

Level 1/2 Hospitality and Catering: Unit 1-1.3.1 - Health and safety in hospitality and catering provisions



Control of Substances Hazardous to Health Regulations (COSHH) 2002

What employers need to do by law	What paid employees need to do
Control substances that are dangerous to health.	Attend all training sessions regarding COSHH.
Provide correct storage for those substances and appropriate training for staff.	Follow instructions carefully when using the substances.
Some examples of substances that are dangerous to health include cleaning products, gases, powders & dust, fumes, vapours of cleaning products and biological agents.	Know the different types of symbols used to know different types of substances and how they can harm users and others when used incorrectly.

Health and Safety at Work Act 1974 (HASAWA)

What employers need to do by law	What paid employees need to do
Protect the health, wellbeing and safety of employees, customers and others.	Take reasonable care of their own health and safety and the health and safety of others.
Review and assess the risks that could cause injuries.	Follow instructions from the employer and inform them of any faulty equipment.
Provide training for workers to deal with the risks.	Attend health and safety training sessions.
Inform staff of the risks in the workplace.	Not to misuse equipment.

Personal Protective Equipment at Work Regulations (PPER) 1992

What employers need to do by law	What paid employees need to do
Provide PPE e.g. masks, hats, glasses and protective clothes.	Attend training and wear PPE such as chef's jacket, protective footwear and gloves when using cleaning chemicals.
Provide signs to remind employees to wear PPE.	
Provide quality PPE and ensure that it is stored correctly.	

Report of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

What employers need to do by law	What paid employees need to do
Inform the Health and Safety Executive (HSE) of any accidents, dangerous events, injuries or diseases that happen in the workplace.	Report any concerns of health and safety matters to the employer immediately. If nothing is resolved, then inform the HSE.
Keep a record of any injuries, dangerous events or diseases that happen in the workplace.	Record any injury in the accident report book.

Manual Handling Operations Regulations 1992

What employers need to do by law	What paid employees need to do
Provide training for staff.	Ask for help if needed.
Assess and review any lifting and carrying activities that cannot be avoided.	Squat with feet either side of the item. Keep back straight as you start to lift. Keep the item close to your body whilst walking. Make sure you can see where you're going.
Store heavy equipment on the floor or on low shelves.	
Provide lifting and carrying equipment where possible.	

Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers

Review and assess level of risks in the workplace e.g. slips, trips, falls, burns etc by completing a risk assessment to avoid from happening.

Level 1/2 Hospitality and Catering – Unit 1-1.3.1: Safety documents in hospitality and catering

Different documentation is required to be completed for potential health and safety risks and hazards to be avoided within the hospitality and catering industry. Accident forms and risk assessments are explained below, stating their importance and how to complete each document.

Accident forms

If an accident happens, it is vital that an accident form is completed correctly to develop control measures for potential risks and to avoid them from happening again. It should be reviewed and used to manage any health and safety risk. It is law to complete an accident form for accidents in the workplace. Below is an example of an accident form and how it should be completed.

Accident form	
Name of person in accident:	Date:
Description of accident & injury:	Description should include as many details as possible about what happened and how, e.g. slipped/fallen on oil spillage and broken arm as a result.
What was the hazard?	Named hazards could be spillage/liquid on floor or broken handrail, etc.
How could this accident have been prevented?	Suggested prevention could include: • correct storage • ensuring all staff had health and safety training • relevant health and safety posters visible in the workplace • correct usage of wet floor signs and clear spillages immediately.
Further action:	Points could include: • investigating the accident further • completing/updating risk assessment • reviewing storage of products • first aid that has been given to be logged • correct PPE to be worn, e.g. anti-slip footwear.
Signed:	

Risk assessment

A risk assessment should be completed and reviewed frequently for the document to be kept up to date. New risks should have control measures to reduce the risk of happening or not happen at all. Within the document hazards need to be identified, likelihood of the risk happening is stated and the control measure of how to avoid or reduce the risk is noted. Below are definitions of the main key words and an example of a risk assessment document.

Hazard: An object or something that can physically harm someone or cause harm to someone's health.

Level of risk: The likelihood of the hazard happening and being harmed or causing injury. Level of risks named could be low, medium or high.

Control measure: Steps or action taken to avoid or reduce the hazard from happening and causing injury.

Risk assessment			
Assessment carried out by:		Date of assessment:	Date of next review:
What are the hazards?	Level of risk	Control measure	Who needs to carry out action?
Examples could include, slips, trips, falls, burns from oven, electric shocks, etc.	Low / medium / high If it is a low risk, then the hazard is less likely to cause injury or harm compared to a high risk.	Examples could include providing training and PPE for employees, having appropriate safety posters and signs, e.g. wet floor signs.	Named employer and/or employees to reduce the hazard from happening.

Remember: Employers are responsible for the health and safety training needs of all staff.

Level 1/2 Hospitality and Catering: Unit 1-1.3.2 - Food safety



Hazard Analysis and Critical Control Points (HACCP)

Every food business lawfully needs to ensure the health and safety of customers whilst visiting their establishment. To ensure this, they need to take reasonable measures to avoid risks to health. HACCP is a food safety management system which is used in businesses to ensure dangers and risks are noted and how to avoid them.

All food businesses are required to:

- assess and review food safety risks
- identify critical control points to reduce or remove the risk from happening
- ensure that procedures are followed by all members of staff
- keep records as evidence to show that the procedures in place are working.

Food Hazards

A food hazard is something that makes food unfit or unsafe to eat that could cause harm or illness to the consumer. There are three main types of food safety hazards:

- **Chemical** – from substances or chemical contamination e.g. cleaning products.
- **Physical** – objects in food e.g. metal or plastic.
- **Microbiological** – harmful bacteria e.g. bacterial food poisoning such as Salmonella.

HACCP table

Here is an example of a HACCP table – it states some risks to food safety and some control points.

Hazard	Analysis	Critical Control Point
Receipt of food	Food items damaged when delivered / perishable food items are at room temperature / frozen food that is thawed on delivery.	Check that the temperature of high-risk foods are between 0°C and 5°C and frozen are between -18°C and -22°C. Refuse any items that are not up to standard.
Food storage (dried/chilled/frozen)	Food poisoning / cross contamination / named food hazards / stored incorrectly or incorrect temperature / out of date foods.	Keep high-risk foods on correct shelf in fridge. Stock rotation – FIFO. Log temperatures regularly.
Food preparation	Growth of food poisoning in food preparation area / cross contamination of ready to eat and high-risk foods / using out of date food.	Use colour coded chopping boards. Wash hands to prevent cross-contamination. Check dates of food regularly. Mark dates on containers.
Cooking foods	Contamination of physical / microbiological and chemical such as hair, bleach, blood etc. High risk foods may not be cooked properly.	Good personal hygiene and wearing no jewellery. Use a food probe to check core temperature is 75°C. Surface area & equipment cleaned properly.
Serving food	Hot foods not being held at correct temperature / foods being held too long and risk of food poisoning. Physical / cross-contamination from servers.	Keep food hot at 63°C for no more than 2 hours. Make sure staff serve with colour coded tongs or different spoons to handle food. Cold food served at 5°C or below. Food covered when needed.

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

3.3 Personal safety control measures for hospitality and catering provision

Control measures for employees

The control measures outlined in the table can be put in place to help protect employee's personal safety

Hazard	Control
Stress, fatigue	Employees need to be monitored closely and adequate rest breaks should be allocated
Using equipment	The instruction manual needs to be followed, with training given if needed
Trip hazards	Floors need to be clutter free; exits and entrances need to be clear
Food and drink spillages	Clear up spillages immediately and use warning signs
Using hazardous chemicals	Wear protective clothing where necessary; training should be given on use of chemical; chemicals should be stored correctly; COSHH regulations need to be followed
Inadequate clothing worn	The correct PPE should be worn at all times; wear aprons that are done up correctly; shoe laces should be tied up.
Using electrical appliances	The equipment should be maintained and cleaned regularly; training should be given if necessary; it should be PAT tested regularly by a qualified electrician
Moving and lifting objects	Wear correct PPE; training on safe lifting techniques should be given

Control measures for employees cont.

Hazard	Control
Fire and explosion	Under the Fire Safety Order 2005, employers must ensure there is a low risk of fire and explosion by: - Having fire alarms and making sure they are tested regularly - Making sure escape routes are clear and adequately signed - Having suitable equipment such as fire extinguishers available
Bullying and harassment	Protocols and policies should be in place to ensure that this does not happen; there should be an open culture if anyone needs to report it.
Injuries	Kitchens and restaurants can be dangerous places- there should be a first aid kit and a trained first aider
Inadequate lighting	Lighting must be bright enough to work safely in; if a light is broken it should be fixed
Inadequate ventilation	Good ventilation is needed in a catering kitchen; this is normally provided by extractor fans, which remove steam, heat and smells; the kitchen may be hot so drinking water should be available
Inadequate signage	Signs need to be clear and visible; staff need to be made aware of what the signs mean
Theft	A secure area should be available for staff to leave personal belongings
Assault	Train staff on how to deal with aggressive customers and diffuse volatile situations
Undesirable people on premises	Have a security system to monitor who is entering the premises; any suspicious person should be reported; effective signage in and out procedures are required.

Control measures for customers

Hazard	Control
Food poisoning	Hazard Analysis and Critical Control Point (HACCP) systems put in place to ensure food prepared, cooked and served is safe to eat
Food allergies	Detailed information must be given to customers on any allergens in the dishes
Trip hazards	Make sure areas where customers go are well lit and that there are no trailing wires or clutter on the floor
Food and drink spillages	Spillages must be cleared up straight away and appropriate signage used
Fire and explosions	Emergency exits must be well lit and signposted; fire extinguishers should be in place and staff should be trained in how to use them
Assault	Staff should ensure the safety of customers if another person is aggressive
Theft/fraud	Ensure that card transactions are done in front of the customer; provide a secure place for their belongings
Undesirable people on premises	Any suspicious person should be challenged and not allowed to mix with customers



Unit 1 The Hospitality and Catering Industry
LO1 Understanding the environment in which hospitality and catering providers operate
AC 1.1 The structure of the hospitality and catering industry

