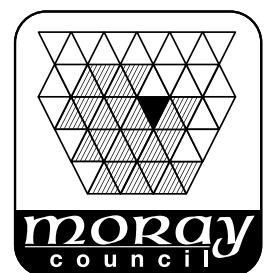




Catering Health and Safety Handbook



234179

Foreword

Moray Council, Catering Department issues this handbook to our employees as a short guide to basic Health & Safety expectations and will receive a service specific induction by their Line Manager on the first day of work.

The handbook covers a wide range of Health & Safety guidance that is most likely to affect you and our customers in the course of your duties while handling and preparing food and drinks within our premises.

This must be used in conjunction with COSHH, Risk Assessments and the Food Safety Plan (HACCP). In addition to this all new employees must complete REHIS Elementary Food Hygiene Safety training within the first 3 months of employment. Further development and mandatory training will either be reading material or accessed online through the Moray Council CLIVE online training system.

Your booklet is not intended to replace or be the answer to all Health & Safety Regulations or any hazards you may encounter while at work, but as a guide in conjunction with our Risk Assessments. Our intention is to bring your awareness to the main hazards encountered within our industry.

Within the industry we are also bound by Food Safety (General Food Hygiene) Regulations 1995 and other related regulations. Further information and training will be brought to your attention with these in mind. There is however a cross over and pertinence within Health & Safety Regulations and Food Hygiene that will become evident as you progress within the industry.

Catering Department seek to attract, develop and maintain a permanent team of skilled and experienced people who will progress within the section, further enhancing our existing reputation for quality and excellence.

Should you have any queries regarding any information in the handbook or any questions that may not be covered by the information contained within, it is expected that you contact your immediate line manager who will take the necessary steps to ensure your queries and questions are answered to your satisfaction.

On your full understanding of the contents of the handbook it is required that you sign and date the last page of the book and return that page to your line manager, allowing us to maintain all records of employee development and training while you are in our employment.

Elaine McRae
Catering Manager



Health and Safety Law

The Health and Safety at Work Act 1974 requires employers to ensure “so far as is reasonably practicable” the health, safety and welfare of their employees and members of the public while carrying out their business. The Act also sets out duties that employees have for themselves and each other by what they do or do not do while at work.

These duties are qualified in the Act by the principle of ‘so far as is reasonably practicable’. In other words, the degree of risk in a particular job or workplace needs to be balanced against the time, cost and physical difficulty of taking measures to avoid or reduce the risk.

Within the legal framework of The Health and Safety at Work Act 1974 there are many Regulations.

For your information here is a brief description of some of these Regulations:

- **The Management of Health and Safety at Work Regulations 1999**
Requires employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate information and training.
- **The Workplace (Health Safety and Welfare) Regulations 1992**
Cover a wide range of basic health, safety and welfare issues such as ventilation, heating, lighting, workstations, seating and welfare facilities.
- **Provision and Use of Work Equipment Regulations (PUWER) 1998**
Require that equipment provided for use at work, including machinery, is safe to use.
- **Manual Handling Operations Regulations 1992**
Cover the moving of objects by hand or bodily force.
- **Personal Protective Equipment (PPE) Regulations 1992**
Require employers to provide appropriate protective clothing and equipment for their employees.
- **Electricity at Work Regulations 1989**
Require people in control of electrical systems to ensure they are safe to use and maintained in a safe condition.
- **Gas Safety (Installation & Use) Regulations 1998**
Covers the suitability of appliances fittings and the dangers from gas release.
- **Control of Substances Hazardous to Health Regulations 2002 (COSHH)**
Require employers to assess the risks from hazardous substances and take appropriate precautions.



- **Fire Safety Scotland Regulations 2006**

Require employers to formally assess the risk of fire to their employees at work as part of the general risk assessment required by the Regulations.

- **Health & Safety (First Aid) Regulations 1981**

Require employers to provide adequate and appropriate equipment, facilities and trained personnel to enable first aid to be administered should you become injured or ill while at work.

- **Riddor – Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013**

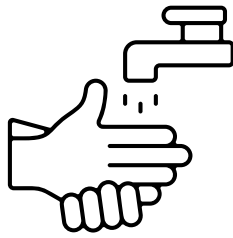
RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).



Information on RIDDOR
can be found here:

[http://www.hse.gov.uk/
riddor/](http://www.hse.gov.uk/riddor/)

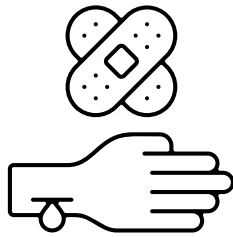
Hygiene



Hand Washing

Food handlers must wash their hands regularly throughout the working day especially:

- After visiting the toilet
- On entering the food room and before handling any food or equipment.
- In between handling raw and cooked food.
- After handling waste food or refuse, and cleaning chemicals
- After eating, coughing, smoking, or blowing the nose.



Cuts, Boils, or Skin Infections

- To prevent contamination of food by harmful bacteria and blood, lesions should be completely covered by waterproof dressings, coloured blue to aid detection if they become detached.
- Cuts on fingers may need the extra protection of fingerstalls.

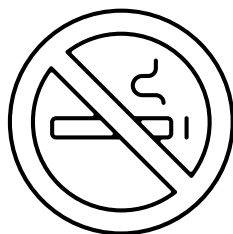
IF IN DOUBT – ASK YOUR LINE MANAGER

General Health

- Food handlers should be in good health in all aspects from oral hygiene to general fitness.
- Food handlers suffering from vomiting, diarrhoea or any food-borne infection must not handle food and are advised to refrain from work for 48 hours.
- They must notify their line manager who must exclude them from work that would expose food to risk from pathogens.
- Nails must be kept short, no false nails to be worn including polish, gel or clear varnish in any circumstance whilst at work.
- Hair tied back, clips and kirby clips not to be used and wear hairnets. False eye lashes must not be worn.
- Food Handlers should not wear strong smelling perfume or aftershave, as it may taint foods, especially those with a high fat content.

Jewellery

- Food-handlers should not wear earrings, nose studs / rings / facial jewellery, wrist watches / sports bands, broaches or jewelled rings whilst on duty, with the exception of wedding bands without stones as these can harbour dirt and bacteria



Smoking

- Smoking is not permitted on Moray Council grounds, if you require to smoke please do this within your break time and off the school grounds.
- Uniform such as hat, apron and safety shoes must be removed. Outdoor shoes and jacket must be worn

IF IN DOUBT – ASK YOUR LINE MANAGER

Slips Trips and Falls

- One of the most common causes of workplace accidents is slips, trips and falls. These happen in all kinds of businesses, but sectors such as food and catering report higher than average numbers of these types of accidents. It's a particularly important subject because members of the public use our premises.
- Footwear plays an important part in preventing slips and trips, the right type of footwear is important. For this reason you should never wear open sandals, platform soles, high heels or badly worn shoes.
- You must ensure you wear the safety footwear supplied and where applicable, ensure that you tie your shoe laces correctly, tuck in loose ends to ensure you reduce the risk of trips, slips and falls.
- Obstructions and objects left lying around can easily go unnoticed, ensure work areas and surrounding walking areas are kept tidy.
- Always clean up spills immediately using a suitable cleaning agent, if the area is wet, use appropriate signs and arrange an alternative bypass route.
- When using electrical equipment, position cables to avoid crossing pedestrian routes.
- If accessing items from storage at high level always use appropriate means to reach eg. steps, never uplift more than you can handle from these storage areas.

IF IN DOUBT – ASK YOUR LINE MANAGER





Manual Handling

You will be involved in many aspects within our establishments where manual handling is involved some tasks include:

- Setting up equipment, tables and chairs.
- Moving stock to and from storage.
- Filling and carrying bulk food containers and pots.

Sico tables: refer to the 'safe working handbook' page number 26

Before carrying out any manual handling you must consider these 4 points (TILE):

- Task: will it involve awkward movement, twisting, stretching, stooping, excessive lifting, lowering or carrying over distance be involved? Know what your own capability is when lifting, ask for assistance if required.
- Individual: will I require unusual strength or does height create a risk. Do I have an existing health problem that will hinder the lifting? Will I need special information or training to do it safely?
- Load: is the item heavy, bulky, unstable, sharp, and hot? Split packs if needed, use mechanical means if available. (Use of trollies etc.)
- Environment: are there obstructions, slippery floors, poorly lit areas, and variations in floor levels? Plan your route before you commence the task.

IF IN DOUBT – ASK YOUR LINE MANAGER

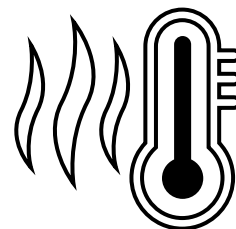
Good handling technique can be maintained by following these basic principles:

- Stop and think!
- Plan the lift, where is the load to be placed? Do you require assistance? Use appropriate handling aids if possible.
- Position your feet
- Feet apart in line with shoulder width will create a balanced and stable position for lifting.
- Adopt a good posture
- When lifting from a low level bend the knees, keep back straight, lean forward over the load to ensure a good grip is maintained.
- Get a firm grip
- The best position and type of grip depends on the circumstances and individual preference, but it must be secure. Should you need to vary the grip ensure it is carried out as smoothly as possible.
- Keep close to the load
- Keep the load as close to the trunk as possible; ensure the heaviest side is nearest the trunk.
- Don't jerk
- Lift smoothly keeping control of the load.
- Move feet when turning
- Do not twist the trunk when moving to the side.
- Put down, and then adjust
- If precise positioning of the load is required lay it down then slide into the desired position.

IF IN DOUBT – ASK YOUR LINE MANAGER



Hot Surfaces and Steam

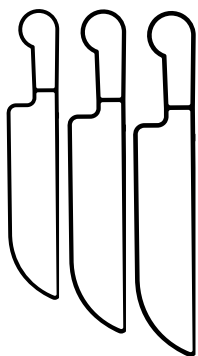


- There are many pieces of equipment that have the possibility to cause burns or scalds. Among these are ovens, ranges, food steamers, deep fat fryers, solid steel, combi ovens, surfaces, bain-marie, pans and utensils.
- It is not only the equipment that can cause these injuries, hot foods, hot drinks, steam and washing water also have the same potential to cause injury.
- Burns and scalds are common injuries in the catering industry; the effects are pain, redness, swelling, blistering and often shock.

It is essential that you are always aware of these hazards whatever task you are doing:

- Open flames from cookers when igniting or removing pans etc. Always ensure pan handles are protected from open flames.
- When handling pans or containers always use gloves or lifting devices provided and never reach for items above eye level where you cannot clearly see the contents. Never tip vessels towards you.
- Allow hot water, fats and other excesses to drip off into troughs or drip trays. Always stand to the side when opening oven doors and steamer. Open doors gradually and always stand to one side to avoid the heat / steam escaping from the appliance, thus further reducing the potential for scalds and burns.
- Always wear suitable gloves when working in the dishes sink with hot soapy water.
- When decanting hot liquids always ensure they are on a level surface and place the receiving metal vessel as near as possible to avoid splashing.
- These are just a few of the potential hazards you may encounter, however if you take the necessary precautions and are aware at all times these hazards will be minimised.

IF IN DOUBT – ASK YOUR LINE MANAGER



Knives and Sharp Utensils

Caterers use a wide variety of knives for a variety of tasks, for example cutting, slicing and dicing. Cleavers (these are not used within department) are commonly used in the industry for chopping, the risk is the same but the injury can be more serious, even amputation of fingers.

Knife accidents usually involve cuts to the non-knife hand and fingers as the food is being held in the non-knife hand.

Only trained staff (you will be trained by your Cook/Supervisor) should use kitchen knives and chopping equipment. They should also know the correct sharpening procedure before attempting this task

These key points if observed will minimise the risk to you when using or working with knives:

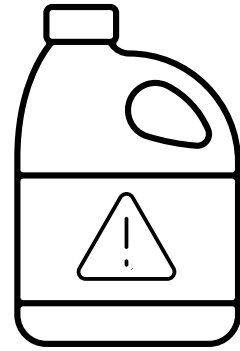
- Always use a knife suitable for the task
- Keep knives sharp (sharpen correctly)
- Always hold the knife firmly
- Do not cut towards your body
- Do not leave knives on tables or in washing up water
- Put the knife away after use
- Always carry a knife with the point downward
- Never try to catch a falling knife

IF IN DOUBT – ASK YOUR LINE MANAGER

Cleaning and Cleaning Equipment

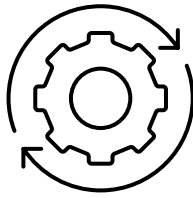
COSHH

- Should spills occur always clean as you go and immediately when water, grease or fat is spilled on the floor.
- Catering equipment should not be cleaned before the power supply is isolated or unplugged, or the gas supply including the pilot light is turned off.
- Be aware the person cleaning the equipment may have to work near hot surfaces or empty hot liquids from the equipment.
- Ensure water does not get into any electrical equipment, wiring or controls.
- Once cleaned do not operate the equipment until it has been properly reassembled and checked by Cook/Supervisor.
- Always use a suitable cleaning agent for the equipment. Follow the manufacturers (and COSHH assessment) instructions. Where required always use the recommended PPE, gloves, goggles and any other instructed controls when diluting the products.
- Never decant cleaning chemicals into unmarked or other containers; this will lead to confusion and serious accidents.
- Do not mix cleaning chemicals, some of these products are chlorine based and some acid, if mixed they produce toxic chlorine gas.
- Cleaning equipment and materials should be cleaned as required and returned to suitable storage when cleaning is complete. Brushes and mops should be hung off the floor (where possible) and all cleaning materials suitably stored and their containers properly sealed.



IF IN DOUBT – ASK YOUR LINE MANAGER





Machine Safety

slicers, graters, processors etc.

- In our industry we use many machines and appliances to assist in the preparation of foods amongst these are slicers, graters, mixers, mincers and potato peelers etc.
- These machines all have one common denominator, moving parts that may be sharp or could cause entanglement. When used as instructed in the safe working handbook these machines and appliances are safe.
- Catering equipment must be cleaned thoroughly and regularly, this means the equipment may require stripping down before cleaning then reassembled. This must be carried out by trained staff only and care must be taken.
- It is essential that you know the equipment and its components, ensure the power is isolated before you strip down machinery, putting the machine back incorrectly will not only damage the equipment when operated it may have serious implications for the person using it. If guards are not secured properly ensure the power supply is switched off where applicable before you attempt to resolve the issue.
- Equipment must be cleaned using the correct chemical and contact times as per the hygiene planner and cleaning schedule. First clean surface with hot water and Suma Quat D1.7 and hot water, scrub surface with green scour, then wipe off with damp yellow cloth. Then spray surface with Selgiene extreme and leave for 30 seconds, allow to air dry.
- If you have not been trained to use this type of equipment do not use it.

What can you do to reduce the risk to yourself and others?

Once information on how to use the equipment has been given the following practices should be remembered:

- Always use the correct equipment for the task.
- Before use check the equipment and maintain any cutting blades mixing blades etc, ensure the power source is off.
- Ensure all safety devices, interlock switches cutter plate covers and guards are properly fitted and operating.
- Report faults immediately and have equipment marked as faulty and taken out of service for repair.
- Ensure the machine is on a secure base for operating so it cannot move or vibrate when in use.
- When equipment is running keep hands and loose clothing away from all moving parts.
- Some equipment will require dry hands when operating.
- The equipment is only as dangerous as you allow it to be, follow these practices and the training information you are given and the equipment will not present any harm to you or others.

Gas Safety

The Main Hazards associated with gas are:

- Fire and possibly explosion when an accumulation of unburned gas is ignited.
- Carbon Monoxide poisoning from gas that is not burned properly.
- Staff should be familiar with the location of the gas shut off valve, so that in an emergency they can turn off the gas supply to the kitchen.
- Appliance gas control taps should be turned off at the end of the working period.
- If the gas has been turned off at the meter or the shut off valve in the kitchen, trained staff only should relight the appliances or pilot light once supply has been turned back on.



If You Smell Gas:

- **DO NOT** use naked lights.
- **DO NOT** switch lights or any other electrical equipment on or off, they may produce sparks that will ignite escaping gas.
- Check whether gas is coming from a pilot or burner.
- If so turn off the burner, if not turn off the supply where it enters the room or at the meter.
- Open doors and windows to disperse the gas. Leave open until the leak has been stopped and any build-up of gas has been dispersed.
- **DO NOT** turn the gas back on where it enters the room or at the meter until the fault has been traced and repaired by a competent gas engineer.
- If gas continues to escape after the supply has been cut off at the meter contact the GAS Suppliers Emergency Service immediately. The number to call will be on or near to the meter.





Electrical Equipment

portable appliances

- Electricity at normal mains voltage (240 V) can cause fatal shock, burns and fire.
- Wet conditions increase the risk of electric shock; particular care is needed in catering and food preparation areas.
- There is an increased risk of electric shock if water gets into electrical equipment. Do not let water get into any electrical equipment during cleaning.
- All portable appliances must be checked before use, look for loose connections, cracked plug casing, bent pins. Check that the cable sheath is whole with no coloured wires showing; also look for evidence of overheating (scorch marks around cable and connections).
- If a cable is damaged or shows signs of swelling or cracking, the equipment must be taken out of use for repair.
- Flexible cables should be positioned and protected from damage. Do not let them trail across hot or heated surfaces. Animal fats, oils and cleaning fluids, can seriously affect some cables.
- **DO NOT** carry out makeshift repairs. Untrained persons can easily make mistakes, putting themselves and others at risk.
- Following these basic instructions will greatly reduce the risk of electric shock, 95% of electrical faults are identified by visual inspection before using equipment.
- All electrical equipment is routinely inspected and labelled (PAT Portable Appliance Test). In addition to this you as an employee have a responsibility to report any equipment you consider to be unsafe. Do not use faulty equipment, report to your line manager who will arrange for inspection by a competent person who will undertake any necessary repair.
- All fixed electrical appliances have been installed, are serviced and maintained by a qualified electrician. As with portable appliances there is an increased risk of electric shock if water gets into electrical equipment. Do not let water get into any electrical equipment during cleaning.
- **DO NOT** carry out makeshift repairs. Untrained persons can easily make mistakes, putting themselves and others at risk.
- Isolation switches are means of effectively disconnecting supply to the appliance.
- Know where the isolation switch for each piece of equipment is located, always isolate electrical equipment from the source before carrying out any cleaning.

Fire

- You should familiarise yourselves with the fire procedures in your workplace.
- You should also familiarise yourself with the position of extinguishers and fire blankets in your workplace & the types available.























If You Discover a Fire:

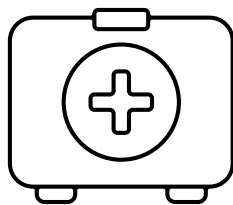
- Sound the alarm.
- Tackle the fire with the provided equipment only if safe to do so and trained.

On Hearing the Fire Alarm:

- Shut down all appliances if possible. Close hatch if required and doors behind you.
- Leave the building by the nearest exit.
- **DO NOT** stop to collect personal belongings. Do not use lifts.
- **DO NOT** re-enter the building until permission is given.

Extinguisher Types

 WATER  Safe for: Wood, paper and textiles.  Not for: Live electrical equipment.  Not for: Flammable liquids.  Not for: Flammable metal fires.	 CO₂  Safe for: Flammable liquids.  Safe for: Live electrical equipment.  Not for: Wood, paper and textiles.  Not for: Flammable metal fires.	 FOAM  Safe for: Wood, paper and textiles.  Safe for: Flammable liquids.  Not for: Live electrical equipment.  Not for: Flammable metal fires.	 POWDER  Safe for: Wood, paper and textiles.  Safe for: Flammable liquids.  Safe for: Gaseous fires.  Safe for: Live electrical equipment.
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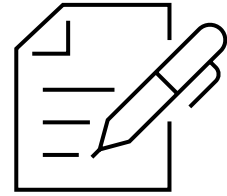
First Aid

- There may be an occasion when an accident does occur. There are staff trained in First Aid within the school site, you may have First Aid skills yourself, if you do inform your line manager.
- The First Aid person will be your first point of contact. If the need arises for their assistance, know who the First Aid person is at your site. This is to give immediate assistance to casualties with common injuries or illnesses that arises from hazards at work.
- There is a first aid kit located in each unit which is suitably stocked and should be checked regularly to ensure the contents are in date.

Dealing with electrical accidents

- Should you encounter this type of accident, Call the emergency services immediately. The First Aider for the school.
- **DO NOT** touch the casualty until the current is switched off and isolated.
- Remove the victim from the source do not make contact with them. Use insulated material eg. a wooden pole or plastic to free the casualty from the electric source.
- Only attempt resuscitation if you have received appropriate training and place in the recovery position.

Reporting of Incidents and Near Misses



What are Incidents and Near Misses?

An unplanned / undesired event which results in personal injury or damage to property or equipment:

- All Incidents and Near Misses, whether major or minor must be reported to your line manager as soon as possible - they must record it on an Internal Incident Report Form which you will get from the Catering Office.
- While every effort is made to prevent such occurrences there will be occasions when Incidents and Near Misses resulting in injury will occur.
- Should you suffer injury as a result of an incident at work you must immediately inform your line manager. The line manager will then complete the Corporate Internal Incident Report Form.
- Make sure you give your line manager all the details of the situation that led to the incident and an exact description of the injury you suffered.
- Examples such as 'sore hand' are not sufficient. Is it a 'laceration to the left thumb' or 'bruising to the right knuckles'?
- Incidents and Near Misses are monitored so that we can try to eliminate any particular risks that have resulted in injury.
- As an employer we must report some incidents to the HSE so that they can monitor if Moray Council is meeting its legal obligations towards the Health & Safety of its employees and Members of the Public.

Please note: Catering Service team members should not physically intervene in incidents where young people are fighting or where a young person brandishes a weapon, however, they must immediately seek out a member of the school's Senior Leadership Team who will take charge of the situation.

Your Notes

Statement

You must complete and sign this section only after you have read and fully understood the contents of the Catering Department Health and Safety Handbook.

Should there be any topic mentioned that you do not understand or are not completely sure about, ask your immediate line manager who will assist in giving you a clearer understanding of what is expected of you as an employee and Moray Council as your employer.

When you have completed and signed this page, remove it from the book and hand it to your line manager.

This page will be kept with your personal record along with details of all other training and development you have achieved while employed by Moray Council.

Surname (Print)

First Name(s)

Payroll No

Signature

Date Returned

Line Manager Signature

Location

Date Recorded

