

GLOBAL

PERSONNEL CERTIFICATION SCHEME

MANAGEMENT OF THE RESTAURANT

FARM HOTEL AND SPA GLOBAL

Revision 04



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1. Introduction

The restaurant of the Farm Hotel and Spa GLOBAL operates to provide high quality service, minimizing the environmental impact of its activities, assuring to clients and employees comfortable and safe spaces and workplaces, promoting actions to assure Occupational Health and Safety and Food Safety.

Conscious consumption, reduction of waste and promotion of healthy food are daily practices, which have been considered since the design of the facilities and are practiced in the day by day operation of the restaurant.

The concern with social responsibility, involving the environmental awareness, the focus on health and safety of employees and users, as well as the socioeconomic conditions in which it operates, underpin the decision to use ISO 14001, ISO 45001 and SA8000 as references for management of the activities of the Farm Hotel and Spa GLOBAL in general and particularly to those of the restaurant. In addition, the management of energy is based on ISO 50001 and the inventory of the carbon emissions is calculated to promote its reduction.

The restaurant is supported by several facilities and sectors of the Hotel such as the Effluent Treatment Plant, Water Treatment Plant, Fire Protection and Emergency System, Parking System and Physical Security.

The restaurant has the following facilities under its direct control:

- Reception and bar
- Dining room
- Kitchen
- Cold chamber
- Product stock
- Wine cellar
- Rest rooms
- Solid waste area

In addition to the areas under direct control, the restaurant has several areas and activities of the Farm Hotel and Spa supporting the operation of the restaurant, such as:

- Areas of Infrastructure Management: gas storage, cooling tower, boiler for water heating, etc.
- Areas of Environmental Management: waste storage, water supply, composting, effluent treatment, etc.
- Areas of Physical Security: Safety, Parking, Fire and Emergency Combat.
- Areas of Administration: IT, HR, etc.

KITCHEN OF THE RESTAURANT



DINNING ROOM



COLD CHAMBER



SOLID WASTE AREA
OF THE
FARM HOTEL AND SPA



SOLID WASTE
RESIDUES
OF THE
RESTAURANT

This Manual includes all aspects of the management of the restaurant related to

- Management of Quality
- Management of Food Safety
- Management of Environment
- Management of Occupational Health and Safety

2. Management of Quality

The restaurant was designed to ensure a safe operation, considering the risks inherent in its operation and the required quality of services. Constant maintenance of the facilities and training of the personnel ensures that the operating conditions are maintained adequate.

Management of the Restaurant complies with the criteria of ISO 9001:2015.

The design of the restaurant considered several specific facilities that allow high quality operation:

- Mechanical pedals in sinks that do not require the use of handwheels in taps to reduce the possibility of contamination.
- Faucets with articulated spouts whose water jet can be directed to any position of the tank.
- Non-reflective and non-adherent coating materials, without cracks and joints, making cleaning and disinfection easier.
- Non-slip floors.
- Wash cups, exhaust systems, refrigeration systems and compressors with low noise and allow easy cleaning and disinfection.
- Ceiling materials with good thermal insulation, low reflection and noise propagation.
- Planned areas, adopting multiple use containers for the preparation, storage, transport, use and disposal of food.
- Climatization of the organic waste storage environments.
- Controlled and segregated environments protected against the entry of winged vectors and other animals.
- Use of solar energy to help with water heating
- Grease box for the retention of oils and fats transported in the wash water used in the kitchen.

The Quality Management of the restaurant is done by the management of the processes, by proper maintenance of the equipment and infrastructure and by the continuous qualification and training of the personnel.

The restaurant has planned the quality of the processes. Work Instructions corresponding to the process control are listed below:

- IT03 Restaurant – Organization and fulfillment of orders

- IT04 Restaurant – Preparation of the menu
- IT05 Kitchen - Storage control
- IT06 Kitchen – Control of access and hygiene
- IT07 Cleaning and sanitation
- IT08 Cleaning of the grease retention box

Quality of the food process is strongly dependent on the qualification and awareness of the personnel. One important dimension of the restaurant quality system is to assure that information about quality objectives are known and regularly followed by all. All personnel participate in a monthly meeting leaded by the Restaurant Manager where all quality indices are presented and corrective actions, if required, are initiated. Complaints of clients and nonconformances are discussed in this meeting.

Monitoring and measurement of the quality is performed by Quality Objectives controlled by Indices followed regularly by Management as:

- Average time of delivery of food by the kitchen
- Average time of delivery of drinks by the bar
- Average time of delivery of desserts by the kitchen
- Average time of billing after customer request
- Average time of payment after customer checking the bill
- Number of complaints from customers
- Cleanliness of the Dining Room – Daily walkthrough
- Secret random order from quality – Once a week: check plate decoration, temperature of the food, taste, times of delivery, billing and payment.

Controls for food safety are part of the quality management of the restaurant and is analyzed below.

3. Management of Food Safety

Food safety management involves the food, its handling, storage and consumption.

Contamination of food occurs when the food has the presence of any external substance. Contamination can occur in three ways, namely, physical, chemical, and biological.

a) **Physical contamination** results from the presence of external material in food. External materials can be stones, wood, hair, nails, razors, fragments of insects, etc.

b) **Chemical contamination** comes from the presence of external chemical compounds or toxins produced by microorganisms in food. Insecticides, detergents, heavy metals, medicaments, dyes and additives (unauthorized), among others, are considered as external chemical compounds.

c) **Biological contamination** is caused by the presence of pathogenic microorganisms in foods, such as bacteria, parasites, viruses (hepatitis), poisonous animals (mollusks, fish, mussels), etc.

For food contamination to occur, a source is required which represents the carrier vehicle of the external material to the clean food. This source is called a "source of contamination". Basically, the main food contaminant sources are as follows:

a) **Air:** Food contamination via air occurs because the spores of microorganisms are easily transported by the air currents and reach the food when they are unprotected.

b) **Animals and pests:** the presence of domestic animals and pests where food is packaged and prepared constitute dangerous sources of contamination and are undesirable in the areas of food handling and storage.

c) **Physical installations:** physical installations must follow appropriate recommendations regarding the coating and painting of walls, amount of illumination, drainage of waste water, spacing between working places, production flow, etc. Without these basic recommendations, physical installation can become a source of food contamination and hamper the work of handlers.

d) **Sanitation** in facilities, equipment and utensils: facilities, equipment and utensils used to handle food may become sources of food contamination when:

- there is no proper sanitation;

- use of improper material such as boards of wood or other porous material;
- do not allow complete cleaning, or inadequately constructed, making disinfection difficult.

e) **Water:** Water is an essential raw material for the various processes of food handling. But it can become a source of very intense contamination if its quality is not adequate for the preparation of safe food.

To ensure food safety, the Restaurant identified Critical Points of Control for which it takes specific actions.

The following items are especially considered:

- Hygiene of utensils that will be used by clients and employees.
- Adequate equipment and procedures in the wash bowl.
- Water in the washing machine with a temperature of 40° C to 50° C, as the adequate range for sanitizing the dishes.
- Temperatures from 85°C to 90°C to sterilize the utensils.
- Manual washing with liquid soap, preferably with rinse water with temperature around 45°C.
- Disinfection of vegetables, fruits and vegetables with chlorinated water between 100 and 250 ppm, prepared with one spoon of sanitary water for one liter of water, waiting 15 minutes before using, leaving no need for final rinse of the dishes, only allowing them to drain.
- Storage of food products during controlled time and in adequate environmental conditions.
- Control of critical points for food safety.
- Control of the presence of winged vectors.
- Control of the presence of rodents and other animals.
- Control of internal air contamination.
- Control of sanitation to avoid contamination of internal areas, kitchen, dining room and toilets.

4. Management of Environment

The Environmental Management System of the Restaurant complies with ISO 14001:2015.

The environmental management of the various areas of the kitchen involves the following themes:

- Management of inputs and use of resources;
- Waste management;
- Control of atmospheric emissions;
- Liquid and gaseous effluent control;
- Cultural, social and aesthetic impacts;
- Noise emission.

Operational control of the relevant environmental aspects related to the restaurant are included in the Restaurant Management Instruction, as indicated below:

- IT08 Cleaning the grease retention box
- IT09 Selective collection and segregation of wastes

Emergency preparedness and response to potential environmental aspects is included in the Emergency Plan detailed in procedure P20 and indicated in the Management of Occupational Health and Safety addressed below.

Measurement and monitoring of environmental impacts are made by several variables included in the evaluation of environmental performance. The

Environmental Objectives and Indicators for the Restaurant are listed below.

The objectives of **waste management** are:

- Decrease waste disposal by avoiding packaged products or by using recyclable or rechargeable packaging.
- Promote selective collection of residues;
- Promote the composting of organic waste and the use of the fertilizer in the organic vegetable gardens of the Farm;

The objectives of **water use management** are:

- Adopt control measures by means of per capita and per process water consumption assessment;

- Install flow reducers in showers and metals, enabling better service and substantial water savings;
- Carry out the mechanized washing of dishes with equipment with low water consumption.

The objectives of **liquid effluents management** are:

- Use biodegradable detergents;
- Separate and retain fat from kitchen floor, ceiling and walls cleaning

The objectives of the **management of atmospheric emissions**:

- Control and reduce emissions of greenhouse gases;
- Do not use gases that affect the ozone layer;
- Avoid the use of organic solvents.

The objectives of the **management of energy** use:

- Adopt control measures by means of per capita and per process energy consumption assessment;
- Promote the reduction of energy use by choosing low power equipment.
- Preheat the water with the use of solar energy.
- Install LED bulbs.
- Use gas for cooking and heating water.

Indicators for Environmental Management:

- Consumption of electricity (kwh) per meal;
- Gas consumption for cooking (volume) per meal;
- Discarded garbage (weight) per meal;
- Organic material sent for composting (weight) per meal;
- Water consumption (volume) per meal;
- Recycling of water (volume) per meal;
- Recycling of frying oil (volume) per meal;

- Use of disinfectant (volume) per meal;
- Use of detergents (volume) per meal;
- Emission of greenhouse gases (tCO₂e) per meal;
- Percentage of employees from the local community
- Hours of training on environmental issues (hours) per employee.

5. MANAGEMENT OF OCCUPATIONAL HEALTH AND SAFETY

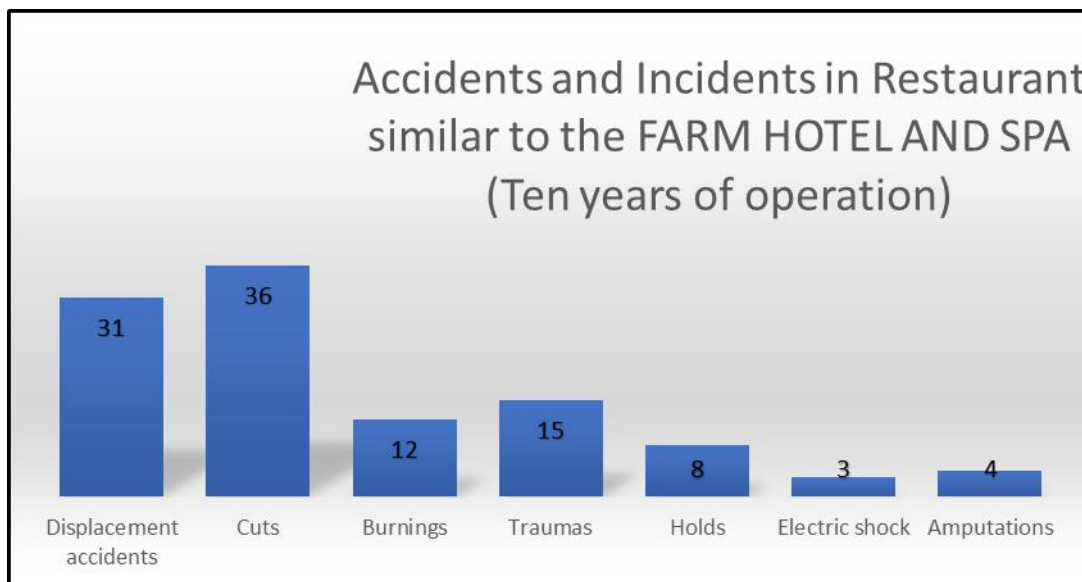
The Occupational Health and Safety Management System complies with the criteria of ISO 45001:2018 and is complemented by the Occupational Health Medical Control Program.

Occupational health and safety is promoted by a set of measures aimed at avoiding occupational accidents, occupational diseases, as well as protecting the integrity and working capacity of the employee.

As the Farm Hotel and Spa GLOBAL's restaurant operates with as less than 50 employees, there is no need for the permanent presence of a security technician at work.

Restaurants use several utensils in the kitchen and many activities present risks of causing accidents. For example, the knife is usually very sharp, and it is important that this utensil is protected during and after use and is stored so as not to cause accidents. Other hazards are fire, hot water, sharp utensils, gas leakage, falls, greasy floors, heated surfaces, displacement accidents due to internal movement, cold rooms, etc.

Cuts and displacement accidents are those that occur most frequently. The figure below shows the distribution of accidents and incidents compiled during ten years of operation of a restaurant of the same size as the Restaurant of the Farm Hotel and Spa GLOBAL.



Workplace accidents are usually related to:

- Development of the task itself, such as cuts and burns;
- Lack of proper maintenance of equipment, such as electric shocks, seizures and amputations;

- Inadequate environmental conditions, such as excess floor water, inefficient drainage system and inadequate flooring;
- Inadequate layout, such as internal displacement accidents.

About 8% of patients seen in burn centers are injured working in kitchens, and most of them by scaling of the feet or ankles.

The internal procedures of the Farm Hotel and Spa GLOBAL focus on the hazards and risks indicated above and establish the specific occupational safety precautions by implementing the following actions:

- The employee is trained and, if apprentice, it is necessary to keep his constant monitoring;
- At peak hours exceptional care is taken with the movement of people and objects, as the hours of greater movement of customers is also, of fast moving in the kitchen and in the kitchen-dining room-food storage hall;
- Cookware cables are in good condition, never loose and are always used inside the stove;
- Closets are closed immediately after removal of products and utensils;
- Frying has increased attention, as it can cause burns through a spill, there are frying that sneeze too much, and can cause burns of up to third degree;
- Cloths or towels are not hung near the stove as this can become a focus for a fire;
- Pressure cookers are in good condition and open only when the internal pressure is equal to atmospheric pressure. The valve present in these pans indicates the moment from which they can be opened.

Displacement accidents occur mainly due to the disordered flow inside the kitchen, causing thumps and or slips. Inadequate layout and lack of frequent floor cleaning are the main causes.

The significant risk of falls is mainly related to the activity that is performed at the time of the accident. Often employees are carrying pots or hot dishes, or carrying knives during the journey. To address this risk, the kitchen layout was optimized, reducing distances and avoiding the movement of pots and pans. The kitchen floor is cleaned every 30 minutes, avoiding the accumulation of liquids and fats.

To minimize accidents within the kitchen, it is essential that the entire team is trained and aware of the risks, so that they can carry out their activities always aiming at individual and collective safety during the tasks. For this:

- Employee is made aware that the use of PPE (Personal Protective Equipment) is essential for your own safety;
- Walk-through verification is carried out at least twice a day, confirming the use of steel gloves during the cutting of meat, the presence of aprons and gloves during cooking and frying and the use of suitable shoes compatible with the activities;
- The DDS (Daily Safety Dialog) is carried out at the beginning of each shift, with the purpose of informing the possible occurrence of accidents or incidents in the previous rounds. The DDS deals with the following topics:
 - The main risks of accidents and preventive measures taken in the kitchen and care during handling and preparation of food;
 - Accidents and incidents already occurred in the kitchen and actions taken

Accidents in industrial kitchens are unfortunately very common due to the various risks such as burn, cut and risk of falls. The undesired occurrence of such accidents has profound consequences.

Besides hygiene in the kitchen, which is fundamental, the organization and cleaning are items that contribute to prevent the occurrence of accidents. Maintenance and discipline are also fundamental.

The Hazards and Risks to be considered in the kitchen are as follows:

- **Risks of burns:** Burns are very dangerous and can come from various sources as, for instance, hot oil that when in contact with hot equipment can spill or spatter burning and causing serious injuries.
 - **Control procedure:**
 - Train employees to properly use equipments such as fryers to prevent burns.
 - Wear safety gloves when handling hot objects and in extreme temperatures that can cause severe burns
 - Promote awareness campaigns as DDS.
- **Cuts and dangerous equipment:** In an industrial kitchen, the potential for accidents is great due to the presence of machines, equipment and utensils. Injuries and cuts to the hands and fingers are frequent due to the significant use of blades, knives, processors and other pointed and sharp objects.
 - **Control procedure:**
 - Wear steel mesh gloves that are best suited for cutting activities, resistant gloves that cover wrists and fit perfectly.

- Train employees to properly use machines, equipments and utensils
 - Promote awareness campaigns as DDS.
- **Falls:** Another very common accident potential in the kitchen are falls and stumbling due to slippery or uneven floors. Oil and grease used in baking, frying or container areas used to transport food may splash or spill on the floor causing severe injury. Water from dishes and dishwashers is also the cause of falls.
 - **Control procedure:**
 - Spills of oil on the floor should be cleaned immediately
 - Passages must be free of empty boxes and containers.
 - Order and organization of the work environment must be maintained permanently.
 - Floors must be non-slip to avoid slipping and should be regular avoiding the risk of falling and stumbling.
 - Floors must be constantly cleaned and dried
 - Training should be permanent on routes and proper handling of materials and equipment.
 - Promote awareness campaigns as DDS.
- **Displacement - Internal Path:** Many accidents occur due to the movement of people, products and food between the various locations where they are processed, stored and used.
 - **Control procedure:**
 - Tracks must be previously indicated for each displacement made, carrying out the displacement in an organized and timely manner.
 - Personnel should be permanently trained in the use of trails and in the correct way to handle and transport the products and food.
 - Promote awareness campaigns as DDS
- **Cold environment:** A health risk arises from the use of cold chamber, where low temperatures are maintained, exposing personnel to sudden changes in temperature.
 - **Control procedure:**
 - Access to cold rooms should be controlled and only authorized personnel, wearing a protective apron, should have access.
 - The chamber must have a lock on the inside to ensure the exit of the person using the chamber.
 - All preparation must be done externally to the chamber to minimize the time inside, which must dedicate only the placement and removal of items.
 - Training must be permanent.
 - Promote awareness campaigns as DDS

- **Biological contamination:** The protection against biological contamination is focused on the control of air contamination, in the prevention of the presence of winged vectors, rodents and other animals.
 - **Control procedure:**
 - Air contamination is avoided by the periodic measurement of indoor air quality and the annual decontamination of the ducts and change of filters of the air conditioning system.
 - In the kitchen and storage of products all inputs are controlled by the introduction of screens and controlled access to avoid winged vectors.
 - Traps for small animals and rodents are placed in specific areas outside the Restaurant.
 - The presence of animals in the Restaurant, including the animals of the clients, is forbidden.
 - Training must be permanent.
 - Promote awareness campaigns as DDS

- **Incidents and potential accidents:** The Restaurant have risks that can cause accidents that must be considered in the Emergency Preparedness and Response Plan described in procedure P20. The Emergency Plan covers the following potential accidents:
 - **Fire** from the use of stoves, electrical equipment, combustible materials, etc.
 - **Explosion** due to the use of gas
 - **Spills** due to use of oil, detergents or other liquids.

In addition to the above accident scenarios, the Emergency Plan covers the rescue of accident victims and people requiring medical care.

The following documents are also related to occupational health and safety processes:

- IT10 – Maintenance and disinfection of air conditioning
- P21 – Incidents during labor

6. Environmental Aspects and Impacts and Hazards and Risks for Occupational Health and Safety

The Environmental Aspects and Impacts and the Occupational Health and Safety Hazards and Risks of the Restaurant are identified in the Tables below.

From the events identified, the environmental aspects and risks to occupational health and safety can be classified, aiming to identify the Significant Environmental Aspects and Risks to Occupational Health and Safety. For each significant event, there must be operational controls or controls for abnormal or emergency situations, depending on the nature of the event, in order to prevent its occurrence or minimize the consequences if they occur.

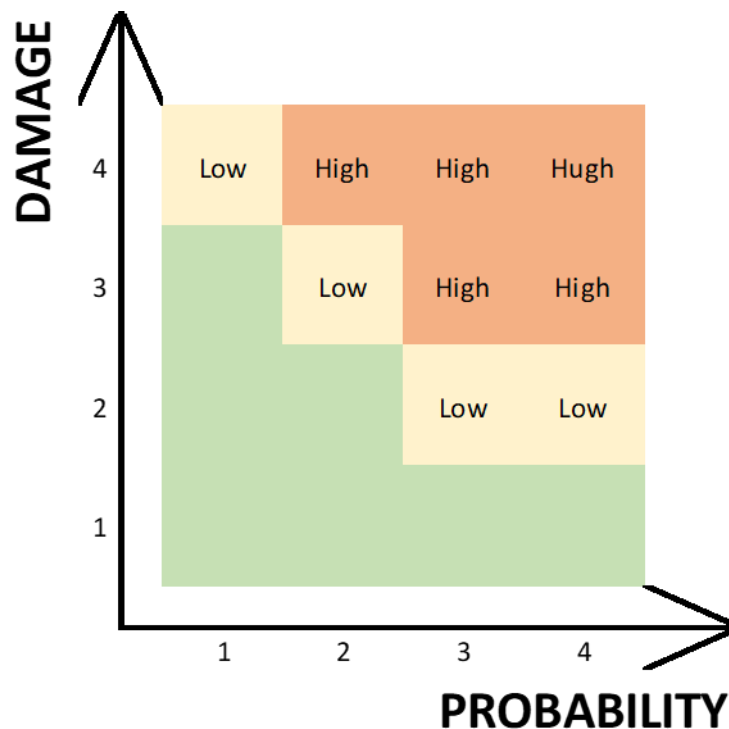
For the analysis and classification of Environmental Aspects and Health and Safety Risks, the probability that the event will occur and the consequence (damage) resulting from its occurrence is considered. It will also be considered if the event has any legal requirements associated with it.

The event classification considers four levels, both for the probability of occurrence and for the resulting potential damage. For the probability, the expected frequency for the occurrence of the event is the basis for the classification. In the case of damage, the impact that its occurrence has on the environment or occupational health and safety is the basic reference, as shown below:

Probability	Damage to the Environment or to Occupational Health and Safety
Very Low: may occur once in 10 years (weight 1)	Does not affect the environment or occupational health and safety or is controlled without the need for additional actions (weight 1)
Low: may occur once a year (weight 2)	It affects little the environment or occupational health and safety or is controlled by additional activity that is regularly performed (weight 2)
Average: may occur every month (weight 3)	Affects the environment or occupational health and safety (weight 3)
High: may occur every day (weight 4)	It greatly affects the environment or occupational health and safety (weight 4)

With the scales for probability and damage, as indicated above, we can mount the Significance Filter for the classification of Environmental Aspects and Health and Safety Risks, in order to identify the Significant, remembering that the legislation filter is very relevant for the selection of those significant events and must be added to the Significance Filter.

Regarding the Probability of Occurrence and Damage, the chart below indicates that events with risks classified as low or high will be considered Significant:



Established the classification rule, including the legislation filter, each identified event is analyzed, as shown in the Environmental Aspects and Health and Safety Risk Tables. The Tables indicate the weights considered for each event and the final classification obtained.

The Tables also indicate operational control or control in an abnormal or emergency situations, as the cases may be. In the Tables all events are covered, including those that did not obtain the classification of "Significant".

6.1 ENVIRONMENTAL SIGNIFICANT ASPECTS

Sector/area	ISO 14001		Condition			Classification				Operational Control or Emergency	
	Aspects	Impacts	Normal	Abnormal	Emergence	Probability	Consequences	Risk	Legislation		Significant?
Reception	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimizaci3n of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
Dining Saloon	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
	Consumption of cleaning products	Reduction of natural resources, contamination of soil, air	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination	X			2	2	4	N	N	Without control
	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Air conditioning	Ozone layer	X			4	2	8	Y	Y	GHG leakage control
	Spilling of liquids	Soil and water contamination		X		3	1	3	N	N	Collection and disposal of spilled product
Kitchen	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
	Consumption of cleaning products	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination		X		2	2	4	N	N	Control of gas leaks
	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Effluent generation	Soil and water contamination	X			4	2	8	Y	Y	Monitoring and cleaning the grease box
	Generation of used oil	Soil and water contamination		X		4	2	8	Y	Y	Control of disposal of controlled material
Cold Storage	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination		X		4	2	8	N	Y	Selective collection of wastes

Stock	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect of wastes
	Leakage	Soil and water contamination		X		3	2	6	N	N	Collection and disposal of spilled products
Wine Cellar	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Cooling	Air contamination		X		2	2	4	Y	Y	Refrigeration gas control
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
Bathroom	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect
	Consumption of cleaning products	Reduction of natural resources,	X			4	1	4	N	Y	Inventory and product usage control
	Effluent generation	Soil and water contamination	X			3	3	9	Y	Y	Monitoring and cleaning of aseptic pits
Residues Storage Area	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect
	Effluent generation	Soil and water contamination	X			4	3	12	Y	Y	Monitoring and cleaning containment boxes
	Consumption of chemicals for treatment	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination	X			2	2	4	N	N	Maintenance of facilities
Maintanance	Kitchen - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	Eliminación de residuos controlados. Selective waste collection
	Cold Chamber - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	
	Cellar - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	
	Cleaning aseptic pits	Contamination of soil		X		3	2	6	Y	Y	
	Cleaning fat boxes	Contamination of soil		X		3	2	6	N	Y	
	Control and distribution of PPE	Contamination of soil and water		X		3	2	6	Y	Y	
General - Accidents	Fire on the premises	Contamination of soil, water and air, with large generation of waste and effluents		X		2	4	8	Y	Y	Emergency Plan
	Gas Leak			X		2	4	8	N	Y	
	Explosion			X		2	4	8	N	Y	
	Inundation			X		1	3	3	N	N	
	Strong wind			X		1	3	3	N	N	

6.2 SIGNIFICANT RISKS IN OCCUPATIONAL HEALTH AND SAFETY

Sector/area	ISO 14001		Condition			Classification				Operational Control or Emergency	
	Aspects	Impacts	Normal	Abnormal	Emergency	Probability	Consequences	Risk	Legislation		Significant?
Reception	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimizaci3n of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
Dining Saloon	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
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	Consumption of cleaning products	Reduction of natural resources, contamination of soil, air	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination	X			2	2	4	N	N	Without control
	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Air conditioning	Ozone layer	X			4	2	8	Y	Y	GHG leakage control
	Spilling of liquids	Soil and water contamination		X		3	1	3	N	N	Collection and disposal of spilled product
Kitchen	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
	Consumption of cleaning products	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination		X		2	2	4	N	N	Control of gas leaks
	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Effluent generation	Soil and water contamination	X			4	2	8	Y	Y	Monitoring and cleaning the grease box
	Generation of used oil	Soil and water contamination		X		4	2	8	Y	Y	Control of disposal of controlled material
Cold Storage	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination		X		4	2	8	N	Y	Selective collection of wastes

Stock	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect of wastes
	Leakage	Soil and water contamination		X		3	2	6	N	N	Collection and disposal of spilled products
Wine Cellar	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Cooling	Air contamination		X		2	2	4	Y	Y	Refrigeration gas control
	Consumption of chemicals for disinfection	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collection of wastes
Bathroom	Water consumption	Natural resource reduction	X			4	1	4	N	Y	Control of water consumption
	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect
	Consumption of cleaning products	Reduction of natural resources,	X			4	1	4	N	Y	Inventory and product usage control
	Effluent generation	Soil and water contamination	X			3	3	9	Y	Y	Monitoring and cleaning of aseptic pits
Residues Storage Area	Energy consumption	Natural resource reduction	X			4	1	4	N	Y	Optimization of energy use
	Waste generation	Soil and water contamination	X			4	2	8	N	Y	Selective collect
	Effluent generation	Soil and water contamination	X			4	3	12	Y	Y	Monitoring and cleaning containment boxes
	Consumption of chemicals for treatment	Reduction of natural resources, contamination of soil, air and water	X			4	1	4	N	Y	Inventory and product usage control
	Atmospheric emissions	Air contamination	X			2	2	4	N	N	Maintenance of facilities
Maintanance	Kitchen - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	Eliminación de residuos controlados. Selective waste collection
	Cold Chamber - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	
	Cellar - Waste Generation	Contamination of soil and water		X		3	2	6	N	Y	
	Cleaning aseptic pits	Contamination of soil		X		3	2	6	Y	Y	
	Cleaning fat boxes	Contamination of soil		X		3	2	6	N	Y	
	Control and distribution of PPE	Contamination of soil and water		X		3	2	6	Y	Y	
General - Accidents	Fire on the premises	Contamination of soil, water and air, with large generation of waste and effluents		X		2	4	8	Y	Y	Emergency Plan
	Gas Leak			X		2	4	8	N	Y	
	Explosion			X		2	4	8	N	Y	
	Inundation			X		1	3	3	N	N	
	Strong wind			X		1	3	3	N	N	

6.2 SIGNIFICANT OCCUPATIONAL HEALTH AND SAFETY RISKS

Sector/area	ISO 45001		Condição			Classification					Operational Control and Emergency
	Hazard	Damage	Normal	Abnormal	Emergency	Probability	Consequence	Risk	Legislation	Significance ?	
Reception	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	Posture and repetitive work	Lesion	X			2	3	6	Y	Y	Ergonomic Control Plan
Dinning Saloon	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	BIO, CHE and PHIS contamination	Intoxication	X			2	2	4	N	N	Regular cleaning and decontamination of the
	Displacement, Falls	Injuries	X			2	2	4	N	N	Permanent cleaning of the premises. Controlling the flow of people
	Hot surfaces	Burns	X			3	4	12	N	Y	Control of stoves and stoves on tables and benches
	Hot water and dishes	Burns	X			3	2	6	N	Y	Control of hot drinks, teapots, teas, etc ...
	Cut	Injuries	X			2	2	4	N	N	Control of the use of knives
Kitchen	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	Displacement, Falls	Injuries	X			3	3	9	N	Y	Permanent cleaning of the premises. Controlling the flow of people
	Hot surfaces	Burns	X			4	4	16	S	Y	Control of movement of pans and personnel Control of access to stoves
	hot water	Burns	X			4	4	16	Y	Y	Control of hot surfaces. Control of pan and staff movement Control of access to stoves
	Cut	Injuries	X			4	3	12	Y	Y	PPE - Use of metallic gloves, boots, apron
	Noise	Injuries	X			2	2	4	Y	Y	Noise control by monitoring and maintaining equipment
	BIO, CHE and PHIS contamination	Intoxication	X			2	3	6	Y	Y	Regular cleaning and decontamination of facilities
Cold Storage	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	Displacement, Falls	Injuries	X			2	3	6	N	Y	Permanent cleaning of the premises. Controlling the flow of people
	Thermal shock	Occupational diseases	X			4	3	12	Y	Y	Use of thermal clothing, boots, gloves
	Confined space	Death, injuries	X			2	4	8	Y	Y	PPE - Boots, gloves, apron and mask suitable for the risk of the confirmed space. Vertical position control and communicator

Stock	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Manutenção das instalações elétricas
	BIO, CHE and PHIS contamination	Intoxication	X			2	4	8	Y	Y	EPIs - Botas e luvas de borracha, Avental e máscara. Creme hidratante
	Handling of overweight loads	Injuries, occupational diseases	X			4	3	12	Y	Y	EPC - Uso de empilhadeira EPI - Uso de cinta ergonômica, botas, avental, luvas e máscara
	Movement of loads at height	Falls, injuries	X			4	4	16	Y	Y	Utilização de empilhadeira
	Displacement, Falls	Injuries	X			2	3	6	N	Y	Limpeza permanente das instalações. Controle do fluxo de pessoas
Wine Cellar	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	Displacement, Falls	Injuries	X			2	3	6	N	Y	Permanent cleaning of the premises. Controlling the flow of people
	Cut	Injuries	X			3	3	9	N	Y	Permanent cleaning of the premises. Controlling the flow of people
Bathrooms	Displacement, Falls	Injuries	X			2	3	6	N	Y	Permanent cleaning of the premises. Controlling the flow of people
	BIO, CHE and PHIS contamination	Intoxication	X			2	4	8	Y	Y	PPE - Rubber boots and gloves, Apron and mask. Moisturizing cream
	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
Residues Storage Area	BIO, CHE and PHYS contamination	Intoxication	X			2	4	8	Y	Y	PPE - Rubber boots and gloves, Apron and mask. Moisturizing cream
	Electric shock	Death, injuries and burns	X			2	2	4	N	N	Maintenance of electrical installations
	Displacement	Falls, injuries	X			3	3	9	N	Y	Permanent cleaning of the premises. Controlling the flow of people
	Overweight load movement	Injuries, occupational diseases	X			4	3	12	Y	Y	Use of forklift - PPE - Use of ergonomic strap, boots, apron, gloves and mask
	Cargo handling at height	Falls, injuries	X			3	4	12	Y	Y	Forklift use

Maintenance	BIO,CHE and PHIS contamination	Intoxication		X		4	4	16	Y	Y	PPE - Rubber boots and gloves, Apron and mask. Moisturizing cream
	Low temperature	Thermal shock		X		4	4	16	Y	Y	PPE - Use of thermal clothing
	Electric shock	Death, injuries, burns		X		4	4	16	Y	Y	PPE - Boot and insulating glove for high voltage, Apron and mask
	Cut	Injuries		X		4	3	12	Y	Y	PPE - Boot, gloves, apron and mask
	Noise	Injuries		X		4	3	12	Y	Y	PPE - Ear protector
	Overweight cargo handling	Injuries		X		3	3	9	Y	Y	Use of EPI forklift Use of ergonomic strap, boots, apron, gloves and mask
	Cargo handling at height	Injuries		X		3	4	12	Y	Y	Forklift use
	Confined space	Death, injuries		X		2	4	8	Y	Y	PPE - Boots, gloves, apron and mask suitable for the risk of the confirmed space. Vertical position control and communicator
	Cleaning aseptic pits	Intoxication		X		3	3	9	Y	Y	PPE - Rubber boots and gloves, Apron and mask
	Cleaning fat boxes	Intoxication		X		3	2	6	Y	Y	PPE - Rubber boots and gloves, Apron and mask
General - Accidents	Fire on the premises	Death, intoxication, burns, falls, injuries		X		2	4	8	Y	Y	Emergency Plan
	Gas Leak			X		2	3	6	Y	Y	
	Explosion			X		2	4	8	Y	Y	
	Inundation			X		1	3	3	N	N	
	Strong wind			X		2	3	6	N	Y	
	Rescue of injured person			X		2	3	6	N	Y	
	Removal of injured person			X		2	3	6	N	Y	
	Assistance at the scene of an injured person or person with severe sudden illness			X		2	3	6	N	Y	