

Unit D9CW 04 (HS4)

Maintain the health, hygiene, safety and security of the working environment

This Unit has the following elements:

Element 1 (HS4.1)

Maintain health, hygiene, safety and security procedures in your area of responsibility

Element 2 (HS4.2)

Assess and minimise risks to colleagues and customers

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

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Unit Summary

The hospitality industry must show that it maintains the highest standards of health, safety, hygiene and security to protect its staff and customers, from harm.

You will have immediate, key responsibilities for this every day of your working life. If you fail in these responsibilities, there may be accidents, illnesses or thefts that could be unpleasant for yourself, other people involved and possibly very costly to the business.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ keeping yourself up-to-date with relevant health, hygiene, safety and security procedures and legal requirements, in particular the Health and Safety at Work Act and COSHH
- ◆ briefing other staff on health, safety, hygiene and security issues
- ◆ displaying health, hygiene and safety posters and other information
- ◆ carrying out regular health, hygiene and safety checks of equipment, premises and working practices
- ◆ identifying and dealing with faults to safety and security equipment and the other types of equipment used in our area of responsibility
- ◆ recording and reporting information about health, hygiene, safety and security
- ◆ identifying hazards in your area of work, assessing their risk of causing harm
- ◆ taking action to minimise risks
- ◆ recording and reporting accidents

What some of the words in this Unit mean	
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Legal requirements	in particular the Health and Safety at Work Act and any other law or regulation that governs health, safety and hygiene in your workplace, these may include manual handling, the requirements of Control of Substances Hazardous to Health (COSHH)
Organisation's procedures	the procedures that your organisation has developed to cover health, safety and security in your area of responsibility
Other members of the public	these may include, suppliers who come on to your organisation's premises or business visitors
Responsible person	the person or persons at work to whom you should report any health and safety issue or hazard; this could be your line manager or employer
Hazard	a hazard is something that could cause harm to you or other people or damage to property; this includes 'near misses' ie when an accident might have occurred but was avoided; a trailing cable on the floor is a hazard, as are heavy utensils that are stacked in an unstable way on a high shelf
Risk	a risk is the likelihood of a hazard actually causing harm or damage; for example a trailing cable on the floor is a hazard; however, if it is neatly laid parallel to a wall where no-one is likely to walk, the risk of an accident may be small; if it is laid across an area of the room where people are likely to walk, the risk of an accident is higher
Risk assessment	deciding how much of a risk a hazard may cause; for this Unit, this does not mean carrying out a formal written risk assessment; you should be assessing risks all the time you are working. Take appropriate action to minimise these risks, for example by identifying that there is high risk that a box placed in a doorway could cause an accident and by moving the box to a safer place
Security procedures	this may include, making sure that unauthorised persons do not enter your area of responsibility, making sure that items are protected from theft, following the correct procedures when items go missing
Statutory authorities	organisations, such as the Health and Safety Executive that have responsibility for ensuring health and safety at work
Working practices	any activities, procedures, use of materials or equipment and working techniques that you use when you are doing your job; these might include manual handling, HACCP, use of hazardous substances (COSHH) etc
Working environment	the working area or areas for which you are responsible

Unit D9CW 04 (HS4)

Maintain the health, hygiene, safety and security of the working environment

Element 1 (HS4.1)

Maintain health, hygiene, safety and security procedures in your area of responsibility

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have information on the health, hygiene, safety and security procedures that apply to your area of responsibility	
2	Record and store relevant information on these procedures in a suitable format	
3	Follow these procedures in all areas of your work	
4	Make sure colleagues have relevant information on health, hygiene, safety and security issues that are your responsibility	
5	Check that colleagues follow the health, hygiene, safety and security procedures that apply to your area of responsibility	
6	Pass on information about how these procedures are working to the relevant people in your organisation	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining the following procedures, all required from the following:</i>						
the use of safe working practices — including manual handling						
the safe use of equipment						
the safe use of hazardous substances						
cleanliness and hygiene						
personal presentation — including the use of personal protective equipment						
security of the workplace						
emergency procedures						

Unit D9CW 04 (HS4)

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Element 1 (HS4.1)

Maintain health, hygiene, safety and security procedures in your area of responsibility

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9CW 04 (HS4)

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Element 2 (HS4.2)

Assess and minimise risks to colleagues and customers

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Monitor your area of responsibility for hazards	
2	Identify hazards and assess the risks to staff, customers and other members of the public	
3	Take action to minimise those risks, following your organisation’s procedures and legal requirements	
4	Report the risks that you cannot deal with yourself to the responsible person in your organisation	
5	Deal with any accidents following organisational procedures and legal requirements	
6	Record or report hazards , risks and the action you have taken according to your organisation’s procedures	
7	Recommend ways in which hazards and risks can be controlled by new procedures	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Identifying and dealing with the following hazards, at least two required from the following:</i>						
<i>unsafe working practices</i>						
<i>unsafe equipment</i>						
<i>unsafe use of hazardous substances</i>						
<i>unhygienic conditions</i>						
<i>poor personal presentation — including the use of personal protective equipment</i>						
<i>breaches in security</i>						
<i>staff illness</i>						

Unit D9CW 04 (HS4)

Maintain the health, hygiene, safety and security of the working environment

Element 2 (HS4.2)

Assess and minimise risks to colleagues and customers

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9CW 04 (HS4)**Maintain the health, hygiene, safety and security of the working environment**

What you must know for the Unit	
For the whole Unit	
K1	Your responsibilities for health, hygiene, safety, and security
K2	The main areas of health, hygiene, safety law and regulations that affect the work for which you are responsible
K3	The statutory authorities that enforce these health, hygiene, and safety laws and regulations
K4	Your organisation's health, hygiene, safety and security procedures that are relevant to your work
K5	The implications of breaking the law on health, hygiene and safety both for you and your organisation
K6	The person who is responsible for health, hygiene, safety and security in your organisation and their responsibilities
Element 1 (HS4.1) Maintain health, hygiene, safety and security procedures in your area of responsibility	
K7	Your responsibilities for the health, hygiene, safety, and security of permanent and temporary staff and the importance of making sure they are aware of relevant procedures
K8	How to communicate with colleagues on issues to do with health, hygiene, safety, and security
K9	The types of information about health, hygiene, safety and security that you should record and store
K10	The procedures you should follow to record and store information about health, hygiene, safety and security
K11	Other people and organisations who need to have access to your information about health, hygiene, safety and security
K12	The information on health, hygiene, safety and security you might have to give to external authorities
K13	The procedures you should follow to make recommendations about health, hygiene, safety and security and to whom you should make them
K14	Your organisation's emergency procedures
Element 2 (HS4.2) Assess and minimise risks to colleagues and customers	
K15	How to identify, report or deal with faults with the equipment you are responsible for
K16	The limits of your authority when directly dealing with hazards — what you can do yourself and what you need to report
K17	How to develop contingency plans that will reduce the impact of any health, hygiene, safety and security problems that occur
K18	How to monitor your area of responsibility to make sure you maintain the health, hygiene, safety and security of employees, customers and other members of the public
K19	How frequently you should carry out health, hygiene, safety and security inspections
K20	The typical health, hygiene, safety and security risks that exist, or may exist, in your area of responsibility
K21	How to assess the risks associated with these hazards
K22	How to minimise risks associated with hazards

Unit D9CW 04 (HS4)**Maintain the health, hygiene, safety and security of the working environment**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Unit D9CW 04 (HS4)

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Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____