

## Unit 202: Understand business success

### Handout 2: Health and safety

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Useful research websites:

**The Health and Safety Executive** is a UK government agency responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks in Great Britain: <https://www.hse.gov.uk/>

**HSA** is the authority established in 1989 under the Safety, Health and Welfare at Work Act and reports to the Minister for Jobs, Enterprise and Innovation: <https://www.hsa.ie/eng/>

**The European Agency for Safety and Health at Work** has information, statistics, legislation and risk assessment tools: <https://osha.europa.eu/en>

#### Risk Management:

<https://study.com/academy/lesson/risk-management-in-the-hospitality-industry.html>

#### Slip and trip hazards

Slips and trips are some of the most common accidents to arise within hotels and similar establishments, so you should do your utmost to reduce the risks to your guests. This can be achieved by making sure all floors are in a good condition and there are no bumps in carpets, loose fitting tiles or damaged vinyl that somebody could potentially trip on and by making sure any steps near doorways or low ceilings are suitably signed to make people aware. Furthermore, ensure cables are fixed into place and not trailing across the floor, and that all evacuation routes are kept clear and easily accessible in the event of an emergency.

#### Clean, safe drinking water

If you run a large hotel with a significant number of rooms, there is a good chance you'll have a water tank to keep a constant supply of water to your guests at all times. The upkeep of this water tank is vital as neglecting maintenance could have serious consequences, resulting in illness for your guests and staff and the possibility of having your establishment shut down whilst the problem is resolved.

#### Fire safety

A fire safety certificate is required if you own an establishment with six or more rooms that you let out to guests. However, fire safety should always be towards the top of your health and safety

priority list. Ensure you have fire and smoke alarms fitted in all rooms, communal areas and landings to raise the alarm at the earliest possible opportunity and make sure you regularly assess your property for potential ignition points to reduce risks of a fire breaking out in the first place. You should also have a clear and comprehensive evacuation plan in place that is easily accessible for your guests to view within each room.

### **Guest bedroom safety**

You must consider the safety of your guests whilst in their bedrooms too, not just in communal areas. Guest bedroom safety considerations include the maintenance of in-room electrical equipment, such as the kettle, as well as potential trip hazards from bedding, the stability of furniture and other areas that could cause injury including shelving and television brackets fitted to the wall. You also need to pay close attention to windows in the room, considering the risks associated with falling and determining whether there is a need to fit safety brackets that only allow the window to be opened to a certain distance.

### **Lift safety**

Large hotels often have lifts available to guests to make it easy for them to access rooms on higher floors, however it is important that these are also looked after and well maintained in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. Comprehensive examinations must take place every six months on lifts that carry people and every 12 months for lifts carrying solely goods and equipment to ensure full and safe function. If you have encountered a problem or fault with the lift, or changes have been made to how it works, an examination must again take place in line with these legal regulations.

There are many more areas of health and safety that a hotelier or B&B owner must adhere to, including gas safety, manual handling, cleaning equipment and lighting to name just a few. If you ensure standards are consistently high, the chances of your business venture being a success are far greater as your guests will be safe and free to have a great and memorable time in your establishment.

### **Personal hygiene: Contamination**

Many bacteria live on or in the body and as we use our hands continuously as we go about our daily lives we can easily contaminate utensils, surfaces and food.

#### **Care of the hands**

- nail polish or false nails should not be worn
- nails must be short and clean

#### **Hand washing**

You should wash hands:

- before entering a food preparation area and touching food
- after eating
- after going to the toilet
- after handling raw meat, shellfish, poultry, eggs or vegetables

- after coughing or sneezing into your hand or a handkerchief
- after touching your face or hands
- after handling rubbish.

Thorough hand washing using soap, preferably anti-bacterial, and hot water is necessary to ensure hands are clean before handling food. Drying hands is best done with disposable paper towels or a hot air blower.

### **Clothes**

Clothes must always be freshly laundered. Where appropriate protective clothing must be worn including effective head covering and sensible footwear.

### **Illness**

If you are unwell it is your responsibility as a food handler to report to your supervisor as some illnesses may prevent you from working with food.

### **Chemical safety**

There are some very important rules to be followed when using cleaning chemicals:

- follow the manufacturer's instructions for dilution and safe storage
- wear the recommended protective equipment: rubber gloves, face mask etc
- keep chemicals in storage areas away from food areas
- keep chemicals in a cool storage area
- make fresh supplies regularly to ensure the effectiveness of the cleaning agent
- NEVER mix chemicals. They may react with each other and produce poisonous gases.