



The STAR Multi Academy Trust

Health and Safety and Environmental Policy- Catering Department

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Background Information

Good health and safety standards provide benefits to both the employer and employee by reducing workplace accidents, incidents, and ill health.

The elements of effective health and safety management are –

- An effective policy.
- Organisational development.
- Planning and implementation.
- Developing, measuring and reviewing health and safety performance.

The Health and Safety Executive (HSE) enforce health and safety standards and have the legal power to issue statutory notices or prosecute where there has been a breach of the primary legislation, the Health and Safety at Work etc Act 1974 or any of associated Regulations.

These prosecutions can be of both employers and / or employees.

The Senior Leadership Team collectively oversee that acceptable standards of health and safety, that, as a minimum meet statutory requirement, are maintained within the STAR Multi Academy Trust. The STAR Multi Academy Trust's SLTS individually and collectively responsible for day to day health and safety matters

Definitions

So far as is reasonably practicable – an assessment of any action being taken to ensure that the time, effort and cost of the action is proportionate to the risk.

Policy Statement

The STAR Multi Academy Trust is committed to the protection of its employees, patients, volunteers, visitors and any other person who may be affected by its activities and will seek to control health and safety risks so far as is reasonably practicable.

To achieve this, The STAR Multi Academy Trust will –

- Protect employees, volunteers' patients, contractors and members of the public from foreseeable workplace hazards.
- Provide and maintain safe plant, equipment and systems of work.
- Ensure safe handling and use of substances.
- Provide information, instruction and supervision for employees and volunteers.
- Ensure all employees and volunteers are competent to do their tasks, and to give them adequate training.
- Maintain safe and healthy working conditions and seek to prevent accidents and work-related ill health.
- Promote good standards of safety and welfare which fully comply with the requirements of Health and Safety at Work etc Act 1974 and all other relevant provisions.

- Develop a “positive” safety culture throughout the organisation.
- Make staff aware of their individual responsibility to take all reasonable care for the safety of themselves and others for whom a service is provided and co-operate with management in matters of health and safety.
- Consult with employees on matters affecting their health and safety.
- Provide adequate occupational health facilities.

Accident, incident, claims and complaints data plays a vital role in risk management decision-making. The STAR Multi Academy Trust actively encourages and supports a just culture to promote comprehensive reporting; this is supported by a detailed Accidents, Incident Reporting & First Aid Policy. The STAR Multi Academy Trust will use this information to target improvements.

The STAR Multi Academy Trust recognises the important role played by staff, and their representatives and will seek to actively involve them in the health and safety management process. This will include hazard identification, risk assessment, action planning, training and audit and review.

A copy of this policy will be made available to all employees. New employees will receive health and safety information as part of their induction programme.

This Catering Health and Safety and Environmental Policy should be read in conjunction with the [STAR MAT Health & Safety Policy](#), and this document details additional catering considerations and procedures.

Applicability / Roles and Responsibilities

This policy covers all workplaces, premises and all employees within the Catering Department. It will form the framework of all Health and Safety activities.

Safe Systems of Work

Each Department is required to have operational health and safety procedures specific to that area. These form the basis of safe systems of work and are developed following detailed risk assessment as detailed in the Risk Management Strategy.

These safe systems of work must be strictly adhered to by all staff. They must be regularly reviewed and updated as necessary by Departmental Managers to ensure their continuing effectiveness and following changes to legislation, identification of reasonably practicable good practice or the review of a risk assessment stimulated by a change in working practice or an accident or near miss. Disciplinary action under the terms of the Disciplinary Procedure may be taken against any employee, regardless of status, who shows wilful disregard for the safe working practices. Where the total disregard for Safe Working Practices seriously affects the health and safety of themselves or that of any other employees, this may be viewed as gross misconduct and result in appropriate action. Also, the employer and their employees may be subject to prosecution under the Health and Safety at Work Act 1974.

Appendix 1: Training

| Equipment Safe System of Work Statement is for: | Tasks carried out with equipment: | What the hazards are: | How the hazards are to be controlled? | Personal Protective Equipment Required: |
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| Commercial Dishwasher | <ul style="list-style-type: none"> ▪ Crockery and catering equipment is loaded onto trays which are inserted into the dishwasher for cleaning | <ul style="list-style-type: none"> ▪ Trapped fingers/limbs in the dishwasher hood ▪ Scolds if dishwasher is opened during its cycle and hot water is sprayed out onto bare skin or into eyes ▪ Muscle strain when transporting the cleaning chemical containers ▪ Electric shock | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Only trained employees can use the Dishwasher ▪ Always follow manufactures instructions ▪ Ensure controls and isolator are accessible when operating the Dishwasher ▪ Do Not open the hood whilst the Dishwasher is in operation which would result in hot water projected out in the surrounding area ▪ Only put catering equipment and crockery through the Dishwasher that is dishwasher safe ▪ Do Not put glass through the Dishwasher ▪ Only trained technicians should attempt to fix the Dishwasher <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure the surrounding area and floor is dry and free from spillages after cleaning ▪ Only trained employees should dismantle Dishwasher parts for cleaning and then reassemble | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |
| Upright Fridges and Freezers | <ul style="list-style-type: none"> ▪ Food produce is stored at their required storage temperature in the refrigerator and freezers | <ul style="list-style-type: none"> ▪ Death and damaged limbs/torso from crushes and freezing temperature. ▪ Broken bones and minor injuries due to trapping fingers/limbs inside the doors as they close | <ul style="list-style-type: none"> ▪ Keep hands and fingers clear when closing and opening doors ▪ If the unit is a walk-in fridge or freezer. ensure that nobody is inside when closing the door ▪ Make a double check that nobody is inside if locking the door ▪ Keep fingers and hands away from any compressors or working parts ▪ Ensure that the fridge or freezer is in good working order with all compressor covers in | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | <ul style="list-style-type: none"> ▪ Electric shock | <p>place where applicable. Report any defects through the correct process</p> <ul style="list-style-type: none"> ▪ Under no circumstances should anyone climb in or up any fridge or freezers. Ensure that breaks are in the locked position when the Fridge or Freezers are in the desired position ▪ Do not overload the unit | |
| Hot Cupboard with/without Bain Marie Inserts | <ul style="list-style-type: none"> ▪ Hot food is kept hot by storage in trays inside the hot cupboard and Bain Marie inserts. | <ul style="list-style-type: none"> ▪ Burns and scolds from the contact of bare skin with internal and external areas ▪ Electric shock | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of the Hot Cupboard and Bain Marie ▪ Ensure the Hot Cupboard and Bain Marie are in a suitable working condition ▪ Do not overload the Bain Marie inserts or other food service trays and dishes with food ▪ Ensure Bain Marie inserts, cooking trays and shelving are flat and not tilted ▪ Do not use defective Bain Marie inserts, service dishes or cooking trays ▪ Ensure a dry oven cloth is used to retrieve Bain Marie inserts, service dishes and trays from the Hot Cupboard and Bain Marie ▪ When opening the Hot Cupboard doors ensure that you allow sufficient room for heat and steam to escape and do not stand in front of the door when opening ▪ Ensure there is suitable firefighting equipment available, and this has been serviced within the last 12 months ▪ Ensure the surrounding area including the floor and work surfaces are free from spillages | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | | <ul style="list-style-type: none"> ▪ Ensure that there is no requirement to over stretch when placing and retrieving Bain Marie inserts. Service dishes and cooking trays from and to the oven ▪ Take care when placing service dishes and keep fingers, hands, arms and other body parts well clear of surrounding surfaces ▪ A set down area to be used within close proximity to the Hot Cupboard and Bain Marie. ▪ Hot food and liquids to be transported on a suitable trolley <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure that the Manufactures Instructions are followed ▪ If the Hot Cupboard or Bain Marie temperature is too high then open the Hot Cupboard doors and leave the Hot Cupboard, Bain Marie for enough time to allow them cool ▪ Ensure all staff are trained in the correct process ▪ Ensure the correct PPE, approved chemical and cleaning method is followed ▪ Ensure the floor is spillage free after cleaning ▪ Check for defective Hot Cupboard or Bain Marie and report if required through the correct process | |
| Hot Water Still/Boiler – | <ul style="list-style-type: none"> ▪ Jugs and other containers are filled with hot water straight from the still for | <ul style="list-style-type: none"> ▪ Burns/Scolds from direct contact with hot water onto bare skin ▪ Slips on leaking water | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of Water Boilers ▪ Keep hands away from Water Boiler and flowing water or steam ▪ Do Not test the temperature of the water with hands | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per |

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| | catering purposes | <ul style="list-style-type: none"> ▪ Electric shock | <ul style="list-style-type: none"> ▪ Ensure that the water boiler is in good working order and report any faults as per the correct process ▪ If there is any leaks from the attaching pipework or the water boiler then report as per the correct process ▪ Do not let the drip tray get too full and empty regularly Clean up any spillages immediately and place a wet floor sign in the area whilst the area is wet ▪ Only decant water into suitable vessels and do not over fill Place any filled pans or containers onto a trolley for transportation ▪ Ensure that any containers being filled are placed flat and are secure with no risk of falling from the work surface <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure that the Boiler unit is switched off and isolated at the wall before cleaning ▪ Ensure the surrounding area and floor is dry and free from spillages after cleaning ▪ Only trained employees to clean the Boiler | staff uniform policy |
| Combination Oven | <ul style="list-style-type: none"> ▪ Food produce is cooked in trays in the ovens | <ul style="list-style-type: none"> ▪ Burns and scolds by contact with bare skin and the oven's internal/external areas, including shelving ▪ Spills from cooking foods splashing onto bare skin | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of Combination Ovens ▪ Ensure the Combination Oven is in a suitable working ▪ If the Combination Oven is Gas, ensure that the extraction system is turned on ▪ Do not overload the cooking trays and pans with food | <p><u>Operating:</u></p> <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | <ul style="list-style-type: none"> ▪ Muscle strain from lifting heavy trays in and out of the ovens ▪ Slips from spillages onto floor ▪ Electric shock | <ul style="list-style-type: none"> ▪ Gastronome trays are aligned directly in the racks ▪ Do not use defective gastronomes ▪ Ensure a dry oven cloth is used to retrieve trays from the Combination Oven ▪ When opening the door ensure that you allow sufficient room for heat and steam to escape and do not stand in front of the door when opening and utilise the double catch ▪ Ensure there is suitable firefighting equipment available and this has been serviced within the last 12 months ▪ Ensure the surrounding area including the floor and work surfaces are free from spillages ▪ Do not place products with high liquid content high in the Combination Oven. ▪ Ensure that there is no requirement to over stretch when placing and retrieving Gastronomes trays from and to the oven ▪ A set down area to be used within close proximity to the Combination Oven ▪ Hot food and liquids to be transported on a suitable trolley <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure that the Manufactures Instructions are followed ▪ If the Combination Oven states that the temperature is too high. then open the door to allow the oven to cool | <p><u>Cleaning:</u></p> <ul style="list-style-type: none"> ▪ The above ▪ Goggles ▪ Gloves |

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| | | | <ul style="list-style-type: none"> ▪ Do not open the door mid-way through the cleaning cycle. Ensure all staff are trained in the correct process ▪ Ensure the correct PPE, approved chemical and cleaning method is followed. ▪ Ensure the floor is spillage free after cleaning ▪ If the automatic clean feature is not working, then please report following the correct process ▪ Check for defective seals on the steamer doors and report if required through the correct process | |
| Oven range – Gas and Electric | <ul style="list-style-type: none"> ▪ Food produce is cooked in trays in the oven and pans on the range top | <ul style="list-style-type: none"> ▪ Burns and scolds by contact with bare skin and the oven and ranges top’s internal/external areas, including shelving ▪ Spills from cooking foods splashing onto bare skin ▪ Muscle strain from lifting heavy trays in and out of the ovens and pans on and off the range top ▪ Slips from spillages onto floor ▪ For electric ovens, electric shock | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of the Ovens and Hobs/Stove Top ▪ Ensure the Ovens and Hobs/Stove Top are in a suitable working condition ▪ Do not overload the cooking trays and pans with food ▪ Ensure cooking trays and shelving are flat and not tilted ▪ Do not use defective cooking trays ▪ Ensure that the extraction system is turned on ▪ Ensure a dry oven cloth is used to retrieve trays from the Oven and pans from the Hobs/Stove ▪ When opening the Oven doors ensure that you allow sufficient room for heat and steam to escape and do not stand in front of the door when opening ▪ Ensure there is suitable firefighting equipment available, and this has been serviced within the last 12 months | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | | <ul style="list-style-type: none"> ▪ Ensure the surrounding area including the floor and work surfaces are free from spillages ▪ Do not place products with high liquid content high in the Ovens ▪ Ensure that there is no requirement to over stretch when placing and retrieving cooking trays from and to the oven ▪ A set down area to be used within close proximity to the oven and Induction Hobs ▪ Hot food and liquids to be transported on a suitable trolley <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure that the Manufactures Instructions are followed ▪ If the Ovens and Hobs/Stove Top temperature is too high, then open the Oven doors and leave the Hobs/Stove Top for enough time to allow both to cool ▪ Ensure all staff are trained in the correct process ▪ Ensure the correct PPE, approved chemical and cleaning method is followed ▪ Ensure the floor is spillage free after cleaning ▪ Check for defective seals on the Oven doors and report if required through the correct process | |
| Deep Fat Fryers | <ul style="list-style-type: none"> ▪ Cooking fried food products in the baskets submerged in hot oil | <ul style="list-style-type: none"> ▪ Slight and severe burns caused by hot oil splashes onto bare skin. ▪ Burns from bare skin coming into contact | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of fryers ▪ Ensure the deep fat fryer is in a suitable working condition ▪ Fill the fryer with suitable oil to the required level between the lines. | <ul style="list-style-type: none"> ▪ Protective clothing/uniform (chef whites) ▪ Appropriate footwear, as per staff uniform policy |

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| | | <p>with the outside of the Fryer. Slips from leaking oil onto the floor or splashes of oil onto the floor.</p> | <ul style="list-style-type: none"> ▪ If the fryer is Gas, ensure that the extraction system is turned on Do not overload the fryer with food ▪ Never leave the fryer unattended ▪ Set thermostat to a suitable level for the product to be fried Ensure the product fried is placed in a basket ▪ Do not use hands to retrieve items from the basket or fryer ▪ Ensure the basket is securely fitted to the basket hanger before retrieving items from the basket ▪ Ensure there is suitable firefighting equipment available, and this has been serviced within the last 12 months ▪ Ensure the surrounding area including the floor and work sur faces are free from grease and spillages ▪ Staff to be vigilant in the surrounding area to the fryer ▪ Do not place products with high water content in the fryer ▪ Do not fill the baskets over the fryer with frozen products ▪ Do not use lid on the fryer when in use ▪ Turn off and place lid over fryer when not in use ▪ Ensure the drain valve of the fryer is closed fully ▪ Ensure the fryer is filled to the correct level ▪ Ensure that the manufactures instructions are followed at all times when lighting the fryer <p><u>When cleaning:</u></p> | <ul style="list-style-type: none"> ▪ |

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| | | | <ul style="list-style-type: none"> ▪ Ensure that the oil is no more than room temperature ▪ Do not switch on the fryer to pre heat the oil ▪ Do not clean the fryer after use when the oil is hot ▪ Do not decant the oil into plastic containers ▪ Do not pre heat the oil using pilot lights ▪ Do not over fill the containers when emptying the fryer ▪ Ensure all staff are trained in the correct process ▪ Ensure the correct PPE, Chemical and cleaning method is followed ▪ Ensure that the fryer is completely dry before replenishing with fresh oil ▪ Ensure the floor is oil and grease free after cleaning ▪ Ensure new and old oil is stored in a well-ventilated room away from the main cooking area and not in corridors or gangways | |
| Hobart Mixer | <ul style="list-style-type: none"> ▪ Food produce is mixed, whisked or needed in the mixing bowl by a rotating arm | <ul style="list-style-type: none"> ▪ Broken bones, trapped fingers and/or torn limbs if caught in the machinery as it turns a rotating paddle ▪ Crushed and/or trapped body parts ▪ Electric shock | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of Mixers ▪ Make sure the mixer bowl is firmly in place ▪ Place ingredients into the bowl when the mixer is in the lower loading position ▪ Ensure that the paddle, dough hook or whisk is in place in the lower loading position ▪ Only use mixers with a suitable guard or collar ▪ If the Mixer does not have a suitable guard or collar, then do not use under any circumstances ▪ Raise bowl by turning the lever on the right-hand side | <p><u>Operating:</u></p> <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy <p><u>Cleaning:</u></p> <ul style="list-style-type: none"> ▪ The above ▪ Goggles |

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| | | | <ul style="list-style-type: none"> ▪ Always start the mixer at the lowest speed, working your way up to the desired speed ▪ Keep hands and body away from the mixer whilst in operation ▪ When done return the speed to one before turning to the off position ▪ Do not add any ingredients to the mixer whilst in use. Bring the mixer to a stop first ▪ Do not leave the guard net open whilst the mixer is in operation ▪ Don't put clothing, utensils or body parts into a moving mixer (even a slow-moving mixer can severely injure fingers and hands) ▪ Do not overload the Mixer. If you require help lifting the load, then ask for a second person to lift with you, use a trolley to transport the load <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure the mixer is off and isolated at the wall or unplugged ▪ Attachments and bowl to be cleaned in the sink without the use of any abrasive chemicals ▪ Ensure the surrounding area is clean, dry and free from spillages after cleaning the Mixer and Stand | <ul style="list-style-type: none"> ▪ Gloves |
| Handheld Mixers, Blenders and Robo Coupe and meat slicers | <ul style="list-style-type: none"> ▪ Handheld mixers are used to mix and food produce. ▪ Robo Coupes and Handheld Blenders are | <ul style="list-style-type: none"> ▪ Cuts/amputation, broken bones, burns/scolds ▪ Electric shock | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Train employees of the safe use of Mixers, Blenders and Robo Coupes ▪ Make sure the bowl or other food storage container and Robo Coupe bowl are held firmly whilst blending or whisking | <p><u>Operating:</u></p> <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per |

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| | <p>used to chop and puree food produce with sharp internal parts</p> <ul style="list-style-type: none"> ▪ Meat slicers are used for cutting and portioning cooked meat. | | <ul style="list-style-type: none"> ▪ Place ingredients into the bowl or other food storage container prior to blending or whisking ▪ Only use Robo Coupes with a suitable guard/lid ▪ If the Robo Coupe does not have a suitable guard/lid, then do not use under any circumstances ▪ Always start the Mixer, Blenders or Robo Coupe at the lowest speed, working your way up to the desired speed ▪ Keep hands and body away from the Mixer, Blender or Robo Coupe whilst in operation ▪ Do not add any ingredients to the Mixer, Blender or Robo Coupe whilst in use. Bring them to a stop first ▪ Don't put clothing, utensils or body parts into a moving Mixer, Blenders or Robo Coupe (even a slow-moving mixer can severely injure fingers and hands) ▪ Do not overload the Mixer, Blenders or Robo Coupe. <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Ensure the Mixer, Blender or Robo Coupe is off and isolated at the wall or unplugged ▪ Attachments and blades to be cleaned in the sink without the use of any abrasive chemicals. Care is to be taken when cleaning any blending or Robo Coupe blades to ensure the risk of cuts is reduced by ensuring the blades are pointing away from your body and that you do not leave blades in a full sink unattended | <p>staff uniform policy</p> <p><u>Cleaning:</u></p> <ul style="list-style-type: none"> ▪ The above ▪ Goggles ▪ Gloves |

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| Cuts from sharp Knives | <ul style="list-style-type: none"> ▪ Sharp knives are used to prepare and slice food produce | <ul style="list-style-type: none"> ▪ Cuts to a worker's skin and possible amputation of fingers from sharp knives | <p><u>When operating:</u></p> <ul style="list-style-type: none"> ▪ Do Not use knives unless trained to do so ▪ Use a knife suitable for the task and food you are cutting ▪ Ensure that the knife is suitable for the user ▪ Keep knives sharp ▪ When cutting with the knives ensure the surface is stable ▪ Never try to catch a falling knife ▪ Carry a knife with the blade pointing downwards ▪ Don 't carry knives whilst reaching, over objects ▪ Do Not use a knife to open a can or any other food packaging <p><u>When sharpening:</u></p> <ul style="list-style-type: none"> ▪ Place the heel of the blade against the food item slightly upwards ▪ Hold the blade at a 15-degree angle away from the steel ▪ Maintain light pressure and a 15-degree angle between the knife and the steel ▪ Slide the blade down the length of the steel in a sweeping motion, pulling the knife towards your body so that the middle of the blade is in contact with the middle of the steel ▪ Finish the motion by passing the tip of the blade over the bottom of the steel. ▪ Repeat the motion on the other side of the blade <p><u>When cleaning:</u></p> <ul style="list-style-type: none"> ▪ Handle knives carefully when washing up ▪ Where possible wash knives in a dishwasher | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | | <ul style="list-style-type: none"> ▪ If manual washing, ensure the blade is pointing away from your body wash from the blunt side of the knife ▪ Do Not leave a knife in a full sink unattended ▪ Avoid handing the sharp edge of the blade ▪ Never try to catch a falling knife ▪ Store knives securely after use and store the blade flat ▪ Do Not leave knives unattended or within the reach of children | |
| Ladders | <ul style="list-style-type: none"> ▪ Cleaning at height ▪ Reaching to take down extractor vents | <ul style="list-style-type: none"> ▪ Falls from height resulting in broken bones, strains and sprains, burns from falling into/onto hot ovens and stoves. | <ul style="list-style-type: none"> ▪ Do not use ladders under any circumstances whilst at work ▪ Do not climb on chairs, tables, equipment or workbenches ▪ Only use approved steps no more than 3 steps high and only use the first two steps to stand on ▪ When using steps ensure they are checked before use for damage ▪ When using steps do not overreach ▪ Do not clean above arms reach level from the standing on the floor | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |
| General Slips, Trips and Falls | <ul style="list-style-type: none"> ▪ General kitchen area – including floors, equipment, racking, pipe work, etc | Slips, trips and falls resulting in broken bones, strains and sprains, burns from slipping, tripping or falling into/onto hot ovens and stoves. | <ul style="list-style-type: none"> ▪ Ensure suitable footwear is worn ▪ Maintain equipment to prevent any leaks of oil, water etc Ensure that equipment faults are reported through the appropriate route ▪ Use splashguards or edged work surfaces to contain spillages ▪ Use lids and covers for pans and containers, especially when they are been lifted. | <ul style="list-style-type: none"> ▪ Protective clothing/uniform, as per staff uniform policy ▪ Appropriate footwear, as per staff uniform policy |

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| | | | <ul style="list-style-type: none"> ▪ Ensure the extraction and ventilation is on to remove steam and grease before it can be deposited. ▪ Ensure that drainage is not blocked and report immediately if any blockages or backflow occurs ▪ Site any 'messy' operations away from walkways and thoroughfares ▪ Don't allow things to boil over and contaminate the floor ▪ Avoid contaminating the floor with dry materials (like plastic bags or flour dust), as they can create a very slippery surface ▪ Organise the work to remove or reduce the need for people to rush, to take long strides or to turn sharply Reduce the need for staff to carry, push or pull heavy or bulky loads by using trolleys or other manual handling aids. ▪ Changes of level should be easily visible. If not report to your Area Manager to raise with the premise custodian. Fit a handrail where necessary. ▪ Clean up spillages immediately. This includes spills on any areas on the customer side (if applicable to your business). Don't forget satellite services or self-service areas. ▪ Don't use cardboard to soak up spillages, deal with them properly. ▪ Don't leave floors wet after cleaning - clean them to a completely dry finish. | |

| Equipment Safe System of Work Statement is for: | Tasks carried out with equipment: | What the hazards are: | How the hazards are to be controlled? | Personal Protective Equipment Required: |
|---|-----------------------------------|-----------------------|--|---|
| | | | <ul style="list-style-type: none"> ▪ If 'clean-to-dry' is completely impossible then use barriers and 'wet floor' warning signs to keep people off the wet area ▪ Use cleaning methods that don't spread the problem. It is often better to deal with small spillages using a paper towel instead of a mop that wets the floor. ▪ Ensure the Wet floor signs are put away after use ▪ Choose the timing of routine floor cleaning so people are not put at risk and hygiene is not compromised ▪ Organise the workspace so everything has a place. ▪ Arrange any workflows to avoid 'bottlenecks' in the work process ▪ A well-organised goods in (or out) system may help, so that deliveries are not placed where they will obstruct where people walk ▪ Make sure there is enough storage space for ingredients and equipment in daily use. Again, consider traffic patterns to heavily used items. ▪ Ensure enough waste bins in convenient locations so that packaging, waste etc can be disposed of straight away ▪ Never allow cables or pipes to trail across the floor and remember to check the customer side of the counter ▪ Don't allow articles to cause obstructions where someone can trip over them and ensure traffic routes are unobstructed | |

| Equipment Safe System of Work Statement is for: | Tasks carried out with equipment: | What the hazards are: | How the hazards are to be controlled? | Personal Protective Equipment Required: |
|---|-----------------------------------|-----------------------|---|---|
| | | | <ul style="list-style-type: none"> ▪ Instruct and train staff in good housekeeping practices ▪ Keep fire routes and exits clear at all times ▪ Catering Manager to Inspect floors for holes, damage or unevenness (such as loose or broken tiles) where someone could trip, and report these to site Caretaker ▪ Ensure that any changes in level and steps are highlighted. If this is not the case, then report to the site Caretaker ▪ Any defects reported needed to be recorded in the Kitchen Diary. Ensure external areas of the building (such as bin stores and delivery areas) are free from tripping hazards. ▪ Ensure the workspace is properly lit ▪ Ensure external areas, particularly traffic routes, are properly lit, so that obstructions and changes are visible | |

Appendix 2: Control of Substances Hazardous to Health Policy Statement

The STAR Multi Academy Trust acknowledges that no substance can be considered completely safe. All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits. The STAR Multi Academy Trust undertakes to control exposure by engineering means where reasonably practicable. If exposure cannot be adequately controlled by engineering means, appropriate personal protective equipment (PPE) will be provided free of charge after consultation with employees or their representatives.

All employees will be provided with understandable information and instruction on the nature and likelihood of their exposure to substances hazardous to health.

The implementation of this policy requires the total co-operation of all members of management and staff.

This policy contains the minimum standards required for all staff to be aware of their responsibilities concerning substances hazardous to health.

Scope

This policy applies to:

- a). All The STAR Multi Academy Trust Catering units and functions;
- b). All staff of The STAR Multi Academy Trust Catering Department including agency and contract staff.

Other Relevant Policy and Procedures

Health and Safety policy
Personal Protective Equipment Policy
Risk Assessment Policy & Procedure
COSHH Risk Assessment Procedure
Safe System of Work Policy
First Aid Roles, Responsibilities and Procedures

Procedure

All staff must understand:

- how and when this policy affects them and understand their obligations
- their individual responsibilities if they are in a line management position
- how to access additional relevant information and guidance

The STAR Multi Academy Trust will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Monitoring

In addition to the ongoing monitoring of these requirements inherent in the Catering Department at The STAR Multi Academy Trust, internal and external audit will undertake periodic review and audit.

Where non-compliance to this policy is identified, the breach must be remediated and steps taken to prevent recurrence. Where non-compliance has resulted in a significant adverse outcome or non-compliance is identified recurrently, it will be discussed with the responsible individual and could impact their performance review.

Intentional breach of STAR Multi Academy Trust policy may ultimately lead to disciplinary action, which could result in dismissal.

This policy is subject to the minimum of an annual review.

The STAR Multi Academy Trust will, in consultation with workers and their representatives, implement the following.

An inventory of all substances hazardous to health kept on site will be maintained, with appropriate hazard information.

Competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control.

All operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible.

Equipment will be properly maintained and monitored by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness.

Any system of work, supervision system or any other similar measure will be reviewed at suitable intervals and revised if necessary.

All employees and others who may work in the affected areas will be informed of the purpose and safe operation of all controls.

PPE will only be used as a last resort, or as a back-up measure during testing or modification of other controls.

The type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions. If possible, the number of different types will be minimised to prevent mistakes in servicing or replacement.

Training

All workers will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Workers will be informed about any monitoring and health surveillance results.

All changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Safe System of Work

Employees must be encouraged to report defects and systems must be in place for prompt repair and for the provision of temporary replacement controls, eg PPE. The following steps can be taken to minimise the risk.

Ensure hazard information is kept up to date.

Ensure assessments are reviewed annually and reassessed every three years or when changes are made.

Ensure employees are trained in the nature of the hazards and use of control measures.

Ensure controls are maintained and monitored.

Ensure documentation is comprehensive and understandable.

Encourage employees to report faults and problems.

I confirm that I have read and understood my responsibilities under this policy.

Catering Manager

Signed _____

Dated _____

Catering Assistant

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Appendix 3: Manual Handling Policy Statement

The STAR Multi Academy Trust recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy and compliant with all statutory requirements and codes of practice.

Manual Handling is also covered specifically by the following legislation:

- The Health and Safety etc at Work, etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Lifting Operations and Lifting Equipment Regulations 1998.

The Manual Handling Operations Regulations 1992 were the end result of a European directive, issued in 1990, and are firmly based on a “minimal handling” approach to manual handling. Under the Regulations, employers are required to avoid the need for employees to undertake any manual handling operations which involve a risk of them being injured and where such activities cannot be immediately eliminated a “suitable and sufficient assessment” of all such operations is mandatory. Having carried out this assessment, employers must take appropriate steps to reduce the risk of injury to the lowest level reasonably practicable.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning The STAR Multi Academy Trust’s approach to manual handling.

Manual Handling at Work Policy

The STAR Multi Academy Trust recognises its responsibility under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 (MHSWR) to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy and compliant with all statutory requirements and codes of practice. Employees, service users and contractors are expected to abide by safety rules and to have regard to the safety of others.

The STAR Multi Academy Trust understands manual handling as the transporting or supporting of loads by hand or by bodily force without mechanical help. This includes activities such as lifting, carrying, shoving, pushing, pulling, nudging and sliding heavy objects. It especially covers the lifting or moving of service users by staff.

The STAR Multi Academy Trust is committed to ensuring the health, safety and welfare of its staff, so far as is reasonably practicable, and of all other persons who may be affected by our activities including service users, their visitors and contractors. As all of these manual handling activities obviously carry the risk of injury if they are not performed carefully, then The STAR Multi Academy Trust will take the following steps to ensure that its statutory duties to protect staff and service users are met at all times.

- Each employee should be given such information, instruction and training as is necessary to enable safe manual handling.

- All processes and systems of work should be designed to take account of manual handling.
- All processes and systems of work involving manual handling should be assessed and properly supervised at all times.

Risk assessments

All potential lifts or manual handling tasks should be fully assessed first using the following process.

- Staff should always consider each manual handling task for risk of injury. If the activity involves occasional lifting of small, regular-shaped, lightweight items, the risk can be deemed to be negligible. If, however, the task involves repeated movement of a heavier item, or one that is an odd, uncomfortable shape, then the risk is increased and should be identified as a potential risk.
- If a risk is identified, staff should next consider whether there is a way to eliminate the need for manual handling altogether. For instance, can equipment be used instead?
- If the manual handling task cannot be eliminated completely, the specific risks involved must next be assessed. This is done in a similar way to any other health and safety risk assessment, but the assessment does not need to be recorded provided it is easy to repeat.
- Where a specific risk of injury is identified and manual handling is unavoidable, then measures to reduce the risk must be introduced. Examples of these are the use of mechanical aids, changing the task to minimise the risk or altering the working environment to make manual handling less awkward.
- Any measures taken to ensure manual handling safety must be in proportion to the risk and the cost-benefit involved.

Note

Staff should never, in any circumstances, attempt to lift a weight where they believe that there is a significant risk of injury involved.

The STAR Multi Academy Trust policy will, so far as is reasonably practicable, be to:

- provide and maintain lifting equipment such that they are safe and healthy to use
- provide the information, instruction, training and supervision required to ensure the health and safety, at work, of employees and others
- control and maintain the place of work in a safe condition
- in the event of any accident or incident (such as a near miss) involving injury to anybody on work premises to make a full investigation and to comply with statutory requirements relating to the reporting of such incidents.

Duties of Staff

The Manual Handling Operations Regulations 1992 set out an obligation upon employees to make full use of systems of work laid down for their safety in manual handling operations. This is in addition to their obligations under other health and safety legislation including making proper use of equipment provided for their safety. To conform with the Manual Handling Operations Regulations 1992, The STAR Multi Academy Trust requires its staff to adopt the following three-stage model.

- Staff should avoid hazardous manual handling as far as is reasonably practical.

- Where hazardous manual handling cannot be avoided, staff should assess the risk first.
- Depending on the result of the assessment, staff should reduce the risk involved to the lowest level reasonably practicable.

The successful implementation of this policy requires total commitment from all employees. Everyone has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions.

It is also the policy of The STAR Multi Academy Trust that under Section 7 of the Health and Safety at Work etc Act 1974, it is the duty of every employee at work:

- to take reasonable care of their own health and safety and those of any other person who may be affected by their acts or omissions at work
- as regards any duty or requirement imposed on their employer by or under any of the relevant statutory provisions, to co-operate with the employer, so far as is necessary, to enable that duty or requirement to be complied with.

In addition, no person within The STAR Multi Academy Trust shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any statutory provisions.

Staff injured at work

Manual Handling accidents are covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). According to RIDDOR, all manual handling accidents and injuries should be recorded and also reported to the HSE, especially if they result in staff being off work for three days or more or involve faulty equipment. All staff injured at work should be given appropriate support and any staff who have suffered from a manual handling injury should see their GP as soon as possible.

All staff returning from work after a prolonged absence with a musculo-skeletal injury or disorder should have a return to work plan and an interview which may include occupational health input if appropriate.

Staff should be encouraged and supported to come back to work where possible and this may often involve some temporary or longer term adjustment on the part of The STAR Multi Academy Trust to ensure that they do not suffer a recurrence of their injury.

Any necessary alterations to a member of staff's job after an accident should be made in line with current Disability Discrimination Act 1995 guidelines.

Lifting equipment

Any manual handling equipment provided should be maintained in a safe condition to use and be subject to regular inspections by the manufacturers. Any The STAR Multi Academy Trust manager is responsible for ensuring that equipment is maintained adequately.

Training

Everyone within The STAR Multi Academy Trust should be given adequate training and information on manual handling risks and how to avoid them. Such training should focus on specific tasks and equipment as well as on the more general information required to carry out safe manual handling. All staff should be trained to assess whether or not a load is too heavy to carry.

All new staff should be encouraged to read the policy on health and safety and on manual handling as part of their induction process. Existing staff will be offered training to cover basic information about health and safety.

All staff are expected to attend annual manual handling refresher training. In addition, all staff will be appropriately trained to perform their duties safely and competently and those staff who need to use specialist equipment will be fully trained and supervised while they are developing their competency.

I confirm that I have read and understood my responsibilities under this policy.

Catering Manager

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Catering Assistant

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Appendix 4: Personal Protective Equipment Procedure Policy Statement

The STAR Multi Academy Trust is committed to providing safe systems of work by eliminating, minimising or controlling risk wherever possible. However, it is appreciated that risk cannot always be eliminated completely and therefore, The STAR Multi Academy Trust will promote the provision and use of personal protective equipment (PPE) and clothing as a last resort measure.

Scope

This policy applies to all staff and individuals working in the catering departments for The STAR Multi Academy Trust.

Definitions

All equipment which is intended to be worn by a person at work as protection from health and/or safety risks. This excludes ordinary worker's clothes and uniforms, not designed to protect the health or safety of workers. Types of Personal Protective Equipment (PPE):

- Disposable gloves and aprons;
- Oven gloves;
- Rubber household gloves;
- Eye protection;
- Masks;
- Protective clothing/footwear;

Other Relevant Policy and Procedures

- Control of Substances Hazardous to Health;
- Infection Control;
- Food Safety and Hygiene Management System.

Procedure

Responsibility for risk management in sites rests with each individual. Where practicable, risks should be managed by altering work practices and PPE used as a last resort measure.

Where PPE is required it should be selected by the manager on the basis of suitability and user acceptability and informed by the risk assessment for the work and/or work area concerned.

Where PPE is not disposable but designed for re-use, it should be subject to monthly inspection to confirm its continued suitability, and where appropriate subject to routine maintenance and replacement. If appropriate, a log must be kept of all non-disposable PPE issued to staff.

Staff issued with PPE are reminded that they have an obligation to use it as instructed, to maintain it in a state of good repair and cleanliness and to report any defects or other problems promptly.

Guidelines for the use of Disposable Gloves

Due to prolonged and close contact all latex gloves present a particular risk of skin sensitisation, but the risk is reduced in gloves with lower levels of latex protein and process chemicals e.g. non powdered.

Powdered gloves pose an additional risk not only to the user but also to other people sensitive to the materials.

Inhaling the powder may lead to respiratory problems and/or allergic reactions.

When using gloves:

- Always use the most appropriate glove for the task as identified in the risk assessment;
- In all instances an alternative to latex gloves should be sought and used wherever possible. If latex gloves are to be purchased and used (i.e. they have been assessed as the most appropriate glove for the task) then they MUST be powder-free;
- Only use gloves for the duration of the task;
- If gloves become torn or damaged at any time during the task they must be removed, hands washed, and a new pair applied;
- Do not double glove remove and replace as often as is necessary;
- Always wash and dry hands thoroughly after using gloves;
- Using simple barrier creams such as E45 can prevent dryness and irritation occurring.

Types of gloves available:

Nitrile – Provides adequate protection against organic chemicals and is the glove of choice for certain disinfectants. They are also an ideal alternative to the use of latex gloves, and must be made available where people have a latex allergy;

Rubber – (Household gloves) robust by nature suitable for most heavy cleaning purposes and can be washed and dried after use (not suitable for personal care tasks);

Latex – These are recommended when there is a risk of contamination with blood where Latex gloves are used these should be of the nonpowdered variety;

Vinyl – Loose fitting gloves not normally associated with skin reactions but are not as close fitting and are prone to leaks and hand contamination. These gloves are also slippery when wet;

Specialist Gloves - Certain tasks/jobs require the provision of specialist gloves as personal protective equipment, these can include, heavy-duty rubber, anti-vibration, PVC and metallic protective gloves for contact with hypodermic needles.

Procedures for which gloves and/or aprons are required:

- Potential contact with blood or body fluids;
- First aid duties;
- Contact with certain disinfectants/chemicals.

I confirm that I have read and understood my responsibilities under this policy.

Catering Manager

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Catering Assistant
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Appendix 5: Dress Code Policy Statement

- The appropriate clean uniform must be worn at all times as issued during induction.
- A clean uniform must be worn daily. The uniform must be laundered regularly following the manufacturers’ instructions and a biological detergent used.
- The uniform must NOT be worn to & from work or between kitchens & the dining centres. No outdoor clothing may be worn in the kitchen during production & service.

Jewellery

- Jewellery of any kind is not permitted EXCEPT a plain wedding band without stones

Hair

- Hair should be clean and kept back off the face and shoulders in a hair net. Clips & grips are not to be used.

Nails

- Nails must be short and clean. Nail varnish and all nail varnish related products are not permitted.

Footwear

- Shoes must be closed in with low heels and fit well. They should be clean and in good condition with no worn soles.
- Catering clogs/safety shoes, non-slip and steel toe are to be purchased using an annual allowance and claimed through expenses during induction or as an when agreed as requiring replacement.
- Periodic checks will be carried out on the condition of the shoes worn by all staff to make sure that they are maintained in good condition

I confirm that I have read and understood my responsibilities under this policy.

Catering Manager

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Catering Assistant

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