

Hygiene & Safety Work Book

INTRODUCTION

We don't expect you to be an expert on safety after this session, but you areas when working at should have a good understanding of the most important McDonalds. There are some test questions at the end of this section that you will need to at the back of this book. This will ensure you have understood the information.

Safety is no Accident. It must be managed just as we manage every other aspect of our business. This requires planning, well trained people, good supervision by managers, and the commitment of every single employee. We must all work together to identify hazards and take action to minimise risks.



Every Employee has a Responsibility towards Health and Safety in their work place.

Q What are your Responsibilities?

A lot of health and safety is common sense and nearly all accidents can be avoided if we always follow the correct procedures.

Your responsibilities are to:

- * Take responsible care for health and safety of yourself and of other people at work.
- * Co-operate with Management.
- * Observe all safety rules and procedures.
- * Use any Protective clothing or other safeguards provided.
- * Do not misuse anything provided in the interest of health and safety.
- * Report any problems or hazards to a manager.

Q What's in it for you?

You don't just have a safer place to work.

- * The job is easier to do – because everything is clean, neat and tidy.
- * Teamwork improves – because everyone knows and follows the correct procedures, and
- * The work is more enjoyable.

HAZARDS AND RISKS

A hazard is anything that can cause harm – like a slippery floor or a hot piece of equipment.

Q What other hazards might you find in a kitchen or restaurant?

- * Sharp equipment
- * Moving equipment
- * Electrical equipment.

- * Lifting and carrying
- * Cleaning chemicals
- * Cold areas (freezer and chiller).



So what is a risk?

A risk is the likelihood (or chance) that a hazard will actually cause harm.



How is a risk reduced?

The best way is simply to get rid of the hazard but this is not always possible. For example, it would be difficult to have a kitchen without hot equipment.

If the Hazard cannot be removed we have to minimise the risks. This in turn reduces the likelihood of an accident.

To reduce risks we:

- * Check the design and safety of all equipment and chemicals used.
- * Develop procedures and training.
- * Introduce special protective equipment if the risk is still too high.

Work can still be fun, but never at the expense of safety. Practical jokes can have tragic results. Putting the safety of employees or customers at risk can result in formal disciplinary action.

Every procedure you learn, or piece of equipment you use, has been designed with safety in mind 0- that's why it is so important to follow procedures.

If you haven't been shown how to do a task – DON'T DO IT.

If you have any questions – ASK.



If you follow the correct procedures for each station that you work on it will Ensure that you keep our customers, your fellow workers and yourself safe.

WORKING SAFELY

SLIPS TRIPS AND FALLS.

Dirty or slippery floors can be a risk; you need to know how to clean floors safely and effectively.



How do I clean a floor properly?

* Prepare the equipment you will need – mop, mop bucket of hot water and McD Floor Cleaner, and wet floor warning cones.

* Prepare the area by putting the warning cones in place to warn anyone approaching the area.



In busy kitchen areas, where floor cones may cause obstruction, you should give a clear spoken warning for those in the area to take care as the floor may be slippery.

*Wring the mop out well. This puts less water on the floor and therefore it dries

* Change the water in the mop buckets regularly to avoid grease build up on the mop or in the bucket.

* Floors should not be mopped during busy periods.

* When mopping Stairs always position the caution signs at the top and the bottom of the mopped area. Never leave cleaning equipment or other obstructions on the stairs. Customer stairs should only be mopped during quiet periods or when they are closed.

* Remove warning cones when the floor is dry.

DEALING WITH SPILLS

* Always clean up spills immediately to reduce the risks of slips and falls.

* Kitchen roll can be used to clean up small spills quickly.

* Put warning signs in place, any larger spills can be cleaned by following the normal floor cleaning procedures.



Slips and falls are the most common type of accident in the workplace, so be extra vigilant in this area. Mop up spills immediately.

How else can I help prevent slips and falls to others and myself?

* Always wear low heeled shoes with slip resistant soles. Never wear Trainers for work.

* To comply with our appearance guidelines, shoes should also be dark coloured, enclosed and polishable.

* Ensure that your uniform complies with company guidelines.

* Never run.

AVOIDING TRIP HAZARDS

Make sure cables, boxes and other items are stored away properly, and never left where somebody may fall over them.

STEPLADDERS / OTHER LADDERS.

Stepladders are a potential hazard, how can we ensure they are used safely?

* The stepladder should be fully open with all four feet on a level, non slip surface. Check that the ladder is locked open.

* Make sure your shoes are clean and dry. Climb the steps one at a time, ensuring a safe foot and hand hold, with a firm grip. Only one person should be on the steps at a time. Do not stand, climb or sit on the top 2 steps.

* Do not over reach or attempt to tip or move the steps while you are on them. Climb down and reposition the steps.

* Follow the instructions for use on the side of the step ladders.

*The stepladders should be kept dry, clean and in good condition paying particular attention to the cleanliness of the steps.

* Never use damaged stepladders.

* Never place stepladders on a platform or over stairs.

* If you are using stepladders on the other side of a door ensure that it is locked or someone is there standing guard to prevent you from being knocked off the ladder.

OTHER LADDERS

Always use steps to access items at high level.

* The use of vertical ladders for roof access is restricted to a small number of employees only



Never stand on a chair or other piece of equipment use the ladders provided.

FREEZERS

Each restaurant has a walk-in freezer kept below – 18C and a walk-in chiller kept between 2C and 4C.



What might a hazard in the chiller or freezer be?

* **Slipping** – look out for any small amounts of ice that can be present on the freezer floor.

***Getting Trapped inside** – there is a release catch inside the freezer, which we will show you on the store tour. Never obstruct the outside of a freezer or chiller door.

* **Cold** – gloves and jackets are available if needed.



Always check that nobody is inside the freezer or chiller before you close the door. If you do accidentally get shut in then you have a release catch on the inside of the freezer and chiller.

EQUIPMENT

Equipment maybe hot, have moving parts and is often powered by electricity – all of which can be risks to safety. Always follow procedures to minimise risks and accidents.



Always use equipment safely and follow the instructions. Never use any piece of equipment unless you are trained to do so.

VATS AND HOT OIL

The oil in our vats may be very hot, and care must always be taken at all times working with or near hot oil.

- * Never add oil directly to a hot vat. It must be poured in to the vat using a metal jug. This helps you control the flow of the oil, which prevents splashing and in turn prevents burns.
- * Take care when working near vats not to drop anything in them, as this will cause splashing and burns.
- * If deaning around a fry vat remember to put the vat covers on as an extra precaution.
- * The filtering of shortening and changing of oil are only to be carried out by specially trained individuals.
- * Special protective clothing is supplied for filtering – and must be worn. This consists of long gauntlets, heavy-duty apron, and a face visor.

Most equipment is manufactured from stainless steel. Occasionally this may have sharp edges (either due to supply in this state or damage). The very nature of our business means that we have a lot of hot surfaces and hot liquids in our kitchen and from counter areas. Care must be taken in the kitchen areas of our restaurants. Be particularly careful when working near hot equipment such as grills, toasters and fry vats.

GRILLS

The special grills used in McDonalds consist of a lower hot plate with a moving top hot plate (known as a platen). You will be shown how to use the grills when you start work, but should remember to:

- * Return platens to lower stand by position, when not in use. This prevents the hot platens from being exposed and reduces the risk of burns.
- * Take extra care when changing the Teflon sheet so that hands are kept away from the top platen surface, which is hot. Try to change at the beginning or end of a shift when the grills are switched off, or cooler.
- * Receive training from a qualified person before using or cleaning them.
- * When cleaning the grills always wear the protective clothing provided: long gauntlets and face visor.

TOASTERS

Toasters in McDonalds are like moveable hot plates, and not like your toaster at home.

- * Never leave the bun board off the toaster. This exposes an even hotter surface.
- * Always use the handle when lifting or moving the bun board.
- * Take great care when cleaning toaster platens, as this must be done whils the platen is hot.
- * Only clean the toaster if you have been trained to do so.
- * Always use the security latch (if available) whaen cleaning or moving the toaster. This will prevent unexpected closure of the platen.
- * Toasters are heavy and should not be lifted or carried whilst hot.

HOT DRINKS MACHINES

- * Take care when pouring or serving hot drinks to avoid splashing.
- * Always ensure a lid is securely fitted before serving a hot drink.

COMPACTOR

These are used to compact waste. A practical demonstration will be given as part of your initial training.

- * Do not use unless you have been trained to do so.
- * Always follow instructions displayed on or near the machine.
- * Report any faults to a shift running manager .



What would you do if you believed a piece of equipment to be damaged, faulty, or dangerous?

- * Do not touch it.
- * Never attempt to repair it unless you are qualified to do so.
- * Report the fault immediately to the shift manager.
- * Electric shocks (even slight ones) must always be reported.



How would you know if a piece of equipment was out of action?

- * The piece of equipment would have yellow Do Not Use tape on it.
- * Never remove Do Not Use tape from equipment unless specifically directed by a manager.
- * Never use Do Not Use tape for any other tasks.

CHEMICAL SAFETY

At McDonalds we use a range of approved chemicals specially designed for our cleaning tasks. The safety of these chemicals has been carefully assessed. However, even the safest chemicals can cause harm if used incorrectly.

A small number of individuals may be particularly sensitive to some cleaning chemicals. If you have sensitive skin there are cleaning gloves available on request from your manager.

The majority of our chemicals fall in the irritant category or below. Although most of these substances are used diluted. A black cross on an orange square marks these substances.

A test tube pouring liquid on a hand indicates the substance is corrosive i.e. will burn the skin or eyes. These are rarely used in McDonalds, and then only with additional safety devices.

There are other hazard warnings, such as the skull and cross bones, which indicates that a substance is toxic, i.e. poisonous. We have no toxic substances in McDonalds.

There are set procedures for the use of chemicals to ensure they are safe and effective. You will learn these procedures as you are trained on tasks around the restaurant. Some Pointers:

* Always read and follow the instructions on the chemicals before you use them, and take note of any warning signs.

* Only use a chemical for its intended purpose and diluted correctly. The main chemicals you use are automatically dispensed at the correct strength.

* Never attempt to use any chemical substance unless you have received training on its use.

* Remember, if protective equipment is specified in the training it must be worn.

* Chemicals may only be transferred to approved containers, with full product labelling e.g. spray bottles. Never use food containers for chemicals.

* Store all chemicals securely in their containers and away from food and customers.

* Never mess around with chemicals

* Never mix chemicals. Certain chemicals when mixed together can give off poisonous gases.

* If a chemical is spilled on your face or skin, or swallowed, let the shift Manager know immediately. Each restaurant has detailed information on all chemicals, which can be referred to in the case of accidents. The appropriate first aid can then be administered.



**Never put chemicals
In a food container
e.g. a paper cup**

LIFTING AND CARRYING

It is your responsibility to practice safe manual handling techniques.



How should you lift or push safely?

PREPARE

* Think ahead – consider any doors, steps or other obstacles on your route. 

* Get help if needed – don't lift more than you can easily manage.

* Get in position – feet near the load, one leg slightly forward for balance, knees bent.

LIFT

* Straight back – no stopping, back as straight as possible.

* Lift by straightening the legs – keep the load close to the body. 

* Don't twist or lean – keep the back in the same position and don't flex it.

CARRY

* Turn by moving the feet – don't twist whilst carrying.

* Look ahead – not down.

* Keep the load close to the body – move smoothly, the load should not be jerked or snatched.

* Unload carefully – put the load down then slide it into final position.



Do not lift something if it is too heavy for you – ask for help.

If pushing or pulling, keep your back straight and position yourself close to the object. Ensure you can see what you are doing.

Use care when stacking stock. Place the heaviest items on the bottom shelves.

We use heavy Carbon Dioxide cylinders, which should only be moved using the special trolley provided, and must be chained in the upright position at all times. If you notice one leaking (an alarm will sound or there will be ice build up around the cylinder) – report it to a manager.

Arca boxes (these hold our Coca Cola) are extremely heavy and must always be moved by 2 people. Never attempt to remove an Arca box from its wheeled base.

WORKING OUTSIDE

What duties may be expected of you if you work in a drive-thru restaurant?

DID YOU KNOW?

We do our bit for the Community by walking the streets and picking up our litter.

- * A trash walk to pick up litter around our restaurant.
- * Assisting with a delivery.
- * Taking orders from cars in the drive-thru lane.
- * Taking hold orders to parked cars.



What precautions should you take when carrying out any of these tasks?

- * Always wear a high visibility vest or jacket.
- * Stay alert for moving vehicles.
- * Never position yourself between a fixed object (e.g. a wall) and a vehicle.
- * Always keep a safe distance from a vehicle.

CUSTOMER SAFETY



How can we ensure customers are safe?

- * **Floors** – clear clean and dry.
- * **Spills** – cleaned up immediately. Small spills may be cleaned up with napkins / kitchen roll. Otherwise using hot water and McD Floor cleaner. 'Caution – Wet Floor' signs must be used to warn of wet areas. Leave a safe dry route if possible. Avoid mopping near children's parties – children may not understand 'Caution' signs.
- * **Steps and ladders** – take extra care when cleaning steps and stairs. Keep the mop bucket away from the top of the stairs. Mop stairs during quiet periods, or when closed off only.
- * **Chemicals** – never leave cleaning equipment or chemicals unattended in customer areas.
- * **Fittings** – Unsure chairs, tables, trays, highchairs and baby change units are kept clean and in good condition. Remove any damaged items immediately.
- * **Hot Liquids** – hot drinks can burn. Ensure the coffee top up jug is not within the reach of children. Help customers with trays where appropriate. Hot water for baby bottle warming could be dangerous. We will always warm the bottle for them behind the counter.
- * **Glass doors and windows** – need to be marked in some way so that customers do not walk in to them.
- * **Fixtures** – must be fitted securely e.g. light fittings, air vents. Section closed signs must be situated away from customer routes.
- * **Sharps** – if you discover a needle.
 - don't touch it
 - close off the area (lock it if possible)
 - inform the shift manager

- ALWAYS use the sharps disposal kit to remove the needle.

PLAY PLACE



What can we do from a health and safety point of view regarding play areas?

- * It is the responsibility of the parents to supervise their children at all times. This point should be reinforced by notices and by staff as necessary.
- * Make sure that the play is not too boisterous.
- * All 'Rules of Play' (see poster in play area) must be adhered to.
- * If you notice any damage you must inform a shift running manager.

FIRE SAFETY

DID YOU KNOW?

Each year UK fire brigades attend over 35,000 fires in workplaces. These fires kill some 30 people and injure more than 2,500 people each year.

Fire is one of the biggest threats affecting the safety of all customers, employees, and even other people in surrounding properties. Employees have both a legal and moral obligation to ensure we reduce the risk of a fire starting in our restaurants. The awareness and actions of every employee can make a real difference in minimising the risk of fire, and minimising the consequences if a fire should occur.



What potential sources of fire do we have in a McDonald's restaurant?

- * Gas leak and ignition from gas equipment
- * Heat from damaged electrical equipment or wiring.
- * Build up of grease / carbon in hot equipment.
- * Vat heating and insufficient oil.
- * Over heating of oil in vat.
- * Items stored too close to hot surfaces e.g. paper left near pipes or hot equipment, stock stacked too close to light fittings.
- * Cigarettes or matches carelessly discarded. Smoking in unauthorised areas.
- * Deliberate / malicious action.



You are not allowed to smoke in or around a McDonalds restaurant. Ask your manager where you are permitted to smoke.

FIRE PREVENTION

Q How can fires be prevented?

- * Follow safe working practices.
- * Keep the workplace clean and tidy. Keep escape routes clear at all times, with fire doors shut.
- * Smoke in designated areas.
- * Always report damaged electrical equipment or any smell of gas to your shift Manager.
- * Never store flammable materials near electric panels, light fittings, or near hot surfaces.

Q What fire extinguishers might you expect to see in our restaurants?

Water fire extinguisher – red label. To be used on wood / paper fires. Never keep in the kitchen as they are dangerous if used on fat or electrical fires.

AFFF (Foam) fire extinguisher – cream label. To be used on burning liquids and electrical fires.

- **Carbon dioxide** – Black label. Mainly for electrical fires but can be used on burning liquids.



Never use water fire extinguishers in the kitchen.

Extinguishers should be used in short, sharp blasts aimed at the base of the fire.

If you ever see an extinguisher that is empty, inform the shift running manager.



Only use a fire extinguisher when safe to do so.

Ansul System

The ansul system is an automatic extinguishing system which is installed on all fryers and grills. It can be triggered automatically (by heat) or manually (pull the ring).

Activation of the ansul causes powder or liquid to spread over the fire removing the oxygen.

Fire Blanket

There will be at least one fire blanket in each kitchen area. These are designed to smother the flames and deny the supply of oxygen to the fire.

The fire blanket can be used on vat fires or wrapped around persons on fire.

Fire Doors and Fire Exits

Fire doors are designed to stop the spread of smoke or flames and provide time to escape the building.

- * Never block or wedge a door open.
- * Ensure fire doors are closed fully.

* All fire exit routes are shown by the green signs with directional arrows.

* Exit and directional signage to lead you out of the building to a safe place.

* Fire exit routes must be kept clear at all times.

* Push the bar or pad on a final exit door to leave the building.

Do not mess around with fire extinguishers or fire alarms – they are for your safety. Misuse can result in disciplinary action.

Q What should you do if you discover a fire?

* Operate the nearest alarm (press nearest call point to break glass and activate alarm)

* Tackle the fire with an extinguisher only if the fire is small and you do not put yourself in danger.

* Leave the building as described below (the shift manager will call 999 and alert the fire service).

Q What should you do on hearing the fire alarm?

* Leave by the nearest available exit. Follow the green signed escape routes.

* Walk quietly and calmly – If you are working on the dining area, you should assist customers to leave.

Pay particular attention to assisting customers with visual or mobility impairments and alerting customers who are not reacting to the noise of the fire alarm.

* Proceed to the fire assembly point (see fire Instruction Notice for your assembly point).

* Report to the shift running manager.

* DO NOT stop to collect personal belongings.

* DO NOT use any lifts.

* DO NOT return to the building for any reason until authorised to do so.

DID YOU KNOW?

If you are caught in a part of the building which is filling with smoke, you must lie on the floor, cover your mouth and nose, crawl a long way out of the building.

If evacuation is required for another reason, apart from a fire, follow instructions already discussed above but be ready for further instructions from the shift running manager or from the police (e.g. bomb alert)

ACCIDENTS

Accidents can be avoided. You can do your bit by:

- * Working with a mature and responsible attitude.
- * Not working while ill or tired.
- * Not working under the influence of alcohol or drugs.
- * Following the correct procedures.
- * Wearing personal protective clothing.
- * Wearing the correct uniform and following correct appearance guidelines.
- * Not running.
- * Carrying out good housekeeping – keep your area tidy and clean.
- * Reporting any damage to equipment or buildings.
- * Concentrating on the task in hand.



What are the possible penalties for ignoring Health and Safety policies and procedures?

Disciplinary action or dismissal.

McDonald's or you as an individual could be prosecuted or fined.



What is a near miss?

This is where an accident occurs which could have resulted in an accident and injury, but on this occasion the person was lucky and there was no injury.



How should you report an accident or near miss?

Accidents and near misses must be reported to the shift running manager immediately. Any accident, however minor, should be noted in the accident book and first aid administered if necessary.

The first aid box is found in the managers office.

Only a trained first aider must administer first aid. These are all of the shift running managers in your restaurant.

How can you help?

Signs and notices

Keep up to date by reading the health and safety signs and notices around your restaurant.

Hazard reporting

If you notice anything that could be a health and safety problem, let us know. You should tell your Shift Manager if it is an immediate problem. For non-urgent safety issues, either tell your manager or use the hazard reporting book in the crew room.



If you are concerned about any aspects of safety or you see any faulty equipment, speak to the shift running manager immediately.

Safety Circle

Each restaurant has a safety circle and this meets regularly (about every 3 months) to discuss and review any safety issues.

You may approach any one of these members who will raise your issue at their next meeting

Your Safety Co-ordinator and team members are:
