

HEALTH, SAFETY AND SECURITY

The safety of all visitors to Lensbury is paramount.

Compliance with all applicable laws and regulations is our minimum requirement. To achieve the highest standards, we have a systematic approach to health and safety which includes policy, risk assessment, training, procedures, reporting structures and internal audit.

We also invite regular external independent audit; 2007 auditors include the Health & Safety Executive, Environmental Health department, Fire Authority and ROSPA. These audits provide measurement, expert feedback and stimulation to achieve continuous performance improvement.

ACCIDENTS AND NEAR MISSES

Please report not only any accidents but also any concerns or potential hazards. We have 'Accident / Near Miss' forms at all the Receptions and a completed form will always trigger a risk assessment which identifies any actions to be carried out. We value our customers' input in making Lensbury a safer place for all.

ACTIVITIES

With so many old and young members and visitors and some intrinsically high risk activities on offer, including watersports on the river and golf, HSSE is a priority. Visitors participating in any physical activity should ensure they wear correct clothing, behave responsibly to avoid risk to themselves and others and should have adequate personal insurance. Lensbury provides public liability insurance for all golf club members and anyone who has paid a green fee, but this does not include the recreational putting. Please ask if you have any concerns; specialist coaching staff or Lensbury staff can provide advice.

DISABILITIES

If you have any special requirements, please let us know as we have equipment, procedures and staff to assist. Hearing loops are installed at all Reception desks, the Bar and mobile units available for use in meeting rooms.

FIRE

New fire regulations came into effect in October 2006. Lensbury complies with these regulations; the facilities and documentation have been approved by fire authority inspection and Shell HHSE audit in 2007. However, the risk of fire cannot be eliminated and we also encourage individual action. Detailed advice is provided for all residents in the bedroom folder. For conference delegates, as soon as possible after arrival you should:

- Check the layout of the ground floor and identify escape routes
- Read the fire emergency instructions displayed on the wall in your meeting room

Never ignore a fire alarm

SECURITY

Lensbury has CCTV coverage of most key areas of the site. We also have 24-hour Security cover, who can be contacted on 6425 or via Hotel Reception on 6402



HEARTS AND MINDS – We have a hearts and minds programme to develop our culture and behaviours to ensure health and safety is the prime consideration at all times. If you have any concerns or suggestions regarding HSSE, please let us know and help us to make Lensbury an even safer place for us all.

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