

HOSPITALITY



a guide to health and safety



Purpose of the booklet

To ensure a safe and health working environment in the hospitality sector, everyone involved has health and safety duties and responsibilities which are clearly outlined in Sections 8, 13 and 14 of the Occupational Health and Safety Act, Act 85 of 1993.

The hospitality industry covers a wide range of different businesses including hotels, pubs and restaurants, contract caterers in various industrial and commercial premises, fast food takeaways cafes and bistros.

Whether it is a hotels, pubs and restaurants, contract caterers in various industrial and commercial premises, fast food takeaways cafes and bistros, there is a part to play in making sure people's health and safety is not put at risk. When planning and carrying out operations everyone is faced with a number of health and safety tasks that have to be tackled, such as:

- completing risk assessments
- selecting suitable equipment for the job
- ensuring employee health and safety
- setting out safe working procedures
- ensuring people are adequately trained
- supervising the work.



1. Typical hazards in the hospitality sector

| Type of Work | Examples of Hazards |
|-----------------------|---|
| Housekeeping/Clean-up | Hazardous substances in cleaning products |
| | Draining or disposing of used oil |
| | Blood or discarded needles (sharps) |
| | Biological waste |
| Food Service/kitchen | Wet and slippery floors |
| | Deep fry equipment |
| | Hot cooking equipment and oil |
| | Sharp objects used in food preparation |
| Retail/Sales | Violent crimes |
| | Heavy lifting |
| Storage/Receiver | Lifting, carrying, pushing |

1.1 What are the specific Hazards?

1.1.1 Manual Handling

- Tables and function rooms, making beds delivery or collecting of plates, cutlery and drink trays or serving customers. It is evident that many of the activities in your industry involve manual handling.
- Manual handling injuries usually result in strains and sprains to workers' lower back, however they may also involve the neck and limbs. On occasions injuries may result in surgery or life-long disability affecting your career and social life. Workers under the age of 18 have bodies which are still developing and therefore are at greater risk of suffering a permanent injury. Injury may occur suddenly or develop gradually over a period of time.



Figure 1: indicates an employee making a bed





Figure 2 indicates a waiter carrying plates

***To reduce the likelihood of suffering an injury
as a result of manual handling, it's important to:***

Ask your employer for training in preferred manual handling techniques, dealing with specific manual handling hazards and in the use of mechanical equipment;

- Try and organise your work so manual handling is limited
- Reduce repetitive or sustained bending, twisting and reaching where possible
- Push rather than pull
- Plan the task first
- Use mechanical equipment where available e.g. hoists, trolleys, step ladders etc
- When lifting or carrying keep the load as close to your body as possible
- Use team lifts where appropriate.



1.1.2 The Working Environment

1.1.2.1 Slips, trips and falls

- Slips, trips and falls account for a high proportion of injuries in the hospitality industry. Workers may experience injuries involving fractured bones, muscle strains, sprains, cuts and abrasions and in extreme cases, head injury (brain damage).

To reduce the likelihood of suffering an injury as a result of slips, trips or falls it's important to:

- Avoid cluttered work areas and floors
- Wear footwear appropriate to the type of floor surface
- Keep stairs and floors clean and dry
- Ensure power cords are never placed across walkways
- Know the procedures for cleaning spilled substances and removal of objects causing a risk.

1.1.2.2 Hot Working Environment

- Hot working conditions such as those found in kitchens may lead to heat related illness. This occurs when the body is unable to lose heat fast enough to maintain a steady core body temperature.
- Exposure to heat may aggravate other medical conditions such as high blood pressure or existing heart problems. It may result in heat related illnesses such as prickly heat, heat exhaustion (fainting), heat cramps or heat stroke.
- Signs and symptoms of heat related illness may include one or more of the following:
 - rashes, muscle cramps, weakness
 - dizziness, fainting, nausea
 - headache.



So to avoid suffering a heat related illness it's important to:

The exposed employees should ensure the following:

- Wear appropriate clothing (summer and winter uniforms etc)
- Drink water and rest in a cool area
- Use ventilation/extraction and air-conditioning systems and inform your employer if they appear faulty
- Be aware of emergency/first aid procedures associated with heat related illness
- Be aware of heat illness risk factors.

1.1.3 Plant

- Plant refers to both powered and non-powered machinery. In the hospitality industry many pieces of machinery (plant) are used, including cutters, slicers, dicers, mincers and knives. There are a number of potential hazards associated with plant including;
 - Moving parts (e.g. guarding)
 - Power source of equipment (e.g. electricity)
 - Noise
 - Hazardous substances (e.g. fumes)
 - Stability of equipment (e.g. bench mounted equipment)
 - Use of pressure equipment (e.g. espresso machines).
- You may be injured while using or cleaning machinery/equipment as a result of coming into contact with moving parts or being trapped between moving parts.



Injuries can be reduced through:

Participating in training/instruction from your employer concerning the correct use of the equipment: if unsure always ask

- Checking that all guarding is in place before operation
- Keeping equipment clean and in good working order
- Turning off equipment prior to cleaning
- Replacing all guards after cleaning is complete
- Only using a machine for its intended purpose.

When using knives it is important to:

- Cut away from your body
- Store knives safely with the blade pointing down
- Use personal protective equipment (PPE) when required e.g. mesh gloves
- Use the appropriate knife for the job e.g. boning knife
- Use knives with comfortable and water proof handles
- Always use a proper chopping board or block
- Don't leave knives lying around e.g. in a sink full of water.



1.1.4 Chemicals

Many different types of hazardous cleaning chemicals are used in the hospitality industry. They include washing-up liquids, dishwasher detergents and rinse aids, drain-cleaning products, oven cleaners, disinfectants, toilet cleaners, bleach, sanitizers and descalers.



Figure 3: Cleaning chemicals are hazardous - wear protection when cleaning

1.1.4.1 What are the health risks?

- The most common risks are likely to be through contact with the skin or eyes, breathing in or swallowing
- Many cleaning chemicals are hazardous because they are corrosive and can cause skin and eye burns if splashed onto the body. Without proper controls, some may cause dermatitis (dry, sore, flaky skin) or other skin irritations, asthma and breathing problems
- It is highly unlikely that any adult would ever think of drinking a cleaning chemical intentionally but it is still common to find food or drink containers being used to store hazardous cleaning substances
- Touching the face/eyes/skin after handling a cleaning chemical can cause irritation, inflammation or chemical burns
- Some substances can cause breathing problems if oversprayed, used without adequate ventilation or sprayed onto hot surfaces, for example oven cleaner.
- There can also be adverse chemical reactions when substances are mixed, for example cleaning products containing bleach mixed with acidic toilet cleaners or ammonia will give off harmful gases
- Other risks arise from accidental splashes to the skin and eyes while cleaning chemicals are being poured from one container into another or from spillages while being carried in open containers



To ensure that all possible measures are taken to prevent or reduce exposure to the chemicals used, the employer must:

Step 1: List all the hazardous chemicals used.

Step 2: Consider whether there is a need to use each substance in the first place. Stop using those that are not required.

Step 3: For each of those substances remaining and for any new cleaning chemicals you later consider, ask your supplier if this is the safest product available or is there a safer alternative, which you should use if it is available. Ask your supplier if you can purchase diluted products in smaller containers that will be easier to use.

Step 4: For all chemicals used, record a description of their use, eg oven cleaner, and a description of the type of hazard they represent, eg irritant/corrosive/toxic etc (this will be found in the product safety data sheets or product labels). It will include instructions on first-aid measures and advice on what to do in case of accidental spillages. If you do not have this information ask your supplier to provide it. Manufacturers and suppliers of hazardous substances are required by law to provide safety information on their products.

Step 5: Consider where and how the chemicals are used or handled. Avoid pouring from and using bulk containers, as these can be heavy and hard to hold. Minimise handling, eg by use of appropriate syphons, pumps etc, use smaller containers, and avoid carrying open containers, especially if floors are wet or slippery.

Step 6: Try to keep chemicals in their original containers and, if decanting, ensure that containers are clearly marked and labelled with the manufacturer's instructions for use. The label should clearly identify the hazards of the substance. This will help to prevent any confusion regarding the contents.

Step 7: Consider the safe storage arrangements –away from heat, sunlight, foodstuffs and members of public, especially children. Containers should all have lids and be clearly labelled. Cleaning and disinfecting chemicals should be securely stored. Always check manufacturers' storage instructions, as some products may need to be stored separately from others.

Step 8: Ensure all your employees are informed, trained, and supervised in the use of cleaning chemicals. It will not be enough just to issue safety data sheets; you must ensure that your employees understand the hazards and the measures needed to control any risks.

Step 9: Take into consideration any of your staff who do not have English as a first language. You must ensure that they clearly understand. Posters or graphics can help as reminders on carrying out the job safely. Remember employees and their safety representatives should be consulted about health and safety issues including the use of cleaning chemicals. They may have experienced problems or come up with solutions that you may not have considered.

Step 10: Monitor and review employees' use of cleaning chemicals. Supervisors should observe that they are being used and stored correctly. Ensure new employees are trained.



Step 11: Make sure appropriate protective clothing is available when using the cleaning chemical. This could include eye protection, various types of gloves, facemasks and visors etc. Latex gloves are known to cause reactions and should be avoided. Employees must be trained when and how to use and replace such protection.

Step 12: Check first-aid arrangements. Staff should be trained in first-aid actions to take in the event of accidental contact with skin or eyes, and appropriate first-aid provision should be available, eg eyewash bottles. Safety data sheets should be kept in a place known to staff in the event that they need to be referred to in case of spillage or an accident.

The employees must cooperate with the employer and ensure the following:

- Always follow carefully any instructions and training information given in the use of cleaning chemicals
- Remember that your safety representative and you as an employee are entitled to be consulted by your employer about health and safety issues including the use of cleaning chemicals
- When handling substances, especially concentrates (if unavoidable), always wear the protective clothing provided, eg rubber gloves. If there is any danger of splashing, wear eye protection suitable for splash risks, eg goggles or visors, and ensure an eyewash bottle is available. If cleaning at eye level or above, wear eye protection.
- Check that rubber gloves are free from holes, tears or thin patches. If any of these faults are present ask for replacements immediately. Tell your employer if you experience any irritation or allergy from gloves you have used
- Never mix cleaning chemicals
- When diluting always add the concentrated liquid to water, not the water to the concentrate
- If cleaning chemicals are accidentally splashed onto your skin or eyes, always wash away with plenty of water. Seek medical advice if irritation persists and tell your employer
- Avoid lifting and pouring from heavy or awkward bulk containers, minimise handling by use of syphons, pumps etc
- If you are dispensing powders, always use a scoop; never use your hand
- Never transfer cleaning chemicals into food or drink containers where they can easily be mistaken for foodstuffs. Ensure spray bottles and other containers are clearly marked with their contents
- If aerosols are used for cleaning, never spray onto hot surfaces as this can produce harmful vapours. Never place aerosols on hot surfaces



- Only use cleaning chemicals in well-ventilated areas. Sometimes an open window will be enough, but proper extract ventilation should be installed if fumes are a risk. A suitable fume mask and goggles may also be required depending on manufacturer's instructions
- Always clean up any spills on floors or work surfaces immediately
- Always store chemicals as manufacturers advise, for example away from heat, sunlight, foodstuffs and members of the public, especially children
- Ensure chemicals are disposed of properly, as instructed by your employer following the information given in the safety data sheet
- Let your supervisor or manager know immediately if you experience any adverse reactions to substances, for example headaches, nausea, skin complaints.



2. What are the principles outlined in the Occupational health and Safety Act?

The Occupational Health and Safety legislation outlines basic principles, such as:

- The employer is primarily responsible for the health and safety of employees and must take the necessary protective measures.
- All employees must be involved in health and safety issues.
- Employees, are also obliged to support the employer's efforts in ensuring a safe and healthy environment.
- The Occupational Health and Safety legislation is enforced Laws are enforced by the labour inspectorate.

2.1 Who should be involved in health and safety issues in the workplace?

- Occupational health and safety is a team effort
- It should be addressed by both employer and employees
- It requires constant inter-action between employer, employees and government.



2.2 What is the duty of the employer?

Every employer shall provide and maintain, as far as is reasonably practicable a working environment that is safe and without risks.

The employer is required to:

- Provide and maintain a safe system of work
- Identify hazards and evaluate risks
- Take steps to eliminate or mitigate all hazards before resorting to PPE
- Provide information, training and supervision
- Provide the means to apply safety measures
- Not permit employees to work unsafely
- Enforce health and safety measures at work
- Ensure that every person on the premises obeys the Act
- Ensure that supervisors have work related to safety training
- Empower supervisors with authority.

1.3 What is the duty of the employee?

The Occupational Health and Safety Act outlines responsibilities of employees at work. Every employee shall:

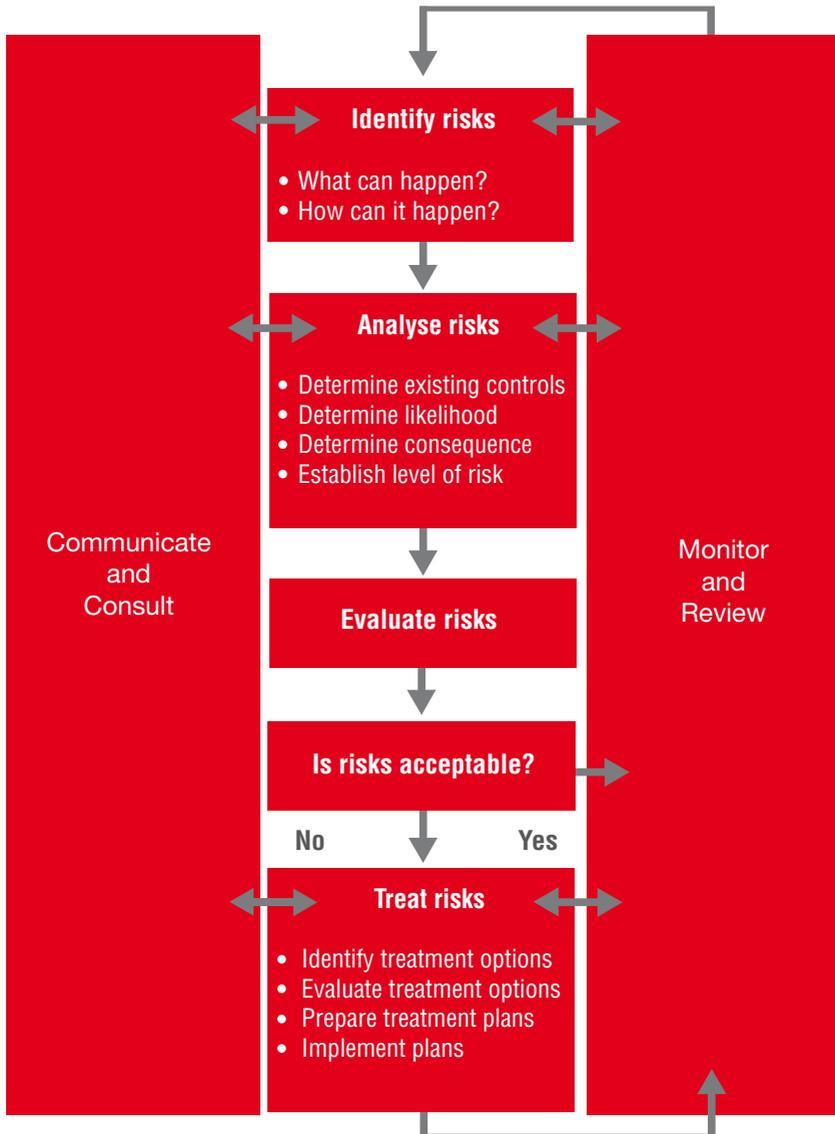
- Take reasonable care of their own health and safety and of others who may be affected by their acts or omissions
- Cooperate with the employer to enable him/her to comply with the Act
- Carry out any lawful order, and obey the health and safety rules
- Report any unsafe situation to the employer or to the health and safety representative.



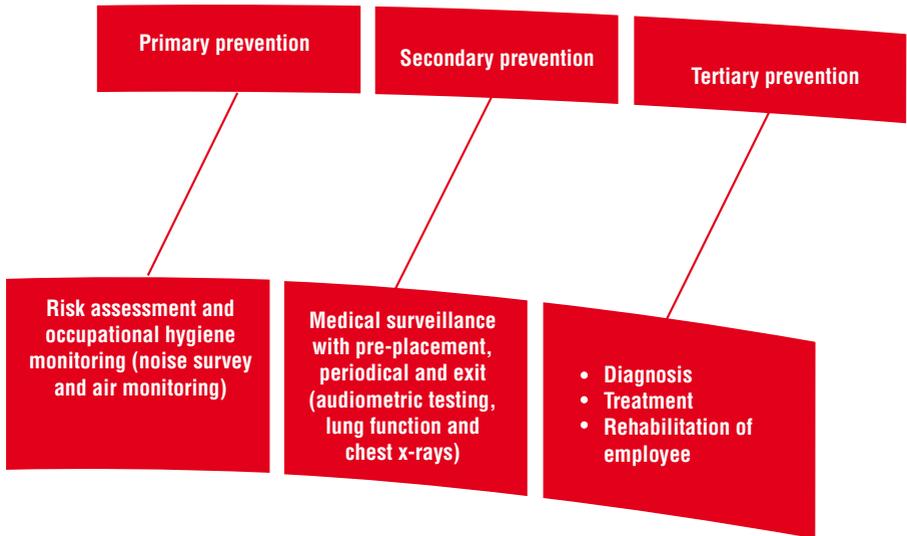
1.4 Risk assessment

Risk assessment is the process of evaluating the risks to employee's safety and health from workplace hazards. It is a systematic examination of all aspects of the workplace.

Figure 1 below depicts a risk assessment process



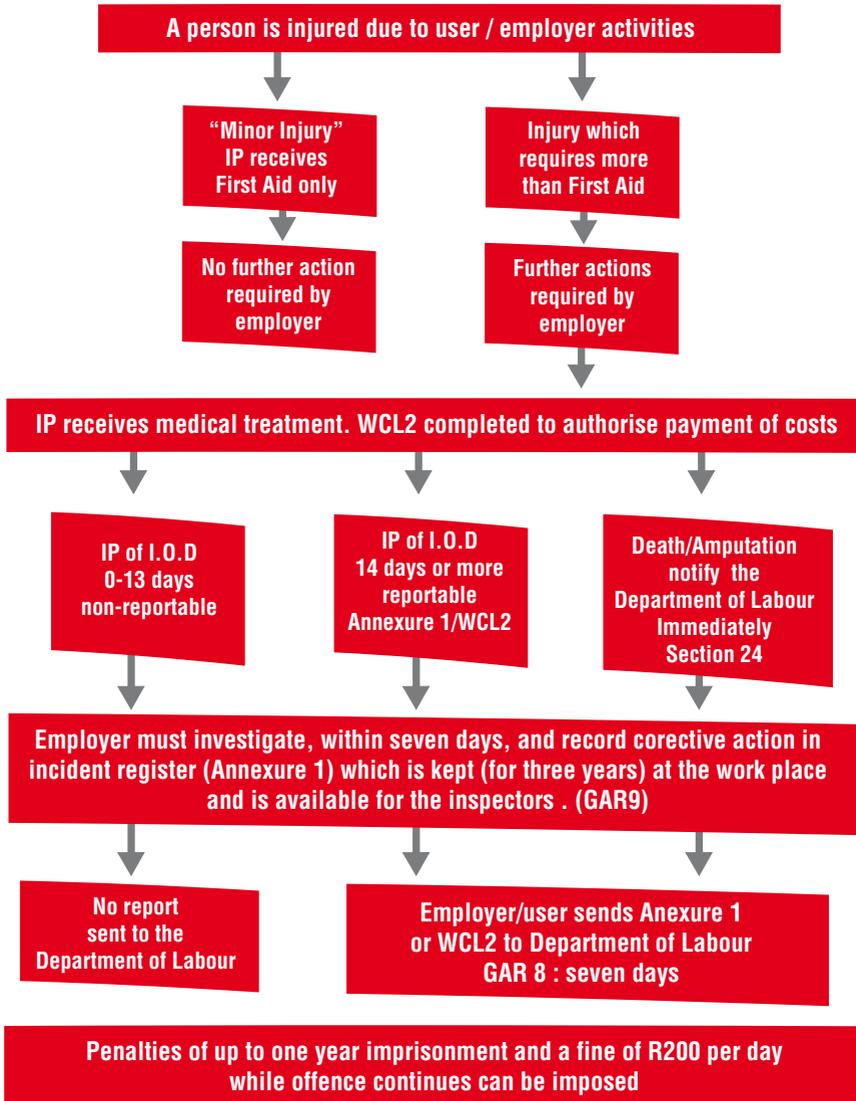
1.5 What is the link between risk assessment, occupational hygiene monitoring & medical Surveillance?



1.6 Reporting of incidents and occupational diseases

All occupational diseases and reportable incidents must be reported to the Department of Labour

INCIDENT REPORTING PROCEDURE AS PRESCRIBED IN THE OCCUPATIONAL HEALTH AND SAFETY ACT EVERY EMPLOYER OR USER MUST COMPLY WITH THE PROCEDURES BELOW



Contact Details

Labour Head Office:

Telephone Number(s): (012) 309 4000 Fax Number(s): (012) 320 2059
Email address: webmaster@labour.gov.za

Provincial Offices:

Eastern Cape Provincial Office

Telephone Number(s): (043) 701 3128 Fax Number(s): (043) 722 1012/743 9719

Free State Provincial Office

Telephone Number(s): (051) 505 6200 Fax Number(s): (051) 447 9353

Gauteng Provincial Office

Telephone Number(s): (011) 853 0300 Fax Number(s): (011) 853 0470

KwaZulu-Natal Provincial Office

Telephone Number(s): (031) 366 2000 Fax Number(s): (031) 366 2300

Limpopo Provincial Office

Telephone Number(s): (015) 290 1744 Fax Number(s): (015) 290 1608

Mpumalanga Provincial Office

Telephone Number(s): (013) 655 8700 Fax Number(s): (013) 690 2622

North West Provincial Office

Telephone Number(s): (018) 387 8100 Fax Number(s): (018) 384 2745

Northern Cape Provincial Office

Telephone Number(s): (053) 838 1500 Fax Number(s): (053) 832 4798

Western Cape Provincial Office

Telephone Number(s): (021) 441 8000 Fax Number(s): (021) 441 8135



Eastern Cape Labour Centres

| | |
|---------------------|---------------------|
| Aliwal North | Tel:(051) 633 2633 |
| Butterworth | Tel: (047) 491 0656 |
| Cradock | Tel: (048) 881 3010 |
| East London | Tel: (043) 702 7500 |
| Fort Beaufort | Tel: (046) 645 4686 |
| Graaff-Reinet | Tel: (049) 892 2142 |
| Grahamstown | Tel: (046) 622 2104 |
| King William's Town | Tel: (043) 643 4756 |
| Lusikisiki | Tel: (039) 253 1996 |
| Maclear | Tel: (045) 932 1424 |
| Mdantsane | Tel: (043) 761 3151 |
| Mount Ayliff | Tel: (039) 254 0282 |
| Mthatha | Tel: (047) 501 5620 |
| Port Elizabeth | Tel: (041) 506 5000 |
| Queenstown | Tel: (045) 807 5400 |
| Uitenhage | Tel: (041) 992 4627 |

Gauteng Labour Centres

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| Alberton | Tel: (011) 861 6130 |
| Atteridgeville | Tel: (012) 373 4432 |
| Bononi | Tel: (011) 747 9601 |
| Boksburg | Tel: (011) 898 3340 |
| Brakpan | Tel: (011) 744 9000 |
| Bronkhorstspuit | Tel: (013) 932 0197 |
| Carletonville | Tel: (018) 788 3281 |
| Garankuwa | Tel: (012) 702 4525 |
| Germiston | Tel: (011) 345 6300 |
| Johannesburg | Tel: (011) 223 1000 |
| Kempton Park | Tel: (011) 975 9301 |
| Krugersdorp | Tel: (011) 955 4420 |
| Mamelodi | Tel: (012) 812 9502 |
| Nigel | Tel: (011) 814 7095 |
| Pretoria | Tel: (012) 309 5063 |
| Randburg | Tel: (011) 781 8144 |
| Randfontein | Tel: (011) 693 3618 |
| Roodepoort | Tel: (011) 766 2000 |
| Sandton | Tel: (011) 444 7631 |
| Sebokeng | Tel: (016) 592 3825 |
| Soshanguve | Tel: (012) 799 6057 |
| Soweto | Tel: (011) 983 8700 |
| Springs | Tel: (011) 365 3700 |
| Temba | Tel: (012) 727 1364 |
| Vanderbijlpark | Tel: (016) 981 0280 |
| Vereeniging | Tel: (016) 430 0000 |

Mpumalanga Labour Centers

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| Barberton | Tel: (013) 712 3066 |
| Bethal | Tel: (017) 647 2383 |
| Carolina | Tel: (017) 843 1077 |
| Emalahleni (Witbank) | Tel: (013) 653 3800 |
| Eerstehoeck | Tel: (017) 883 2414 |
| Ermelo | Tel: (017) 819 7632 |
| Groblersdal | Tel: (013) 262 3150 |
| Malelane | Tel: (013) 790 1528 |
| KwaMhlanga | Tel: (013) 947 3173 |
| Mashishing (Lydenburg) | Tel: (013) 235 2368 |
| Mbombela (Nelspruit) | Tel: (013) 753 2844 |
| Middelburg | Tel: (013) 283 3600 |
| Piet Retief | Tel: (017) 826 1883 |
| Sabie | Tel: (013) 764 2105 |
| Secunda | Tel: (017) 631 2585 |
| Standerton | Tel: (017) 712 1351 |

Northern Cape Labour Centres

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| Calvinia | Tel: (027) 341 1280 |
| De Aar | Tel: (053) 631 0455 |
| Kimberley | Tel: (053) 838 1500 |
| Kuruman | Tel: (053) 712 3870 |
| Postmasburg | Tel: (053) 313 0641 |
| Springbok | Tel: (027) 718 1058 |
| Upington | Tel: (054) 331 1098 |

Free State Labour Centres

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| Bethlehem | Tel: (058) 303 5293 |
| Bloemfontein | Tel: (051) 411 6400 |
| Botshabelo | Tel: (051) 534 3789 |
| Ficksburg | Tel: (051) 933 2299 |
| Harrismith | Tel: (058) 623 2977 |
| Kroonstad | Tel: (056) 215 1812 |
| Petrusburg | Tel: (053) 574 0932 |
| Phuthaditjhaba | Tel: (058) 713 0373 |
| Sasolburg | Tel: (016) 970 3200 |
| Welkom | Tel: (057) 391 0200 |
| Zastron | Tel: (051) 673 1471 |



KwaZulu-Natal Labour Centres

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| Dundee | Tel: (034) 212 3147 |
| Durban | Tel: (031) 336 1500 |
| Estcourt | Tel: (036) 342 9361 |
| Kokstad | Tel: (039) 727 2140 |
| Ladysmith | Tel: (036) 638 1900 |
| Newcastle | Tel: (034) 312 6038 |
| Pietermaritzburg | Tel: (033) 341 5300 |
| Pinetown | Tel: (031) 701 7740 |
| Port Shepstone | Tel: (039) 682 2406 |
| Prospecton | Tel: (031) 913 9700 |
| Richards Bay | Tel: (035) 780 8700 |
| Richmond | Tel: (033) 212 2768 |
| Stanger | Tel: (032) 551 4291 |
| Ulundi | Tel: (035) 879 8800 |
| Verulam | Tel: (032) 541 5600 |
| Vryheid | Tel: (034) 980 8992 |

Limpopo Labour Centres

| | |
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| Giyani | Tel: (015) 812 9041 |
| Jane Furse | Tel: (013) 265 7210 |
| Lebowakgomo | Tel: (015) 633 9360 |
| Lephalale | Tel: (014) 763 2162 |
| Makhado | Tel: (015) 516 0207 |
| Modimolle | Tel: (014) 717 1046 |
| Mokopane | Tel: (015) 491 5973 |
| Phalaborwa | Tel: (015) 781 5114 |
| Polokwane | Tel: (015) 299 5000 |
| Seshego | Tel: (015) 223 7020 |
| Thohoyandou | Tel: (015) 960 1300 |
| Tzaneen | Tel: (015) 306 2600 |

North West Labour Centres

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| Brits | Tel: (012) 252 3068 |
| Christiana | Tel: (053) 441 2120 |
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| Lichtenburg | Tel: (018) 632 4323 |
| Mafikeng | Tel: (018) 381 1010 |
| Mogwase | Tel: (014) 555 5693 |
| Potchefstroom | Tel: (018) 297 5100 |
| Rustenburg | Tel: (014) 592 8214 |
| Taung | Tel: (053) 994 1679 |
| Vryburg | Tel: (053) 927 5221 |

Western Cape Labour Centres

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| Beaufort West | Tel: (023) 414 3427 |
| Bellville | Tel: (021) 941 7000 |
| Cape Town | Tel: (021) 468 5500 |
| George | Tel: (044) 801 1200 |
| Knysna | Tel: (044) 302 6800 |
| Mitchell's Plain | Tel: (021) 391 0591 |
| Mossel Bay | Tel: (044) 691 1140 |
| Oudtshoorn | Tel: (044) 203 6100 |
| Paarl | Tel: (021) 872 2020 |
| Somerset West | Tel: (021) 852 2535 |
| Vredenburg | Tel: (022) 715 1627 |
| Worcester | Tel: (023) 347 0152 |



Layout and design by the Design Studio
Chief Directorate of Communication, Department of Labour,
Website: www.labour.gov.za



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