

Safe Hospitality



**Safety, Health & Welfare in Hotels,
Restaurants, Catering & Bars**

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Part 1

Safe Hospitality



**Safety, Health & Welfare in Hotels,
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Part 1 - General



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Notes

This document was prepared by the Health and Safety Authority (the Authority). The Authority consulted widely in drafting this document and would like to thank those who assisted in producing the final draft. Bodies in this sector include:

1. Bartenders Association of Ireland
2. Catering Equipment Association
3. Catering Management Association of Ireland
4. Fáilte Ireland
5. Food and Drink Industry Ireland
6. Institute of Leisure & Amenity Management
7. Irish Hospitality Institute
8. Irish Hotel Federation
9. Irish Nightclub Industry Association
10. Irish Water Safety
11. Licensed Vintners Association
12. Panel of Chefs of Ireland
13. Quick Service Food Alliance
14. Restaurants Association of Ireland
15. Speciality Coffee Association of Europe
16. Vintner's Federation of Ireland
17. Athlone Institute of Technology
18. Institute of Technology Carlow
19. Cork Institute of Technology
20. Dundalk Institute of Technology
21. Galway-Mayo Institute of Technology
22. Institute of Technology Tralee
23. Letterkenny Institute of Technology
24. Limerick Institute of Technology
25. Shannon College of Hotel Management
26. Institute of Technology Sligo
27. Waterford Institute of Technology

Help save natural resources by considering the environment before printing this document.

IMPORTANT NOTE: Press cuttings are shown for illustration only and not intended to factually represent court proceedings. The following chapters provide typical hazards and control measures that need to be considered when carrying out risk assessments. This document should not be considered exhaustive as no workplace is identical and other hazards not directly involved in the business also need to be considered where these occur.

1.1 Introduction

Who is this document for?

This document is aimed at the Accommodation and Food Services Activities sector. This sector includes hotels, restaurants, pubs, cafes, wine bars, nightclubs, guesthouses, etc.

The amount and type of supplementary services provided within this sector can vary widely.

It excludes the preparation of food or drinks that are not fit for immediate consumption or that are sold through wholesale or retail.

This publication is colour coded. Each section has a different coloured tab.



The Health and Safety Authority

The Health and Safety Authority (the Authority) is the state-sponsored body in Ireland with responsibility for securing safety, health and welfare at work. Working in partnership with employers and employees, it aims to ensure that safety and health in the workplace is a key priority for everyone.

The Authority recognises that employers and their employees are responsible for reducing injuries and illnesses caused or made worse by work, and supports them through programmes that:

- Promote a safe and healthy working environment
- Provide information and advice
- Carry out inspections and investigations
- Where necessary, take enforcement action to ensure compliance, and
- Develop legislative proposals

1.2 Parts of Safe Hospitality

1 General

Main risks, Workplace, Machinery, Chemical Safety, Stress, Bullying

5 Leisure Areas

Leisure centres, spas, swimming pools, External Leisure Areas including groundskeeping

2 Kitchen Equipment

Equipment found in most kitchens - ovens, deep fat fryers, ventilation

6 Machinery in larger premises

Equipment not commonly found in smaller premises

3 Bars

Pub cellars, Bar areas

7 Health & Safety Laws

General duties, the law

4 Accommodation & Housekeeping

Housekeeping, laundry

1.3 Good Practices

There are many examples of good practice found in the accommodation and food service sector. Some examples are given below. Employers may wish to consider if the following would improve safety in their own workplace:

- ✓ Wheels or castors fitted to the legs of machines, equipment, furniture so that it can be moved easily
- ✓ A locked cage fitted around machines to prevent unauthorised use
- ✓ New staff using knives required to wear a cut-proof glove on their non-knife hand for the start of their training
- ✓ Use a start-of-shift and end-of-shift checklist for essential safety precautions
- ✓ Routine area-by-area audits carried out to enable self assessment, leading to improvements



1.4 Manual Handling

Manual handling accounts for over one-third of all reported incidents in the hospitality sector. Manual handling is the main cause of injury at work. Manual handling problems can lead to debilitating long-term illnesses and cause a great deal of pain and discomfort. Sufferers can be forced to leave their jobs and, in severe cases, are unable to work at all.

Manual handling requirements **only apply** to lifting, putting down, pushing, pulling, carrying or moving a load, **where the characteristics of the load pose a risk or the ergonomic conditions of the activity are unfavourable**. Where manual handling of loads involves a risk of injury, the employer must avoid or reduce the need for such manual handling where possible.

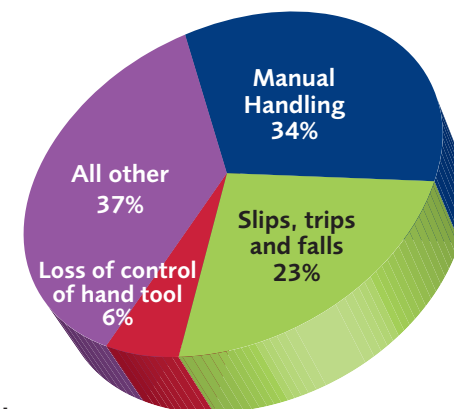
A risk assessment must be carried out on all manual handling. The risk assessment should identify risks and controls, including both engineering and organisational, to avoid or reduce the risk of injury. This must be done in consultation with staff. The results must be recorded, controls put in place, and the findings communicated to staff.

Employees should be consulted when protective measures related to manual handling are taken. This could include information and training on new mechanical aids to handle heavy loads. Training needs to be specific to tasks. It is not a substitute for the reduction or avoidance of manual handling risks.

Manual Handling Risk Assessment Approach

A risk assessment must be carried out on all manual handling. The risk assessment should involve the following steps:

1. Observe the Task
Involves a detailed description of job and breakdown of key stages
2. Collect Technical Details
Examples include weights, dimensions of work area, frequency, duration, environmental factors
3. Identify Risk Factors
Use factors in Schedule 3 of the General Application Regulations 2005 at www.hsa.ie
4. Develop solutions and plan of action
What changes can be made to the work activity?
When will changes be implemented?
What are the training needs?



1.4 Manual Handling Cont'd

Manual handling training is only part of an approach primarily focused on ergonomic controls.

1 Avoid Manual Handling

- ✓ Wherever possible, avoid handling loads
- ✓ Do objects really need to be handled?
- ✓ Can you use a mechanical aid?
- ✓ Wherever possible fit castors/wheels so that items can be wheeled, instead of being lifted
- ✓ Can you push or pull instead of lifting?
- ✓ Be aware of where mechanical aids are



2 Use trolleys provided

- ✓ Use trolleys in kitchens as well as stores
- ✓ Ensure trolleys are in good condition
- ✓ Ensure the trolley is suitable for the task

3 Assess before handling

- ✓ Do you really know how heavy it is?
- ✓ Check anyway
- ✓ Is it hot/ cold?
- ✓ Is it unstable?
- ✓ Are there sharp edges?
- ✓ Where will you put it down?

4 Break up large load

- ✓ Find time to handle smaller loads
- ✓ Make several trips if needed
- ✓ Organise your time
- ✓ Allow the correct amount of actual time needed
- ✓ Order smaller containers if needed

5 Ask for help

- ✓ If you need, ask for help
- ✓ Agree the method/ technique with colleague before lifting
- ✓ Do not be afraid to ask for assistance
- ✓ Ask people to help handle load
- ✓ Ask people to hold doors
- ✓ Do not handle load on your own if too heavy for you

6 Keep walkways clear

- ✓ Avoid tripping hazards
- ✓ Look out for steps, trailing cables
- ✓ Never store items in walkway
- ✓ Consider assessing walkway before handling load

7 Bend your knees

- ✓ Use knowledge and training
- ✓ Bend your knees



1.4 Manual Handling Cont'd

Checklist

Use the checklist in the Safety toolkit and short guide to manual handling regulations at www.hsa.ie to assess manual handling.

For Further Information

Guide on Manual Handling Risk Assessment in the Hospitality Sector at www.hsa.ie

Full guidance on manual handling regulations at www.hsa.ie

Safety toolkit and short guide to manual handling regulations at www.hsa.ie

Manual handling section of the website at www.hsa.ie

Preventing back pain and other aches and pains to kitchen and food service staff from www.hse.gov.uk

Health and Safety for Waiting Staff from www.hse.gov.uk

1.5 Slips, Trips and Falls

Slips, trips and falls account for a considerable proportion of work-related accidents. About one in five of these incidents result in an absence of more than one month so the consequences are potentially serious.

Slips, trips and falls:

- Are very common
- Are very common in sectors not regarded as very dangerous
- Often result in lengthy absence
- Can be prevented easily

Slips are caused by the presence of substances such as water, grease, oil, etc on the floor arising from work or in some cases the weather. Slip hazards can be found on both wet and dry surfaces.

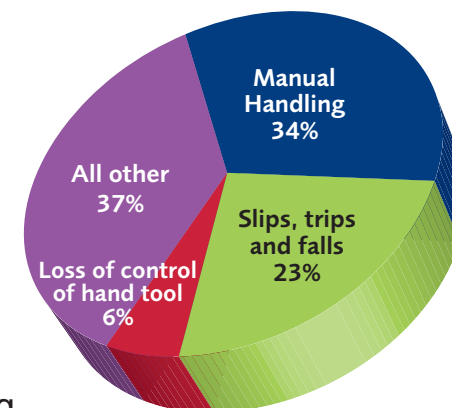
Trips can be caused by such features as electric cables or air hoses, curled-up carpets, uneven floor surfaces and steps, or discarded work items.

The hazards listed above are so ordinary and commonplace that people often accept them as part of life until someone has an accident and is hurt.

Safeguards

1 Spills

- ✓ Deal with spills straight away
- ✓ Use absorbent material to soak up the spill
- ✓ Locate absorbent materials near likely spills
- ✓ Avoid using a wet-cleaning approach that may just spread the potential danger area
- ✓ Consider nominating one person each shift to be responsible for spills
- ✓ Consider using spill kits
- ✓ Identify areas at high spill risk



2 High-risk Areas

a. Transition Areas

- ✓ Identify areas where pedestrians are moving from wet ground surface to a dry ground surface, e.g. entrances
- ✓ Take precautions to remove excess moisture from footwear
- ✓ Mats must be properly designed and installed
- ✓ Mats must be placed on actual pedestrian traffic routes, where people actually walk

1.5 Slips, Trips and Falls Cont'd

b. Level Changes

- ✓ Identify areas where levels change, e.g. slopes/ ramps, steps/ stairs, unexpected holes, bumps, slopes, drainage channels
- ✓ Ensure slip resistant surface
- ✓ Provide proper lighting
- ✓ Highlight changes in level
- ✓ Ensure proper drain covers
- ✓ Keep top & bottom of stairs clean & tidy
- ✓ Avoid having to carry items on stairs, e.g. by use of dumb waiters



c. Sources of liquid

As well as leading to a moist/wet floor, sources of liquid could lead to a damaged floor over time

- ✓ Identify sources of moisture e.g. equipment using water/ liquid, wash-up , and cleaning store, toilets, grapes, flowers, plants, deep fat fryers
Don't forget hanging baskets
- ✓ Repair flooring properly
- ✓ Use proper mats
- ✓ Ensure adequate local drainage
- ✓ Ensure slip resistant footwear



d. Cables and Hoses

- ✓ Identify trailing cables and hoses
- ✓ Identify poorly sited gas, liquid supply points
- ✓ Identify poorly sited electrical outlets
- ✓ Site electrical outlets to avoid trailing cables
- ✓ Use retractable reels for hoses

e. Poorly maintained flooring

- ✓ Identify and repair poorly maintained, damaged floors
- ✓ Take steps to prevent future damage

f. Mats, rugs

- ✓ Identify mats and rugs – these may be either decorative or functional
- ✓ Can be hazardous if not properly designed/ fitted
- ✓ Use heavy mats
- ✓ Recess mats into flooring
- ✓ Use weighted edges
- ✓ Fix edges
- ✓ Highlight edges

1.5 Slips, trips and falls Cont'd

g. Slippery surfaces

- ✓ As a rule of thumb, high gloss, highly reflective = high risk
- ✓ Pendulum testing can be used to scientifically assess floors
- ✓ Consider changing or treating floor surface – this might include addition of slip resistant materials
- ✓ Use the simple flooring table in HSE UK Stop slips in kitchens - A good practice guide to help assess your floor
- ✓ Chemical treatment (etching) may be possible
- ✓ Other methods such as non-slip strips may assist

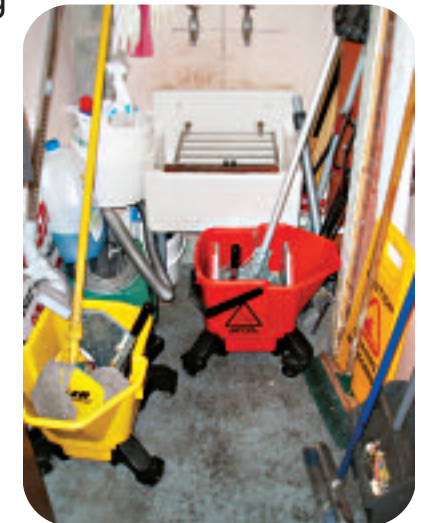
3 Over-used warning signs

Warning signs, such as warning triangles, do not provide a physical barrier to keep people away from wet floors

- ✓ Safety signs do not substitute for necessary protective measures
- ✓ For programmed/ routine floor cleaning, use a system that keeps pedestrians away from wet, moist floors, e.g. physical barriers
- ✓ Warning signs alone may not be adequate for many circumstances
- ✓ Warning signs must be removed when they no longer apply

4 Environmental Hygiene

- ✓ Housekeeping is vital - especially when busy
- ✓ Don't leave tidy up until the end of shift
- ✓ Keep floors & access routes clear
- ✓ Keep particularly messy operations away from pedestrian routes
- ✓ Ensure cleaning staff have received proper training, instruction and demonstrations where required
- ✓ Provide cleaning staff with slip resistant footwear
- ✓ Assess the floor to see if cleaning is actually required
- ✓ As far as possible, dry cleaning (e.g. a dry microfibre brush) should replace wet cleaning
- ✓ Clean floors at times when there will be little or no traffic
- ✓ Wherever possible cordon off the floor area being cleaned using a barrier. (Safety signs do not substitute for necessary protective measures)



1.5 Slips, trips and falls Cont'd

- ✓ Organise cleaning to provide dry paths through areas being cleaned
- ✓ Where wet cleaning, use water at the right temperature and detergent
- ✓ Remove excess liquid to assist the floor drying process. As far as possible, clean the floor until dry

5 Shoes (Safety Footwear)

- ✓ The General Application Regulations state an employer shall ensure personal protective equipment (PPE) is provided where risks cannot be avoided or sufficiently limited by other means
- ✓ These regulations require that the employer providing PPE should ensure it's properly maintained and replaced as necessary
- ✓ Section 8(5) of the 2005 Act states that required PPE should be provided free-of-charge to the employee
- ✓ Choose a shoe with a well-defined tread pattern, the more edges, the firmer the grip. Good tread pattern and a flexible sole are important
- ✓ Consult with staff when choosing safety footwear
- ✓ Undertake a footwear trial before you buy. Footwear marked 'slip-resistant' may not perform well in your workplace

- ✓ Footwear that performs well in wet conditions might not be suitable where there are food spillages. Sole tread needs to be kept clear of waste. If they constantly clog up, the sole design is unsuitable for your workplace
- ✓ Use footwear that
 - ✓ Staff have agreed to
 - ✓ Staff like and will wear
 - ✓ Has a good tread pattern and a flexible sole
 - ✓ Has been tested in the actual workplace for slip resistance
 - ✓ Is flat
 - ✓ Is comfortable and fits well (People might not wear uncomfortable shoes)
 - ✓ Is reasonably easy to clean
 - ✓ Will be reasonably easy to maintain
 - ✓ Will last a reasonable time
 - ✓ Provides a good grip and good slip resistance



1.5 Slips, trips and falls Cont'd

- ✓ Avoid
 - ✓ Open-toed shoes
 - ✓ Sandals
 - ✓ Flip-flops
 - ✓ Heels , high heels
 - ✓ Smooth soles and
 - ✓ Clogs with no ankle strap/ grip
- ✓ With clogs, ensure an ankle strap is in place and used properly
- ✓ If you use safety overshoes, check that they provide adequate slip resistance
- ✓ Put in place routine checks of slip resistant footwear. Check the soles of shoes
- ✓ Put in place a system to replace slip resistant footwear as required

For Further Information

Simple Safety® sheets for retail and food and drink at www.hsa.ie

There is much useful material on the HSE website www.hse.gov.uk, including...

- Preventing slips and trips in the workplace
- Preventing slips and trips in kitchens and food service
- Health and Safety for Waiting Staff
- Safety footwear guide in Stop slips in kitchens
- Slips, trips and falls Resource Centre
- Slip-Resistance Testing Of Footwear For Use At Work
- Safe use of cleaning chemicals in the hospitality industry

How to apply the directive 89/686/EEC - PPE Guidelines at <http://ec.europa.eu/enterprise>

Use Chemicals Safely at www.hsa.ie

Risk Assessment of Chemical Hazards at www.hsa.ie

1.6 Cuts

Cuts are a major risk in Accommodation and Food Services Activities. Many accidents occur because items slip when they're being cut or knives don't move in the direction required. In many cases large kitchen knives are used for tasks where a smaller, safer knife could be used.



Consider having new staff using knives wear a cut-proof glove on their non-knife hand for the start of their training. Consider having staff wear a cut-proof glove on their non-knife hand while doing intricate or difficult operations, e.g. boning.

Safeguards

1 Don't use a knife

- ✓ Don't use a knife unless you have to
- ✓ Consider using pre-cut food rather than having to use knives
- ✓ Order supplies in easy-open containers

- ✓ Use scissors or retractable blade for opening bags/boxes
- ✓ Do not use a knife to taste food

2 Cut away from you

- ✓ Always cut away from you
- ✓ Never cut towards yourself
- ✓ Cut down onto a proper cutting board
- ✓ Ensure item being cut is secure and cannot roll/ topple



3 Store knives securely

- ✓ Store knives securely in the proper areas
- ✓ Ensure proper storage is provided
- ✓ Label storage area as required
- ✓ Do not leave knives lying around in sink areas, on workbenches, etc.

4 No knives in the sink

- ✓ Do not leave knives soaking in a sink full of water - they are an invisible hazard
- ✓ Provide a designated area for dirty knives and inform everyone



1.6 Cuts Cont'd

5 Never cut in your hand

- ✓ Cut or chop on a board - never in your hand
- ✓ Ensure a proper cutting surface is provided
- ✓ Particular risk for bar staff cutting lemons

6 Wash knives safely

- ✓ Hold the handle and use a brush when washing sharp objects
- ✓ Important when washing knives in the sink
- ✓ Risk of injury if a brush is not used to clean the sharp edges of the knife
- ✓ Always load knives in dishwashers with the point downwards

7 Use the right knife

- ✓ Do not use a very large sharp knife unnecessarily e.g. when cutting bread, etc.
- ✓ Remove all knives that are not needed
- ✓ Try to use safety-knives, retractable blades, etc.



For Further Information

Health and Safety for Waiting Staff from www.hse.gov.uk

Simple Safety ® sheets for retail and food and drink at www.hsa.ie

1.7 Falling Objects

Falling objects may be particularly dangerous. As far as possible avoid storing items at height – consider safer alternatives wherever possible. Great care must be taken stacking items at a height, especially containers of liquid likely to slosh around when moved or heavy or awkward items.



Safeguards

1 Don't overload shelving

- ✓ Ensure shelving can support the weight you put on it
- ✓ If in doubt, ask a manager
- ✓ If possible, consider marking shelving with their maximum weight
- ✓ Overloaded shelving/storage more common in private rather than in the public area

2 Don't store heavy items above shoulder height

- ✓ They're dangerous if they fall
- ✓ They're more difficult to move

- ✓ Some examples of the storage of heavy items at a height:
 - Heavy salad buckets in cold room
 - Heavy mineral crates stored on the top shelving
 - Heavy saucepans above sink

3 Inspect the storage area regularly

- ✓ Make sure shelves are stable
- ✓ Ensure shelves are properly supported
- ✓ Check no overloading
- ✓ Ensure items stored in proper areas
- ✓ Ensure regular formal inspections

4 Report damaged shelving

- ✓ Do not presume someone else will report damaged shelving
- ✓ Physically show manager the damaged area
- ✓ Damaged shelving must be repaired
- ✓ Don't use damaged shelving until repaired/ replaced



1.7 Falling Objects Cont'd

5 Store awkward items e.g. lids safely

- ✓ Do not stack lids on top of saucepans on high shelving
- ✓ Always store knives safely
- ✓ Provide separate storage areas for awkward items
- ✓ Label these areas properly
- ✓ Ensure they can hold items safely

6 Don't store unstable loads at a height

- ✓ Do not store unstable loads, e.g. sacks of foodstuffs, above shoulder height
- ✓ Never store unsealed liquid at height
- ✓ Label unstable loads if needed

7 Wear the correct protective clothing

- ✓ Steel toe shoes where needed
- ✓ This is the last line of defence – ONLY to be used if other options cannot protect fully



For Further Information

Simple Safety ® sheets for retail and food and drink at www.hsa.ie

1.8 Fall from height

Legally “*Work at height*” means a place where a person could be injured by falling, **even at or below ground level**. Work at height also includes access and egress from such places.

Regulations deal with all work at height where there is a risk of personal injury. Regulations set out the key requirements for safe working at height and provide guidance on equipment.



Safeguards

- ✓ Avoid work at height where this is reasonably practicable, e.g. can work be done from the ground?
- ✓ Use work equipment or other measures to prevent falls where you cannot avoid working at height
- ✓ Ladders may be dangerous. Follow the precautions in Using Ladders Safely - Information Sheet at www.hsa.ie

- ✓ Prevent anyone falling a distance liable to cause personal injury
- ✓ Ensure all work at height is properly planned, organised, supervised and carried out
- ✓ Ensure the place where work at height is done is safe
- ✓ Ensure all work at height takes account of weather conditions
- ✓ Ensure those involved in work at height are instructed and trained
- ✓ Measures to protect a group of people should be given priority over measures that protect one individual at a time, e.g. roof edge protection rather than individual harnesses
- ✓ Ensure equipment for work at height is appropriately inspected
- ✓ Ensure the risks from fragile surfaces are properly controlled, e.g. skylights properly covered
- ✓ Control the risk from falling objects
- ✓ Use the most appropriate access equipment
- ✓ Changing light bulbs may pose a particular hazard and requires specific controls and equipment



1.8 Fall from height Cont'd

Checklist

Use the checklist in the Safety toolkit and short guide to manual handling regulations at www.hsa.ie to assess manual handling.

For Further Information

Using Ladders Safely - Information Sheet at www.hsa.ie

Full guidance on work at height regulations at www.hsa.ie

Safety toolkit and short guide to work at height regulations at www.hsa.ie

Work at height frequently asked questions at www.hsa.ie

1.9 Burns and Scalds

A blast of heat or steam can be released when opening hot oven doors, saucepan lids, etc. Steam can cause very serious burns. Oil in deep fryers is particularly hazardous.

Safeguards

1 Do not carry hot containers

- ✓ Do not carry hot containers especially across busy areas
- ✓ Let containers cool first
- ✓ Store containers with hot liquid on a flat level surface
- ✓ Never use wet cloths to carry hot items
- ✓ Plan to avoid the need to carry
- ✓ Ensure handles are secure on containers – pots, pans, etc.



2 Use oven gloves

- ✓ Use oven gloves provided
- ✓ Avoid using a tea towel instead
- ✓ Take care that gloves fit properly
- ✓ Ensure you have a proper grip before moving

3 Keep floors clear

- ✓ Keep floors and access routes clear
- ✓ Practice good housekeeping
- ✓ A slip/trip can lead to a burn/scald injury
- ✓ Never place hot containers on the floor
- ✓ Establish safe cleaning and oil draining procedures

4 Don't reach across hot surfaces

- ✓ Do not lean across hot stoves
- ✓ Walk around the side where possible
- ✓ Switch flames off before leaning over gas rings

5 Open lids away from you

- ✓ Open lids away from you and others to prevent the rise of steam as well as splash back from liquid food
- ✓ Never leave cooking pots so that the handles overlap the stove edge

1.9 Burns and Scalds Cont'd

6 Observe "Caution Hot" signage

- ✓ Ensure proper signs in place
- ✓ Assess all areas to see if signs needed

2 Lower food slowly

- ✓ Lower food into fat or hot liquids slowly
- ✓ Hot oil splashback is a risk when frying



For Further Information

Health and Safety for Waiting Staff from www.hse.gov.uk

Simple Safety ® sheets for retail and food and drink at www.hsa.ie

1.10 Construction

There have been a number of serious safety incidents in construction and maintenance involving contractors in Accommodation and Food Services Activities. Owners must be aware of their duties as clients in the context of the Construction Regulations, 2006.



It's important to remember that the definition of construction includes many activities such as installation of equipment, alteration, conversion, fitting out, commissioning, renovation, repair and/or upkeep. The dangers in a construction environment can be very different from the dangers of a hospitality environment.

A "Guide for Clients involved in Construction Projects" is available free of charge at www.hsa.ie.

Construction Client Duties

- ✓ Appoint, in writing, a competent Project Supervisor for the Design Process (PSDP) before design work starts
- ✓ Appoint, in writing, a competent Project Supervisor for the Construction Stage (PSCS) before construction begins

- ✓ Be satisfied that each designer and contractor has adequate training, knowledge, experience and resources for the work
- ✓ Co-operate with the Project Supervisor and supply necessary information
- ✓ Retain and make available the Safety File for the completed project
- ✓ Provide a copy of the safety and health plan from the PSDP to everyone tendering for the PSCS
- ✓ Notify the Authority of the appointment of the PSDP where construction is likely to take more than 500 person days or 30 working days on the approved form AF1 available at www.hsa.ie
- ✓ Allow reasonable time for project completion
- ✓ Ensure that, in conjunction with the Project Supervisors and contractor(s), you take all steps to protect your staff including
 - ✓ Prevent access by non-construction staff
 - ✓ Advise staff of dangers and required safeguards
 - ✓ Ensure the area is kept clean and tidy



For Further Information

See "Clients in Construction – Best Practice Guidance" at www.hsa.ie

1.11 Workplace

Work areas should be large enough to be safe and healthy and be adequate with regard to stability, ventilation, fresh air, temperature and lighting.



Pedestrians and vehicles must be able to circulate safely. Traffic routes, entrances and exits must be kept clear. Floors, walls, ceilings, roofs, doors and gates must be safe. Adequate toilet, washing and welfare facilities must be provided. Employees working outdoors should be protected against bad weather, slippery conditions, etc.

Arrangements for pregnant and breastfeeding employees to lie down must be available.

Safeguards

- ✓ Emergency exits must be kept clear
- ✓ Appropriate fire fighting equipment must be provided
- ✓ Adequate cleaning arrangements must be in place
- ✓ Minimum temperature must be 17.5 degrees for office type work
- ✓ Proper ventilation must be provided

Checklist

Use the checklist in the Safety toolkit and short guide to workplace regulations at www.hsa.ie

For Further Information

Full guidance on the workplace at www.hsa.ie

Safety toolkit and short guide to the workplace at www.hsa.ie

Workplace conditions information at www.hsa.ie

Ventilation of kitchens in catering establishments from www.hse.gov.uk



1.12 Automatic Light Switches

Adequate lighting is important to allow people to move around safely. It's particularly important where people are carrying items that may be hazardous. Many premises use automatic light switches to control costs so that lights are off unless someone is present in the area. It's important that these lighting systems are properly designed and installed.



Automatic lights should be organised so that they will not switch off while a person is present in the area for which illumination is required. The sensor should be set to allow for this situation

Safeguards

- ✓ Automatic light switches should never be fitted where safety critical tasks are carried out
- ✓ Automatic light switches should never be fitted where a loss of light is very likely to cause an accident or injury
- ✓ Automatic light switches may not be suitable for staircases
- ✓ The motion sensor(s) that activate the light should be set to illuminate the area before a person enters it
- ✓ The motion sensor(s) that activate the light should cover the entire area that the light illuminates. Any movement in any part of the area should switch the light on instantly
- ✓ The sensor may cover an area where a person could be motionless for a time. Therefore, the timer should be set to switch to safeguard this situation
- ✓ All parts of the system must be properly maintained, e.g. regular cleaning of the motion sensor

1.13 LPG/ Gas Safety

Liquefied Petroleum Gas or LPG. (normally sold as BUTANE or PROPANE) is supplied as a liquid under pressure and subsequently vaporised for use as a fuel. The main hazards are leakage (as a gas it will sink to the lowest possible level) followed by ignition (when mixed with air it is highly flammable and potentially explosive).



The safety precautions vary depending on the quantity being stored and the containers used (i.e. cylinders, cartridges or bulk tanks). Advice on all aspects of siting, storage and use should be sought from your L.P.G. supplier.

Safeguards

- ✓ Ensure staff know where the gas shut off valve is and how to use it. It should be located in a safe area (away from cookers and heat) and clearly signposted
- ✓ A local isolation valve/ emergency shut off valve must be provided outside and must be clearly accessible. It must be labelled indicating it's purpose and show the "on / off" position

- ✓ Gas appliances, including boilers must be checked by a competent person on a periodic basis, in accordance with manufacturer's instructions or at least annually. Priority should be open flame systems where there is a risk of poor combustion or where flues pass through occupied spaces
- ✓ Store all cylinders (full or empty) externally in a secure well ventilated compound. Do not store below ground level, or adjacent to openings into buildings or drains
- ✓ Keep storage areas clear of combustible materials and ignition sources and clearly mark with warning, no smoking and fire procedure signs
- ✓ Provide and maintain suitable fire fighting equipment, e.g. dry powder extinguishers, and ensure it is readily accessible
- ✓ Store cylinders in an upright position. Do not stack above 2.5m high and leave sufficient space for access, cylinder removal and fire fighting
- ✓ Ensure all work on gas appliances is carried out by a competent person. Check with suppliers for advice



1.13 LPG/ Gas Safety Cont'd

- ✓ In rooms where LPG appliances are used, ensure plenty of high and low level ventilation and provide a readily accessible isolation point to switch off the supply quickly in the event of an emergency
- ✓ Carry out visual checks for damage to pipework and flexible hoses
- ✓ Turn off cylinder valves at the end of each working day



For Further Information

LPG content at www.hsa.ie

Gas safety in catering and hospitality from www.hse.gov.uk

Putting Safety First - Natural Gas from Bord Gáis at www.bordgais.ie

Presentation to Association of Irish Risk Management at www.flogas.ie

I.S. 3213, Code of Practice for the Storage of LPG Cylinders and Cartridges - available from NSAI

I.S. 3216 Code of Practice for the Bulk Storage of Liquefied Petroleum Gas - available from NSAI

IS 820: Non-domestic gas installation - available from NSAI

1.14 Staff Security

The main risk is to bar and reception staff. Robbery of stock or cash and difficult customers can expose staff to a risk of violence.



Safeguards

- ✓ If you send out deliveries, limit the amount of cash carried by delivery drivers and make this public information
- ✓ Avoid establishing a predictable banking routine where, for example, where cash is lodged at the same time each week
- ✓ Watch staffing levels and ensure a male/female balance especially at night
- ✓ Lock and secure the workplace appropriately
- ✓ Use properly planned cash handling systems, e.g. consider a system where an off-site person holds the second key for cash holding devices
- ✓ Train staff to recognise warning signs & handle themselves and the situation
- ✓ Consider the use of alarms and CCTV, e.g. panic alarms, no movement alarms, etc.
- ✓ Avoid lone working where possible
- ✓ Wear appropriate dress code - clip on tie, no scarves,

no large earrings, etc.

- ✓ Report all incidents
- ✓ Do not resist attacker, comply with their instructions
- ✓ Technically any manager / bar person who has to carry out "security type activities" i.e. refusal of admission, monitoring and control of customer behaviour on the premises, refusal of service, removal of such persons from the premises, should be trained and licensed in accordance with the Private Security Authority. Further details on www.psa.gov.ie, Private Security Services Act 2004, etc.



For Further Information

Lone Workers content at www.hsa.ie
 Guidelines for Employers, Employees and Clients involved in the Cash in Transit Industry at www.hsa.ie
 The Private Security Authority at www.psa.gov.ie



1.15 Fire Safety

Electrical faults in wiring, lights and equipment, burning fat and grease, flare-ups in cooking appliances are the main causes of fires. Poor or no maintenance of gas appliances can cause incidents.



Staff training is critical and must cover

- the details of the emergency plan
- periodic fire drills to check that the plan works, and
- people's roles within the emergency plan.

Safeguards

- ✓ Ensure that all means of escape are properly maintained and kept free from obstruction, unlocked and easy to open
- ✓ Ensure that the fire alarm can be heard in all parts of the building including the stores
- ✓ Ensure electrical systems are checked regularly and faults reported and repaired immediately

- ✓ Site/fix heaters so they cannot be knocked over and they are away from combustible materials, e.g. furnishings
- ✓ Avoid heaters with exposed heating elements
- ✓ With real fires, avoid burning material that expels hot material
- ✓ With real fires, ensure the surrounding floor cannot catch fire
- ✓ Regular inspection and maintenance of appliances by competent people is essential
- ✓ To help prevent fires, remove dirt and deposits in ventilation filters and ducting
- ✓ Train housekeeping staff to spot and report fire risks, e.g. faulty wiring
- ✓ Carry out regular tests of automatic fire detection equipment
- ✓ Carry out periodic checks of emergency exit routes, e.g. that doors are in working order
- ✓ Never wedge fire doors open. Fire doors must close automatically in the event of a fire



1.15 Fire Safety Cont'd

For Further Information

Department of the Environment, Heritage and Local Government's "Code of Practice for the Management of Fire Safety in places of Assembly" at www.environ.ie

LPG content at www.hsa.ie

Gas safety in catering and hospitality from www.hse.gov.uk

Department of the Environment, Heritage and Local Government's Fire and Emergency Services Website at www.environ.ie for various leaflets including for example the Guide to Fire Precautions in Hotels, etc.

See the other relevant sections of "*Health and Safety in Hotels, Restaurants, Catering and Bars*" (this document), e.g. emergency precautions

1.16 Noise



As a rule of thumb you may be at risk if:

- You have to shout to be clearly heard by someone 2 metres away
- Your ears are still ringing after leaving the workplace
- The noise is intrusive – like a vacuum cleaner – for most of the day
- You work in a noisy industry, e.g. construction, canning or bottling, etc.
- There are noises due to impacts such as caused by hammering

When noise exposure exceeds the exposure action value (80 dB(A)), information, training and hearing protection must be provided.

If the upper exposure action value (85 dB(A)) is exceeded,

- Establish and implement technical and/ or organisational measures to reduce exposure to noise

- Restrict access
- Provide warning signs and hearing protection
- Hearing protection must be worn
- Provide hearing checks

Safeguards

- ✓ Personal stereos should not be worn at work
- ✓ Consider other methods of work which eliminate or reduce exposure
- ✓ Choose appropriate equipment, emitting the least possible noise
- ✓ Provide adequate information and training on equipment
- ✓ Consider noise reduction by technical means, such as shields, enclosures and sound absorbent coverings, or damping or isolation
- ✓ Organise work to reduce noise by limiting duration and intensity of exposure, and appropriate work schedules with rest periods



1.16 Noise Cont'd

- ✓ Dishwashing areas may exceed noise limits at peak times – consider how dishwashing can be done more quietly and/or relocating dishwashing
- ✓ Consider the safeguards and precautions in *The Noise of Music* for bars and nightclubs.

For Further Information

Full guidance on noise regulations at www.hsa.ie

Safety toolkit and short guide to noise regulations at www.hsa.ie

Noise content at www.hsa.ie

The Noise of Music publication at www.hsa.ie

Guidelines on Hearing Checks and Audiometry Under General Application Regulations 2007 at www.hsa.ie

1.17 Safety Signs

This section includes signboards and acoustic, verbal or hand signals. Signboards use a combination of shape, colour and a symbol or pictogram. Only information authorised in Regulations may be displayed on safety signs. Signs should not include text. Text may be included on a supplementary signboard. Employees must be provided with information and instruction.



Signboards with text in place before 1 November 2007 should be replaced by 1 January 2011.

Colour	Meaning or Purpose	Instructions & Information
RED	Prohibition sign Danger alarm Fire-fighting equipment	Dangerous behaviour Stop, shutdown, emergency cut-out devices Evacuate Identification and location
YELLOW or AMBER	Warning sign	Be careful, take precautions Examine
BLUE	Mandatory sign	Specific behaviour or action Wear personal protective equipment
GREEN	Emergency escape, first-aid sign No danger	Doors, exits, routes, equipment, facilities Return to normal

Safeguards

- ✓ Where hazards cannot be avoided, employers must assess and reduce risk
- ✓ Where hazards cannot be avoided or reduced, employers must put in place appropriate signs
- ✓ Safety signs must never be a substitute for necessary protective measures
- ✓ The risk assessment and safety statement should identify necessary signs
- ✓ The objective of the system of safety signs is to draw attention rapidly and unambiguously to specific hazards
- ✓ Safety signs may only be used to give information related to safety
- ✓ The effectiveness of safety signs is dependent on provision of full information
- ✓ The instructions in the table shown apply to all signs incorporating a safety colour

For Further Information

The full guidance on safety signs regulations at www.hsa.ie

The safety toolkit and short guide to safety signs regulations at www.hsa.ie

The safety signs content at www.hsa.ie

1.18 First Aid

Regulations deal with the requirement to provide first-aid equipment at all places of work where working conditions require it. Depending on the size and/ or specific hazards of the place of work, trained occupational first-aiders must also be provided.



Apart from some exceptions first-aid rooms must be provided where appropriate.

Information must be provided to employees or safety representatives (or both) as regards the first-aid facilities and arrangements in place.

Safeguards

- ✓ Adequate and appropriate first-aid equipment must be provided
- ✓ Emergency services telephone numbers must be displayed



Checklist

Use the checklist in the Safety toolkit and short guide to first aid regulations at www.hsa.ie

For Further Information

Full guidance on first aid regulations at www.hsa.ie

Safety toolkit and short guide to first aid regulations at www.hsa.ie

First aid content at www.hsa.ie

See the other relevant sections of *“Health and Safety in Hotels, Restaurants, Catering and Bars”* (this document), e.g. emergency precautions

1.19 Electricity

Electrical hazards include:

- Electrical shock
- Burns sustained at the point of contact, or due to arcing
- Fires
- Injuries due to muscle spasm causing for example a fall from a ladder



The law deals with safe use of electrical equipment and installations and work on or near electrical equipment. It also imposes duties on persons who design, install, maintain, use or are in control of electrical installations.

Safeguards

- ✓ Do not carry out any electrical work unless you are qualified and have sufficient practical experience in the work
- ✓ Ensure electrical equipment is properly installed and kept in good condition

- ✓ Plug and cable connections should be checked and maintained in good repair
- ✓ Ensure equipment is tested as needed by a competent person and any necessary work safely completed by a competent person
- ✓ Prevent unauthorised access to switchboards and fuse-boards. Keep them secure
- ✓ Ensure fuses/ miniature circuit breakers are properly identified and clearly labelled
- ✓ Provide adequate sockets to prevent overloading and the need to use adaptors
- ✓ Ensure electrical equipment and electrical installations are protected from ingress of moisture or particles and foreseeable impacts
- ✓ Ensure electrical equipment is protected from danger from exposure to hazardous environments, including wet, dirty, dusty or corrosive conditions
- ✓ Do not site electrical controls, outlets where they may become wet, e.g. potential splash zones near sinks



1.19 Electricity Cont'd

- ✓ Train staff to carry out visual inspections and report faults, e.g. worn cable, scorching, loose connections into plugs, etc.
- ✓ Ensure faulty equipment is taken out of use until repaired (label as faulty or remove the plug to prevent use)
- ✓ Ensure external cables are protected against damage and the environment.
- ✓ Never touch electrical equipment with wet hands unless the equipment is designed for such contact

Safeguards

Use the checklist in the Safety toolkit and short guide to electricity regulations at www.hsa.ie

For Further Information

Full guidance on electricity regulations at www.hsa.ie

Safety toolkit and short guide to electricity regulations at www.hsa.ie

Electricity content at www.hsa.ie

1.20 Legionnaires' Disease (rev 1)

Legionnaires' disease is a form of pneumonia caused by some *Legionella* bacteria and it kills about 13% of those infected. People may get infected when they breathe in tiny water droplets (aerosols) or droplet nuclei (particles left after water has evaporated) contaminated with *Legionella* bacteria.

Some potential sources of aerosols containing *Legionella* bacteria are:

- Cooling towers and evaporative condensers, even if situated on the roof or in the grounds
- Spa pools/baths, whirlpool baths, Turkish baths, saunas and steam rooms
- Hot and cold water systems including showers, eye washes and taps
- Ornamental fountains and water features, particularly indoors
- Horticultural misting systems, lawn sprinklers
- Fire fighting systems for example, sprinklers and reels
- Vehicle washes and power hoses
- Any plant/system containing water likely to be between 20°C and 50°C and which may release a spray or aerosol

The risk of bacterial growth is compounded for any establishment containing any of these sources where the system is shut-down for extended periods of weeks / months and the water in the system is not routinely

flushed and allowed to stagnate.

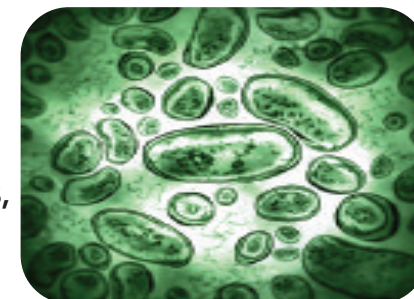
The likelihood of contracting Legionnaires' disease is related to:

- The level of contamination in the water source
- The ability of the water source to generate aerosols and
- The susceptibility of the person exposed to the contaminated water e.g. over 40 years of age, male, smokers or those immunocompromised.



Safeguards

- ✓ Identify and assess the risk, for example, systems in the workplace which contain / circulate water likely to be >20°C and <50°C which may release a spray of droplets, i.e. taps and shower heads
- ✓ Implement and maintain a written control scheme
- ✓ Keep an up to date schematic diagram of the water system. It should show, for example, all valves, pipe work, pumps, showers, water treatment plant and dosing points



1.20 Legionnaires' Disease (rev 1) Cont'd

- ✓ Cold water systems should be maintained <20°C. Stored hot water should be maintained at 60°C and distributed so that it reaches a temperature of 50°C within one minute at the outlets
- ✓ Ensure systems are regularly flushed and run all taps and showers in rooms for several minutes at least once a week whether occupied or unoccupied
- ✓ Eliminate stagnation in the water system – for example, where possible remove dead legs and blind ends
- ✓ Empty, disinfect and rinse water storage tanks annually
- ✓ Control scale and corrosion and protect cold water storage vessels from contamination and thermal gain
- ✓ Control the release of water spray / aerosols, for example, use drift eliminators on cooling towers
- ✓ Ensure equipment deterioration is detected and remedied in good time
- ✓ Inhibit growth physically, chemically or by other suitable methods
- ✓ Keep cold pipes well separated from hot pipes and other heat
- ✓ Clean and disinfect:
 - ✓ all shower heads on a quarterly basis, with additional cleaning where usage is low
 - ✓ cooling towers and associated pipes at least twice a year;
 - ✓ water heaters (calorifiers) once a year;
 - ✓ all water filters every one to three months;
 - ✓ the hot water system with high level (50mg/l) chlorine for 2-4 hours after work on water heaters and before the beginning of a season.
- ✓ Inspect water storage tanks, cooling towers and visible pipework monthly. Ensure that all coverings are intact and firmly in place.
- ✓ Inspect the outside of cold water tanks at least once a year. Disinfect with 50mg/l chlorine and clean if containing a deposit or otherwise dirty

For Further Information

Health Protection Surveillance Centre (HPSC) has comprehensive guidelines at www.hspc.ie, e.g. National Guidelines for the Control of Legionellosis in Ireland (2009) and Legionnaires Disease – Minimising the Risk - Checklist for Hotels and other Accommodation Sites (2009)

Legionnaires' Disease Information Sheet at www.hsa.ie

Legionnaires' Disease information at <http://www.hse.gov.uk>

1.21 Emergency Precautions

The employer must provide adequate plans and procedures to be followed and measures to be taken in the case of emergency or serious and imminent danger.



Safeguards

The plans should

- ✓ Provide measures for first aid, fire-fighting and evacuation taking into account the nature of the work and the size of the place
- ✓ Arrange necessary contacts with appropriate emergency services (first aid, emergency medical care, rescue work and fire-fighting)
- ✓ Designate employees to implement these plans
- ✓ Ensure all designated employees have adequate training and equipment

In the event of an emergency or serious and imminent danger the employer must:

- ✓ Inform all employees of the risk and steps taken to protect them

- ✓ Refrain from requiring employees to carry out or resume work where there is still a threat to their safety
- ✓ Ensure employees take appropriate steps to avoid the consequences of the danger
- ✓ Take action and give instruction to stop work and go to a safe place
- ✓ Ensure that an employee who leaves the place of work in the case of emergency is not penalised because of such action
- ✓ Ensure that access to specifically hazardous areas is restricted only to employees who have received appropriate training

For Further Information

See the other relevant sections of *“Health and Safety in Hotels, Restaurants, Catering and Bars”* (this document), e.g. emergency precautions.

1.22 Machinery/ Equipment

The definition of work equipment ranges from complex machinery to hand tools.

Regulations detail the requirements to ensure work equipment can be used without risk including information and instruction, maintenance, control devices, guarding, inspection and examination, vehicle safety, lifting equipment and lifting accessories.

Many machinery accidents are caused by incorrect reassembly of machines and poor maintenance or non-use of guards. A significant number of accidents are due to inadequate isolation of machines.



Safeguards

- ✓ Where required get equipment that's CE marked
- ✓ Keep the manufacturer's instructions/ manual safe and follow the advice given
- ✓ Ensure all machines are isolated from power when not in use and especially before cleaning, maintenance, etc.
- ✓ Have equipment regularly maintained and inspected. Consider a routine inspection of all machines and equipment, e.g. monthly
- ✓ Ensure electrical equipment and electrical installations are protected from foreseeable impacts and ingress of moisture or particles
- ✓ Ensure proper controls are in place and machines are properly guarded
- ✓ Maintain lifting equipment
- ✓ Have lifting equipment properly examined and inspected and maintain records
- ✓ Make sure staff receive proper training and instruction

1.22 Machinery/ Equipment Cont'd

Purchasing/ Hiring Equipment

- ✓ Ensure the machine has all required safeguards
- ✓ As far as possible get equipment that's CE marked. CE marking is applicable to machinery, electrical equipment, gas appliances and PPE
- ✓ Obtain the proper instructions and any training or demonstrations
- ✓ Use the checklist in the Safety toolkit and short guide to work equipment regulations at www.hsa.ie

Guarding

- ✓ Dangerous parts must be guarded. It should be possible to clean guards easily and thoroughly and guards must be put back in place after cleaning. Machines must not be run if any guard has been removed
- ✓ Guards should be designed and made only by someone who understands the principles and standards

Drives

- ✓ Drives and transmission machinery must be enclosed by a guard or safely situated within the machine body

Feed and delivery openings

- ✓ Machine openings must not allow anyone to reach into the dangerous parts of the machine

Fixed guards

- ✓ Fixed guards must be secure, tamperproof and removable only with a tool, e.g. bolts. Toggle clamps, wing nuts and quick release catches should not be used

Electrical interlocking

- ✓ Guards opened regularly are best fitted with interlocking switches so that the machine cannot start or run unless the guard is in place

Maintenance of guards

- ✓ Guarding should be checked and maintained in proper working order. A visual examination should be made and any broken or missing guards repaired or replaced
- ✓ Interlock mechanisms should also be checked and tested to ensure they work. Broken interlock mechanisms should be replaced or repaired



1.22 Machinery/ Equipment Cont'd

Machine setting

- ✓ Some machines have to be adjusted while running. Final settings sometimes have to be made once the actual product can be seen. The controls for running adjustments should be safely positioned. Machines should be set and adjustments made with the guards in position
- ✓ Machine stability
- ✓ Machines should be on a secure base so that they cannot move or vibrate when in use. They may need to be bolted to the floor or worktop

Operator safety

- ✓ Machine operators should not wear loose or frayed clothing, or jewellery
- ✓ Dangerous machines should not be used if the operator is feeling unwell or drowsy (certain medicines carry a warning that they may cause drowsiness)
- ✓ Particular precautions may be required to remove the risk of long hair becoming entangled

Warning notices

- ✓ Warning notices may be displayed alongside machines to remind operators and others of the dangers they pose. Many machine suppliers provide suitable notices

No-volt releases

- ✓ New machines with exposed blades, such as slicers, are fitted with a no-volt release (NVR). This device ensures that after a power failure, the machine starts only when the control button is operated and not when it is plugged in or when the electrical power is switched back on
- ✓ If an existing machine without a NVR is to have a major overhaul it should, if possible, be fitted with a no-volt release at the same time. Consult the manufacturers for advice

Checklist

Use the checklist in the Safety toolkit and short guide to work equipment regulations at www.hsa.ie

For Further Information

Full guidance on work equipment at www.hsa.ie

Safety toolkit and short guide to work equipment at www.hsa.ie

1.22.1 Display Screen Equipment (DSE)

Prolonged improper use of display screen equipment could lead to problems such as stress, eye strain and work related upper limb disorders. Display screen equipment includes associated workstations and work chairs, work desks and associated work equipment. Employers are required to evaluate workstations. A competent person with the necessary skills, training and experience must complete this analysis.

Appropriate steps must be taken to control risks identified. The results of the workstation analysis must be shared and a written record kept of the analysis. Any changes to meet the requirements for equipment, environment and employee/ computer interface must be recorded.

The provisions **only relate to** employees who habitually use display screen equipment as a significant part of their normal work.

Safeguards

- ✓ Employees are entitled to have their workstation assessed
- ✓ Employees must be trained and given information
- ✓ Employees must have periodic breaks or changes of routine, away from VDUs
- ✓ Employees must be informed that they are entitled to eye and eyesight test

- ✓ Employees are entitled to eye and eyesight test before working with VDUs and at regular intervals
- ✓ Employers must provide free spectacles where required for display screen use

Checklist

Use the checklist in the Safety toolkit and short guide to display screen equipment regulations at www.hsa.ie



For Further Information

Full guidance on display screen equipment regulations at www.hsa.ie

Safety toolkit and short guide to display screen equipment regulations at www.hsa.ie

Display screen equipment content at www.hsa.ie

Office Ergonomics case study at www.hsa.ie

See the other relevant sections of *"Health and Safety in Hotels, Restaurants, Catering and Bars"* (this document), e.g. machinery/ equipment



1.22.2 Water Boiler, Café Sets

Water boilers provide hot water or steam, usually for making hot drinks. Pressure boilers are subject to statutory examination. The hot water and steam are provided from different outlets, the steam being injected into a cold liquid to heat it.

Water boilers can be heated by gas, electricity or steam.

They are usually fixed to a servery with the boiler either mounted on the work surface or under the counter. There are three types:

- Bulk water boilers - basically a large kettle under no pressure
- Expansion boilers - provide boiling water at no pressure
- Pressure boilers - work at low pressure and provide boiling water and steam

Free standing beverage units such as pour and serve coffee makers, hot chocolate and other liquid concentrate appliances are also available.

The main hazards are burns and scalds.

Safeguards

- ✓ Make sure the cold water supply is fully on before you light or switch on the equipment

- ✓ Do not alter the heating control settings on automatic units
- ✓ Keep the pressure gauge and safety devices clean
- ✓ Keep the drip tray in position
- ✓ Keep the receiving vessel up to the tap to stop splashing
- ✓ Turn off and, if electrically heated, isolate the boiler before cleaning
- ✓ Ensure steam safety valves vent away from the operator in a safe direction

Checklist

Use the checklist in the Safety toolkit and short guide to work equipment regulations at www.hsa.ie

For Further Information

Full guidance on display screen equipment regulations at www.hsa.ie



Table top pressurised water heater

1.22.3 Workplace Vehicle Safety

Workplace vehicle and plant movements have been identified as high-risk activities in all sectors. They are associated with a high level of fatal and serious injuries to workers.



Safeguards

- ✓ Separate vehicles and pedestrians
- ✓ Have clearly defined traffic routes
- ✓ Car parking spaces should be clearly indicated and located away from the main entrance and emergency exits
- ✓ The speed limit for traffic should be clearly indicated and monitored
- ✓ Avoid reversing as far as possible
- ✓ Ensure vehicles are maintained in proper condition
- ✓ Ensure only authorised personnel use vehicles
Maintain a list of authorised personnel

Checklist

Use the checklist in the Safety toolkit and short guide to work equipment regulations at www.hsa.ie

For Further Information

See the Workplace Transport Safety section at www.hsa.ie

See the Workplace Transport Safety Management - Information Sheet at www.hsa.ie

See the Safe use of all-terrain vehicles (ATVs) in Agriculture and Forestry - Information Sheet at www.hsa.ie

See the other relevant sections of *“Health and Safety in Hotels, Restaurants, Catering and Bars”* (this document), e.g. machinery/ equipment.



1.23 Chemical Safety

Dangerous chemical agents can cause different types of harm including burns, respiratory problems, and dermatitis. Some may cause cancer, affect the ability to reproduce or cause birth defects. The harm done depending on the substance can occur from a single short exposure or long-term accumulation in the body.



Chemicals may exist in the form of:

- Dusts, fumes, fibres (solids), e.g. flour dust, bitumen fumes and asbestos fibre
- Liquids, mists, e.g. liquid bleach and mineral oil mist
- Gases, vapours, e.g. carbon dioxide gas and solvent vapour

When using chemicals, ensure that you have the safety data sheet. Assess the risks as they apply in your workplace and in the way you use the substance.

Safety data sheets must contain information set out under 16 fixed headings. Some may appear complicated but you

can find the most important information under the following sections:

- Section 8: exposure controls and protection
- Section 15: the Risk (R) or Hazard (H) statements that describe the hazards
- For emergencies, Sections 4, 5 and 6 contain useful information

Then decide whether the hazardous substance can be removed from use, substituted or controlled by other means.

Examples of specific controls:

- ✓ Workers handling dangerous chemicals must wear appropriate personal protective equipment



Safeguards

- ✓ Chemicals should be stored securely in proper, signed, ventilated stores
- ✓ Keep a copy of the Safety Data Sheet near the area where the chemical is used to assist if first aid is required
- ✓ Always keep chemicals in properly labelled containers

1.23 Chemical Safety Cont'd

- ✓ Always use chemicals in accordance with the manufacturer's instructions
- ✓ If possible, use a safer substance or process
- ✓ Ventilate with fresh air
- ✓ Good housekeeping to minimise accidental contact
- ✓ Personal protective clothing and equipment

This list shows ways of controlling the risk. Many situations need a combination of control measures.

- ✓ Substitution - use a safer substance or process
- ✓ Local Exhaust Ventilation - to remove toxic fume or dust at source
- ✓ General Ventilation - with fresh air
- ✓ Good Housekeeping to minimise accidental contact
- ✓ Safe handling and storage of chemicals procedures
- ✓ Minimising the Length of Exposure or the number of people exposed
- ✓ Training in use of engineering controls
- ✓ Personal Protective Clothing and Equipment

For Further Information

Find a lot more information at www.reachright.ie

Use Chemicals Safely at www.hsa.ie

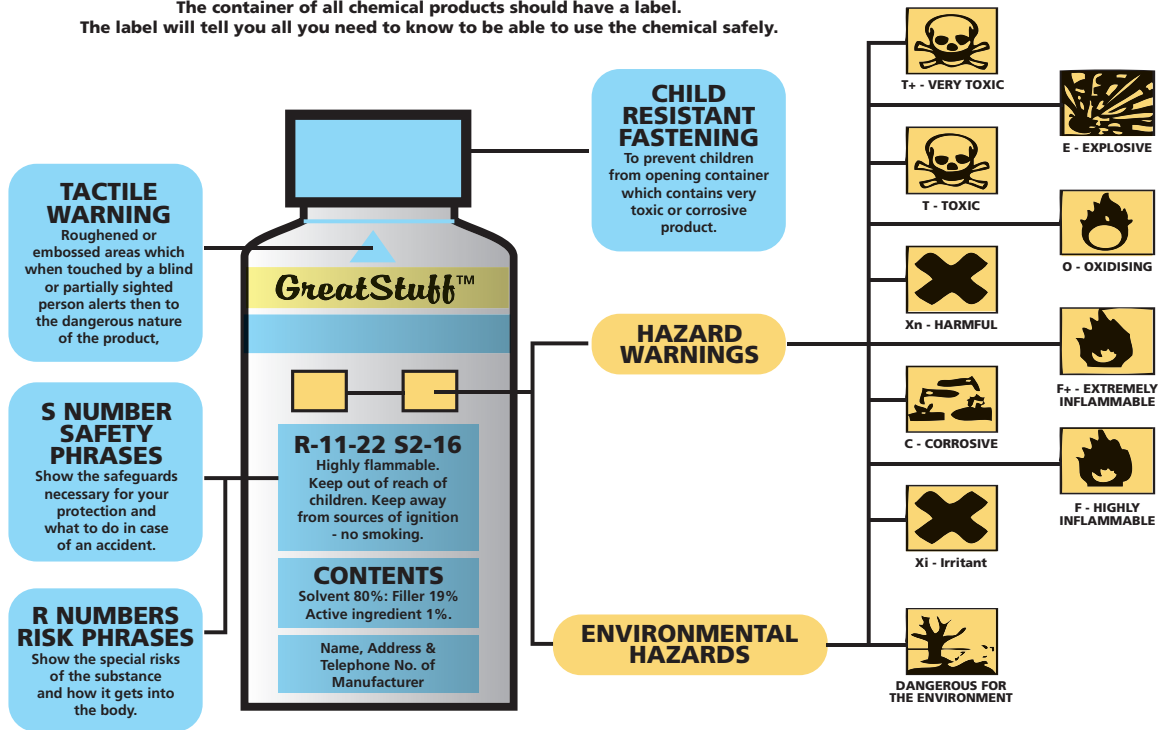
Risk Assessment of Chemical Hazards at www.hsa.ie

Safe use of cleaning chemicals in the hospitality industry from www.hse.gov.uk

WHAT THE LABEL TELLS YOU! READ THEM FOR YOUR

HEALTH AND SAFETY

The container of all chemical products should have a label.
The label will tell you all you need to know to be able to use the chemical safely.



REMEMBER! DO DISPOSE OF EMPTY CONTAINERS SAFELY

Some technical terms which may sometimes be on labels

- Sensitisation** May cause allergy (allergic dermatitis or asthma)
- Carcinogen** May cause cancer
- Harmful or toxic for reproduction** May cause fertility problems or damage the developing baby

1.24 Asbestos

All types of asbestos are dangerous and concerns relating to the colour can often be misleading. If you use or strip asbestos it is essential to discuss the work with the HSA.

What are the risks of exposure?

There is still potential for exposure to asbestos in a variety of workplaces. Much asbestos cannot be easily identified from its appearance. The only way to be certain that a building or workplace has asbestos is to have an asbestos survey carried out by a competent person. The material has to be assessed and microscopically examined by a competent person.

Asbestos was most commonly used as:

- A spray coating on steel work, concrete walls and ceilings, for fire protection and insulation
- Insulation lagging in buildings and factories, on pipework and for boilers and ducts. Asbestos insulating board, such as Asbestolux and Marinite, used as wall partitions, fire doors, ceiling tiles, etc.



- Asbestos cement products such as sheeting on walls and roofs, tiles, cold water tanks, gutters, pipe and in decorative plaster finishes
- Asbestos bituminous products such as roofing felt, gutter linings, damp proof courses, mastics and adhesives for floor tiles and wall coverings

The people most at risk from exposure include general maintenance staff, construction workers, plumbers, electricians, fitters, cabling engineers, computer installers, demolition workers and asbestos removal workers. Asbestos Containing Materials (ACMs) can be inadvertently disturbed during maintenance; repair or refurbishment works on a building. Drilling, cutting or other disturbance of existing ACMs can release asbestos fibres into the air which can then be inhaled.

Safeguards

- ✓ Consider if there is likely to be ACMs in the workplace', e.g. based on age of building
- ✓ If so, you must identify ACMs using a competent surveyor, prior to any work which involves maintenance, repair or refurbishment work

1.24 Asbestos Cont'd

- ✓ Remove ACMs at risk of disturbance using a competent person or specialist contractor
- ✓ You must use specialist asbestos removal contractors for work involving asbestos insulation, coatings and asbestos insulating board (AIB)
- ✓ Manage in place those ACMs which are in sound condition e.g. make sure all asbestos is clearly identified (e.g. labels), sealed and protected against further damage

For Further Information

Find a lot more information at www.reachright.ie

Asbestos advice at www.hsa.ie

Information sheet at www.hsa.ie

Working with asbestos cement at www.hsa.ie

Asbestos information pages on www.hse.gov.uk

Free asbestos training course at www.alison.com

See www.goldenpages.ie for asbestos contractors and consultants

1.25 Personal Protective Equipment (PPE)

PPE must be provided where necessary to ensure the safety and health of workers. Where possible, hazards should be controlled at their source. Employers must supply PPE where risks cannot be eliminated or adequately controlled. Measures to protect groups of workers must be given priority over measures that only protect individuals.



Employees, having regard to their training and instructions, must make correct use of PPE.

Safeguards

- ✓ PPE should only be used as a last resort
- ✓ Employees must be primarily safeguarded by eliminating risks at source, through technical or organisational means or by collective protection
- ✓ Measures to protect groups of workers must be given priority over measures that only protect individuals
- ✓ PPE only protects the wearer
- ✓ With PPE, theoretical levels of protection are seldom reached in practice

- ✓ With PPE, actual levels of protection are difficult to assess
- ✓ To cater for the physical differences in employees, more than one type or size of PPE should be available
- ✓ PPE may take a while to get used to
- ✓ In some cases, the individual wearing PPE psychologically feels more protected than he or she actually is
- ✓ Demonstrations can be a vital part of PPE training

Checklist

Use the checklist in the Safety toolkit and short guide to personal protective equipment regulations at www.hsa.ie



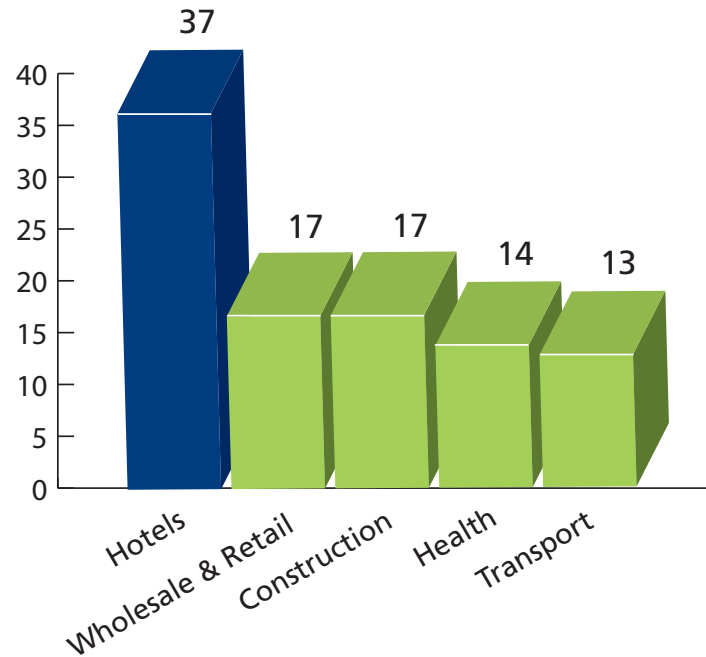
For Further Information

Full guidance on personal protective equipment at www.hsa.ie

Safety toolkit and short guide to personal protective equipment at www.hsa.ie

1.26 Special Risk Groups

% Non-Irish Workers



Communication

Non-Irish nationals are a very important part of the Irish workforce. They make up a significant proportion of the Accommodation and Food Services Activities sector. There may be particular challenges posed by the fact that many non-Irish nationals do not have English as a first language. The level of comprehension will vary between individuals.

Safeguards

- ✓ Instruction and training must be given in a form and a manner likely to be understood
- ✓ Take steps to ensure that training and instructions are understood
- ✓ See more detailed information on the following pages

For Further Information

Food and Drink Simple Safety series at www.hsa.ie

General Simple Safety series at www.hsa.ie



1.26.1 Children and Young Workers

The employer must ensure that risks to a child (under 16) or young person (16 to 18) or to their development are assessed taking into account the increased risk from lack of maturity and experience.

Preventive measures must be taken. Specifically, exposure to physical, biological and chemical agents or certain identified work situations or processes must be avoided.

Where there is a risk or a risk to development, the employer must provide health surveillance. An assessment of health and capabilities must be carried out prior to night work. The employer must inform the child or young person of the results and in the case of a child the parent or guardian must also be informed.



Health surveillance is about putting in place systematic, regular and appropriate procedures to detect early signs of work-related ill health and acting upon the results. The aims are primarily to safeguard the health of workers including identifying and protecting individuals at increased risk, but also to check the long-term effectiveness of measures to control risks to health.

Safeguards

- ✓ No person under 18 can give signals or operate lifting equipment
- ✓ Do not employ a child or young person where risk assessment reveals work:
 1. Is beyond physical or psychological capacity
 2. involves harmful exposure to harmful agents or radiation
 3. Involves the risk of accidents due to insufficient attention to safety or lack of experience or training
 4. Presents a risk from exposure to extreme heat or cold or to noise or vibration

1.26.1 Children and Young Workers Cont'd

Checklist

Use the checklist in the Safety toolkit and short guide to children and young persons regulations at www.hsa.ie

For Further Information

The full guidance on children and young persons regulations at www.hsa.ie

The safety toolkit and short guide to children and young persons regulations at www.hsa.ie

1.26.2 Pregnant, Post Natal and Breastfeeding Employees

As the earliest stages of pregnancy are the most critical for the developing child it is in the employee's interest to let her employer know she is pregnant as soon as possible.



The employer must identify type, quantity and duration of exposure to any agent, process or working condition that may cause harm. Schedule 8 of the General Application Regulations lists physical, biological, chemical agents, processes and working conditions known to endanger pregnant or breast-feeding employees and the developing child

- Part A for pregnant, post natal and breast-feeding employees
- Part B for pregnant employees only, and
- Part C for breast-feeding employees only

Where there is a risk, the employer must

- Adjust the working conditions and/or hours of work
- Provide suitable alternative work
- Assist the employee in receiving health and safety leave

This section of the Regulations **applies when an employee informs her employer that she is pregnant and provides an appropriate medical certificate.**

Checklist

- ✓ Use the checklist in the Safety toolkit and short guide to pregnant, post natal and breastfeeding employees regulations at www.hsa.ie

For Further Information

Full guidance on pregnant, post natal and breastfeeding employees regulations at www.hsa.ie

Safety toolkit and short guide to pregnant, post natal and breastfeeding employees regulations at www.hsa.ie

Pregnant, post natal and breastfeeding employees frequently asked questions at www.hsa.ie

1.26.3 Night Workers and Shift Workers

Night workers are employees who normally work at least 3 hours between midnight and 7.a.m. the following day for at least 50% of their annual working time.

An employer must carry out a risk assessment to determine whether night work involves special hazards or a heavy physical or mental strain. The employer must ensure protection from and prevention of risks to a night worker or shift worker.

Before an employee starts night work and at regular intervals, the employer must offer an assessment of the adverse effects of night working on his or her health. This assessment must be free of charge.

A registered medical practitioner, or their nominee, will assess whether night work is having, or may have, a negative impact on health. They will inform the employer and employee whether or not the employee is fit or unfit to perform night work. Where the employee is unfit for night work because of working conditions, the person who carried out the assessment may suggest changes which would result in him or her being fit for the work.



If a night worker becomes unwell for reasons connected with night work, the employer must reassign to other duties whenever this is possible.

Safeguards

- ✓ Health assessment must be offered to night workers
- ✓ Day work must be offered wherever possible in case of illness due to night work
- ✓ note that night work is defined differently for children, young persons and pregnant employees; identify those who are night workers and ensure proper controls are in place

Checklist

Use the checklist in the Safety toolkit and short guide to night work and shift work regulations at www.hsa.ie

For Further Information

Full guidance on night work and shift work regulations at www.hsa.ie

Safety toolkit and short guide to night work and shift work regulations at www.hsa.ie

Night work and shift work frequently asked questions at www.hsa.ie

1.27 Stress

Stress is a negative feeling, associated with physical symptoms including increased heartbeat, swiftness of breath, dry mouth, and sweaty palms and over the longer term, digestive upset and cramp.



Psychological symptoms range from heightened emotional states, lack of impulse control, and feelings of being overpowered, losing control and fearfulness generally. People under stress behave differently. They may be angrier, more confrontational, show less time for others and impose urgency on situations which is unrealistic. Other characteristics include fatigue, proneness to upset, withdrawal, self-neglect and depression.

Safeguards

- ✓ Provide employees with adequate and achievable demands in relation to hours of work.
- ✓ Match employee skills and abilities to the job.
- ✓ Address employees' concerns about their work environment.

- ✓ Where possible, give employees some control over their work. Encourage employees to use their skills and initiative to do their work
- ✓ Give employees some input into when breaks can be taken, where possible
- ✓ Consult employees over their work patterns/rosters/shifts
- ✓ Ensure adequate employee consultation on changes and provides opportunities for employees to influence proposals

Safeguards for staff

- ✓ Tell your manager if you can't complete your tasks
- ✓ Ensure that you have some control over how you work
- ✓ Make sure that you have adequate support
- ✓ Treat people with respect and see that people treat you with respect



1.27 Stress Cont'd

- ✓ Know what you're supposed to achieve
- ✓ Ensure people consult you about changes before they happen
- ✓ Look after yourself, mind and body, outside work

For Further Information

Information on Workplace Stress at www.hsa.ie

Work Positive Pack at www.hsa.ie

1.28 Bullying

Bullying in the workplace has been described in various ways. The Health and Safety Authority's definition is that it is:

"repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work."



An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

Safeguards

- ✓ Employers should have a proper system to deal with bullying complaints, when they are made
- ✓ Have in place a Bullying Prevention Policy which adequately addresses the risks that have been assessed. The policy should be clear in how it will measure implementation. (Where bullying has been

identified as a risk, this policy must be referenced or included in the Safety Statement)

- ✓ Provide appropriate training and development at all levels but particularly for line manager roles
- ✓ Ensure clarity of individual and department goals, roles and accountabilities
- ✓ Ensure access to relevant competent and supportive structures both internal and external
- ✓ A template for doing this and an outline of proper procedures both informal and formal can be found in the Code of Practice on the Prevention and Management of Workplace Bullying

For Further Information

Code of Practice on the Prevention and Management of Workplace Bullying, 2007 at www.hsa.ie

Bullying at work advice at www.hsa.ie