

Candidate Support Pack

SVQ in Food Manufacture

Maintain the workplace and health and safety in food manufacture

Unit F2MB 04



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History of changes

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Introduction

About this pack

Welcome to the candidate support pack for Unit F2MB 04: Maintain the Workplace and Health and Safety in Food Manufacture. This is a mandatory Unit in the SVQ in Food Manufacture at level 2. This pack will help you to develop your knowledge and skills to meet the requirements of the Unit.

The pack is divided into four sections. Section 1 covers the performance requirements, Section 2 the knowledge requirements, Section 3 the sample questions and answers, and Section 4 the evidence requirements of the Unit.

We hope that you enjoy using this pack and that you find it informative.

Information about the SVQ in Food Manufacture

The SVQ in Food Manufacture at level 2 is a nationally-recognised qualification, and has been developed by SQA and Improve, the Sector Skills Council for Food and Drink Manufacture. To achieve the full SVQ in Food Manufacture at level 2, you will need to successfully achieve the following mandatory Units:

SQA code	Unit title	Improve code	SCQF level	SCQF credits
F2MD 04	Maintain Workplace Food Safety Standards in Manufacture	206	5	6
F2MB 04	Maintain the Workplace and Health and Safety in Food Manufacture	207	5	6

This pack covers the mandatory Unit Maintain the Workplace and Health and Safety in Food Manufacture (6 SCQF credit points at SCQF level 5¹). Support packs have been produced for both mandatory Units.

You will also need to achieve a further six Units. There is a wide range of optional Units to choose from. Your assessor will be able to advise you of the most suitable Units for your job role.

¹ The SCQF provides the national common framework for describing all relevant programmes of learning qualifications in Scotland. The level a qualification is assigned within the framework is an indication of how hard it is to achieve. There are 12 levels, from level 1 for Access 1 through to level 12 for doctorates. The number of credit points for a qualification is based on the amount of time that an 'average' learner might take to achieve the Unit/qualification. One SCQF credit point represents 10 hours of learning time. For further information on SCQF go to www.scqf.org.uk.

Core Skills

Completion of Unit F2MB 04, Maintain the Workplace and Health and Safety in Food Manufacture, provides opportunities for developing Core Skills in *Problem Solving* at Access 3, although there is no automatic certification of this Core Skill.

Information about this Unit

Lifting and handling materials is included as a health risk within this pack and as such provides an opportunity to integrate the assessment of this Unit with Unit F2M4 04 Lift and Handle Materials Safely in Food Manufacture.

Section 1: Performance requirements

To complete this Unit you need to show that you follow all the working practices that make the workplace safe. Health and safety is very important in the workplace as it ensures you and your colleagues' safety. The food and drink manufacturing industry can expose people to particular hazards. To prevent anything going wrong you need to create a safe environment for you and your colleagues at all times.

You also need to do all the things people in other industries do to work safely with hazards that are common to many workplaces.

The aim is to work safely and maintain a healthy and safe working environment at all times. You must also follow all regulations and company rules that relate to health and safety whilst in the workplace.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out in 'standards' — see below for details.

Your performance evidence must include at least one observation of you carrying out your normal work by your assessor.

1 Work within defined safety limits

This means that you must show, whilst being observed, that you:

- a) Behave responsibly and work without causing risks to yourself or others
 - You concentrate on the job in hand and do not fool around whilst working.
 - When using a knife you cut away from yourself whenever possible.
 - You never point a knife at anyone else.
 - You carry out manual operations safely, taking care to ensure that there are no obstacles on the floor.
 - You work in a manner that ensures the safety of yourself and others.

- b) Carry out instructions on safety notices and hazard signs

Follow COSHH (control of substances hazardous to health) regulations on the correct usage of all chemicals, ie:

- dilution rates
- storage
- personal protective equipment (PPE)

A 'clean as you go' policy in operation on premises means ensuring that when you have finished using any equipment or tools these are cleaned and returned to their original storage area.

A 'Trained Personnel Only' sign on a cold meat slicing machine is telling you that unless you have been trained in the use of this equipment you *must not* use it.

A sign which states 'Personal Protective Equipment Must Be Worn' is telling you that you must wear the appropriate PPE *before* commencing the task.

c) Follow operational requirements

Ensure that the cutting tools and equipment you use are correctly assembled and guarded.

Keep your work area in a safe condition. Equipment and/or tools not in use should be stored safely and all machinery switched off. Nothing should be able to fall from your worktop and injure you or your colleagues.

Keep the floors in your work area in a safe condition, ensuring that at all times there are no obstacles on the floor and the floors are kept free from any trip or slip hazards.

You must use PPE correctly, ensuring that you use the appropriate PPE for the task you are working on, that it fits properly (not too loose or too tight), and that it covers all areas at risk from injury.

You must lift and handle objects safely, ensuring that you know the weight before lifting. You should ask for assistance when the lift is too heavy, ensure that the pathway is clear and safe, and use the correct lifting techniques, ensuring bended knees and a straight back are adopted.

d) Report hazards, defects, and faults promptly

- Report *immediately* to the most senior member of staff present on the premises when a hazard, fault, or defect becomes apparent.
- Where possible use *warning signs* and *switch off* the power at source on faulty or defective equipment.
- Inform other staff members working around you of the hazard, fault, or defect.

e) Keep the workplace and surfaces clean and clear of hazards

Ensure that when storing tools or equipment you do so in a manner that means they are in the correct place and stored safely and do not become a hazard.

Store waste safely and in the proper place. Ensure that food-based waste and non-food-based waste are put in the bin designated by the business and not dropped on the floor.

Adopt a 'clean as you go' policy, in which you clean the work area and any equipment you have used when the task is completed. This ensures that work surfaces and equipment are safe for the next person to use.

f) Follow your organisation's procedures in the case of infectious disease

Infectious diseases, such as sickness and/or diarrhoea, septic cuts, etc must be reported immediately to the most senior person on the premises, eg the manager, owner, or supervisor.

This is important:

- so that proper action can be taken so that no member of staff presents a risk to the safety of the food products that may be handled or produced by them in the course of their work
- to determine whether someone may be suffering from a food-borne disease, which would require the organisation to alert the authorities and instigate an investigation

2 Follow emergency procedures

a) Follow the correct procedures on discovery of, or on being alerted to, an emergency

Emergency procedures that should be followed in different emergencies, eg fire, bomb alert, flood, power failure, stab wound, or serious injury, can include any of the following:

- Sound the alarm.
- Report immediately to the designated person who will contact the emergency services.
- Warn all persons in close proximity to the danger area.
- Follow the company business procedures in place.
- Shut down all machinery (remove plugs from supply).
- Leave the premises immediately by the nearest route.
- Walk, do not run, never use lifts.
- Assemble at designated assembly point and do a head count.

In the case of a knife wound:

- contact the person appointed to carry out first aid or the most senior person on the premises

- b) Keep emergency escape routes clear of obstruction
- Return all equipment and supplies to their designated areas and do not leave boxes, etc lying on the floor.
 - Mops, brushes, etc should be returned to where they came from immediately after use as they may block the only route out of the premises in the event of a fire, bomb alert, or power failure.
- c) Use safety systems and alarms correctly
- Ensure that all machinery is switched off at the main electrical supply before assembling.
 - Always remove the plug from the main electric supply before commencing cleaning.
 - Ensure that all guards are in place before using equipment.
 - Always check that equipment and tools are safe to use and free from defects etc before commencing work.
 - Never ignore alarms, always check *why* they have gone off.
 - Never use machinery without having been trained how to use it safely.
 - Always ask a senior member of staff if you are unsure as to why a guard or alarm is fitted to a machine or piece of equipment.

3 Use personal protective equipment correctly

Wear appropriate PPE as stated in organisational procedures.

- a) Procedures can indicate that the following equipment must be used:
- Chain mail apron, glove, and/or gauntlet must be worn during boning, filleting, and slicing procedures. The equipment must be adjusted to suit the individual using them, ie the apron, glove, and gauntlet must be adjusted to fit.
 - The equipment must suit the height of the person using it and cover all areas of the body at risk.
 - Ear defenders, if worn, must be adjusted to suit and cleaned using safe cleaning materials. Ear plugs must be disposed of at the end of the working day.
 - Safety boots should be worn and kept clean, especially the soles. Check the tread on a daily basis to ensure it does not become worn or clogged up. If worn replace immediately.
 - Goggles should be worn when sharpening knives on the grinder.
 - Wear correctly fitted hard hats when working within a hard hat area.

- b) Dispose of PPE correctly after use.
- Dispose of all PPE correctly to the designated area.
 - Ensure that all PPE, eg chainmail apron, gloves are cleaned following the correct hygiene procedures.

Observation checklist

The observation checklist on the next page can be used by assessors to record evidence of you carrying out tasks that reflect the required performance of the Unit. This checklist has been provided as an example. Assessors can adapt it, use it as it is, or devise their own checklist.

Observation Checklist – Maintain the Workplace and Health and Safety in Food Manufacture (207)

Candidate's name:			
Assessor's name:		Date:	
Assessment overview Please give details of what was observed and the date the observation took place:			
Candidate activity	Assessor confirm	Evidence/comments etc	
How did the candidate:			
Performance indicators for working within defined safety limits			
1.1	Behave responsibly and work without causing risks to yourself and others		
1.2	Carry out instructions on safety notices and hazard signs		
1.3	Follow operational requirements		
1.4	Report hazards, defects, and faults promptly		
1.5	Keep workplace and surfaces clean and clear of hazards		
1.6	Follow your organisation's procedures in the case of infectious disease		
Performance indicators for following emergency procedures			
2.1	Follow the correct procedures on discovery, or being alerted to, an emergency		

2.2	Keep emergency escape routes clear of obstruction		
2.3	Use safety systems and alarms correctly		
Performance indicators for using personal protective equipment correctly			
3.1	Wear appropriate personal protective equipment as stated in organisational procedures		
3.2	Dispose of personal protective equipment correctly after use		
Record feedback given on the assessment plan and any review notes.			
Candidate's signature		Date	
Assessor's signature		Date	
Internal Verifier's signature (if sampled)		Date	

Section 2: Knowledge requirements

This section provides background information for the knowledge requirements. At appropriate points, you will see reference to the K numbers. These numbers link directly to the knowledge requirements of the National Occupational Standards, specified by Improve.

Introduction

Everyone in the workplace needs to know how to carry out their job in a way that does not harm them, others in the company, or the products and materials they are dealing with.

There are many rules and regulations that have to be followed and safe ways of working to be trained in. We are morally and legally obliged to follow legislation and be aware of hazards and risks in the workplace. By knowing what can harm us, we can reduce the risks of accidents happening to ourselves and others.

You must know and follow the training you have been given. Completion of this Unit will show that you are doing the following:

- using the correct lifting and handling techniques
- checking the lifting equipment that you use
- using the equipment correctly
- returning equipment to the right place after use
- using and storing materials correctly
- selecting and using personal protective clothing
- disposing of personal protective clothing after use
- following procedures in the event of infectious diseases
- following procedures in the event of emergencies

Health and safety duties (K10)

When you start work in a new company or department, it is very important that you understand the type of work that is carried out and what you will be doing. If you have never worked in the industry before, it may be very strange. You should feel safe in your workplace and be able to go home at night as healthy as when you arrived in the morning.

You will receive an induction when you join a company. This will outline the type of work carried out and what you will be doing. The induction will tell you all about your duties in relation to the health and safety requirements in the company, laid down by the law and by your employer.

Activity 1

What type of induction did you receive when you joined the company?

What written information did you receive to take away with you?

We will now have a look at some of the information you will have received in more detail, as it applies in the workplace.

Health and safety legislation (K14, K15, and K18)

The main piece of legislation for people at work is the **Health and Safety At Work etc Act 1974**.

Under this Act, your employer must provide you with a safe place of work, safe systems of work, and safe plant and equipment. There must be adequate information, instruction, training, and supervision.

As an employee, the Act states that you must:

- be responsible for your own safety and that of others who may be affected by what you do and what you forget to do
- co-operate with your employer by always following the rules that have been laid down
- not misuse anything provided for your health and safety
- report any faults in the equipment and machinery you use at once to the proper person

From this, you can see that it is up to you, when you are at work, to behave in a safe manner. So, while you are at work you must always:

- carry out your job correctly as you have been trained to do
- never use any tools or equipment that are faulty or damaged
- never use anything if you have not been properly trained to do so
- report any faults
- only deal with problems if you are sure you can do so properly and you have permission and the proper training to do so
- avoid horseplay

In short, you must behave in a mature, safe, and responsible manner at all times while you are at work.

If you do not, it may lead to accidents involving you or other people.

Manual handling (K3 and K6)

Everybody lifts and handles goods and materials in the workplace at some time or another. It may be a major part of the job or something that happens from time to time. It could involve:

- equipment
- tools
- materials

It may be lifting, lowering, placing, pushing, holding, or carrying.

If lifting and handling are not done properly they can lead to accidents, including strains, sprains, cuts, bruises, or fractures. A large number of personal injuries in the workplace are caused by lifting and handling in the wrong way.

Activity 2

What type of goods and materials do you lift and handle in your job without assistance?

What type of goods and materials do you lift and handle in your job with help from someone else?

What equipment is available to help you with manual handling?

What training have you had in using the equipment available to you?

The **Manual Handling Operations Regulations 1992** state that all manual handling operations must be assessed and that steps are taken to ensure, so far as reasonably practicable, that injuries do not result. As far as you are concerned, this means that you must lift and carry objects as you have been trained to do and if equipment is provided to help you, you must use it.

Before carrying out manual handling you should do the following:

a) Think through the job

Find out where the load is going to and plan the route you are going to take.

- Make sure that there are no tripping or slipping hazards.
- Make sure there is a safe area to put down the load.

b) Consider the load

- How heavy is the load?
- What shape is the load?
- Does the load have any sharp edges?
- Is the load hot or cold?

- What is the content of the load, ie is it a solid or a liquid?
- What movements are involved?
- What environment is involved, eg lighting, state of floor?

Having thought about it, if you have decided that you *cannot* lift the load safely you should ask for help from someone else or speak to your supervisor/manager. If you have decided that you *can* lift it safely you should do the following:

c) Lift the load

- Stand as close to the load as possible with your feet comfortably apart.
- Bend your knees and keep your back as straight as possible.
- Grasp the load firmly.
- Lift smoothly with your legs, do not jerk.
- Hold the load close to the centre of your body.

d) Carry the load

- Keep the load close to your body.
- Do not change your grip.
- Avoid twisting your body — if you must change direction move your feet instead.
- Ensure that your vision is clear.

e) Lower the load

- Lower the load — bend your knees, keep your back straight and the weight close to your body.
- Be careful not to trap your fingers and toes.
- Be sure the load is secure — wherever you place it make sure it won't fall, tip over, roll, or block someone's way.

If you are told to use a pallet truck or some other aid to help you to move things, you must do so. A risk assessment will have been carried out and this will tell you the safest way of working. The lifting equipment will be marked with the safe load you can carry on it.

If you are using any equipment, like a sack barrow or pallet truck, it should be checked every day to make sure it is safe to use. The checks should include:

- the general condition
- the wheels and/or tyres
- signs of leaks (if it is a hydraulic pallet truck)
- the handles and grips (if any)

Activity 3

What checks must you make on the equipment you use?

The equipment should be adjusted to suit the person using it. This will prevent strains to arms, shoulders, back, and legs

If you think the equipment is unsafe for use, you should put it to one side in a safe place, with a notice, so no-one else will try to use it. You should then report to your supervisor/manager and show him/her what is wrong.

A series of daily checks must be carried out by anyone trained to use a forklift, and these checks recorded in a log book.

If you store items on shelves or racking, it must be strong enough to hold the weight. By law, all work equipment and lifting and storing equipment must be tested regularly, and any shelving and racking marked with the safe load.

Always try to store the heaviest things on the bottom shelf and the lighter things on top. When you are storing on shelves, make sure nothing sticks out or you could cause a head, body, or leg injury.

Never be afraid to ask for help when lifting and carrying. It may be you need help to lift and carry the load, or simply someone to go in front of you to open and hold a door. It is better to get help than to suffer from body strains.

Points to remember when lifting manually:

- **Split** the load if possible
- **Assess** the weight, shape, freedom to move, centre of gravity
- Use **leverage** if possible
- Get close with feet apart
- Secure **grip** (gloves?)
- Bend **knees**, keep back upright
- **Never twist** your back — do a three-point turn
- Move smoothly — **don't jerk**
- Take care when putting **down**

Personal protective equipment (K4 and K17)

When you are lifting and handling objects in the workplace, there is always the danger of things falling on you. You may have to wear special clothing and footwear. This clothing is not to make everyone look the same, like a uniform, but for your personal protection. Let us look at each piece in detail.

Coverall/overall

This should fit you comfortably so you can move about easily and freely.

It should cover you from neck to ankles and wrists.

It will:

- stop any loose clothing being caught in machinery
- protect your skin
- protect your own clothing
- keep you warm (thermal coveralls) if the workplace is cold

Activity 4

What type of coverall do you wear and why?

Safety boots

These will help to protect your feet. They will have a steel toecap so if you drop anything, you will have some protection for your toes. The soles will help to stop you slipping.

Activity 5

What type of boots do you wear and why?

Safety gloves

These are to protect your hands. You may have more than one type to wear, such as:

- gloves to protect your hands from splinters and help you to grip firmly
- gloves to protect your hands from chemicals so you do not damage your skin
- gloves to keep your hands warm if you are working outside

Activity 6

What type of gloves do you wear and why?

Head cover/hard hat

A hard hat should be worn if there is a danger of something falling on you from height, and a bump cap should be worn if you are likely to bump your head on something, perhaps when bending down or going into a small space.

Activity 7

What type of hat do you wear and why?

If PPE is a requirement you must:

- know how to wear it properly
- wear it when required
- report any loss or damage to it
- store and maintain it in the required manner
- know who to ask if you need replacements

Just because you have been issued with PPE, does not mean that you do not have to take care of yourself and be aware of things that can cause you harm. You will have been shown the safe way to work and it is in your own interest to do this at all times.

Accidents and incidents in the workplace (K3, K5, and K10)

The main purpose of following all the safety rules and regulations in the workplace is to prevent harm happening to employees. However, accidents and near misses do happen from time to time.

It is very important that these incidents are reported at once to the correct person.

The legislation that covers this is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, sometimes known as RIDDOR.

Apart from being a legal requirement, measures must be put in place to stop the accident or near miss happening again.

Activity 8

Why do you think accidents happen in the workplace?

Risk assessment (K1, K2, and K13)

Risk assessment is a requirement of the Management of Health and Safety at Work Regulations 1992.

We need to look at the following issues:

What could harm people	<i>Hazard</i>
How great the harm would be	<i>Risk</i>
How likely it would be to happen	<i>Likelihood</i>
What could be done to reduce the chance of it happening	<i>Risk assessment</i>
What measures are already in place to reduce the severity and chance of the harm happening	<i>Safe systems of work and procedures</i>

The hazard or harm rarely changes, for instance trying to lift something that is too heavy for you. The risk can be reduced by making the lift a two-person operation or using a lifting device. The weight of the load remains the same, but the method of handling has changed and reduced the chance of personal injury.

Good housekeeping (K1, K2, K3, K6, and K9)

The most common accidents that happen in the workplace are caused by:

- slips
- trips
- falls

Why do they happen? Usually, because people are careless and untidy.

Simple measures can be taken to prevent these problems, such as:

- do not put it down — put it away
- if you spill something — clean it up
- do not stretch cables or wires over an area where others are working or walking
- check your tools and equipment before you use them and when you put them away

This way, accidents can be prevented before they happen.

Activity 9

Think about the goods and materials you lift and handle, and give examples of the following types of risk:

Risks associated with the load you lift.

Risks associated with the routes you take.

Risks associated with your destination.

What can you do to reduce the severity and likelihood of the risk happening?

Risks associated with the load you lift.

Risks associated with the routes you take.

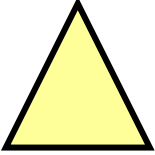
Risks associated with your destination.

Safety and hazard warning signs (K1, K6, K11, and K12)

Within your work area, you may come across safety and hazard warning signs. There are four types of signs, each with its own shape, colour, and use, and by law only the correct shape, colour, and symbols may be used.


The four types are as follows:

Warning signs — Look out, take care.

	Use: These signs give a warning of a hazard or risk
	Shape: Upright triangle
	Colour: Yellow with black border and lettering


You may see this sign if there are forklift trucks operating in the area or if the floor surface is slippery.

Mandatory signs — You must do this.

	Use: Tells you what must be done in this area
	Shape: Round
	Colour: Blue background with white symbol and lettering


You may see this sign if you have to wear special protection, such as safety boots, ear protection, or head protection.

Prohibition — You must *not* do this.

	Use: Tells you what you must <i>not</i> do
	Shape: Round
	Colour: White with a red border and a red diagonal line from top left to bottom right

This sign is commonly seen if the area is no smoking or no entry.

Safe condition — This indicates a safety feature.

	Use: Tells you that whatever the symbol is about, it is safe
	Shape: Square or oblong
	Colour: Green background with white symbol and lettering

This shape is seen over fire exits and first-aid boxes.

Know your safety signs

The following are health and safety signs that you are likely to find in your workplace:



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Activity 10

Take a walk around your workplace and see how many signs like these you can spot. Try to find at least one of each type. Either draw or describe what you have seen below.

<i>Safety sign</i>	<i>Where seen</i>

How fires start and how they can be prevented (K4, K5, and K8)

For a fire to start and continue to burn, it needs three things:

- a heat source
- fuel
- oxygen

These three things make up the 'fire triangle'.



- **Oxygen** is in the air all around us.
- **Heat** is the source of lighting the fire. It could be a spark, a flame, or heat from faulty electrical equipment.
- **Fuel** is the material that catches fire and burns.

Remove any one of the above and the fire cannot start or, if it has already started, continue to burn.

There are three ways to do this:

smothering — to remove oxygen

cooling — to remove heat

starvation — to remove fuel

There are many ways fire can start, including:

- deliberate — arson
- carelessness, eg caused by a build-up of material that will burn easily
- careless smoking
- faulty equipment, wiring, or mechanical parts
- hot work, eg burning, cutting, welding

We can all prevent fire from happening in the following ways:

- by making sure that the workplace is kept clean and tidy, and waste containers are emptied regularly
- by making regular checks on electrical appliances, especially mains leads, for signs of damage, wear, or overheating
- by keeping flammable material safely stored away when not in use

Fire extinguishers

There will be several fire extinguishers in the workplace. These are red with a band of colour, which tells you what type of extinguisher they are and what type of fire they will put out.

Types of fire extinguisher and their use

Type	Colour*	How it works	What it can be used on	What it can't be used on
Water	Red	Cooling — cools the burning material	Solid materials	Electrical
Dry powder	Blue	Smothering — knocks down the flames and burning materials and melts to form a skin	All categories of fire	
Foam	Cream	Smothering — forms a film over the burning material	Flammable liquids Solid materials	Flammable gases Metal Electrical
CO ₂	Black	Smothering — displaces the oxygen in the air	Flammable liquids Electrical	Flammable gases Metal

**Note:* On new fire extinguishers a maximum of 15% of the fire extinguisher can show the colour. This brings the UK in line with EU legislation.

In addition to the four extinguishers listed, there may be hoses attached to the wall or fire blankets near hot work points. Fire hoses are attached to a dedicated water supply. Fire blankets can be used to smother a small fire.

Fire safety equipment table

The general rule is not to use a fire extinguisher unless you have been trained to do so, as you could make the fire worse.

Water

- **Red** all over
- Heavy!
- **Not** on live electrical equipment
- Use upright
- Remove pin, squeeze handles together
- Point at **base** of fire



Carbon dioxide (CO₂)

- **Black** area on label
- Use on electrical fires
- Use through openings in equipment
- Not ideal for a fire in an open space (*the gas will dissipate and the fire may re-ignite*)
- Hold the cylinder or handle, **NOT the horn** itself
- Remove pin, squeeze handles together
- Noisy!

Powder

- **Blue** area on label
- Any type of fire
- Use upright
- Remove pin
- Squeeze handles together



Foam

- **Cream** area on label
- Liquid and wood fires
- Aim at back of fire

Hose reel

- **Open stop cock** near reel
- Turn it fully anti-clockwise
- Pull out hose
- Open nozzle by turning it clockwise: spray first, turn more for jet
- Aim at base of fire



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If a fire does break out and you hear the fire alarm, you should switch off any equipment you are using and evacuate the building by the nearest safe route.

If you discover a fire

- Raise the alarm **first**
- Alarms are usually near exit doors from a building and on the landings on each stairway.
- If the fire is in electrical equipment, unplug/switch it off at isolator.



If you hear the fire alarm

- Stop work immediately
- Ensure that walkways are clear
- Switch off all equipment
- Shut all doors and windows
- Do **not** use lifts
- Leave the building by the **nearest** exit



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Go directly to your muster point or assembly area. You should stay there until a head check has been taken and you are told by a senior member of staff that it is safe to return.

- Wait at assembly area
- Make sure your name has been taken by your fire warden
- Do **not** go back into the building until permitted to do so by a fire officer



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You should make yourself familiar with all the fire exits in the areas you are working in and your particular muster point. Fire exits and escape routes must be kept clear at all times.

Fire doors should be closed but not locked and *never* held open with wedges or other devices.

If you discover a fire, you should not try to tackle it unless it is a small one and you know what you are doing. Shout 'fire', and break the glass on the nearest fire alarm point. Then leave the building as above.

Never re-enter a burning building and never stop to collect your personal possessions. They can be replaced — you can't!

The factory may be fitted with a sprinkler system in the ceiling, which will be activated automatically by heat or smoke.

Activity 11

Walk round your work area and see how many fire extinguishers there are and of what type. Remember to look for fire hoses and fire blankets too.

<i>Type</i>	<i>Colour</i>	<i>Location</i>

Personal injury (K7 and K10)

Fire is not the only type of emergency that can happen in your workplace. It is important that you know what to do if someone has a personal injury.

Unless you are a fully trained first aider, the most important thing you can do is to get the proper help at once and make sure that the injured person is safe and cannot come to further harm.

You may decide to go for help yourself or stay with the injured person and ask a colleague to get help.

You must make sure that you know who the first aider is for your department and how to contact them. This information may be on a notice board or on the health and safety law poster located in the workplace. The poster will give you the names of the people who are responsible for your health and safety in the workplace, such as:

- the main people responsible for health and safety in your workplace
- the people responsible for first aid
- the experts who can be called in to advise on health and safety matters

Your first aider may be identified by a badge or you may have to contact them by telephone. Make sure you know where the telephone is located and the number to call. Also make sure you know if you can call them yourself or whether you have to get your team leader/supervisor to phone.

If anyone has an accident in the workplace that needs medical attention, it must be reported to the right person, who will record it in the accident book.

Plant emergency (K8 and K16)

It is important that you know what can go wrong with any plant or equipment you may be using, and where the emergency stop controls are located and how to use them. The emergency stop is usually large, round, and red, and in a place where you can get at it easily.

You should know where any power switches are and how to turn them off.

If anything does go wrong you must:

- stop the equipment *at once*
- make sure no-one else can use it
- tell the right person what has happened

Do not attempt to put the problem right unless you have been trained to do so.

Hazardous substances (K19 and K21)

As part of your job you may come into contact with a wide range of **hazardous substances** in a variety of forms, including:

- chemicals such as acids, solvents, and oils
- fumes from welding and vehicles
- dusts from asbestos, wood, or flour
- bacteria or viruses

Hazardous substances can enter the body through:

- inhalation, ie by breathing in the substance
- contact, ie the substance comes into contact with skin/eyes
- ingestion, ie by eating or drinking the substance

If you could come into contact with any hazardous substances while at work you must:

- correctly follow any instructions or procedures that apply to the substance
- wear any PPE that is required both before and while you handle/use the substance
- correctly use any control measures provided
- report any ill-health effects you experience

There are a number of ways of identifying hazardous substances, including:

- reading the products label
- referring to the product safety data sheet
- referring to organisation risk assessments

Product labels (K11 and K19)

All commercially supplied hazardous chemicals must be labelled in a standardised way. The label will state:

- the name of the product
- a hazard symbol
- an indication of the danger
- warnings and safety advice (risk and safety phrase)
- the manufacturers' or suppliers' details

The following are examples of symbols you might see. The label will always be orange and the symbol black.

Highly flammable

Has a flash point (ie easily ignited) at room temperature or below



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Irritant

May cause irritation to the skin



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Harmful

If inhaled, ingested, or penetrates the skin may cause harm



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Corrosive

May damage or destroy living tissue (the effect may be delayed)



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Toxic

If inhaled, ingested, or penetrates the skin may cause serious illness or death



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Explosive

Unstable and likely to explode



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Oxidising

Supports the combination of other materials by generating oxygen



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Activity 12

Have a good look around your workplace and see how many symbols you can spot. Write down where you find them.

Type	Colour	Location

<i>Remember</i>	If any work equipment is damaged report it so it can be fixed
<i>Always</i>	Ask for help if you are not sure
<i>Never</i>	Use anything unless you have been trained to do so

Section 3: Sample questions and answers

This section of the support pack links directly to the knowledge requirements of the Unit and provides examples of the types of information assessors will be looking for to ensure full coverage of the knowledge requirements.

You need to ensure that you know and understand the following:

K1: How to define health and safety hazards and risks, and identify them in the workplace

A **hazard** is something with the potential to cause harm to you, your colleagues, or your customers.

A **risk** is the likelihood that a hazard will cause harm.

Hazards and risks are identified in the workplace by carrying out a written risk assessment of each area and recording the assessments. The appropriate hazard warning signs are used to highlight the hazards and/or risks to staff/colleagues or customers.

K2: The main health risks in the workplace and steps that can be taken to control them

The main health risks are:

- lifting problems, resulting in back injuries
- noise, affecting ears
- dust, affecting breathing
- arthritis due to working in the cold

The steps that can be taken to control the risks are:

- training on the correct lifting techniques and the use of lifting equipment (if available)
- wearing ear defenders in areas with excessive noise
- wearing a face mask to prevent inhalation of dust
- wearing gloves and protective clothing

K3: The most common causes of accidents in the workplace and steps that help to prevent them

The most common causes of accidents in the workplace are:

- obstacles on floors and slippery floors
- cutting tools
- overhead rails, hooks, etc
- cardboard/paper cuts
- moving parts of machinery
- lifting the wrong way

Some of the steps that can be taken to help to prevent accidents are:

- keeping floor areas clear and clean
- using warning notices informing of wet floors
- using tools and equipment correctly
- concentrating and taking more care
- wearing the correct protective clothing
- ensuring that guards are in place
- following recommended lifting procedures
- training on lifting techniques

K4: The safety precautions required in the workplace

The safety precautions required in the workplace include the following:

- wearing the correct PPE for the task
- following all safety and hazard warning signs
- never using machinery without receiving training in its use
- following all safe working practices
- reading the instructions on all chemicals prior to use
- following the correct lifting techniques

K5: The reasons for taking safety precautions and the consequences of not doing so

The reasons for taking safety precautions are:

- to ensure the safety of all employees and to prevent accidents or incidents in the workplace

The things that may happen if safety precautions are not taken consequences can include:

- accidents or incidents that may include burns, stab wounds, or cuts to you or your colleagues

K6: The safe working practices and why it is important to follow them

Safe working practices in your workplace could include the following:

- always carrying a knife by the handle with the point downwards
- concentrating at all times on the job you are doing
- storing knives in the proper place when not in use
- cutting away from you as much as possible
- keeping cutting tools sharp at all times
- using correct lifting techniques
- using the correct PPE

The reason it is important to follow safe working practices is:

- to prevent accidents or injuries to you or your colleagues.

K7: How to contact and obtain help from colleagues with first-aid qualifications

You could contact and obtain help from a colleague with first-aid qualifications by:

- calling across to them
- contacting them by phone
- putting a call out over the business tannoy system (if there is one on the premises)
- sending someone to get assistance

K8: The procedures that should be followed in different emergencies and why they should be followed

The procedures that should be followed in different emergencies, eg fire, bomb threat, flood, or personal injury etc, could include:

- Sound the alarm — report immediately to the designated person, who will contact emergency services.
- Warn all persons in close proximity to the area of danger.
- Follow business procedures for said emergency.
- Shut down machinery if possible.
- Leave immediately by designated escape route.
- Walk, do not run, and do not use a lift if there is one.
- Assemble at designated assembly point and do head count, etc.
- Administer first aid.

Why should the procedures be followed?

- To ensure that the appropriate emergency service can be alerted.
- To ensure that you and colleagues are aware of the emergency.
- To ensure that the emergency is dealt with smoothly and safely.
- To ensure the safe departure of all colleagues calmly.
- To ensure that all colleagues are present.
- To minimise the damage to structure and fittings.
- To prevent loss of life.

K9: Why it is important to plan the task and take the necessary precautions and what might happen if this is not done

It is important to plan the task and take the necessary precautions:

- to ensure that PPE is available for the task and fit for use
- to ensure that equipment and machinery are available and safe for use

- to ensure that the work area is free from hazards

What may happen if this is not done?

- Accidents or incidents may occur, resulting in injury to you or your colleagues

K10: How to report accidents and incidents and why reporting them is important

You would report accidents or incidents by:

- verbally advising your supervisor/manager, who will record them in the accident book

Reporting accidents is important:

- so that everyone is made aware of the problem
- so that the accident/incident can be investigated
- to determine the cause of the accident
- to enable measures to be devised to prevent further accidents

K11: The need for safety notices and hazard warning signs

Safety and hazard warning signs are needed:

- to alert all members of staff or customers to any hazard, eg dangerous machinery, wet floors, etc

K12: The hazards, defects, and faults which could arise in the workplace and how they can be avoided or minimised

Hazards, defects, or faults that could arise in the workplace may include any of the following:

- wet floors
- defective PPE
- broken step ladders
- loose wires on equipment or electric plugs
- faulty safety systems
- unguarded machinery

They can be avoided or minimised by:

- all staff adopting a 'clean as you go' policy
- regular checks by a qualified person
- taking extra care of where you walk
- concentrating on the task in hand

- displaying warning signs
- reporting all hazards, defects, or faults to your supervisor immediately

K13: The rules and hazards associated with particular equipment

The rules and hazards associated with particular equipment, eg mincer, slicer, bowl cutter, and bandsaw, include the following.

The rules:

- must be trained and authorised to use the equipment
- all guards must be in place
- must operate equipment in accordance with work instructions

The hazards:

- moving parts
- cutting blades
- people working nearby or passing
- lack of space

K14: The reasons for using correct tools and equipment and how they should be used

The reasons for using the correct tools and equipment are:

- to prevent injury to yourself or those around you
- because certain knives are suited to specific tasks only, eg a boning knife should be used to remove bones from meat, chicken, or fish — if it is used for other tasks it may cause injury to the user or others

How the correct tools and equipment should be used includes:

- use of the correct PPE appropriate to the task
- ensuring tools/equipment are fit for use
- checking tools/equipment are clean and assembled correctly
- using the tools/equipment as shown during training

K15: Why tools and equipment should be maintained and stored correctly

Tools and equipment should be maintained and stored correctly:

- to ensure that they are easily located, clean, and in a safe condition

K16: How to isolate faulty and defective equipment

The way in which you isolate faulty and defective equipment is to:

- switch *off* mains electricity supply and remove plug
- report to most senior person in charge
- place a 'Do Not Use' sign on the equipment or if possible remove it to another area where it cannot be used

K17: The range and care of personal protective equipment

The range and care of PPE includes:

- **Chain mail apron, gloves, and gauntlet** — keep clean and dry thoroughly, hang up to store. Check regularly for defects.
- **Ear defenders** to be adjusted to suit. Cleaned using safe cleaning materials and stored safely to prevent any form of contamination into drum of muffs and dried off thoroughly. Dispose of if inserted into ears at the end of each use or daily. Check for defects regarding noise reduction and fit.
- **Safety boots** — keep clean, especially soles. Check the tread and fit. continually check for defects.
- **Safety hats** — keep clean and dry and check for defects.

K18: Why it is important to adjust workplace equipment to suit the individual

It is important to adjust workplace equipment to suit the individual so that:

- it suits a right-handed person following a left-handed person and vice versa
- it suits the height of the person using it
- the guards in place are doing the job intended for each individual
- the PPE for each person fits properly, covering all areas of the body at risk

K19: The hazardous substances that are in the workplace and steps that should be taken to protect you and others from them

The hazardous substances that could be in your workplace include:

- cleaning chemicals, strong acids/alkalis
- bleach
- some additives

Steps that should be taken to protect yourself and others from them include:

- reading and following the manufacturer's instructions
- wearing gloves
- wearing gauntlets
- wearing face masks/visors
- wearing rubber aprons

- wearing rubber boots

K20: The range and care of personal protective equipment

See K17.

K21: The storage methods for materials and chemicals

The storage methods for materials and chemicals include:

- following the manufacturer's instructions at all times
- storing all chemicals in an upright position with secure lids
- storing chemicals in a designated chemical store, which is kept locked
- never pouring chemicals from one container into another

Section 4: Evidence for this Unit

Performance evidence

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor. Your evidence must be work based.

Evidence of performance may include examples of the following types of assessment:

- observation
- written and oral questioning
- evidence from company systems (eg food safety management system)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that you or others have written about you

You must provide performance evidence of:

- working within defined safety limits in accordance with workplace procedures
- following emergency procedures in accordance with workplace procedures
- using PPE correctly in accordance with workplace procedures (this must include two pieces of PPE)

Knowledge evidence

Your assessor may gather evidence of knowledge and understanding during observation of your performance in the workplace. Where it cannot be collected by observing performance, other assessment methods will be used, eg written and/or oral questioning.