

Level 1/2 Hospitality and Catering

1.3.1 Health and safety in hospitality and catering provision



1.3.1 Health and safety in hospitality and catering provision

In this topic, learners will gain knowledge and understanding of the following areas:

- **Workplace laws**
 - ✓ Control of Substances Hazardous to Health Regulations (COSHH) 2002
 - ✓ Health and Safety at Work Act 1974
 - ✓ Manual Handling Operations Regulations 1992
 - ✓ Personal Protective Equipment at Work Regulations (PPER) 1992
 - ✓ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- **Risks to health and security**
- **Risk assessments and accident forms**
- **Health and safety training**

1.3.1 Health and safety in hospitality and catering provision

- Many legislations are in place to keep customers and employees safe in all hospitality and catering provisions.
- These legislations are legal agreements that the employer must have in place to maintain the safety of others.
- Be aware of the responsibilities for personal safety of employers and employees in the provision in relation to the following laws:

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Health and Safety at Work Act 1974



Here are the employers and employees' responsibilities under the Health and Safety at Work Act 1974, [HASAWA](#).

Employer's responsibilities

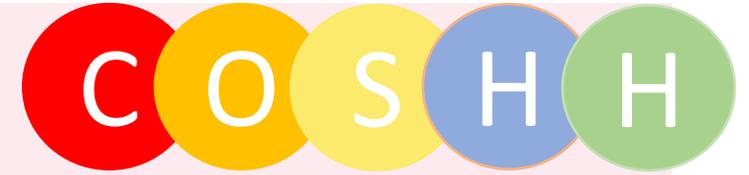
- Provide information on training to ensure staff work safely and do not endanger themselves or others.
- Provide a safe working environment, without risk.
- Have updated safety policy and risk assessments that all staff have read and understood.
- Provide equipment that has been safety checked.
- Provide suitable storage for substances that could be harmful to health.
- Provide training for safe handling, use, storage and transport of items and substances.

Employee's responsibilities

- Follow all health and safety procedures set out in the safety policy and risk assessment.
- Report all UN safety concerns to the employer.
- Wear the protective clothing provided.
- Report all injuries or dangerous behaviour/incidents.
- Take reasonable care for own and others' health and safety.

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Control of Substances Hazardous to Health Regulations 2002



COSHH prevents or reduces employees' exposure to things and substances that are hazardous and harmful to their health.

Some of these substances can cause short- or long-term illnesses, such as cancer, asthma, skin problems and liver damage.

These substances include:

- cleaning chemicals
- fumes, for example from machinery, cooking processes, vehicles
- dusts and powders, for example icing sugar, flour, ground nuts
- vapours, for example from cleaning chemicals, machinery, pest control chemicals
- gases, for example from cookers
- biological agents, for example moulds, bacteria.



[ISO Symbols for Safety Signs and Labels – Clarion Safety Systems \(youtube.com\)](https://www.youtube.com/watch?v=...)

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ACTIVITY

Identify the international symbols that are used to warn people of the type of substance and how they can cause harm.

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Control of Substances Hazardous to Health Regulations 2002



- All employers must offer training sessions, and employees must attend training sessions and carefully follow instructions for using substances.
- All employees must make sure they learn the international symbols that are used to identify different types of substances and how they can cause harm.

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Personal Protective Equipment at Work Regulations 1992

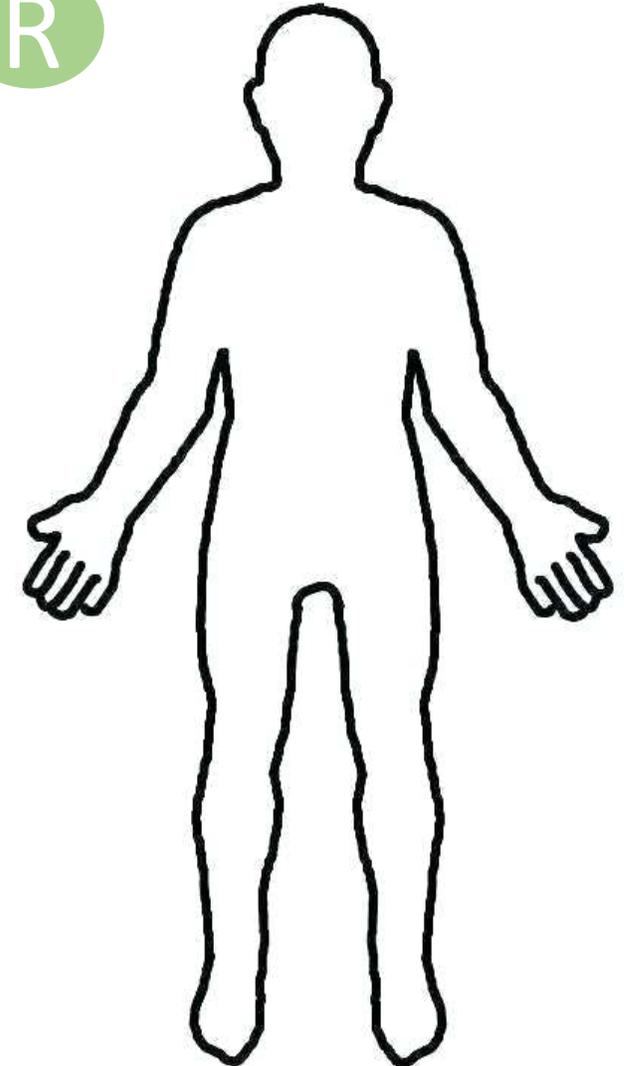


All employers and employees should follow the Personal Protective Equipment at Work Regulations 1992 (PPER). Employers are responsible for ensuring that their employees are trained and informed about which substances are hazardous to health.

Employers must provide suitable personal protective equipment and clothing to enable employees to perform their jobs without risking their health and safety.

ACTIVITY

.....
Draw and label the template with PPE an employee may need to wear.
Explain why the employee should wear each item.



Hard hat

To protect the head from falling objects.

Safety goggles/face shields

These are required to protect the eyes from splashes, dust, vapours from objects, gases and chemicals.

Gloves

These are required to protect hands when using substances that can damage or burn skin. There are several types of gloves, which include plastic disposables and long length nitrile gloves that cover the arms.

Filtered facemask

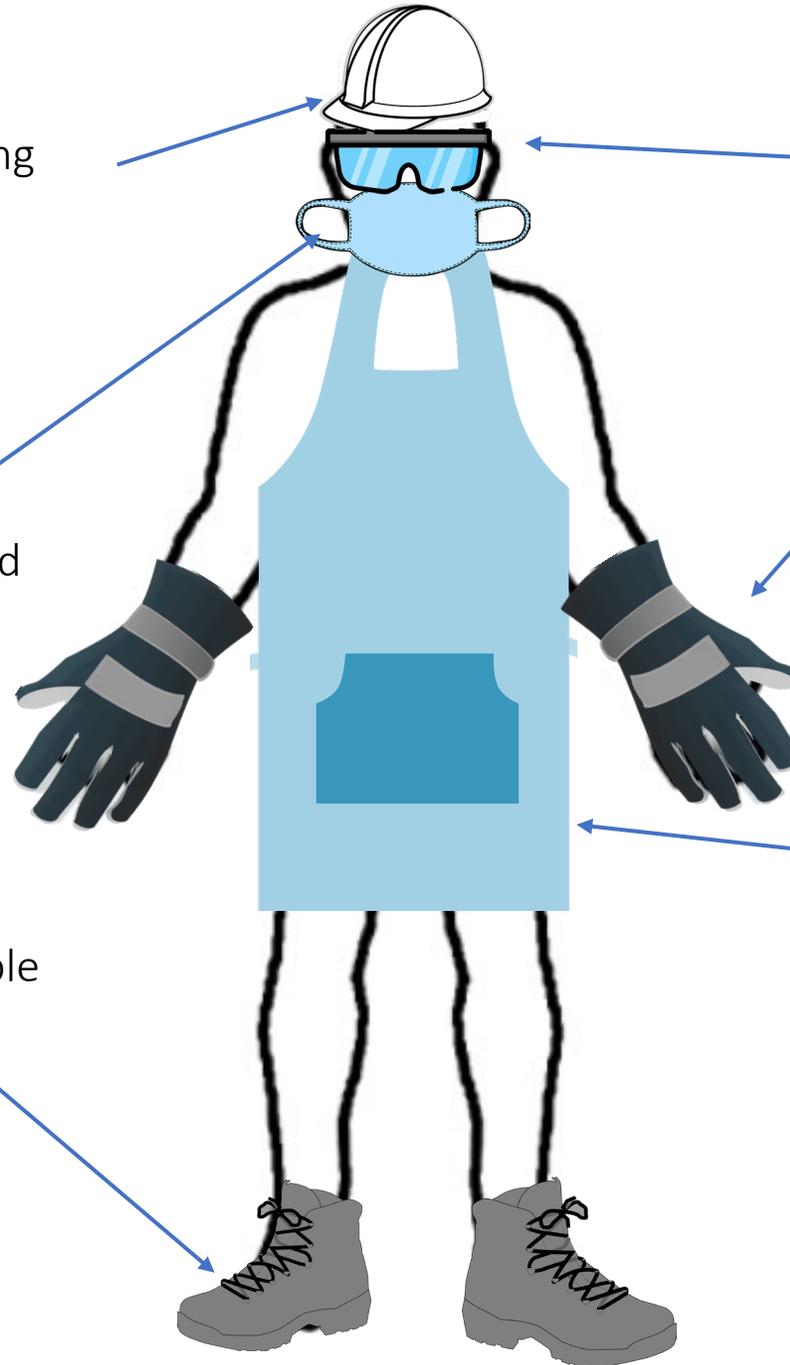
Must be worn when dealing with substances that give off vapours, dust and gases to prevent breathing in contaminated air into the lungs.

Apron

This is required for several reasons, depending on the job. It is needed to protect food from contamination and add a layer of protection from flames and heat. Some aprons can also protect against chemical spillages.

Reinforced shoes

The shoes are designed to be comfortable and protect the feet from spillages and falling sharp objects.



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Manual Handling Operations Regulations 1992



- The Manual Handling Operations Regulations 1992 are in place to protect employees from injury caused by moving, lifting or pushing heavy objects at work.
- Employers are required to have a risk assessment in place for all activities that could cause injury.

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Manual Handling Operations Regulations 1992



The employer is responsible for:

- making sure that employees are safe from injury when handling heavy objects
- assessing the situation/risks and job to reduce injury for the employee
- recording and assessing any situation that has caused injury
- providing correct training – this is essential for employees in manual handling to prevent injury
- checking that the item is not too heavy
- removing obstructions from the route to eliminate tripping or slipping
- making sure that the employee is positioning their feet correctly and wearing the correct footwear
- ensuring employees are lifting correctly.

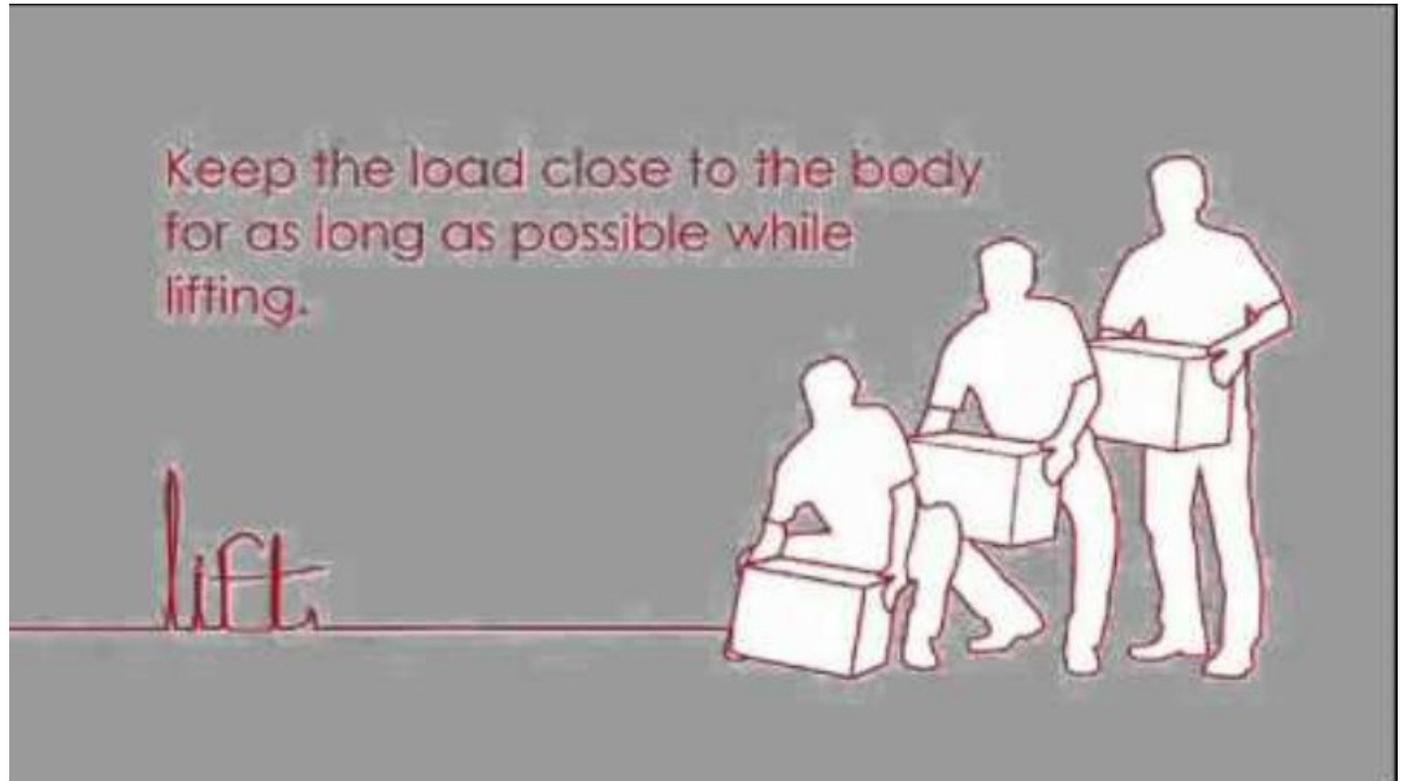
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Manual Handling Operations Regulations 1992



ACTIVITY

Watch the video on manual handling and create a training resource suitable to be given to new employees.



[Manual Handling Training Back to Basics YouTube Sport Structures \(youtube.com\)](https://www.youtube.com/watch?v=...)

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Risk assessments

- Risk assessments need to be completed before carrying out any operation to identify risks that might cause harm to the employee, customer or supplier.
- A risk assessment is a systematic process that evaluates potential risks and introduces safeguarding measures that will help prevent risk and harm to others.

SafetyCulture



What is a Risk Assessment?

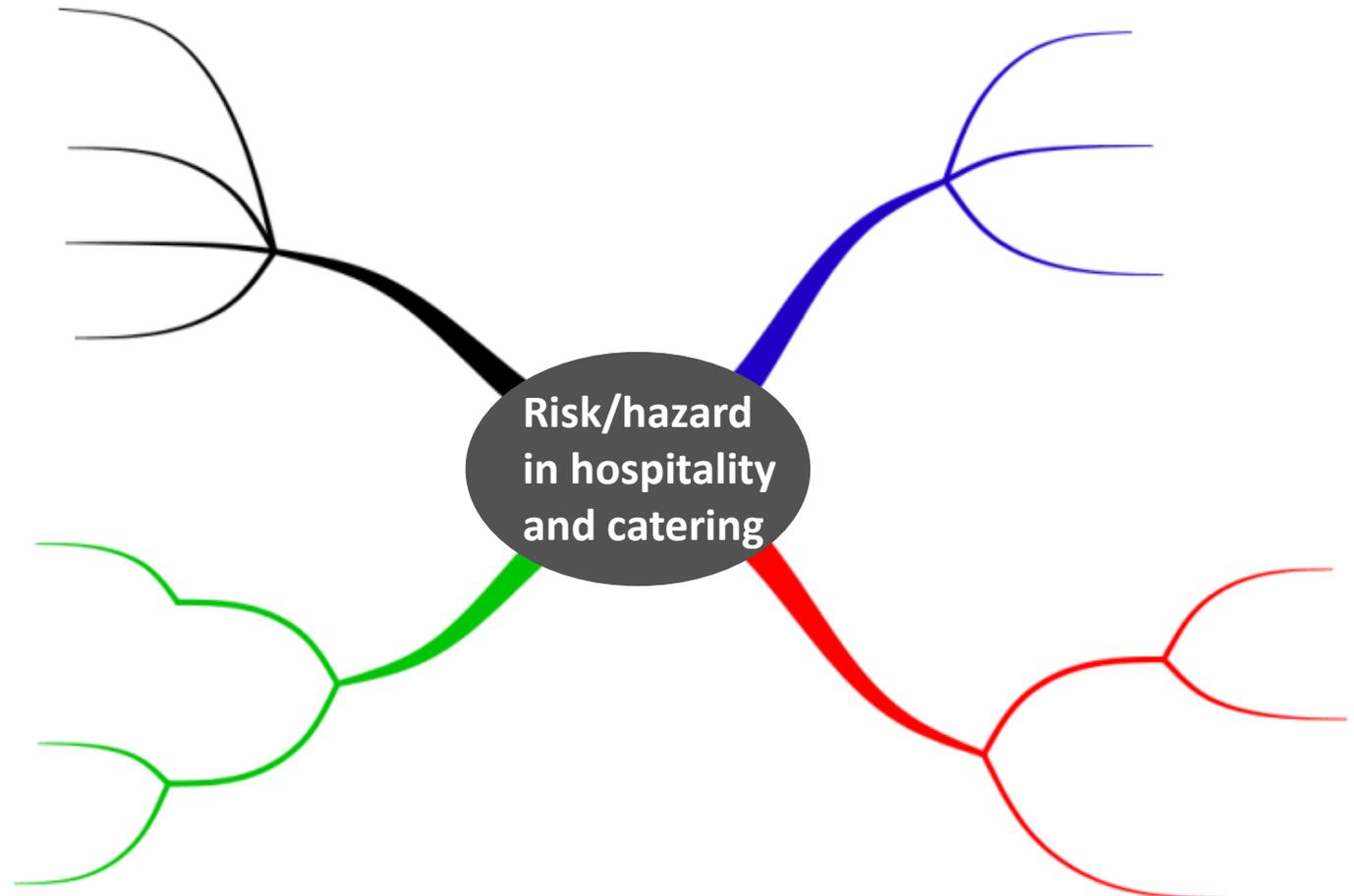
[What is a Risk Assessment? 14 Keys Elements & How to Perform a Risk Assessment / Safety Culture \(youtube.com\)](#)

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Risk assessments

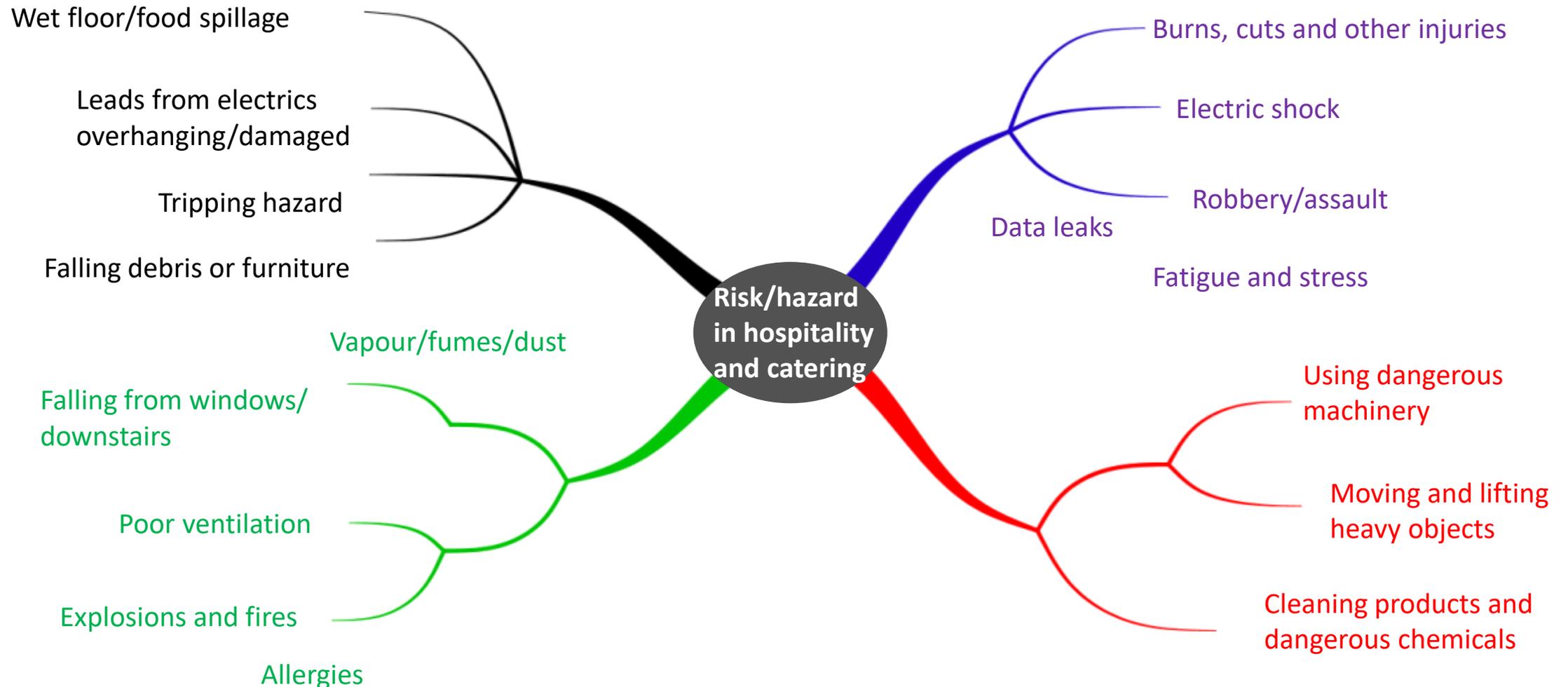
ACTIVITY – THINK, PAIR, SHARE

- Brainstorm as many risks/hazards as possible in hospitality and catering.
- Discuss your answers with a peer/in a small group.
- Share your findings with the class.



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Risk assessments



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Accident forms

ACTIVITY

.....
Identify the safety risks in the kitchen and suggest a control measure for each.

| Risk/hazard | Control measure |
|-------------|-----------------|
| | |
| | |
| | |
| | |



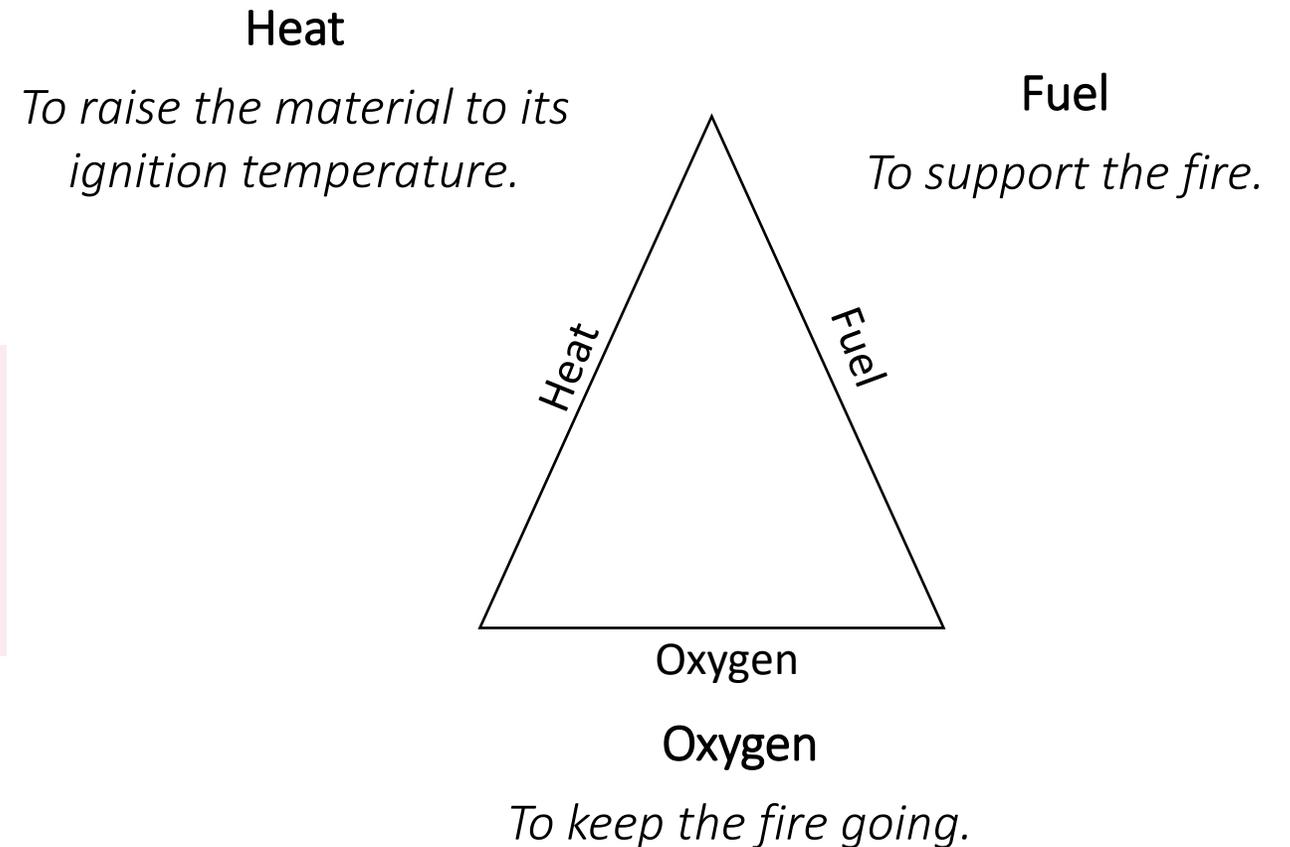
1.3.1 Health and safety in hospitality and catering provision

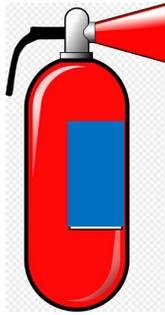
Fire safety

Three components are needed to start a fire; if one component is missing or removed, then the fire does not start or is extinguished.

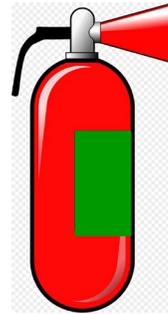
ACTIVITY

.....
List the possible causes of fires in a catering kitchen.

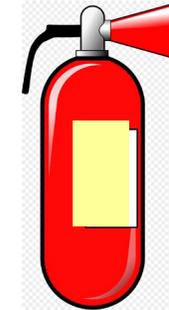




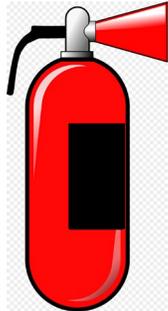
Fire extinguisher
Blue label – dry powder
 For use on flammable liquids, for example oil, paint and petrol.



Fire extinguisher
Green label – vaporising liquid
 For use on electrical apparatus and flammable liquids.



Fire extinguisher
Cream label – foam
 For use on flammable liquids, for example fires involving grease and fat.



Fire extinguisher
Black label – CO2
 For use on live electrical apparatus.

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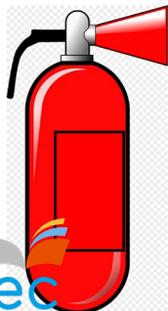
Fire equipment



Fire blanket
 Used for small fires and equipment fires.

Fire alarms should be tested weekly.
 Staff should know how to use firefighting equipment.

Always use the correct extinguisher for the type of fire. Using the wrong one can make a fire worse!



Fire extinguisher
Red label – water
 For use on paper, cloth, wood, cardboard and textiles.



Fire hose
 Used for larger fires on wood, paper, card and cloth.

1



2



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ACTIVITY

Identify the fire safety signs.

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Risk assessments

| | | | | |
|-------------|--------|-----|--------|------|
| Probability | High | | | |
| | Medium | | | |
| | Low | | | |
| | | Low | Medium | High |

There are various ways in which to monitor risks and hazards in the provision. Colour coding and ranking are popular monitoring tools used to complete a risk assessment.

A basic risk assessment will:

1. Identify and record the risk/hazard that could cause injury.
2. Evaluate:
 - ✓ who might be harmed (customers/employees/suppliers)
 - ✓ how the risk might be harmful
 - ✓ if the existing safeguards are suitable.
3. Assess and calculate the risk level: high, medium or low.
4. Record findings and introduce safeguarding measures.
5. Review and reevaluate the risk assessment on a regular basis.

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Assessing the level of risk using a risk chart/matrix



| | | | | |
|-------------|--------|----------|--------|------|
| Probability | High | | | |
| | Medium | | | |
| | Low | | | |
| | | Low | Medium | High |
| | | Severity | | |

Probability: likely to happen to less likely to happen

Severity: most risk of harm to least risk of harm

High: incidents once or more a year

High: incidents that require a visit to A&E or hospitalisation

Medium: incident once in a five-year window

Medium: injury may require treatment

Low: rarely an incident

Low: injury may require first aid

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Risk assessments: what does colour coding mean?



Very low risk

- Limited risk/the control measures in place are effective.
- The risk should be monitored.

Low risk

- The control measure should be monitored.
- Add any extra control measures that are identified.
- Evaluate risk.

Medium risk

- Put in place control measures.
- Monitor control measures regularly.

High risk

- Analyse risk and implement control measures.

Instant danger

- Stop processes.
- Investigate the risk and implement control measures or change process.

Risk assessment form (RA)

Date of RA:

RA team:

Further action review date:

Signature:

Signature of the employer
or management.

Task/activity/area:

Who

The date of the RA should be noted to help with monitoring and checking the review date, which is normally a year later.

Level of risk:

Further action:

Who needs to

New risk level:

The RA should be completed by **two** people: an individual from senior management and an employee who is familiar with the area.

Who is at risk?

Who is at risk?

Date of RA:

Further action review date:

Information regarding the place or activity being risk assessed should be noted.

Who is at risk? The customer? The employee? The supplier? Or all of the above?

Task/activity/area:

Who is at risk?

| Risk: | Description: | Control measure in place: | Level of risk: | Further action: | Who needs to carry out the action: | New risk level: |
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|

Who is at risk?

Risk: state the risk that could happen.

Description of the risk should be detailed and informative.

Clear control measures to prevent risk/hazard.

Wh

Form (RA)

Date of RA:

Further action review date:

Who is responsible for making sure actions are carried out?

Task/activity/area:

Who is at risk?

| Risk: | Description: | Control measure in place: | Level of risk: | Further action: | Who needs to carry out the action: | New risk level: |
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|

Who is at risk?

Using the risk matrix to identify the risk level.

After the risk assessment control measures are in place, the risk should be re-assessed and coded using the matrix.

Who is at risk?

Risk assessment form (RA)

Date of RA:

RA team:

Further action review date:

Signature:

Task/activity/area: Front of house entrance to hotel

Who is at risk? All: suppliers, customers and employees

| Risk: | Description: | Control measure in place: | Level of risk: | Further action: | Who needs to carry out the action: | New risk level: |
|-------|--------------|------------------------------|----------------|--------------------------------------|------------------------------------|-----------------|
| Trips | Loose carpet | Weekly checks by maintenance | | Call out repair to fix ongoing issue | General manager | |

Who is at risk? Employees

| | | | | | | |
|-------------|------------------|--------------------------------------|--|---|------------------------|--|
| Back injury | Handling luggage | Training provided on manual handling | | Purchase luggage cart Provide updated staff manual handling training | Front of house manager | |
|-------------|------------------|--------------------------------------|--|---|------------------------|--|

Who is at risk?

Risk assessment form (RA)

Date of RA:

RA team:

Further action review date:

Signature:

Task/activity/area:

Who is at risk?

| Risk: | Description: | Control measure in place: | Level of risk: | Further action: | Who needs to carry out the action: | New risk level: |
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|
|-------|--------------|---------------------------|----------------|-----------------|------------------------------------|-----------------|

Who is at risk?

ACITIVITY

.....

In pairs, complete a risk assessment on **two** areas of concern in your school. Use the coding matrix to colour code the risk level.

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Accident forms

- An accident form is an important document – it helps the provision identify the cause of the risk and hazards, and act upon them swiftly to prevent them from happening again.
- All provisions with 10 or more employees are required by law, through the Social Security (claims and payment) Regulation 1979 (SSCPR) to record accidents and injuries and keep these records for three years.

Accident form

| | | | |
|--|--|-----------------|-----------------|
| 1. About the person who has had the accident ● | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 2. Details of person reporting accident ● | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 3. Details of the accident ● | | | |
| Date: | | Time: | |
| Where did the accident happen? | | | |
| What was the cause? | | | |
| Was first aid given? | | | |
| Details of first aid received: | | | |
| 4. Details of witness | | | |
| Name: | | Address: | Contact number: |
| 5. Employer use only | | | |
| Does the incident need to be reported to RIDDOR? | | Yes | No |
| Name of reporter: | | | |
| Action on incident: | | | |
| Signature: | | Date: | |

An accident form must include information on the person who was injured: name, address and job role.

The injured person should complete an accident form; if this is not possible, someone acting on their behalf can complete it. Information on the second person should be detailed on the form: name, address and job role.

Accident forms

Health and Safety in Hospitality and Catering provision

Accident form

| | | | |
|--|--|----------------------------------|--|
| 1. About the person who has had the accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 2. Details of person reporting accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 3. Details of the accident | | | |
| Date: | | How did the accident happen? | |
| Where did the accident happen? | | Further details of the accident: | |
| What was the cause? | | Name of first aider: | |
| Was first aid given? | | Details of first aid received: | |
| Yes | | No | |
| 4. Details of witness | | | |
| Name: | | Address: | |
| 5. Employer use only | | | |
| Does the incident need to be reported to RIDDOR? | | Action on incident: | |
| Yes | | No | |
| Signature: | | Date: | |

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To complete the accident form correctly, you need to add details of the accident and cause; this highlights areas that management need to act upon and what procedures are needed to prevent it from happening again.

First aid response is critical, especially for records of the injury and if it needs to be reported under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Accident form

| | | | |
|--|--|------------------------------|----|
| 1. About the person who has had the accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 2. Details of person who witnessed the accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 3. Details of the accident | | | |
| Date: | | Time: | |
| Where did the accident happen? | | How did the accident happen? | |
| What was the cause of the accident? | | | |
| Was first aid given? | | Yes | No |
| Details of first aid received: | | | |
| 4. Details of witness | | | |
| Name: | | Address: | |
| | | Contact number: | |
| 5. Employer use only | | | |
| Does the incident need to be reported to RIDDOR? | | Yes | No |
| | | Name of reporter: | |
| Action on incident: | | | |
| Signature: | | Date: | |

Witness statements help to see what happened and what or who was at fault.

The employer section needs to be completed to make sure the incident is noted, and actions taken.

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Accident forms

Accident form

| | | | |
|--|--|---|-----------------|
| 1. About the person who has had the accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 2. Details of person reporting accident | | | |
| Name: | | Occupation: | |
| Address: | | Contact number: | |
| 3. Details of the accident | | | |
| Date: | | Time: | |
| Where did the accident happen? | | How did the accident happen? | |
| What was the cause? | | Further details of the accident/injury: | |
| Was first aid given? | | Yes | No |
| | | Name of first aider: | |
| Details of first aid received: | | | |
| 4. Details of witness | | | |
| Name: | | Address: | Contact number: |
| 5. Employer use only | | | |
| Does the incident need to be reported to RIDDOR? | | Yes | No |
| | | Name of reporter: | |
| Action on incident: | | | |
| Signature: | | Date: | |

1.3.1 Health and safety in hospitality and catering provision

Accident forms

ACTIVITY

.....
Fill in the accident form for a mock incident.

Award 0 marks where a response is not creditworthy.

Award 1 mark for each correct name of Health and Safety training up to a maximum of **2 marks**.

Award 1-2 marks for each correct description of the training up to a maximum of **4 marks**.

Award 1 mark for a basic description of Health and Safety training for the new staff.

Award up to 2 marks for a good description of Health and Safety training for the new staff.

| Name | Description of the training or as to why training is needed |
|--|--|
| COSHH | Use of chemicals that could be hazardous to health- staff may use dangerous chemical which could harm their health |
| Working at heights | If staff need to clean above head height, they must be provided with training due to falls |
| Lifting (MHR) | Lifting of heavy items, such as Hoover or mattress turning which can damage back |
| Repetitive strain training | Correct training on posture, lifting, repetitive work and how to manage. |
| Risk assessment / Slips and trips | Staff can trip over leads or slip on wet floors they must be provided basic training of these hazards. |
| First aid course | Many staff are first on the scene to accidents that have occurred in the hotel room. |
| Specialist equipment handling or safety of using workplace tools/equipment | Often staff would be in charge of specialist equipment that would require training. |
| Accident forms | To be able to fill in form if there is an accident |

| | |
|--------------------------------------|---|
| RIDDOR | Reporting injuries or other dangerous hazards |
| Fire safety training | All staff will undergo emergency procedure training. |
| Emergency procedure training/ | |
| Fire extinguish training | For all staff to be able to deal with small fires effectively |
| Corona virus safety training | In case colleague or customer falls ill in premises |
| Data protection | To protect customers information |
| HACCP | Managing food safety hazards |
| Food safety Hygiene certificate | To prevent food poisoning/contamination of food |
| Food allergen training | To know what is in dishes to prevent allergic reaction in customers |
| Workplace discrimination training | Understand discrimination in the workplace; know who to report this to in a given event |
| Mental health and wellbeing training | For staff to look for signs of workplace stress and how to manage – who to report to |
| PPE/PPER | Personal protect wear to protect self/eyes/lungs/ health |
| HASSAWA | Health and safety for all |
| VDU | Visual Display unit training |

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Describe why it is important that the employer has to offer Health and Safety training to all their staff.

Award 0 marks where a response is not creditworthy.

Award 1 mark: for a limited description which shows little knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff. Response may be a list.

Award 2 marks: for a basic description which shows some knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.

Award 3 marks: for a good description which shows knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.

Award 4 marks: for a very good description which shows detailed knowledge and understanding of why it is important that the employer has to offer Health and Safety training to all their staff.

Answers may include:

- Staff know what to report
- Protect the public/customers
- Avoid financial costs of accidents (being sued)
- Avoids occupational health involvement
- Develops a positive health and safety culture for employees
- Due diligence
- Educated to be able to identify hazards
- Educated to know who to tell when hazards are identified
- Employees to understand the dangers
- Health and Safety work Act
- Insurance won't be covered
- Less accidents in workplace
- Limit risks
- Others do not endanger co-workers
- Prevent food poisoning
- Prevents accidents
- Reduce stress
- Reduces work related illnesses
- Safety/protection of customers and staff
- Staff know what to do in emergency/if anything goes wrong
- The law (breaking the law)
- To make sure staff are safe
- To protect the company/business
- Will receive a fine

Award 0 marks where a response is not creditworthy.

Award 1 mark for each risk correctly identified up to a maximum of 4.

Award 1 mark for each control measure suggested up to a maximum of 4.

**If the learner has stated personal safety points for staff and this is relevant to customers marks can be awarded.*

| | |
|---------------------|--|
| Unwanted visitors | Key cards Security cameras Lift only operates by key card Trained staff Security |
| Stolen identity | Ensure data at hotel is encrypted/ protected |
| Fire | Have posters in every room Fire exits clearly lit Fire extinguishers around building Check by fire safety team Staff trained |
| Medical emergencies | First aid trained staff Documentation on actions to take First aid facilities |
| Poisoning | COSHH; cleaning fluids in a locked cupboard. |

| Risk | Control measure |
|---|--|
| Slips | Wet floor sign poster warning of slippery floor |
| Falling downstairs or off balcony/windows | Make sure rails are secure Handrail for stairs Warnings if uneven stairs Limited window openings |
| Injury from lifting | Staff to help customers with luggage |
| Electric shock | All equipment should be spot checked, and PAT tested, check plug sockets. |
| COVID | Hand sanitiser/cleaners wiping down public areas/social distancing/wearing mask |
| Scald | Hot water signs/staff warning hot drink/water |
| Falling items in hotel or room | Staff to complete risk assessment and maintenance to check and secure items Secure heavy furnishings |
| Loose fittings | Check loose fittings daily -report to maintenance |
| Burns | Hot plates |
| Lift issues | Maintain lift and service yearly – staff to check safety protocols – max weight poster/sign |
| Theft of property | Staff remind customers to be safe with belonging/place valuables in safe Poster in room near safe Security cameras Offer a safe in the room |

Further action: (the same answer from previous question must NOT be double marked)

Award 1 marks for each correct further action **or 3** marks for 2 action well explained.

- Training for all staff on safety or retrain staff on H&S
- Investigating the accident
- Storage of liquids correctly
- Foot wear maybe mentioned. Effective anti-resistant footwear for all staff that work in the kitchen
- Risk assessment
- Sent to hospital
- First Aid that's been given logged
- Set up correct cleaning rota for the kitchen
- Place up a sign could be mentioned here

Jane works as a head chef at the Restaurant. Jane has slipped and fallen on an oil spillage and broken her wrist.

Complete the accident form.

Award 0 marks. No marks response or quality of response not sufficient for a mark to be awarded.

Award 1 mark for the description of the accident

This could cover:

Jane has slipped and has broken her wrist/injury.

Jane has fallen and has broken her wrist/injury.

The answer must include what Jane slipped or had fallen on and the damage that has happen to Jane.

What was the hazard?

Award 1 mark for correct answer for hazard.

Spillage/wet surface/slippery surface/liquid on floor.

How could this accident be prevented?

Award 1 marks for the correct answer for **preventing** the accident.

Total 2 marks

- Clear up spillage straight away
- Placing wet floor signs near the spill
- Apply salt, sand, corn starch to soak up oil
- Posters on safety in the kitchen
- Correct H&S training to all staff
- In the Risk assessment document for the kitchen
- Kitchen rules that apply to all staff
- Making staff vigilant of the work area
- Storage of liquids correctly

Describe why it is important to complete an accident form?

Up to 4 marks available for description on why completing an accident form is important.

Award 1-2 mark for basic answer. Award 3-4 marks for clear description of why an accident form should be completed.

Award 0 marks. No response or quality of response not sufficient.

Sample answers 1-2 marks

Filling in an accident form is important to prevent the incident from happening again. As it flags up the incident and management or chef can make sure it doesn't happen again.

Sample answers 3-4 marks

Completing an accident form is important to prevent the incident from occurring 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 work place.

RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
 Health and Safety (HASAWA) 1974
 Evidence for legal action (suing)

Identify the **2** risks and recommend the control measures for these risks.

Award **1 mark** for correct risk and **2 marks** for correct control measure linked to **personal safety**.

Award 0 marks. No response or quality of response not sufficient.

This question is related to personal safety only.

Risk: Lead on floor which someone could trip over.

Control measure: remove the lead and feed around the room or tape down.

Risk: Bleach - The bleach could spill and burn skin.

Control measure: Locked away from food preparation area.

| | |
|--|---|
| Burns / Scalds | First aid trained member of staff in the kitchen. Oven gloves |
| Mental stress | Workload balance, employers' responsibility to the health of their staff. To make reasonable adjustments to their jobs. |
| Handling raw meat and poultry | Food hygiene training and certificate for all employees. |
| Exposure to cleaning products, pest control products, or other chemicals | COSHH assessment and training provided. |

Accept any other acceptable response as long as **qualified** and linked to **personal** safety

Some control measures can also apply to different risks

Award 1 mark for each **personal** safety risks and up to 2 marks for each correct control measure.

| Risk | Control measures |
|--|---|
| Slips, trips and falls | Wet floor sign to be placed on the floor. Non slip shoes Make sure there is no obstruction on the floor. All loose carpet, flooring should be reported and fixed. |
| Contact with hot surfaces and harmful substances | Training required. COSHH assessment and training required. Oven gloves |
| Dermatitis/skin conditions | Gloves to be worn at all times during handling and serving of food. |
| Cuts from knives | Correct equipment Secure chopping board Correct cutting techniques First aid trained member of staff in the kitchen. Training on Health and Safety at work act. |

Up to 2 marks available for each personal safety responsibility described.

Award 1 mark for each safety responsibility.

Award 1 mark for each responsibility described.

Award 2 marks for each responsibility with a description of why

Description can be credited without the responsibility being named.

Sample answers

The employee must wear gloves when using the spray. (1 mark for stating the responsibility)

The employee must wear gloves when using the spray as the COSSH form has warning that the spray could burn or irritate skin. (Award 2 marks as responsibility and description).

If sprayed directly onto the skin it will burn (1 mark for a description)

Rhys owns and runs a mobile catering van that prepares and makes burgers and chips.

In the catering van's kitchen Rhys has put up two health and safety posters about laws on personal safety for his employees. Describe the personal safety responsibilities of the employee to ensure safe working.

Award 0 marks where a response is not creditworthy.

Award 1 mark: for a limited description which shows little knowledge and understanding of the personal safety responsibilities of the employee to ensure safe working. Response may be a list.

Award 2 marks: for a basic description which shows some knowledge and understanding of the personal safety responsibilities of the employee to ensure safe working.

Award 3 marks: for a good description which shows knowledge and understanding of the personal safety responsibilities of the employee to ensure safe working.

Award 4 marks: for a very good description which shows detailed knowledge and understanding of the personal safety responsibilities of the employee to ensure safe working.

Answers may include:

Personal safety responsibilities of the employee to ensure safe working:

- following the Safety at Work Act
- read and make note of health and safety procedures
- understand documentation
- report all health and safety concerns
- report all injuries
- report dangerous behaviour/incident
- take care of own and other H&S
- follow training
- follow HACCP points
- reporting accidents, injuries, dangerous incidents
- implementing COSHH
- lifting and handling correctly
- using PPE correctly
- work in the correct ways agreed in their contract or job description so as not to come to any harm
- take part in training provided by their employer.

Answers may include:

Rhys could provide:

- training e.g., in relation to COSHH, health and safety, manual handling
- updated HACCP documentation
- report any injuries or accidents
- respond to H&S concerns
- personal protective equipment for the employees to use e.g., gloves to protect their skin from burns, aprons
- information, instruction and supervision
- safe environment to work
- adequate toilet, washing and training facilities.

Recommend the personal safety control measures that Rhys, the employer could put in place for his employees.

Award 0 marks where a response is not creditworthy.

Award 1 mark: for a limited response which shows little knowledge and understanding when recommending the personal safety control measures that Rhys could put in place for his employees. Response may be a list.

Award 2 marks: for a basic response which shows some knowledge and understanding when recommending the personal safety control measures that Rhys could put in place for his employees.

Award 3 marks: for a good response which shows knowledge and understanding when recommending the personal safety control measures that Rhys could put in place for his employees.

Award 4 marks: for a very good response which shows detailed knowledge and understanding when recommending the personal safety control measures that Rhys could put in place for his employees.

Identify and explain each of the COSHH symbols.

Award 1 mark for identifying the symbol correctly.

Award 1 mark for the correct explanation.



- (i) Poisonous/Danger to environment – response – kill or harm fish/wildlife or aquatic life/wildlife



- (ii) Flammable – easy to catch fire/can catch fire

Answers could include reference to:

Name and describe **two** different areas of Health and safety training Megan will need as a chambermaid.

Award 0 marks

No marks response or quality of response not sufficient for a mark to be awarded

Award **1 mark** for each correct named Health and Safety training a chambermaid would require.

(Maximum marks 2 for the names)

Description:

Award **0-2 marks** for each correct response up to a maximum of 4 marks.

Award **1 mark** per basic response.

Award **2 marks** per detailed response.

| Name | Description |
|-------------------------------|---|
| COSHH | Use of chemicals that could be hazardous to health |
| Working at heights | If chambermaid needs to clean above head height, they must be provided with training due to falls |
| Lifting | Lifting of heavy items, such as Hoover or mattress turning which can damage back |
| Repetitive strain training | Correct training on posture, lifting, repetitive work and how to manage. |
| Slips and trips | Chambermaids can trip over leads or slip on wet floors they must be provided basic training of these hazards. |
| First aid course | Many chambermaids are first on the scene to accidents that have occurred in the hotel room. |
| Specialist equipment handling | Often chambermaids would be in charge of specialist equipment that would require training. |
| Emergency procedure training/ | All staff will undergo emergency procedure training. |

Glossary

A

Accident form – a legal document that must be completed when an accident occurs at the workplace.

Glossary

H

HASAWA – Health and Safety at Work Act – a law put in place to ensure the safety of everyone in the workplace.

Glossary

H

Hazard – something that could cause harm to someone's health or physically injure them.

Glossary

P

PPER – Personal Protective Equipment at Work Regulations
– includes information about the protective clothing and footwear that employers need to supply to their employees to allow them to work safely.

Glossary

P

Personal safety – taking action to prevent injury to yourself in work. Examples include wearing PPE and following training.

Glossary

R

Risk – how likely it is that someone may be harmed or injured by a hazard.

Glossary

R

Risk assessment – a record of possible hazards and ways of preventing accidents.

Acknowledgements

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