



DELIVERY SAFETY AT HOTELS & HOSPITALITY VENUES

CODE OF PRACTICE

DELIVERY SAFETY

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INTRODUCTION

UK Hospitality and **Textile Services Association** have been working together on improving the textile product and process standards in the hospitality sector. This cross-industry collaboration aims to handle several pressing topics that need to be understood by both industry operators and their teams. Since the laundry service provider delivers and collects laundry products to and from the hospitality venue and the laundry site, there are risks that need to be assessed and managed well.

This document defines the minimum standards for the design and management of delivery points at hotels and hospitality venues with respect to the safe handling of bedroom linens, towelling and F&B textile products. This document is also intended to provide practical advice to assess and manage the risks involved in the delivery and collection of goods and the responsibilities of all parties to meet any such requirements. The main scope of this document is currently focused on the hospitality sector which may be extended to other sectors in the future.

It is imperative that all parties are fully cognisant of their shared responsibility for facilitating safe and efficient operations of the logistics processes.

There are several important overlapping aspects that are excluded from this document such as contractual terms, SLAs etc. which may need to be read in conjunction with this document.

As the following section outlines, a safe collection/delivery process demands collaboration and genuine care for each other that extends beyond just commercial considerations.

Note 1: This document has been published as a guideline for 'Best Practice' only. It is not legal advice or a legal briefing document.

Note 2: The practices highlighted in the document will need to be incorporated into individual Company Health and Safety Management systems.

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RESPONSIBILITIES

All employers have duties under the [Health and Safety at Work etc Act 1974](#) to ensure so far as is reasonably practicable the health and safety at work of their employees and others who may be affected by their work activities (such as drivers). Under the [Management of Health and Safety at Work Regulations 1999](#), where 2 or more employers share a workplace, even on a temporary basis, they must cooperate with each other to make sure they both comply with their legal duties.

According to [Health and Safety Executive](#) *'Individuals are often unfairly blamed for accidents which could have been prevented if duty holders had co-operated with one another.'*

The three key duty holders are:

- the supplier (the laundry provider) sending the goods
- the carrier (usually the laundry provider) - the haulier or other company carrying the goods
- the recipient (the hospitality venue /hotel) - the person receiving the goods

The two general principles which suppliers, carriers and recipients should follow are:

- Each recipient site is to have available a risk assessment of the delivery/collection process. Multiple delivery points should have individual risk assessments.
- The supplier should request to see such risk assessments and concur that all risks have been identified appropriately to the delivery method.

The HSE expands on this issue as follows:

*'A common factor in delivery accidents is the **lack of any agreement** between the supplier, carrier and recipient about "who is responsible for what" in terms of safety. In most work situations the safety of an employee is primarily the responsibility of his or her employer, but in order to deliver or collect goods employees have to visit premises controlled by others.'*

"The safety of everyone at these premises, including people visiting the site, is in the hands of the person in charge of the site as they should control what takes place on-site"

This guide has been written to enable the recipient and the supplier to work together to ensure all parties - at the contract initiation and throughout the contract tenure - clearly understand their responsibilities to manage the high-volume, high-frequency logistics of laundry service.

It should be noted that without such reasonably well-managed processes in place, the laundry provider may be unable to perform the task and a service contract may be refused.

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Considerations of Risk Assessment

Identifying and managing the risks related to collection/delivery practices are critically important to ensure that both laundry providers and their customers put in place the best possible practices for their staff. Often it is not the big changes, but thoughtful adjustments to the way these processes have always worked - by making sure that there is guidance and awareness available for people to understand the long-term consequences of unsafe practices - can make a practical difference. The first place to start is a competent risk assessment. The following aspects need to be taken into account:

- Vehicle access to the customer site
 - Parking restrictions
 - Access barriers
 - Pedestrian zones
 - Location-specific restrictions or risks e.g. schools
 - Agree on specific requirements for congested sites i.e. city hotels
 - Collection/delivery timing
 - Height restrictions
 - Turning circles
 - Unobstructed access during delivery windows

- Loading/Unloading Process
 - Level ground
 - Noise issues near bedrooms affecting the delivery windows
 - Tail lift
 - Loading bay

- Transfer of goods to and from the vehicle to the linen room or storage area
 - Where possible, the stock rooms should be on ground floors
 - Corridors and doors on route to the linen room should have door and wall protectors to limit any damage
 - Avoid slopes
 - Avoid steps or kerb (dropped kerbs must be suitable for cage castors)
 - Unobstructed route – avoid narrow walkways
 - Where public places cannot be avoided, the venue may be provided with a banks-person to be the eyes and the ears for any cage manoeuvres.
 - Surfaces

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- External - tarmac, paving, concrete are ideal – avoid gravel, grass and uneven paving, cobbled streets
- Internal – wood, short pile carpet, and vinyl are ideal – avoid loose mats, deep pile carpets
- Storage
 - Linen should be stored in a secure and dry area and not in public access areas
 - Ideally, there should be adequate space to safely deliver and collect without having to recirculate cages or bags as it reduces manual handling on-site
 - Cages or bags with used linen should be ready for collection at the agreed time window
 - Cages or bags with used linen should be loaded in such a way that the content is safely secured inside.
 - Overloading of cages or bags can cause manual handling issues due to excessive weight and leads to damage of the product.
 - Heavily stained or soiled linen should be bagged separately and identified to the driver if any hazard is present
- General
 - Recipient and the supplier to advise with due notice if a delivery cannot be made for any reason
 - Site induction for all relevant laundry staff
 - Access to facilities for drivers e.g. toilets
 - PPEs should be worn and suitable for the specific site and tasks i.e. high-vis
 - Reporting any anomalies or non-compliance
- Driver Training

Training is essential for compliance with Health & Safety legislation. Employers have a duty to provide employees with training on the safe use of work equipment. This includes that used for the transfer and delivery of goods to customers.

 - Evaluation and correct use of equipment
 - Maximum load weights/levels
 - Use of mechanical equipment/fault reporting procedures
 - Safe loading of vehicles
 - Safe operation of tail-lifts
 - Careful use of equipment
 - Customer site hazards – slope, other vehicles, pedestrians, speed limits

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- Cross-contamination risk to clean goods
- Handling overweight collections
- Dealing with faulty/damaged equipment
- Correct lifting methods
- Safe procedures for loading bays

Personal Safety of Laundry Staff

Most days when the laundry staff delivers linen to the customer sites may be ordinary and uneventful work days. However, there are a number of things that could go wrong at a hospitality venue in this duration. It is important that the laundry staff are prepared to make informed decisions that can result in their safety and well-being.

- Discuss with your collection/delivery staff how to handle criminal incidents when faced with robbery or carjacking that are not rare incidents in hospitality venues and provide them with guidance to help them make decisions with clarity to ensure that they are safe.
- Determine the safest route possibilities to a destination. Conduct your due diligence to avoid alleyways and empty car parks that are known for criminal activities or are being used as shelters by the homeless. The laundry drivers may be in harm's way if such groups are disturbed or agitated. Discuss with your staff the possibilities and guide and empower them to make decisions that

Linen Room

Although this may not be fully within the remit of this document, linen room management forms a key part of any successful laundry service. Some important linen room considerations are listed below:

- Sealed non-concrete floors – directly exposed concrete can permanently mark linen
- Able to hold adequate par stock – clean and used and also allow for sorting and segregating used linen
- If using shelving, it should be non-marking and well maintained with no rust, nails, sharp corners etc
- Dry floor – no washing machine etc
- Manage access door control - linen room contains £1000's worth of product
- The linen should be stored in a manner that facilitates the easy counting of stock
- The linen should be stored with heavy items on the lower shelves
- Training of new and re-training of current staff on-site specifics
- Easy access for roll cages into the room

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APPENDIX: SITE SURVEY & RISK SUMMARY TEMPLATE

Please complete this form in the presence of the customer and attach it to the Sales and Service Agreement

1	Customer Name & Address	
2	Contact Name	
3	Telephone No/Ext	

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4	Are there any specific time restrictions?	Y/N	
5	Are there any stairs to climb?	Y/N	
5a	How many flights?		
5b	Is there a lift available?	Y/N	
6	Approx. distance from vehicle access/park to delivery point (in metres)		
7	Any other delivery requirements?		

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APPENDIX: SITE SURVEY & RISK SUMMARY TEMPLATE ...cont'd

To enable our staff to carry out the service safely and without risk, please complete the following section:

8	Any obstacles or hazards on site? e.g. slippery or uneven floor, slope, low ceiling, poor light, exposure to heat/ noise/ chemicals,	Y/N	
9	Is there a requirement to wear P.P.E. on site? List PPE required	Y/N	
9a			
10	Does the Customer deal with any hazardous materials that could affect our Branch and Plant staff when handling the stock?	Y/N	
11	Is it necessary to return items for processing in water-soluble bags?	Y/N	
11 a.	Is the Customer aware of the handling procedure? i.e. items placed in a water-soluble bag, then inside a normal bag clearly marked contaminated laundry.	Y/N	
12	Any special on-site H&S procedures which our staff must comply with? Attached?	Y/N	

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Assessment Carried Out by:

Service Provider (PRINT NAME)	
Signature	
Date	

Customer Name (PRINT NAME)	
Signature	
Date	

References:

- [Management of Health and Safety at Work Regulations 1999](#)
- [Manual Handling Operations Regulations 1992](#)
- [Health and Safety at Work etc Act 1974](#)
- [HSG65, Successful Health and Safety Management.](#)

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