section within the centre, e.g. restaurants need to keep their kitchens satisfactory and hygienic, no chemicals or substances left out, floors kept clean to avoid slips. The sanitation of the workplace must have a clean premise, spillages cleared up and internal ceilings and walls uncontaminated.

**Room dimension & spacing** – Each work area should have plenty of space so that people can move freely as they work. A way to ensure this is done in each business would be to divide the volume of the room by the number of people who regularly work in it, where the minimum size per person would be eleven cubic metres. These measurements are not sufficient so long as they are not checked, and can be improper depending on the layout of the room or the form of work being performed.

**Workstation & eating** – Although there are certain areas where customers and staff cannot eat, facilities should be provided to permit workers to eat meals whilst at work. If not, they will be unable to eat and possibly starve which can cause great harm to their health, so the right conveniences are needed for staff to work whilst eat at their workstation.

**Floor & condition of traffic routes** – Providing and maintaining the suitable condition of the floors in the area is a large duty. In order to do this, floor routes should be free of issues such as uneven surfaces, obstructions, steep slopes or the sound of construction, whereas the state of traffic routes, where if too crowded can too many people may enter the centre at once and fill the floor, which may cause others to be forced into walking into walls or pillars. Security should keep track of traffic to ensure that not too many people enter the centre.

4.0 BIBLIOGRAPHY

www.hse.gov.uk

www.q-rm.co.uk