FLUIDS"

With this we mean fluids like BLOOD, URINE, SPERM, VOMIT, SALIVA and FAECES.

Upon encountering any BBP's an associate should inform a department trained to deal with the situation. Diseases that spread through BBP's are often incredibly contagious and potentially life changing. Therefore associates should always follow the following rules when encountering BBP's:

- Each associate who encounters a BBP situation must report this to the Style Supervisor immediately.
- Nothing is to be touched until Style and/or Security determine how and by whom the BBP should be cleaned. Cleaning works of BBP's is always to be done by 2 associates under strict and direct supervision of the Style supervisor, Security or Duty manager.

To familiarize you with the basics of BBP's, a training module is available on the web based Diligence program.

This training is mandatory for following associates: First responders, BHV, HSKP, Engineering, Duty managers, and Security.

Manual Handling

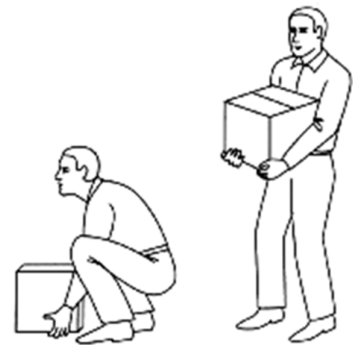
Manual handling is the cause of a lot of work based injuries in businesses throughout the world. The W Amsterdam tries to limit these injuries by instructing its associates as best as possible on how to lift, push and pull.

Whenever moving or lifting objects, each associate should check the following in advance:

- Are there any aids available such as trolleys, cage trolleys or dollies?
- Is there anyone who can assist you with the load?

When manually lifting a load all associates should lift as follows:

- Bend your knees so the item is in between them
- Keep your back straight
- Lift from the knees while keeping your back straight
- Secure the item with arms and hands
- Use the reverse order to put the item down



Safe use of equipment

Every associate should be able to use the equipment he or she needs for the job in a safe manner. This is why all associates are trained by their colleagues or head of departments in the safe use of the equipment at their department.

If you have not been trained on the use of the equipment within your department you should immediately report this to your head of department or Supervisor.

In general the following rules apply for the safe use of work equipment:

Pre check:

- Check any equipment for faults or malfunctions before using them.*
- Check if all the protection pieces are in place and functioning.*
- Check if you should be wearing any personal protection equipment while operating machinery and other work equipment.*

Operating work equipment:

- Keep safety pieces in place at all times.*
- Do not take off your personal protection equipment during operation.*
- Stay focused! Do not let yourself get distracted while operation potentially dangerous equipment.*
- If you're not sure how to operate a piece of equipment you shouldn't be using it! Ask someone who does to do the work for you or to provide training on the job.*
- If you're not sure if you should be using the equipment for what you want to do you probably shouldn't! Do not take unnecessary risks!*

Accident reporting

All accidents to guests, staff or third parties need to be reported through the Starwood Diligence program. This is so we can keep an eye on what went wrong so we can prevent a similar incident from happening.

Incident reporting is done by Hotel Security or Duty Managers. It is imperative that all associates report accidents to either one of the two so the proper action can be taken.

The same goes for "near-misses", these are the accidents that nearly happened but were avoided at the last minute.

An incident report has no consequences for the staff or guests involved. Do not hold back on reporting an accident because you are afraid of getting in trouble, we want to prevent re-occurring accidents, we're not out to punish anyone.

Security

Eyes wide open

Security can't be everywhere at once. We need all associates to pay attention and keep their eyes wide open for suspicious behavior. When working keep an eye out for:

- *Seemingly nervous and/or excessively observing people*
 - *Contact Security*
 - *Do NOT address the person yourself*
 - *Stay calm, keep an eye on the person and wait for security*

- *Unattended luggage*
 - *Do NOT use a mobile phone or radio close to the unattended luggage*
 - *Use a landline and contact security*
 - *Do NOT touch the luggage yourself OR let anyone else touch it!*
 - *Should the luggage be claimed, kindly ask the guest to wait for security.*

- *Suspicious mail:*
 - *No return address*
 - *Scent*
 - *Discoloring, leaking*
 - *Etc.*

Zero tolerance

The hotel has zero tolerance when it comes to:

- *Sexual harassment*
- *Drugs*
- *Discrimination*
- *Violence*

There is no excuse for any of any of the above. Security or Human resources should be contacted whenever one of them is encountered. They can assist you, either with advice or action, anonymous or personal.

Never accept sexual harassment, discrimination or violence (verbal, physical or psychological) in any way or from anyone, regardless of position or function. Your report will always be taken seriously and handled with the greatest of care.

Confidential

Everything we do is confidential. Our guests trust us with their personal details, payment details and intimate bedroom secrets. So remember:

- All guest information is considered confidential!
 - Names, room numbers or other information are not to be given to 3rd parties by anyone but the guest
- Before giving ANY information about the hotel, its guests or employees to 3rd parties your Head of department should be consulted.
 - In general we do not give up any information to 3rd parties. Exceptions can only be made by the General - , PR - or Duty Manager.
 - Never leave information about the hotel, its guests or employees lying in the open where someone could take it. Make sure they are locked away securely before you leave your workspace.
- Talking to the press is only done by the General Manger, PR manager or Duty Manager.
 - The press should only be handled by people who have had the proper training. In our case the General - , PR - or Duty Manager.
- It's prohibited to post confidential information on social media!
 - This includes pictures, incident information, (VIP) guest information etc.
- Written information other than the information cleared to give out to guests or 3rd parties should only given out after consulting your Department Head.

Whenever you are in doubt if the information you are carrying is considered confidential, treat is as such until you get a chance to ask Security or your Department Head.

Lost & Found Procedure

Ever lost something that is valuable to you? Ever had someone return something to you that you lost? Remember that feeling?

That's what we're aiming for and this is how we're going to do it:

If you find items:

- For all items the Houseman is to be called to pick it up from any location.
- Items will be registered and stored by Style.
- Valuable items will be stored separately.
- All items will be stored for 3 months (low money value) or 1 year (high money value)
- After 1 year valuable items will be handed to the finder.

If you get calls about items:

- Always get an accurate discription
- Never confirm to a guest we have found an item unless confirmed by Style!
- Get an e-mail address AND phone number.
- Create a Starguest log.
- Whatever, Whenever handles requests according to their HID. All other departments should handover inquiries to Whatever, Whenever.

If you get personal inquiries about items:

- Always get an accurate description.
- Never confirm to a guest we have found an item unless confirmed by Style!
- Get an e-mail address AND phone number.
- Create a Starguest log.
- Whatever, Whenever handles requests according to their HID. All other departments should handover inquiries to Whatever, Whenever.
- The person making the inquiry is required to wait!

Open door policy

Occupied guestrooms are considered a private area. For the duration of the stay this room is as sacred to our guests as their home. They leave their valuables and private belongings there. We should treat entry to guest rooms as we would entry to another person's home and remember to:

- *Never open a guest room with a Privacy sign.*
- *If a guest key is not working either inform security or have them contact reception. NEVER let a guest into the room. An ID - and opera check should always be done before granting access*
- *When working in a room make sure the door is closed. This will prevent entry of unauthorized persons or worse.*
- *When providing service while the guest is present, always keep the door open!*

In closing

Welcome to the W Amsterdam! We hope you'll help us create extraordinary experiences for all our guests!

You've received a lot of information during your first few days and you will receive a lot more in the weeks to come. Don't worry, we don't expect you remember everything from this manual by heart the minute you start your work with us.

Just know that whenever you are unsure about anything about Health, Safety and Welfare in the hotel, you can contact one of our Diligence Champions or anyone in the Security department. We'll be glad to help you find your way safely.

In safety, common sense is key!

Regards,

The Health, Safety and Welfare committee.