KNOWLEDGE ORGANISERS 1.3 Health and safety in hospitality and catering

- 1.3.1 Health and safety in hospitality and catering provision
- 1.3.2 Food safety [HACCP]

How to use these knowledge organisers:
These are a useful overview of the of the topics in this section of the course. Use them to support your revision, and help fill gaps in your knowledge.

KNOWLEDGE ORGANISERS
1.3 Health and safety in hospitality and catering

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) 2022

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 Satefy 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 Occurences 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.

COSHH symbols

Tip - make a point of revising the 9 common COSHH symbols - and when you might use them.

COSHH stands for the Control of Substances Hazardous to Health.

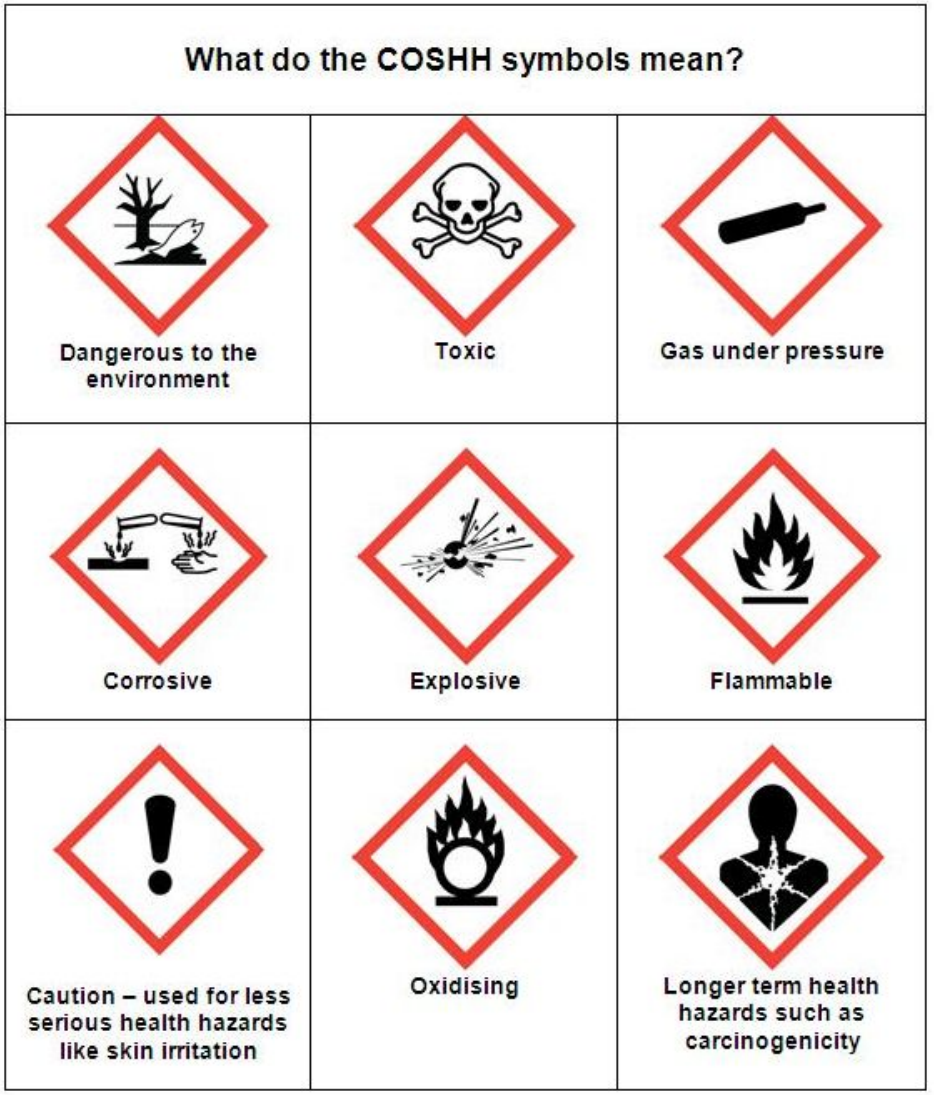
These regulations require employers to control exposure to hazardous substances to prevent ill health.

Hazardous substances include:

- chemicals
- products containing chemicals
- fumes
- dusts
- vapours
- mists
- nanotechnology
- gases and asphyxiating gases
- biological agents
- Germs that cause diseases

Link to Video - COSHH explained
https://www.youtube.com/watch?v=_TvDeVESSyw&t=15s

Essential COSHH symbols



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.

Example Completed Risk Assessment

Business Name: HIGH SPEED TREATS

Name of Assessor/Date: JANE DOE 15/11/2021

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	By who?	By when?	Done
Manual handling of heavy ingredients such as sacks of potatoes, also manual handling of equipment, such as moving heavy and awkward benches during cleaning.	Any staff may suffer injuries such as strains or bruising from handling heavy/bulky objects.	• Ingredients bought in package sizes that are light enough for easy handling. • Commonly used items and heavy stock stored on shelves at waist height. • Handling aids provided for movement of large/heavy items. • Staff trained in how to lift safely.	Train staff in team handling so they can work together to move heavier or more awkward items.	Manager	15/11/2021	15/11/2021
Walk-in fridges and freezers.	Any staff who may need to go in them, especially those not trained in how to operate the emergency alarm from inside. If trapped, employees could develop hypothermia. There is also a slip risk to staff from spills on the floor.	• Training all staff on how to open the door from inside, and how to activate the alarm. • Regular cleaning to prevents slips. • Adopting a 'clean as you go' policy to ensure any spills are cleaned up right away. • Providing first aid training should it be needed.	None			
Use of abrasive cleaning chemicals.	All staff who clean and those who regularly use abrasive chemicals could develop skin irritations.	• Train staff in safe use of chemicals and make sure they don't use stronger chemicals than necessary.	Arrange PPE for use of all staff.	Manager	15/11/2021	15/11/2021

Example RIDDOR (reporting of accidents/ incidents) form

RIDDOR REPORT FORM

1 About the person who has had the accident					
Give full name		Give the occupation		Give the home address	
Name		Occupation			
Address					
Postcode					

2 About you, the person completing this register					
Please give your full name then sign and date the register		If you did not have the accident, then give your occupation and full address			
Name		Occupation			
Address					
Postcode		Signature		Date	

3 About the accident			
When it happened		Where it happened	
Date		Time	
In what room or place did the accident occur?			

4 About the accident - what happened	
Describe how the accident happened.	Give the cause if you can.
How did the accident happen?	
If there has been any injury, give details.	

For the Employer only	The Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 1995)	
Please initial the box if the accident is reportable under RIDDOR 1995	Employer's Initials	

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.