

Hospitality & Catering – Understand how Hospitality & Catering provision meets Health & Safety requirements

- Personal safety & responsibilities in the work place
- Identifying risks
- Control measures

3.1 personal safety in the work place
 Employers(business) & employees (staff)
 Have a responsibility to

- Prevent accidents
- Ensure the business is a safe working environment
- Ensure food is safe to eat

Manual handling Operations Regulations (MHOR)

Covers accidents when lifting heavy/awkward shaped boxes, items that are hot/frozen/sharp

Employers responsibilities;

- Risk assessment – carried out & completed
- Reduce the risk
- Avoid any lifting /handling that may cause harm to staff

Employees responsibilities

- Training – how to lift carefully
- Asses risk – knowing their own strength, ask for help.

Risk to security

Arson, vandalism, assault, robbery, fraud, theft ,terrorist attack, undesirable people on the premises, burglary.

Health & Safety at Work Act (HASAWA)

Employers responsibilities

- Equipment-tested for safety & properly maintained
- Chemicals- stored and used correctly
- Training – all staff trained
- Risk assessments- should be in place
- Healthy & safety policy – given to all staff
- Safety equipment – given to staff

Employees responsibilities

- Safety – work in a safe way
- Rules – follow all rules
- Training- attend all training
- Report – any health or safety risks
- Equipment – wear safety equipment at all times

Risk assessment –

Hazard- something that could cause harm to someone's health/physically injure them e.g. trips and falls, cut and burns ,ingesting chemicals, electric shock, & food poisoning

Risk- how likely is it that someone may be harmed or injured by a hazard?

Control – a way of reducing the risk of hazard causing harm

Correct way to lift



wrong way to lift



Personal Protective Equipment at Work Regulations (PPER)

This covers personal clothing & equipment

Employers responsibilities;

- Provide suitable protective clothing e.g. gloves, face masks, water proof aprons, goggles, hi vis etc.
- Signage – to remind employees what PPE to wear
- Provide training on how to wear PPE

Employees responsibilities

- Training – attend all sessions
- To wear PPE in the work place when instructed to by the employer



Identify & assess the level of risk involved.

Risks can occur in

- Using equipment e.g. deep fat fryers
- An activity e.g. carrying a heavy pan
- A situation e.g. evacuating the kitchen from a gas leak

Calculating risk

1. Identify the hazard
2. Who might be harmed & how
3. Evaluate the risks & decide on precautions
4. Record findings & implement them
5. Review and update if necessary

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Covers work place accidents e.g.

Deaths, serious burns , near-miss events e.g. machinery collapsing , work related diseases, gas leaks ...

Employers responsibilities;

- Record all accidents & injuries
- Report- all accidents & injuries to the Health & Safety Executive (HSE)

Employees responsibilities

- Report to their line manager of any possible risks
- Accident book- record any injuries

Control of Substances Hazardous to Health (COSHH)

Covers substances that are hazardous to health e.g. cleaning material chemicals, fumes, dust (flour, icing sugar) gases from cookers.

Employers responsibilities;

- Stored- labeled correctly to warn people if toxic and stored properly
- Care- given to use and disposal of any chemicals

Employees responsibilities

- Training attend training on how to use safely
- Instructions- follow all instructions & symbols



Acute Toxic



Health Hazard



Flammable



Exclamation Mark



Flame over circle



Gas Cylinder



Explosion Bomb



Environmental hazardous



Corrosion

3.2 Risks to personal safety in hospitality and catering

Risk to health& personal safety

Poor lighting, inadequate signage, fire/explosion, using hazardous chemicals, trip hazards, food poisoning, lifting or moving objects, bullying & harassment, inadequate ventilation, using equipment, injuries e.g. burns & cuts.

Calculating risk cont..

Hazard severity	Likelihood of occurrence	scale
Trivial	Almost never	1
Minor	Unlikely	2
Moderate	possible	3
Serious	likely	4
Fatal	Very likely	5

Level of risk = hazard severity x likelihood of occurrence

Low risk 1-8- continue but review regularly
 Medium 9-12 – continue but add other controls where possible to monitor regularly
 High 15-25 STOP ACTIVITY! Identify new controls, activity cannot proceed until risks are reduced to low or medium level

3.3 personal safety control measures - employees

Risk	Control measures
Stress, fatigue	Monitor employees closely & have adequate rest breaks
Using equipment	Instruction manual needs to be followed , training given if needed
Trip hazards	Clutter free floors, exits & entrances need to be clear
Spillages	Clean up any spillages , use warning signs
Using hazardous chemicals	Wear protective clothing, training should be given on correct use, chemicals need to be stored correctly COSHH regulations need to be followed
Inadequate PPE	Correct PPE should be worn at all times
Using electrical appliances	Equipment should be maintained and regularly cleaned , training given if needed, should be PAT tested regularly by an electrician.



Control measures for customers

Hazard	control
Food poisoning	Hazard analysis and critical control points (HACCP) As system put in place to ensure food is safe to eat.
Food allergies	Detailed information must be given to the customer on any allergens in the dishes
Trip hazards	Good lighting and clear walk ways
Spillages (food & drink)	Must be cleaned up straight away, appropriate signage must be used
Theft /fraud	Make sure all card transactions are done in front of the customer.
Undesirable people on the premises	Any suspicious person should be challenged and not allowed to mix with the customers.
Assault	Staff should ensure that the safety of other customers is a priority if another person becomes aggressive.
fire & explosion	Emergency exits should have clear signage and be well lit , fire extinguisher should be in place and staff should be trained on how to use them.



Check points

Do you know...

- Three safety reasons why everyone should follow health and safety rules at work
- What RIDDOR stand for?
- What COSHH stands for?
- Three types of personal protective equipment?
- What a risk is?
- What a hazard is?
- What a risk is
- What a risk assessment is?
- 6 risks to the employee
- 2 risks to the customer



Hospitality & Catering Knowledge organiser: LO3

Hospitality & Catering – Know how food can cause ill health

AC4.1

- Bacteria
- Microbes
- Chemicals
- Metals
- Poisonous plants
- Allergies
- intolerances

Causes of food related illness can be split into 3 categories;

1. **Microbes –Bacteria, yeast & mould**
2. **Chemicals, metals & poisonous plants**
3. **Food allergies & intolerances**

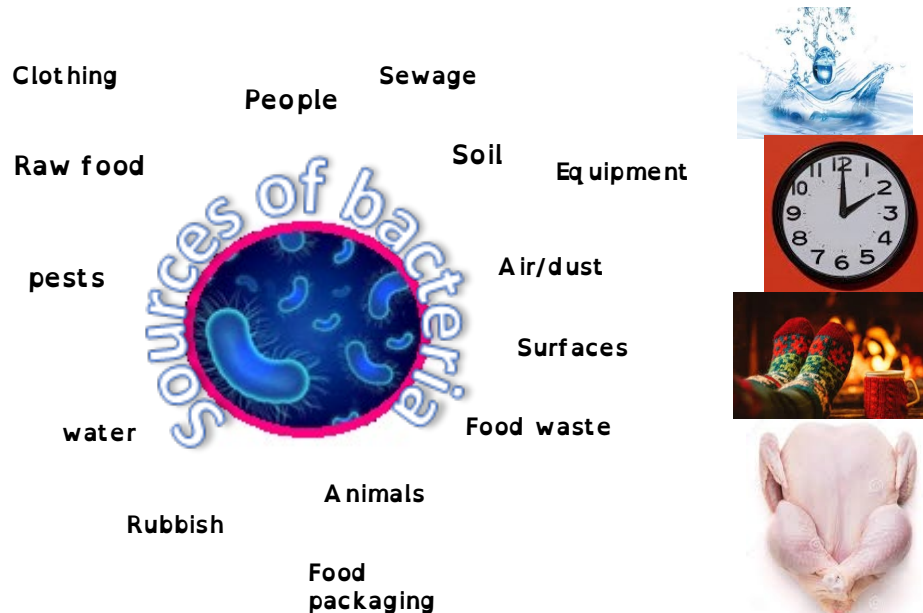
1. MICROBES - Tiny micro-orgasms which contaminate food and spoil it and cause ill health. Bacteria, yeast and moulds are micro-organisms.

BACTERIA - can be good or pathogenic & cause food poisoning. Conditions needed for bacterial growth

- **MOISTURE**
- **TIME- MULTIPLES THROUGH BINARY FISSION EVERY 20 MINUTES**
- **WARMTH- MULTIPLY IN WARM CONDITIONS 37°C**
- **FOOD – USUALLY HIGH PROTEIN – HIGH RISK FOODS E.G. MEAT, FISH, DAIRY, EGGS, RICE**

Mnemonics

Days of the week **M**onday/**T**uesday/**W**ednesday /**F**riday



Test your temperatures

temperature	facts
0°C - 5°C	Fridge temperature-bacteria become dormant at low temperatures
5°C - 63°C	The danger zone bacteria rapidly multiply especially at room temperature or body temperature 37°C
-18°C	Temperature of a freezer – bacteria become dormant until food is defrosted
63°C +	Hot-holding food
75°C	Core temperature of cooked food

Cross-contamination

Microbes from one place can be easily transferred onto some food, where they will contaminate it. e.g. preparing raw chicken on a chopping board and then using the same one to make a sandwich. Sneezing into your hand, then handling food without washing your hands in between.



Food poisoning

What is food poisoning?

- An unpleasant illness that can lead to severe health problems and in some cases death.
- **In elderly, very young, people who have been ill and have a weakened immune system**
- Pathogenic (harmful) bacteria is the most common cause of food poisoning

The symptoms of food poisoning

Ac 4.5

Non-visible	Visible
<ul style="list-style-type: none"> • Headache • Weakness • Feeling cold and shivery • Bad stomach ache • Loss of appetite and feeling sick • Aching muscles 	<ul style="list-style-type: none"> • Diarrhoea • High body temperature • Vomiting • Dizziness

High risk foods



Prevention during storage, preparation & cooking

Storage
 FIFO – first in first out (stock rotation old at front new at back)
 Chill foods within 90 minutes
 Wrap high risk foods & store on correct shelf in the fridge to avoid spillage
 Check use dates
 Cover dried foods
Preparation & cooking
 Wash hands before cooking, after touching raw foods, sneezing or coughing, cover cuts blue plasters.
 Use correct coloured chopping boards
 Keep cooked and raw foods separated
 Keep fridges at the correct temperature – check every 2 hours.
 Check temperatures of hot held foods.

Hospitality & Catering – Know how food can cause ill health

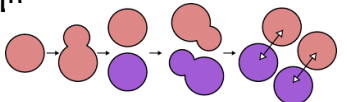
AC4.4 - common types of food poisoning

Bacteria type	Onset time Duration of symptoms	symptoms	Sources (where it comes from)
salmonella	O: 2-3 days D: 7 days	Diarrhoea, stomach pain, vomiting	Raw meat /eggs
campylobacter	O:12-72 hours D: up to a week	Diarrhoea, may be bloody, stomach cramps & vomiting	Poultry and unpasteurized raw milk
E-coli	O:2 days D: up to 10days	Diarrhoea, may be bloody, stomach cramps & vomiting	Undercooked ground beef (faeces in intestines) unpasteurized dairy, raw fruit & veg- water on crops
Clostridium perfringens	O: within hours D: up to 2 days	Diarrhoea, may be bloody, stomach cramps NO vomiting	Raw meat, gravies, food left for long periods of time at room temperature

Task: using the table headings above add

- Listeria
- Bacillus cereus
- Staphylococcus

Yeasts - a single-celled fungi found in the air reproduces by budding (yeast cells produce a bud, which becomes larger and then breaks off and becomes a new yeast cell¹¹)



- Yeast can grow in sweet and acidic foods e.g. orange juice
- Wild yeast is used to make sour dough bread
- Can grow with (aerobic) or without (anaerobic) oxygen
- Prefers moist food
- Grows best in warm conditions but can also grow in fridge temperatures 0°C-5°C
- Destroyed at temperatures above 100°C



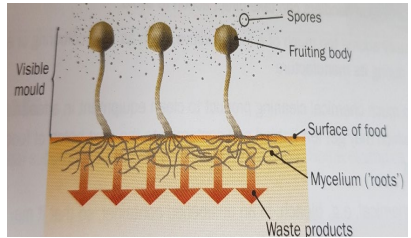
Yeasts make food unfit to eat by breaking down the sugars into CO₂ gas and alcohol (fermentation)

Moulds - are tiny fungi, related to mushrooms and there are lots of different types. With the correct conditions mould will multiply and make food unfit to eat

- Need moisture, time, warm temperatures, food & the right amount of acidity.
- Will grow slowly in the fridge
 - Grows where there is a lot of moisture e.g. inside a plastic container



Moulds - send out spore which land on the surface of food. If conditions are right spore germinate and send roots down into the food



Hospitality & Catering – Know how food can cause ill health

Allergies

- Some people experience an allergic reaction when they come into contact with a specific food.
- The allergic reactions are caused the body's immune system reacting to the food which can be fatal.
- Most common foods to cause an allergic reaction



Symptoms – skin rash, itchiness of skin eye and mouth, swollen lips , face eyes, difficulties in breathing

Food Intolerances




Some people have a sensitivity to some foods. Consuming these food can cause nausea, abdominal pain, joint aches and pains tiredness and weakness.

- Lactose intolerance- milk sugars cannot be digested (lactose)
- People need to avoid all dairy produce and look at dairy free e.g. soya milk, coconut milk etc...
- Gluten intolerance –people cannot have foods which contain gluten (protein found in wheat ,rhy and barley)
- People need to follow a gluten free diet.

People with coeliac's disease have neither an intolerance nor allergy but is ab auto immune disease caused by the reaction of the auto immune system to gluten.

Chemicals, metals and poisonous plants

- Chemicals
 - These can be mistakenly added e.g. cleaning chemical not rinsed off, metal reacting with certain foods, some foods if prepare incorrectly e.g. kidney beans can give symptoms that indicate food poisoning.
 - Storing chemicals in unlabeled containers, so it may be added to food by mistake.
- Metals
 - Some metals are poisonous if they make their way into the body.
 - Some metals react with acidic foods e.g. citrus fruit, tomatoes and rhubarb resulting in a chemical reaction which may result in metal entering our food and risk poisoning the body.

Metal	Equipment containing the metal
Copper	Pans and bowls 
Lead	Lead in crystal glasses and earthenware 
Tin	Food cans are usually lined with plastic to prevent reactions between the food and metal of the tin
Aluminium	Old pans are often made from aluminium
Antimony	Enamel coated pans/dishes especially if chipped 

- Poisonous plants
- Rhubarb leaves contain oxalic acid which can cause illness and affect the kidneys (stems are safe to eat)
- Nuts and cereals –if not stored properly and become damp then they could develop mould growth which produces aflatoxin which can cause illness that may affect the liver and cause tumours.
- Red Kidney beans – if not soaked and cooker properly can cause nausea, abdominal pain and diarrhoea (canned beans have already been cooked & and are safe)
- Wild mushrooms –they are many which are poisonous, can cause organ failure and death.
- Poisonous berries- don't eat any leaves , berries or seeds you are not familiar with as they may contain natural poisons and make you very ill.

Hospitality & Catering –

AC4.2 Environmental Health Officer (EHO)

EHO's are employed by the local authorities and overseen by the Food Standard's Agency to enforce food safety legislation.

EHO Role

- Inspects businesses where food is stored, handled and cooked making sure food is safe to eat
- Check food handlers are trained in food hygiene and safety
- Checks that control measures are in place to prevent pest contaminating food
- The premises is clean and in good condition
- Check that there are risk assessments carried out- (HACCP hazard analysis and critical control points) and are being controlled
- Offers advice & training on improving food hygiene and safety

EHO have powers to;

- enter any business unannounced
- Inspect the premises and the food being stored, prepared, cooked and sold
- Take food samples away to be tested
- Look at data records e.g. fridge/freezer temperatures, staff training records

If there is a problem EHO's are allowed to

- Take the food away if they think it is a food safety hazard so it cannot be sold hygiene improvements
- Tell the owners to make hygiene improvements within a set time and come back to check they have been done
- Close food premises and stop them from selling food if there is a high risk of food poisoning
- Give evidence in court if the owners of the business are prosecuted for breaking the law.
- Carry out an inspection if a member of the public makes a complaint about poor food hygiene or if one or more people get food poisoning after eating from a business.

If a member of the public has food poisoning they need to notify their doctor as food poisoning is a notifiable illness.

During an inspection they look for evidence of pests, check equipment used for food preparation, cooking & storage to make sure it is clean, watches how food is prepared & cooked and the level of personal hygiene of the staff, Inspects the food waste system & bins, checks paper work and records kept by the business.

Food poisoning outbreak- dr told of symptoms- dr agrees it's food poisoning – faeces samples taken and analysed at the lab-if bacteria identified as a cause then the local environmental Health Office is notified so that the EHO can investigate the complaint

AC 4.3 Food safety legislation

Food Safety Act 1990

Applies to all food businesses including non-profit making e.g. charities
Ensures that all food is

1. Safe to eat
2. what people expect it to be- ingredients must be suitable for human consumption
3. Not labeled, advertised or presented in a way that is misleading or false e.g. a meal advertised as beef should actually have beef in it.

Food hygiene Regulations

Regulations apply to all food and drink and their ingredients, at all stages of their production, except for primary production e.g. slaughter of live stock, harvesting crops, milking, catching fish, which have their own regs.

1. Food handled safely and in a hygienic way
2. Identify potential food hazards
Know which stages in their food handling activities are critical for food safety i.e. identify where things could go wrong
4. decide what control will be put in place to prevent risks
5. Ensure safety controls are in place and are regular reviewed and maintained.

THIS CAN BE ACHIEVED USING
HACCP

IS A FOOD SAFETY MANAGEMENT
SYSTEM TO ENSURE HAZARDS ARE
IDENTIFIED, CONTROLS ARE PUT IN
PLACE AND ARE REVIEWED REGULARLY

Food Labeling Regulations-

Labels tell customers about the food they are about to buy having certain information needed by law.
Protect the consumer, manufacturer and retailer.

Food labels should be

- Clear and easy to read
- Permanent – information not rubbed off easily
- Easy to understand
- Visible and easily read
- Not misleading

Information needed by law

Savoury quiche
Egg and cheese flan with broccoli and red pepper in a shortcrust pastry case.

1 Nutritional information:

Nutrient	Per 100g	Per serving (80g)
Energy	1008kJ/248kcal	804kJ/223 kcal
Fat	15g	13.5g
of which:		
Saturates	6g	5g
Monounsaturates	5g	4.6g
Polysaturates	2.7g	2.9g
Carbohydrate	21g	19g
of which:		
Sugars	1.8g	1.6g
Starch	18.2g	16.5g
Fibre	1g	0.7g
Protein	8g	7g
Salt	0.5g	0.4g

2 Allergy information: Contains milk, egg, gluten (wheat flour)

3 Ingredients: wheat flour, vegetable fat spread, whole milk, eggs, cheddar cheese, broccoli (15%), red pepper (10%), seasoning, flavourings.

4 The quantity of certain ingredients (in descending order)

5 The name of the food product

6 A description of the food product if it is not obvious to the consumer from the name what the food product actually is

7 Indication of minimum durability (the shelf-life of the food product) by 'use-by' or 'best-before' date

8 The net weight/quantity of the food product

9 Place of origin (provenance) of the food product or a specific ingredient

10 Cooking or usage instructions

11 Storage conditions and instructions

12 Contact details of food product manufacturer, distributor or retailer

13 Use by: 15 March

14 Net weight 540g

15 Made with British grown broccoli

16 Cooking instructions: Oven: remove outer packaging and place on an oven tray. Heat for 20 minutes at Gas 4/180°C. Can be eaten cold.

17 Storage instructions: Keep refrigerated between 0°C and below 5°C. Consume by the use-by date. Can be frozen. Follow star ratings on your freezer.

18 Contact information: Made in the UK by Freshly Foods, London. www.freshlyfoods.uk

19 Barcode: 9 78190 8682 78 9