

### AC3.1 personal safety responsibility

Abbreviation	Full name
HASAWA	Health and safety at work act 1974
RIDDOR	Reporting of injuries diseases and dangerous occurrences regulations 1995
COSHH	Control of substances hazardous to health regulations 2002
PPER	Personal protective equipment at work regulations 1992 <a href="http://www.hse.gov.uk/pubns/indg174.pdf">http://www.hse.gov.uk/pubns/indg174.pdf</a>
MHR	Manual handling operations regulations 1993

### Health and safety at Work Act 1974

- This act covers all aspects of health and safety at work.
- All employers must take care of their own health and safety and not endanger others.
- The health and safety executive (HSE) exists to protect peoples health and safety by ensuring risks are properly controlled.
- HASWA also protects other people from risks to their health and safety arising out of the activities of people at work.
- The law applies to everyone at work and anyone can be prosecuted if they do not act safely

### Duties of employers HASAWA

- To protect the health, safety and welfare of staff
- Carry out risk assessments
- To provide and maintain safe equipment and safe systems of work
- Safe use, handling, storage and transport of articles and substances
- Provide a safe workplace with a safe entrance and exit
- Provide information, instruction, training and supervision on how to work safely
- Provide a written safety policy

### Duties of employers HASAWA

- Make sure there are toilets, places to wash and drinking water for workers
- Make sure that there is first aid provision
- Provide PPE for jobs if needed
- Have insurance to cover injury or illness at work
- Ventilation lighting and emergency exits

- provide a health and safety law poster entitled "Health and Safety law: What you should know" displayed in a prominent position and containing details of the enforcing authority.

### Duties of employees HASAWA

- To take care of themselves and others
- To follow safety advice and instructions
- Not interfere with any safety device
- To report accidents
- To report hazards and risks



## Understand how hospitality and catering provision meets health and safety requirements

### LO3

### H.S.E Health and Safety Executive.

- H.S.E stands for the **Health and Safety Executive**.
- The H.S.E will investigate any complaints and safety incidents.
- The H.S.E employ Health and Safety Enforcement Officers who will inspect safety procedures being used.
- They have the power to serve notice and/or issue legal proceedings over safety incidents.
- It is compulsory to contact the H.S.E if an operative has an absence of more than three days following an accident at work.

### Prevention of Falls

- Employers must ensure that any working areas above the ground or below (e.g. inspection pits) are guarded or protected
- If you have to work above ground level you must be kept safe e.g. by wearing a safety harness if it is an area such as a flat roof which is not guarded
- Stepladders should only be used for jobs that do not take long and they must be safe and stable when in use
- Slips prevention with non slip floors or shoes

### Environment

- There must be sufficient space to work safely and enough lighting and ventilation
- Workplaces must be kept generally clean and tidy
- Chairs must be safe and comfortable
- Temperature – must be "reasonable"
  - Reasonable means at least 16°C for office work and 13°C where there is physical work
  - In very hot weather, employers only need to provide local cooling e.g. fans

### First Aid

- Employers have to provide first aid facilities at work
- As a minimum, there should be a fully stocked **green first aid box** and a person appointed to take charge in an emergency
- Some workplaces have qualified first aiders and first aid rooms
- Green and white notices** should inform you where the first aid box is kept and who the first aider(s) or appointed person(s) is/are



### Fire safety

- Employers must have arrangements in place
  - to prevent fires
  - To raise the alarm
  - To fight fires (fire extinguishers)
- Emergency evacuation (including a pre-arranged meeting place for staff to assemble following evacuation)
- Notices showing the safe evacuation routes from buildings should be **green** and white



### Moving and Handling

- You may be asked to lift, carry push or pull a load at work
- You should always follow safe practice when doing any moving and handling
- You should never attempt to move anything that is too heavy or difficult – ask for help
- Employers should provide equipment to help you to move heavy or difficult loads



### Equipment

- The term covers everything from a hand tool to a large machine like a stand mixer
- Before you use equipment at work you should be shown how to use it safely
- You should never use equipment that you are not trained or authorised to use
- Electrical equipment should have a sticker on it indicating that it has been P.A.T. tested and giving a date when the next test is due



### Safety of equipment

- Only use equipment for which you have been authorised and/or trained
- Always wear any personal protective equipment such as goggles or gloves if you have been instructed to do so
- Carry out a visual check of equipment before you use it and look for any obvious defects
- If you notice something wrong or unusual, report it to your manager and put the equipment out of use



### Control measures

- Control measures are put in place by employers to protect staff from hazards and risks that have been identified
- The hierarchy of controls
- Employers are allowed to take costs into account and work their way down the list until a suitable solution at reasonable cost has been identified
  - Elimination
  - Substitution
  - Controlling risks at source
  - Training, instruction and supervision
  - Personal protective equipment

### Trips, slips, falls - personnel

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Trips slips falls
<b>Control measures</b>	Training and instruction from teacher Adequate housekeeping Work areas well lit Care exercised with known hazards Spills cleared up ASAP
<b>Risk calculation</b> 2x3=6	
<b>Recommended</b>	Display signs if needed for new hazards

### Accidents at work

- All accidents, however minor, should be reported to your supervisor
- Similarly, all incidents of ill-health (caused from work) should also be reported
- Accidents include those that resulted in injury or damage and "near misses" – those which **COULD** have resulted in injury or damage
- Your supervisor will decide if the incidents needs to be recorded in the accident records
- Violent incidents are included (this includes verbal threats)

### Enforcement

- Inspectors from the Health and Safety Executive (HSE)
  - Manufacturers; schools and colleges; repairers; specialist places like hospitals and power stations
- Environmental Health Officers
  - Places where the public go like shops, offices, leisure facilities
- Fire Officers
  - just enforce the bits relating to fire safety

- |                            |                                  |
|----------------------------|----------------------------------|
| Magistrate's court         | Crown court serious offences     |
| • £20,000 per offence      | • Unlimited fines                |
| • Up to 6 months in prison | • Imprisonment for up to 2 years |

## COSHH

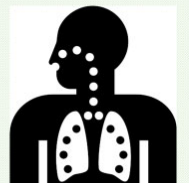
### SUBSTANCES COVERED BY COSHH:

- Chemicals including cleaning chemicals
- Micro-organisms
- Dusts
- Medicines, pesticides, gases
- HSE list (Health and safety executive)



### Possible health problems

- Contact causing irritation
- Sensitising substances
- Toxic fumes
- Carcinogenic
- Infectious
- Fire, explosion
- Environmental harm problems



## Employees responsibilities under COSHH

- Use control measures and facilities provided by the employer
- Ensure equipment is returned and stored properly
- Report defects in control measures
- Wear and store personal protective equipment (PPE)
- Removing PPE that could cause contamination before eating or drinking
- Proper use of washing, showering facilities when required
- Maintaining a high level of personal hygiene
- Complying with any information, instruction or training that is provided

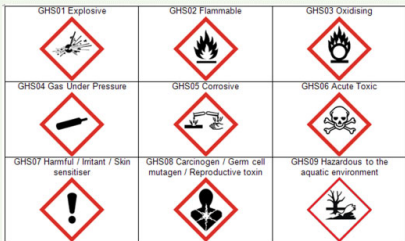
## Every substance that is a hazard has a COSHH safety sheet



This sheet deals with opening, tipping sieving flour and making dough  
Why could this be a hazard?

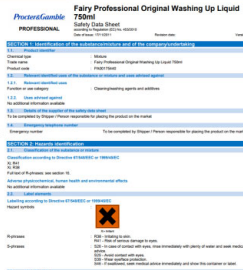


## COSHH symbols on containers



## Safety data sheet

This is a safety data sheet for Fairy washing up liquid. It may not be a hazard to you if you only wash up once a day but if you washed up for long periods of time as part of your job it could become an irritant or hazard



## Common substances and controls

- Cleaning chemicals
- Washing up liquid
- Cooking fumes
- Smoke
- Oils
- Gas
- Wear gloves
- Extractors over cookers
- Face mask



## What is RIDDOR?

- RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- The law requires employers and other people in control of work premises (known as the 'responsible person') to report to the Health and Safety Executive (HSE) and keep records of the following:

- work related fatalities
- work related accidents causing certain serious injuries (known as reportable injuries)
- certain work related diagnosed occupational diseases

## What has to be reported to HSE

- Death
- Injuries resulting in over 7 days off work (7 day injuries)
- fractures (except fingers, thumbs and toes);
- amputation of limbs or digits
- loss or a reduction of sight;
- crush injuries
- serious burns (over 10%)
- unconsciousness caused by a head injury or asphyxia;
- any other injury needing admittance to hospital for more than 24 hours.Hypothermia

## Who should report an Accident

- An employer or person in charge of the premises
- A self employed person
- A member of the public
- An injured person or their representative



## LO3

## Understand how hospitality and catering provision meets health and safety requirements

## Occupational diseases

- carpal tunnel syndrome
- severe cramp of the hand or forearm
- occupational dermatitis
- hand-arm vibration syndrome
- occupational asthma
- tendonitis or tenosynovitis of the hand or forearm
- any occupational cancer
- any disease attributed to an occupational exposure a biological agent.

## What must be reported

- An accident is a separate, identifiable, unintended incident that causes physical injury.
- Also includes acts of violence to people at work.
- Not all accidents need to be reported, a RIDDOR report is required only when the accident is work-related;
- and it results in an injury of a type which is reportable When deciding if the accident that led to the death or injury is work-related,
- the way the work was organised, carried out or supervised;
- machinery, substances or equipment used for work;

## How do you report an accident

Accidents are reported to the **HSE** Health and Safety Executive



- This is most easily done by [reporting online](#).
- Alternatively, for fatal accidents or accidents resulting in specified injuries to workers **only**, you can phone 0345 300 9923.
- NB: A report must be received within 10 days of the incident.

## What records need to be kept?

If you do not keep a copy of the online form your records must include :

- the date and method of reporting;
- the date, time and place of the event; personal details of those involved;
- and a brief description of the nature of the event or disease.

Record other accidents resulting in injuries where a worker is absent from work or is incapacitated for more than 3 days.



## Penalties

- An employer who fails to comply with RIDDOR may be liable on conviction to:
- a fine not exceeding level five on the standard scale, currently £5,000 in a magistrate's court
- an unlimited fine in a Crown Court.
- Note: Accidents or incidents may have been caused by breaches of other health and safety legislation. The penalties for breaching other legislation may be heavier than those for failing to comply with RIDDOR.

Not all reportable incidents will be investigated by HSE All incidents should be analysed and lessons learned and shared

## Personal Protective Equipment at Work Regulations 1992 (PPER)

- PPE is equipment that will protect the user against health or safety risks at work. Includes clothing and other items worn by staff to protect themselves from work hazards
- It can include items such as Gloves, goggles, hard hats, hearing protectors, warm clothing (in cold conditions), safety shoes or boots, respirators etc
- Hearing protection and respiratory protective are not covered by these Regulations there are specific regulations that apply to them. these items need to be compatible with any other PPE provided.

## PPE in catering situations

The requirements are set out in the **PPE Regulations 1992**. In addition, the Food Safety (General Food Hygiene) Regulations 1995 require every person working in a food handling area to wear suitable, clean, and (where appropriate) protective clothing

- non-slip shoes where there is a slipping risk;
- 100% cotton garments (for example, chefs' whites) where there is a risk that the material may aggravate burns in the event of a fire
- where caustic cleaning substances are used, long-sleeved vinyl gloves, goggles, a visor and possibly respiratory equipment.

## PPE in catering situations



## Employers responsibilities under PPER

- Provide the PPE (free) if a risk assessment has shown it to be necessary
- It must be exclusively for you and fit you comfortably
- Provide somewhere to store it
- Provide facilities for it to be cleaned and maintained
- Replace it when necessary
- Provide training (if necessary) in how to wear/use it properly

## Employees responsibilities under PPER

- You **must** wear the p.p.e. if it has been provided for you. You could be held personally liable if you had an accident which could have been prevented by you wearing your p.p.e.;
- You must care for it, store it and clean it as necessary;
- You must report any defects.

## When selecting PPE

- choose good quality products which are CE marked in accordance with the PPE Regulations 2002
- choose equipment that suits the wearer – consider the size, fit and weight; you may need to consider the health of the wearer, eg if equipment is very heavy,
- let users help choose it, they will be more likely to use it.

## Using and distributing PPE to your employees:

- instruct and train people how to use it;
- tell them why it is needed, when to use it and what its limitations are;
- never allow exemptions for jobs that 'only take a few minutes';
- if something changes check the PPE is still appropriate

## Front of house

- Exposure to cleaning products and other chemicals.
- Musculoskeletal injuries from standing for long hours,
- working in awkward positions or
- performing repetitive manual tasks
- Lifting or carrying heavy trays or other objects.
- Noise exposure.
- Dealing with difficult or physical customers.
- Long hours of work or extended work days
- Cuts from handling broken glassware
- Burns from hot plates, coffee

## Manual Handling Operations Regulations 1992

- Require you to avoid any manual handling operations at work which involve a risk to health – so far as reasonably practicable.
- If it is not reasonably practicable to avoid any manual handling operations, you must carry out a manual handling risk assessment to identify how the risk is caused, so each factor can be addressed and measures taken to control the risk.
- Provision of information, instruction and training to staff are legal requirements

<http://www.hse.gov.uk/pubns/cais24.pdf>

## What Is Manual Handling?

- Any transporting or supporting of a load by hand or bodily force
- Lifting, putting down, pushing, pulling, carrying or moving



## Assessing manual handling risk

**Task:** What is it about the way that we organise the task which might affect our health and safety?

**Individual Capabilities:** What is it about the people who are doing the job that might affect their health and safety?

**Load:** What is it about the load which might affect our health and safety?

**Environment:** What is it about the place which might affect our health and safety?

## Risk assessment

start by considering the jobs carried out in the kitchen and the staff who work there. Look at the areas of work where there are most likely to be significant risks and prolonged exposure concentrate on:

- the handling tasks workers are doing;
- the loads they are lifting;
- the environment they are working in;
- the individual capabilities of each worker;
- the positions they need to get in to do the job, eg twisting and stretching;
- the time spent on each task, eg regularity of lifting and break times.

## Food preparation

- repetitive motion of the hands, wrists and shoulders;
- forceful lifting or carrying of heavy bowls or pots;
- awkward bending and twisting of the back;
- awkward reaching

- utensils and knives with ergonomic handles designed for comfort and those that allow for power grips;
- Provide knives that are in good condition and kept sharp to reduce the force required by the user.
- chopping machines for vegetables to reduce manual chopping or buy in pre-prepared vegetables;
- WC

## Dishwashing

- lifting heavy pots;
- awkward bending and twisting when leaning over sinks for long periods;
- repetitive wrist and shoulder movements when scrubbing pots;
- repetitive reaching into pots;
- forceful arm exertions when scrubbing pots
- dishwashers if appropriate;
- false bottoms in deep sinks to reduce awkward bending at the waist;
- assess the weight of a pot before lifting it;
- keep pots close to the body when lifting and bend the knees rather than the back;
- point toes in the direction they are reaching to avoid twisting.

## Ovens and steamers

- Ovens with side-hinged doors rather than bottom hinged doors allow easier access to items in the oven.
- Using oven racks between waist and elbow height to minimise awkward posture.

## Soup kettles and heavy pots

- Large soup kettles with extended handles make it easier to tip the kettle when pouring soup into smaller containers.

## Cleaning

- forceful exertions;
- awkward shoulder or back postures;
- cuts, bruises, pressure injuries and sore skin.
- long-handled brushes where reaching is required;
- cleaning tools that have soft rubber-like handles to reduce gripping force;
- a platform of adequate size to minimise reaching.

## Removing waste

- lifting heavy rubbish bags, which carries the risk of forceful exertion.
- provide smaller refuse bags;
- put up signs to remind staff not to overfill them.



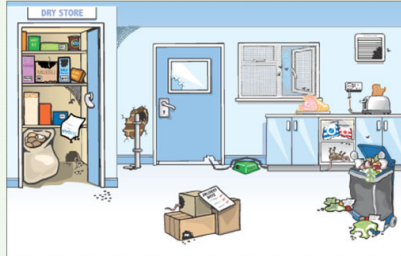
## LO3

### Understand how hospitality and catering provision meets health and safety requirements

#### AC3.2 Risks to personal safety in Hospitality and Catering

##### AC3.2 Risk Assessment Starter

Can you spot the 17 hazards in the image below. Write them down in your book



##### Answers

1. Holes around the pipe and the floor (access to pests)
2. The bottom of the door has been gnawed.
3. There is a hole in the dry store cupboard
4. The window in the door is broken.
5. The window is open and flies are in the room.
6. The bin is too full and overflowing.
7. There's a dead rat
8. Droppings in front of dry store cupboard
9. The fan cover is broken
10. Packages have been gnawed.
11. The cable on the toaster has been gnawed.
12. Infested delivery boxes
13. The ham has been left out on the bench.
14. Spider webs in the dry store cupboard
15. The bread/toast has been chewed.
16. Potatoes aren't securely stored/covered in dry store.
17. The door on the cupboard has fallen off (food attracts pests)

##### Legislation

The Food Safety Act 1990

When an, recipe and duties  
The Food Safety Act 1990 is a law which regulates on food and  
consumer protection throughout Great Britain



legislation requires businesses to meet certain standards in health, hygiene and safety. If a business does not meet these it could receive fines, suspension or closure of the business and in some cases imprisonment. For all these reasons employers want their employees to work in ways that are safe, healthy and hygienic and to ensure the workplace is kept clean and safe.

##### Reputation

Accidents and injuries can lead to employees having time off work, increased insurance costs and possible compensation to employees. Reviews and news media-customers will not want to visit a business which is unsafe no one wants to become ill from eating there

Havling Island restaurant death 'caused by head injury'



Christmas Day diner dies after food poisoning bug found



##### Assessing risks

To assess the level of risk of any hazard it is important to conduct a risk assessment. In a business there are five steps to risk assessment.

- 1)Identify the hazard.
- 2)Decide who might be harmed and how.
- 3)Evaluate the risk.
- 4)Record the findings and implement them.
- 5)Review the assessment and update if necessary.

##### Assessing risks

Risk/Hazard	Location	Who is at risk? (Employer, Employee, Supplier, Customer).	Level of risk. (High, Medium, Low)
Incorrect storage of food.	Kitchen	Customer	High
Unclean food area.	Kitchen	Customer	High
Cleaning fluids not stored correctly.	Housekeeping.	Employee, Customer.	High
Faulty Wiring	Bedroom	Employee, Customer.	High

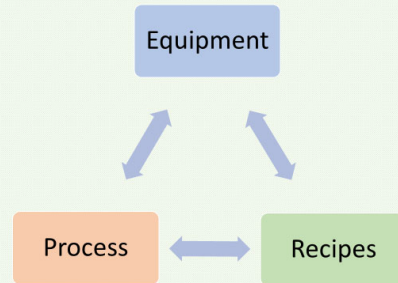
##### Risk Assessment

When you carry out a risk assessment you need to think about how likely it is to happen and what the consequence might be if it did. E.g. A spillage is very likely to happen in a restaurant kitchen.

probability	Severity
1 Not very likely to happen	1 If it did happen the harm would be minimal and could be dealt with by an untrained person (e.g. might just need a plaster)
2 1 in 4 (25%) chance	2 Might need to visit a professional for advice or treatment (e.g. might need stitches)
3 2 in 4 (50%) chance	3 Would take a few weeks to heal, but not a serious injury
4 3 in 4 (75%) chance	4 Could cause serious injury or damage, but would eventually be resolved (e.g. broken leg)
5 Very likely to happen	5 The result could be permanent disability, destruction of a building or in extreme cases, death.

What do you think the severity might be if someone was to slip on a spillage in a kitchen?

##### Assessing risks



##### Food processor

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Trap cut
<b>Control measures</b>	Training and instruction from teacher Supervision Processor assembled correctly Safety cut out switch Care when cleaning and dismantling
<b>Risk calculation</b> 2x2=4	
<b>Recommended</b>	None

##### Use of knives

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Cut
<b>Control measures</b>	Training and instruction from teacher Supervision when using knives Knives stored in a secure place Knives sharpened as appropriate
<b>Risk calculation</b> 2x3=6	
<b>Recommended</b>	Used under supervision

##### Ovens- items in and out of ovens

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Burn
<b>Control measures</b>	Training and instruction from teacher Oven gloves must be used Oven gloves must be dry Care taken putting in and removing items from the oven
<b>Risk calculation</b> 2x3=6	
<b>Recommended</b>	Use under supervision

##### The hob- handling hot foods

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Burn scald
<b>Control measures</b>	Training and instruction from teacher Supervision Extreme care taken when using the hob Remove from heat if burning of food occurs Bring to attention of teacher if severe
<b>Risk calculation</b> 2x3=6	
<b>Recommended</b>	Use under supervision

##### Burns and scalds- personnel

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Burn scald
<b>Control measures</b>	Training and instruction from teacher Supervision with potential dangers Care when handling Use dry oven gloves
<b>Risk calculation</b> 2x2=4	
<b>Recommended</b>	

##### Storage – growth of pathogens

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Growth of food pathogens
<b>Control measures</b>	Training and instruction from teacher High risk foods to be stored in refrigerator when not in use Refrigerators maintained at 1-5°C Completed protein based foods to be left to cool before refrigeration
<b>Risk calculation</b> 2x1=2	
<b>Recommended</b>	Signs on refrigerator door

##### Cooking – survival of pathogens

<b>Persons at risk</b>	Teachers, Teaching assistants, Students
<b>Hazards</b>	Survival of food pathogens
<b>Control measures</b>	Training and instruction from teacher High risk foods to be cooked thoroughly Test by cutting open Test by juices running clear Test by temperature probe to 70-75°C Hot foods not placed in refrigerator
<b>Risk calculation</b> 2x1=2	
<b>Recommended</b>	Cooked foods to be refrigerated when cooled

##### Ragu (Bolognese sauce)

<b>Potential risk</b>	<b>Measure</b>	<b>Likelihood</b>
Cuts from using a knife unsafely	Demonstrate safe use of knives and monitor students' use	Low
Cuts due to running in room with knife	Remind students of rules in kitchen and instill safe conduct	Low/Med
Dirt or food poisoning bacteria present on raw food, causing cross contamination	Wash vegetables	Low
Burn from using the hob and/or hot saucepan	Demonstrate safe use of the hob and monitor students' use	Low/Med
perishable foods are not stored correctly leading to contamination	Ensure that meat is kept in the refrigerator before use and than non-perishables are kept in clean, dry containers, e.g. dried pasta	Low

##### Fajitas

<b>Potential risk</b>	<b>Measure</b>	<b>Likelihood</b>
Dirt or food poisoning bacteria present on raw food, causing cross contamination	Wash vegetables before use	Low
Cross-contamination from raw meat	Cut raw meat on a separate chopping board with a clean knife	Low/Med
survival of pathogens on cooking	cut through to test meat is cooked	low/med
Burn from using the hob and/or hot frying pan	Demonstrate safe use of the hob and monitor students' use	Low/Med
Frying pan knocked off hob	Ensure that frying pan handles are turned away from the edge	Low/Med
Cuts from using a knife unsafely while preparing the vegetables	Demonstrate safe use of knives and monitor students' use	Med

##### Handmade pasta

<b>Potential risk</b>	<b>Measure</b>	<b>Likelihood</b>
Burn to hand while using the hob	Demonstrate safe use of the hob and monitor students' use	Low
Scalds from hot water while draining pasta	Demonstrate how to drain hot water away from pasta and monitor students' use	Low/Med
Cuts from using pasta machine unsafely	Demonstrate safe use of pasta machine	Low

##### Scone base pizza

<b>Potential risk</b>	<b>Measure</b>	<b>Likelihood</b>
Out of date date-marks	Always read the date-mark	Low
Dirty hands used for rubbing-in	Wash hands thoroughly and regularly during cooking	Med
Burn from placing and removing pizza in oven	Demonstrate safe use of the oven, promote the use of oven gloves and monitor students' use	Low/Med
Cuts from using a knife unsafely	Demonstrate safe use of knives and monitor students' use	Med
Cuts from using a grater unsafely	Demonstrate safe use of graters and washing up with a brush	Low
Perishable foods are not stored correctly, leading to contamination	Ensure that cooked meat is kept in the refrigerator before use and than non-perishables are kept in clean, dry cupboards	Low

##### Risk Assessment

Carry out a risk assessment for one of the establishments listed below;

- Pub
- Restaurant
- Hotel
- Fast food outlet
- B&B
- Take away

Hazard	Type of hazard	Who is at risk?	Likelihood of occurring	Severity

##### Risk and Security

Workers can be at risk from security hazards in the same way they are from safety hazards. Security risks include

- Disagreements between customers
- Customers being intoxicated (alcohol)
- Customers who have used drugs
- Verbal abuse
- Physical assaults



##### Who is at risk?

Staff (and customers) may feel threatened by physical assaults, threats and intimidation and verbal abuse

People at risk includes

- Young workers who have less experience
- Night shift workers where there are less people
- Lone workers eg people working early or late
- Customers in the establishment



##### Risk factors



- Handling large amounts of money in open areas
- Face to face contact with customers
- Opening late in the evening or early in the morning
- Dealing with customer complaints or disputes
- Selling high value items such as alcohol
- Establishment in an isolated area eg country pub
- Poor lighting
- Establishment in a high crime area

##### Prevention



- Brightly lit areas
- CCTV
- Easy escape routes
- Area for handling larger sums of money
- Appoint more senior staff to deal with problems and complaints
- Train staff to difuse angry customers
- Contact local police if necessary
- Make sure lone workers are aware of risks
- Keeping doors and windc



Instruction	Guidelines	Sign
Stop	Prohibition Sign • Round shape. • Black pictogram. • White background. • Red edging.	
Danger	Warning Sign • Triangular shape. • Black pictogram. • Yellow background. • Black edging.	
Obey	Mandatory Sign • Round shape. • White pictogram. • Blue background.	
Safety	Emergency Escape or First Aid Sign	
Fire	Fire Fighting Sign. • Rectangular or square. • White picture. • Red background.	



## Reducing security risks



## Reducing safety risks



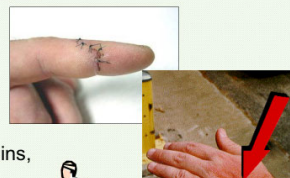
## AC3.3 personal safety recommendations

### Health and safety statistics

- 1.2 million people suffering work related illness
- 142 workers killed at work
- 611,000 injuries reported under RIDDOR
- 27.3 million working days lost to work related illness and injury
- £14.3 billion estimated cost of injuries and illnesses a year

### The top four injury types in Hospitality and catering are

- Cuts,
- Burns,
- Sprains & strains,



### How Can Cuts Be Prevented?

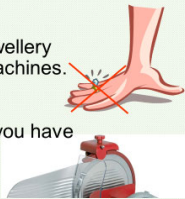
- Be careful when cleaning knives or blades.
- Always look at what you are cutting.
- Place a damp cloth under cutting boards to prevent slipping.



## LO3 Understand how hospitality and catering provision meets health and safety requirements

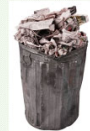
### How Can Cuts Be Prevented?

- Prevent machine cuts by:
  - Not wearing clothing or jewellery that could get caught in machines.
  - Not using equipment that you have not been trained to use.



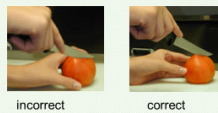
### How Can Cuts Be Prevented?

- To prevent cuts from broken glass:
  - Use a broom and dustpan to clean it up.
- Wear gloves if you must use your hands.
- Don't use hands and feet to smash down garbage and waste



### How Can Cuts Be Prevented?

- To prevent knife cuts:
  - Cut properly, using the bridge and claw grips
- Carry knives with point down and backwards
- Wear gloves that protect your hands from cuts.



### How Can Cuts Be Prevented?

- To prevent machine cuts:
  - Be sure moving parts are covered by guards.
  - Turn off power and unplug to clean.
  - Keep your hands, face and hair away from moving parts.

Teens under the age of 16 are prohibited from operating food slicers.



Meat Slicer

### How Can Burns Be Prevented?

- To prevent burns from grills and fryers:
  - Don't brush up against grills or fryers.
  - Stay clear of grills and fryers unless you are working there.
  - Wear a protective apron.
  - Use automatic food lowering devices.



### How Can Burns Be Prevented?

- To prevent burns from grills and fryers:
  - Cover hot oil and grease when not in use.
  - Let ice crystals melt away before frying frozen foods
  - Follow company rules for handling hot oil wastes.



### How Can Burns Be Prevented?

- To prevent other oil and grease burns:
  - Watch out for spatters and spills.
  - Use protective apron and mitt.
  - Clean up spills as soon as they happen.



Protective Mitt

### How Can Burns Be Prevented?

- To prevent burns from open flames:
  - Keep hair and clothes away from flames.
  - Keep flammable materials away from flames.



### How Can Burns Be Prevented?

- To prevent steam burns:
  - Watch out for steam cloud when you open dishwasher, steam table or other places where steam occurs.
  - Wear protective gloves whenever you open something filled with steam.



### How Can Burns Be Prevented?

- To prevent burns from hot food and drinks:
  - Understand how to operate equipment that produces hot food and drinks.
  - Make sure take-out lids are securely attached.
  - When carrying food, watch out for other people.



### How Can Strains Be Prevented?

- Ask for help with heavy loads.
- Ask for training in safe lifting methods.
- Push loads rather than pull them.
- Don't lift and then twist.
- Don't lean out drive-through windows.



### How Can Strains Be Prevented?

- Before moving heavy goods. Think
- How heavy is the load?
  - Do you need help to lift it safely?
  - Do you need training or equipment to move it safely?



### How Can Strains Be Prevented?

#### Safe lifting techniques

- Position the feet
- Bend the knees
- Get a firm grip
- Keep a straight back
- Raise the load with your leg muscles
- Keep the load close to your body



### How Can Slips, Trips & Falls be Prevented?

- To prevent trips, slips and falls:
  - Make sure your path is clear, clean and dry before carrying a load.
  - Move boxes and carts out of the way.
  - Watch for mop and broom handles.
  - Use non-slip floor pads.



### How Can Slips, Trips & Falls be Prevented?

- To Prevent trips, slips and falls:
  - Wear shoes with soles that grip.
  - Clean up spills as soon as they happen.
  - When you carry something, put a lid on it. Use a cart or hand truck if it's heavy.
  - Be aware of your working area.

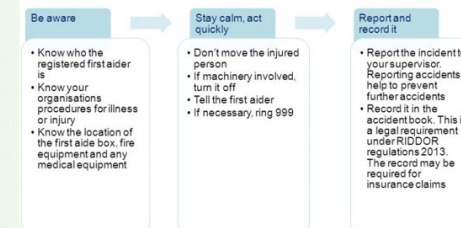


### How Can Slips, Trips & Falls be Prevented?

- Ladders:
  - Use ladders correctly.
  - Don't lean out away from the ladder. Move it closer.
  - Have a helper secure the area.
  - Put the ladder back where it belongs when finished.
  - Don't leave a ladder unattended.



### Illness or injury - Actions to take



### Customer safety

- Warn customers that plates are hot when food is served
- Keep areas where customers will walk free of trip hazards
- Clear up spills that could be come a slip hazard
- Good lighting in car parks, walkways
- Clear up spills and hazards in lavatories
- Check and maintain equipment the customer might use eg hand drivers in room kettles

### Customer safety

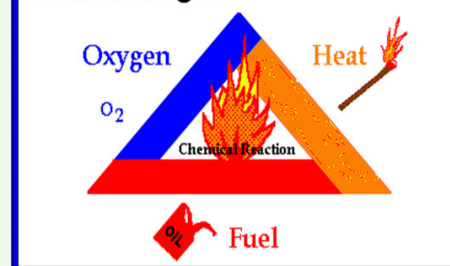
- Warning signs when cleaning is taking place
- Do not allow customers in areas where maintenance work is happening
- Signs "mind your head" "watch the step" "hot water"



### Causes of fires

- Equipment** that is not serviced regularly can cause over heating and cause fires.
- Human Error.** many fires that happen in cateri Such as fat fryers.
- Electrical** smouldering wires can develop unseen overnight and be the cause of major incidents..
- Arson.** rare occurrence. grudge between employee and employer, or insurance fraud.
- Chemical.** Not very common now due to the COSHH regulations

### Fire Triangle



### Action on Discovering a Fire.

- Raise the alarm. *Break the glass of the nearest alarm point.*
- Call the fire services.
- If safe to do so tackle the fire, if in doubt get out.
- Leave the building via the nearest exit calmly. DO NOT run or use lifts.
- Evacuate the premises and report to your designated assembly point.

### What action would you take?

- A person's clothes catch fire**
  - Wrap them in a fire blanket or wet tablecloth
  - Lay them on the floor
  - Do not take off the blanket or tablecloth
  - Call 999
- A pan of fat catches fire**
  - Turn off the gas or electricity and cover the pan with a lid or fire blanket.
  - Use an oven cloth if possible to protect your hands
  - Do not try to move the pan
  - Do not put water on this type of fire
- An electrical appliance is on fire**
  - Turn off the electricity at the plug.
  - Use a carbon dioxide extinguisher
  - Do not use any other type of extinguisher on this type of fire

### Fire Blanket



- Fire blankets are used to cover small fires to exclude the oxygen, they come in a self contained sleeve.

- Used on oil and fat fires or to wrap around a casualty.

- Not for electrical fires

### General Instructions for use:

- Read instruction plate before use.
- Ensure that you are positioned between the fire and a safe exit/escape route.
- Pull tapes to remove blanket from container.
- Hold blanket by the tapes and cover burning material completely (using the blanket to shield your face & hands).
- Leave to cool for a least 30 minutes, keeping out of the smoke.
- Turn off the electrical or gas supply and leave the area closing all doors behind you.

### Preventing a fire from Starting.

- Store flammable materials safely.
- Ensure staff are trained and updated on fire training.
- Make sure "No Smoking" signs are evident and strictly implemented.
- Regular fire checks for fire hazards such as:
  - Rubbish storage areas.
  - Kitchen ventilation.
  - Gas & Electrical equipment.
  - Flammable chemicals.