

Unit 1

The Hospitality and Catering industry

WJEC LEVEL 1 / 2 AWARD in
HOSPITALITY AND
CATERING A

LO3

Understand how hospitality and catering provision meets health and safety requirements

Exam June

90 mins

40% overall grade



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
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
- 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

H.S.E Health and Safety Executive.



**Health & 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.

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

- £20,000 per offence
- Up to 6 months in prison

Crown court serious offences

- Unlimited fines
- Imprisonment for up to 2 years

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**

Prevention of Falls

- 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 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

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



- Electrical equipment should have a sticker on it indicating that it has been P.A.T. tested
- 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 notice something wrong or unusual, report it to your manager

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?

1. An employer or person in charge of the premises
2. A self employed person
3. A member of the public
4. An injured person or their representative



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;

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 to a biological agent.

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

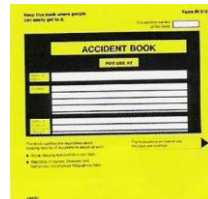


The image shows a screenshot of the HSE 'Report of an Injury' form. The form is titled 'Report of an Injury' and includes fields for 'Forename', 'Family Name', 'Job Title', 'Your Phone No.', 'Organisation Name', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Team', 'County', 'Post Code', and 'Fax Number'. There are also checkboxes for 'Remember me' and 'Did the incident happen at the above address?'. The form is labeled 'Form 25' and 'Page 1 of 5'.

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.



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.



COSHH control of substances hazardous to health

SUBSTANCES COVERED BY COSHH:

1. Chemicals including cleaning chemicals
2. Micro-organisms
3. Dusts
4. Medicines, pesticides, gases
5. HSE list (Health and safety executive)



Possible health problems

1. Contact causing irritation
2. Sensitising substances
3. Toxic fumes
4. Carcinogenic
5. Infectious
6. Fire, explosion
7. Environmental harm problems



Commented [CW1]:

Employees responsibilities under COSHH

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

Employers responsibilities under COSHH

1. Implement control measures to protect workers from hazardous substances.
2. Preventing or controlling exposure to hazardous substances.
3. Providing employees with information, instruction and training, and appropriate protective equipment
4. Ensuring that control measures are maintained, kept in full working order, and in a clean condition
5. Drawing up plans and procedures to deal with accidents and emergencies involving hazardous substances.
6. Ensuring that any employees exposed to hazardous substances whilst at work are under suitable health surveillance.
7. Carrying out a COSHH risk assessment.

Every substance that is a hazard has a COSHH safety sheet

HSE Health and Safety Executive

FL1 Bag opening, tipping and dough mixing

COSHH essentials for production and use of flour

Control approach 2 Engineering control

What this sheet covers
This sheet describes good control practice when bag opening, tipping and dough mixing.

It covers the key points you need to follow to help reduce exposure to an adequate level. Follow all the points, or use equally effective measures.

Main points

- Bag opening, tipping, sieving and dough mixing can involve high dust levels.



The Control of Substances Hazardous to Health Regulations 2002 (COSHH) requires employers to ensure that exposure to substances hazardous to health, as required by COSHH, is not reasonably practicable, adequately controlled. This guidance gives practical advice on how this can be achieved by applying the principles of good practice for the control of exposure to substances hazardous to health, as required by COSHH.

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

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

Fairy Professional Original Washing Up Liquid
750ml
Safety Data Sheet
Version 1.0

PROFESSIONAL

SECTION 1: Identification of the substance/mixture and of the responsible party

SECTION 2: Hazard identification

SECTION 3: Composition/information on ingredients

SECTION 4: First-aid measures

SECTION 5: Fire-fighting measures

SECTION 6: Accidental release measures

SECTION 7: Handling and storage

SECTION 8: Exposure controls/personal protection

SECTION 9: Physical and chemical properties

SECTION 10: Stability and reactivity

SECTION 11: Toxicological information

SECTION 12: Ecological information

SECTION 13: Disposal information

SECTION 14: Transport information

SECTION 15: Regulatory information

SECTION 16: Other information

COSHH symbols on containers

GHS01 Explosive	GHS02 Flammable	GHS03 Oxidising
GHS04 Gas Under Pressure	GHS05 Corrosive	GHS06 Acute Toxic
GHS07 Harmful / Irritant / Skin sensitizer	GHS08 Carcinogen / Germ cell mutagen / Reproductive toxin	GHS09 Hazardous to the aquatic environment

Common substances and controls

- Cleaning chemicals
- Washing up liquid
- Cooking fumes
- Smoke
- Oils
- Gas



- Wear gloves
- Extractors over cookers
- Face mask

Personal Protective Equipment at Work Regulations 1992 (PPER)

The requirements are set out in the **PPER 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.

PPE in catering situations

- 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.



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 PPE
- You must care for it, store it and clean it as necessary;
- You must report any defects.

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

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,

What Is Manual Handling?

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



manual handling risk

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.

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?

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;
- workbenches of different heights.



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.

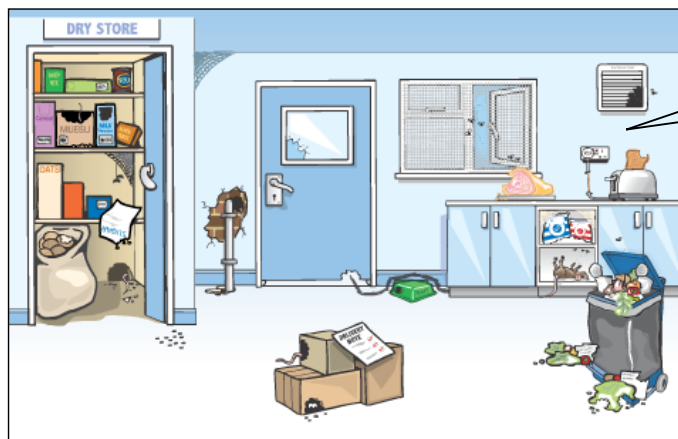


Removing waste

- 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.

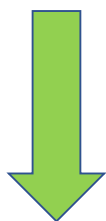


AC3.2 Risks to personal safety in Hospitality and Catering



17 hazards in this diagram

Assessing risks



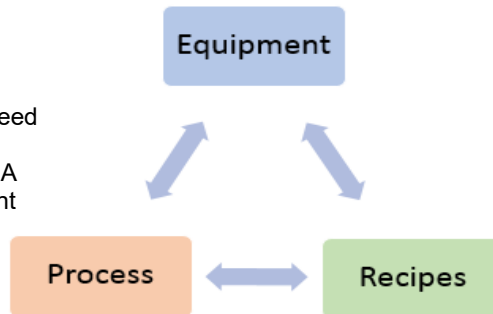
five steps to risk assessment.

- 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.

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		
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.

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 assessment examples

Food processor

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

Use of knives

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

Ovens- items in and out of ovens

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

Trips, slips, falls - personnel

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

Cooking – survival of pathogens

Persons at risk	Teachers, Teaching assistants, Students
Hazards	Survival of food pathogens
Control measures	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
Risk calculation	2x1=2
Recommended	Cooked foods to be refrigerated when cooled

Burns and scalds- personnel

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

Fajitas

Potential risk	Measure	Likelihood
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

Scone base pizza

Potential risk	Measure	Likelihood
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 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 diffuse angry customers
- Contact local police if necessary
- Make sure lone workers are aware of risks
- Keeping doors and windows secure and locked

Reducing security risks

- Security lighting
- Secure door entry
- Log of visitors
- Secure logins for PCs
- Identify staff on sites
- DBS (criminal records) checks



Reducing safety risks



- Train staff in safety procedures
- Adequate fire prevention
- Reminders in safe procedures
- Wet floor signs
- Safety footwear (PPE)
- First aid availability

Reducing health risks

- Food safety procedures
- Use food before date mark
- Washing hands,
- Using sanitizer on surfaces
- Safe storage in fridges
- Use separate chopping boards



AC3.3 personal safety recommendations

- 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



How Can Burns Be Prevented?

- **Grills and fryers:**
 - Wear a protective apron.
 - Cover hot oil and grease when not in use.
 - Let ice crystals melt away before frying frozen foods.
 - Follow rules for handling hot oil wastes.
 - Watch out for spatters and spills.
 - Clean up spills as soon as they happen.



- **open flames:**
 - Keep hair and clothes away from flames.
 - Keep flammable materials away from flames.

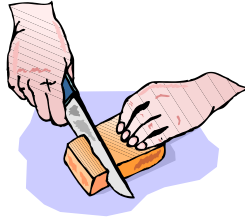
- **Steam burns:**
 - Watch out for steam cloud when you open dishwasher or other places where steam occurs.
 - Wear protective gloves whenever you open something filled with steam.

- **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 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
- **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.
 - Not wearing clothing or jewellery that could get caught in machines.
- **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 waste



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.
- 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 ?



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?

- 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.
- Wear shoes with soles that grip.
- Clean up spills as soon as they happen.
- When you carry something, put a lid on it..
- Ladders:
 - Use ladders correctly.
 - Don't lean out away from the ladder. Move it closer.
 - Put the ladder back where it belongs when finished.
 - Don't leave a ladder unattended.



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 hand dryers, in room kettles



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

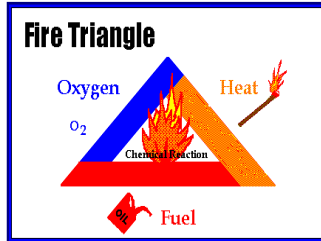


Illness or injury - Actions to take



Fire safety and prevention

- **Equipment** that is not serviced regularly can cause over heating and cause fires.
- **Human Error**. many fires that happen in catering. 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.



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.



Only attempt to fight a fire if:

- You have the correct extinguisher and are trained to use it
- The fire alarm has been raised
- The emergency services have been contacted
- You have a clear escape route, not threatened by fire
- The fire is not spreading and is confined



- 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

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.

AO3 MEETING HEALTH AND SAFETY REQUIREMENTS

3.1 COSHH

1	What are the substances covered by COSHH?
2	What could be the possible health problems?
3	What should employees do under COSHH
4	What is a safety data sheet?
5	What is the COSHH symbol for flammable ?
6	What is the COSHH symbol for corrosive?
7	What is the COSHH symbol for toxic?
8	What is the COSHH symbol for harmful?
9	Give 5 common substances that are under COSHH control ?
10	Give 3 common control methods

3.1 RIDDOR

1	What records does the HSE keep on accidents?
2	Give 8 occurrences that have to be reported to the HSE
3	Give 4 types of people who can report an accident
4	Give 6 types of occupational disease
5	What records should be kept following an accident?
6	What are the penalties for not complying with RIDDOR?

3.1 PPER

1	What sort of items are personal protective equipment
2	Give 4 reasons for wearing PPE in catering situations
3	Give 6 examples of PPE in catering situations
4	What are employers responsible for under the PPER
5	What are employees responsibility under the PPER
5	Give 3 things to bear in mind when selecting PPE
7	What are the hazards requiring PPE in front of house ?
8	What sort of PPE might be worn front of house?

3.1 Manual handling

1	What does manual handling mean?
2	What factors would you use when assessing risk?
3	What could be the problems with food preparation?
4	How could these problems be prevented?
5	What could be the problems with washing dishes?
5	How could these problems be prevented?
7	What could be the problems associated with using ovens and hobs
8	How could these problems be prevented?
9	What could be the problems with cleaning and the handling of waste
10	How could these problems be prevented?

3.2 Risks to personal safety	
1	Use a "hazard kitchen" image to identify the risks to personal safety
2	Give the 2 acts that cover risks to personal safety
3	How can personal safety incidents damage a businesses reputation
4	Give the 5 stages in assessing risks
5	Give the 5 levels of probability
6	Give the 5 levels of severity
7	What is the formula for level of risk?
8	Give 3 risks in using the oven
9	Give 3 risks in handling meat
10	Give 3 risks in making a pizza
11	Give 3 risks in using knives
12	Give 3 risks in using a deep fat fryer
13	Give 3 risks in serving hot soup to the customer
14	Give 3 risks for washing up dishes
15	Give 3 risks for unloading a delivery of ingredients

3.2 security	
1	Give 5 ways that customers can be a risk to security
2	Which 4 types of staff are particularly at risk ?
3	Give 6 risk factors for security
4	Give 6 ways of preventing security hazards from occurring
5	Name 2 types of prohibition sign
5	Name 2 types of warning sign
7	Name 2 types of Obey sign
8	Name 2 types of safety signs
9	Name 2 types of fire signs
10	Give 6 ways of preventing food safety risks from occurring

3.3 personal safety recommendations	
1	What are the 4 main types of injury in the Hospitality and Catering industry?
2	State 3 ways of preventing knife cuts
3	State 3 ways of preventing machine cuts
4	State 3 ways of preventing equipment cuts
5	2 ways of preventing oil burns are
6	2 ways of preventing burns from the hob are
7	3 ways of preventing burns from ovens are
8	3 ways of preventing burns from hot food and drinks are
9	3 ways of preventing burns from serving food front of house are
10	Give 3 ways of preventing strains from moving things
11	Explain how to lift heavy or bulky objects without damaging your back
12	Give 3 ways of preventing slips
13	Give 3 ways of preventing trips

14	Give 3 ways of preventing falls (from height)
15	What are the actions you should take if someone is injured?
16	Give 5 ways you can keep customers safe
17	What are the main causes of fires in Hospitality and Catering ?
18	What actions should you take on discovering a fire?
19	When could you fight a fire?
20	Give 5 ways you could prevent fires from starting

LO3 Understand how hospitality and catering provision meets health and safety requirements	AC3.1 Describe personal safety responsibilities in the work place	Responsibilities <ul style="list-style-type: none"> • of employees • of employers In relation to <ul style="list-style-type: none"> • health and safety at work act • reporting injuries, disease and dangerous occurrences regulations (RIDDOR) • control of substances hazardous to health regulations (COSHH) • manual handling operations regulations • personal protective equipment at work regulations(PPER)
	AC3.2 Identify risks to personal safety in hospitality and catering	Risks <ul style="list-style-type: none"> • to health • to security • level of risk in relation to employers, employees, suppliers and customers
	AC3.3 personal safety control measures for hospitality and catering provision	Control measures <ul style="list-style-type: none"> • for employees • for customers