

Front Office Service

Level II

Based on March, 2022, Curriculum Version I



Module Title: Performing Safety and Security Procedures

Module Code: CST FO O2 M09 0322

Nominal duration: 40hours

Prepared By: Ministry of Lobar and Skill

December 2022

Addis Ababa, Ethiopia

Acknowledgement

Frist Thanks you for God and Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

Acronyms

KPL..... Key Performance Indicator

KRA..... Key Result Area

HSR..... Health and Safety Representative

PAC ----- Public Affairs Committee

OHS----- origination heath security

Table of Contents

Acknowledgement.....	2
Acronyms.....	3
Unit one: Following workplace procedures for safety and security	7
1.1 Health safety and security procedures.....	8
1.2 Safe work practices	11
1.3 Following the safety directions	12
1.4 Personal protective equipment	13
1.5 Report issues and breaches of safety and security procedures.....	15
1.6 Reporting suspicious behavior or unusual occurrences.....	17
Self check 1	19
Unit two: Identifying potential emergencies	20
2.1. Work place OHS hazards and standards.....	21
2.2 .Work place OHS hazards and standards.....	21
2.3 Potential emergencies	22
2.4 Liaising with emergency agencies & specialist advisors	23
2.5 Developing a risk register	Error! Bookmark not defined.
Self check 2	Error! Bookmark not defined.
Unit Three: Following procedures for emergency situations.....	26
3.1. Recognize and determine emergency situations	27
3.2. Emergency procedures.....	28
3.3. Report emergency situations	30
Self check 3	Error! Bookmark not defined.
Unit Four: Planning initial response procedures	34
4.1. Actions taken during emergencies	35
4.2. Resources required for immediate response	35
4.3. Emergency equipment	35
4.4. Documenting emergency response actions	Error! Bookmark not defined.
4.5 Identifying training needs and providers	39
Self check 4	41
Operation sheet 1	Error! Bookmark not defined.

Lap test 1	Error! Bookmark not defined.
Unit Five : Implementing response procedures	45
5.1. Role of staff for emergency.....	45
5.2. Establish emergency procedures.....	46
5.3. Monitor responses to emergencies.....	46
Self check 5	47
Unit Six : Participating in the organization’s OHS practices	49
6.1. OHS management practices.....	50
6.2. Hazard identification activities.....	50
6.3. Risk assessments and controlling methods.....	54
Self check 6	60
Unit Seven : Eliminating or controlling the risk.....	61
7.1. Consult with personnel	62
7.2. Implement control measures.....	64
7.3. Using a five-step hierarchical approach.....	65
Self check 7	71
Reference... ..	Error! Bookmark not defined.
Participants/developer	73

Introduction to module

Ensuring the health, safety and security of all people in a hospitality and tourism organization is the single most important concern of all managers. Whilst it is important that a business makes a profit, at the end of the day, it is only money. There is no quicker way to lose the confidence and patronage of people, than by placing people at harm.

This module covers the following units:

- Following workplace procedures for safety and security
- Identifying potential emergencies
- Following procedures for emergency situations
- Planning initial response procedures
- Implementing response procedures
- Participating in the organization's OHS practices
- Eliminating or controlling the risk

Learning objectives of the Module

At the end of this session, the students will be able to:

- Apply Follow workplace procedures for safety and security
- Preform Identify potential emergencies
- Use Follow procedures for emergency situations
- Understand Plan initial response procedures
- Apply Implement response procedures
- Understand Participate in the organization's OHS practices
- Eliminate or control the risk

Module Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information Sheets
4. Accomplish the Self-checks
5. Perform Operation

Unit one: Following workplace procedures for safety and security

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Health safety and security procedures
- Safe work practices
- Following the safety directions
- Personal protective equipment
- Report issues and breaches of safety and security procedures
- Reporting suspicious behavior or unusual occurrences

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Apply Health safety and security procedures
- Confirm Safe work practices
- Understand Following the safety directions
- Use Personal protective equipment
- Understand Report issues and breaches of safety and security procedures
- Implement Reporting suspicious behavior or unusual occurrences

1.1 Health safety and security procedures

Health: the physical and mental state of a person with freedom from disease or ailment

Safety: being free from the occurrence or risk of injury danger or loss

Security: something that secures or makes safe with freedom from risk.

In summary health, safety and security aims to protect the physical safety and security of the business (profit, reputation, and liability), assets, staff, guests and the public from injuries or illness, or loss of property, that may occur as a result of a breakdown in workplace actions.

The housekeeping staff is responsible for safety and security in the work place. This includes

- Management
- Our selves
- Customers
- The public.
- Fellow employees

Preparing specific health and safety policies and procedures

Now that an overriding general health and safety policy has been established, it is important to establish specific policies and procedures for each department.

These will normally be prepared by:

- **Head Office:** to establish a consistent standard across the organization
- **Departmental managers or supervisors:** with the input and recommendations from staff, suppliers or legislation
- **Health and safety policies and procedures**

Whilst some health and safety policies and procedures have been identified previously, following are some specific examples relating to different departments

A. Front Office Policies and procedures may relate to:

- Taking reservations
- Checking in a guest
- Checking out a guest
- Giving private information relating to guests
- Receiving payments
- Currency exchange
- Ordering supplies

B. Restaurants Policies and procedures may relate to:

- Welcoming a guest
- Setting a table
- Taking an order
- Carrying food to a table
- Serving intoxicated people

C. Kitchens Policies and procedures may relate to:

- Washing hands
- Wearing clean uniforms
- Personal hygiene
- Time food can be displayed before being disposed
- Security policies and procedures
- Security policies and procedures can relate to

C. Documents Requirements may relate to:

- Access and distribution of sensitive and ‘commercial in confidence’ material (reports, trading figures, financial statements)
- Version control requirement relating to policies and procedures,
- Destruction of documentation that is no longer required – by shredding, security removal or burning
- Protocols to be followed when nominated documents are accessed or removed from a file and distributed within the property
- Storage requirements to protect documents from theft or unauthorized access
- Back-up and security of electronic documents

E. Handling Cash: The security of cash may cover:

- Procedures for moving cash within the premises
- Removing notes from the register when they to a certain level
- Protocols for registering money and giving change to customers
- Banking of takings
- Use of the on-premises safe
- Procedures relating to the location, storage and handling of change
- Specification of where cash registers should be reconciled at the end of the shift to optimize security.

F. Register security

Always have specific requirements relating to cash registers as these areas have traditionally been locations for theft both from customers and staff. The very fact that lots of cash is at these locations means they deserve a great deal of attention in terms of security.

G. The security of cash registers may cover:

- Never leaving any cash register unattended
- Always locking the cash register with the key when the register is not in use
- Never leaving the cash drawer in a locked register at night
- Nominating who is allowed to operate the register
- Protocols for registering money and giving change to customers

Specification of where cash registers should be reconciled at the end of the shift to optimize security.

H. Equipment: Policies and procedures in relation to equipment can include:

Requirement for nominated new equipment to be marked with property name

Establishment of an Assets Register to record and track the movement of assets purchased by the venue

Identification of procedures to be followed to optimize security of equipment from theft

Prohibiting staff from using venue equipment for their own

personal gain on equipment being removed from the premises

Requirement that all equipment is operated strictly in accordance with manufacturer's instructions.

Security of keys

Keys are instrument used for operating various types of lock key are important of safety and security purpose for guest and hotel.

There will always be policies and procedures in relation to keys including:

- Restricting key access
- Signing for keys
- Using key safes
- Policy forbidding the lending of keys
- Policy forbidding taking keys off the premises
- Use of a master key system

Security of people

The security of people is paramount in all properties wherever there is decision as to whether a Person or a piece of equipment is to be protected; the person must always take priority Policies in This regard may relate to: Evacuation procedures and emergency assembly points the provision of security staff Standard practice of handing over money immediately when faced by thieves Adhering to maximum patron numbers where applicable on licensed premises Conducting risk analyses of potential problem areas within the property with a view to eliminating potential trouble of danger spots.

1.2 Safe work practices

To ensure ease of evacuation in an emergency, keep all hallways and stairwell exits free of boxes and trash.

- Blocking fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor.
- Do not block open fire doors at any time.
- Use care when using microwave ovens to prevent burning food or contents.
- Make sure all electrical equipment is turned off before you leave at the end of the day. This includes coffee pots, copiers, typewriters, computers, and printers.
- Make sure electrical cords are in good condition. Inspect them periodically and replace them, or report frayed cords.
- Do not bypass grounded plugs. Use surge-protected power strips in place of extension cords.

- Do not let paper accumulate in your office or in storage areas.
- Pay special attention to housekeeping in areas where discarded paper accumulates, such as storage areas, copy rooms, or break rooms.
- Space heaters are not allowed in the building. Store all flammable liquids in a cool, safe location. Do not store large quantities of flammable solvents.
- use of personal protective clothing and equipment
- safe posture and movements, including sitting, standing and bending
- using safe manual handling techniques for such things as lifting and transferring
- taking designated breaks
- rotating tasks
- using knives and equipment and handling hot surfaces
- taking account of the dangers associated with inert gases used in beverage dispensing systems
- using computers and electronic equipment
- safe handling of chemicals, poisons and dangerous materials
- using ergonomically sound furniture and workstations
- clearing any hazards from immediate work area
- paying attention to safety signage

1.3 Following the safety directions

General Safety: By doing things right, you and your co-workers will commit yourselves to safety on the job and everyone will benefit. Accidents occur in many ways but most often can be traced back to one of two basic factors: ignorance or carelessness. You must always be concerned with your own safety and with the safety of others around you.

The following is a general list of safety precautions you must observe in any work area:

Don't fool around. "Horseplay" is one of the biggest causes of injuries on the job and it may be grounds for dismissal. Never work while under the influence of drugs or alcohol, as you are a hazard to yourself and your co-workers. Pay particular attention to moving objects, such as equipment, dollies, mixers, and slicers.

Walks do not run, in the work areas. Stay completely alert on the job. Avoid back strain by lifting properly.

Over 90% of all accidents are preventable, and three basic rules of kitchen safety, if enforced, will significantly reduce the likelihood of kitchen mishaps.

Do not run: People who rush around in the kitchen tend to take chances that increase the likelihood of an accident.

Keep your mind on your work: People who let their attention wander are a hazard to themselves and others around them. Lack of interest, personal problems, and distraction by others can all lead to serious accidents in the kitchen.

Observe all the rules for operating kitchen equipment. Never operate kitchen equipment until instructed in the correct procedures.

1.4 Personal protective equipment (PPE)

Personal Protective Equipment In addition to being aware of the mechanical hazards in the kitchen, it is important that you use the correct protective clothing and equipment. Wearing personal protective equipment (PPE) can prevent accidents from happening. As a worker, you are responsible for the following: Making sure your uniform is well fitted. keeping all uniforms clean and in good Condition not frayed or badly worn. Making sure sleeves are kept buttoned at the wrist, cuffs on overalls and trousers are be eliminated, and trouser legs are long enough to hang outside boots. Wearing specific personal safety equipment such as goggles, hearing protection, gloves, and aprons when required. To ensure that you are protecting yourself, your personal protective equipment (PPE) list should include the following item

- **Clothing**

This includes well-fitted pants and jackets with all buttons fastened. Sleeves should be close fitting because sleeves that are loose and flowing are potential fire hazards when working over open gas burners. Health regulations require that all food handlers wear hair nets or use other approved methods for keeping hair under control. Aprons should be made of non-combustible and flame-resistant materials that do not melt under heat.

- **Footwear**

The OHS Regulation requires that approved footwear must be worn by employees in all industrial occupations. Ensure your footwear is sturdy and provides enough back support to not cause future back problems. Footwear suitable for commercial foodservice establishments must have a non-slip sole and a closed toe and closed back.

Your footwear should be sturdy and comfortable, and if the environment you work requires steeled toes, such footwear should be worn. High leather tops on shoes are a good idea as they will protect your feet from hot grease or liquids.

- **Hand protection**

The most common type of gloves used in food service establishments are natural rubber latex gloves, synthetic rubber gloves, and vinyl gloves. As it is impossible to distinguish between natural and synthetic rubber gloves simply by looking at them, you should read the label on the box to determine what they are made of. Some people may have an allergic reaction (known as dermatitis) or a more serious reaction known as anaphylaxis to the natural latex glove, and for this reason natural latex gloves are not recommended for use when preparing food.

Mesh gloves should be used when cleaning the meat slicer. Thick plastic gloves should be used when handling cleaning products.

- **Eye protection**

Eye protection in the form of safety goggles or masks should be worn whenever there is a chance of eye injury. Particles flying through the air can easily land in your eye and possibly do permanent damage. Eye protection is important, for example, when working with the band saw cutting through bone or when working with corrosive cleansers that could splash into your face.

- **Hearing protection**

Approved hearing protection must be worn when high-level noise conditions exist. These conditions are not common in commercial kitchens but may be present in food manufacturing operations.

- **Respirators**

Respirators should be used to protect your self from inhaling harmful fumes or ours such as those that often come from concentrated kitchen cleaning liquids. The respirator unit should be properly fitted to provide the best protection. Check the components to ensure they are not broken, cracked, or torn and that they do not have holes. Replace faulty components before use. Each unit will have a filter that should be checked regularly and replaced before the expiration date.

Personal protective equipment is generally the least effective way to control risk and should only be used if you can't reduce the risk enough using other means.

It should then be used in conjunction with other measures.

Personal protective equipment might also be used as a temporary measure until other controls can be implemented.

All personal protective equipment should:

- Meet the relevant Safety Standards of the country
- Be appropriate to its application
- Be issued to an individual and not shared
- Be properly maintained and cleaned.

Employees who have to use personal protective equipment must be trained so that they know why and how to use the equipment effectively.

1.5. Report issues and breaches of safety and security procedures

Every property will have its own procedures for recording damaged items and room attendants are expected to comply with these where they identify such items, and regardless of who damaged the items and how they were damaged.

Properties need to be aware of damaged items for the following reasons:

- Monitoring costs
- Determining supplies that need to be ordered
- Evaluating the usefulness of products and determining whether or not to continue using a certain item or whether a better alternative needs to be sourced.
- Identifying high damage products: to develop policies and procedures to reduce and prevent damage.
- Removing them from service for OHS and duty of care reasons.
- Completion of Maintenance
- Report identifying the damaged item, the room number,
- Your name and the nature of the damage. Item include

Table1.1. Damage items reporting format

Equipment Loss / Damage Report

Revised
2010
Technician

1. Staff/Faculty Member: _____

2. Date of Loss/Damage: _____ **RISD#** _____

3. Place Loss/Damage Occurred (circle one):
Classroom Lunchroom Gym Home Other: _____
(please specify)

4. Individual(s) involved:

5. Briefly describe the loss/damage and the circumstances surrounding it:
___ Accidental ___ On Purpose

(Use the back for additional comments if needed.)

6. Staff / Faculty Comments:

Report suspicious items or situations

Accommodation establishments are the setting for many illegal activities and all room attendants must be alert for signs this is happening or may take place.

The role of a room attendant in this regard is only to report; it is not to intervene, take action or put them in harm's way.

Suspicious items or situation may include:

- a. A package left unattended in corridor or stairwells.
- b. An item that is heavily bloodstained.
- c. A package left in a check-out room.
- d. A weapon found in a room: whether the room is a stay room or a departed room.
- e. Drugs or packages thought to contain drugs.
- f. Explosives.
- g. Evidence of drug taking in a room: including the presence of drug paraphernalia

1.6 Reporting suspicious behaviour or unusual occurrences

Suspicious occurrences or people may include:

You should keep yourself alert to the presence of strangers in areas reserved for staff. An individual may seem strange to you for a variety of reasons, such as:

- Someone wearing an incorrect uniform, or a uniform that is ill-fitting or worn incorrectly
- Someone asking directions to an area where you do not expect them to work
- Someone carrying the property of the company in an area where you do not expect them to work
- Someone appearing lost or disoriented (you should note, however, that they may be innocent new employees)
- Someone who just looks suspicious

The procedures for dealing with suspicious persons will vary depending on the establishment, however, in the absence of set procedures you can:

- Challenge the person politely and ask if you can be of assistance, or direct them to the exit
- If possible, ask a colleague to keep an eye on the suspicious person while you report the matter to your supervisor

Suspicious item or package

If you should discover a suspicious item

- Do not attempt to move or touch the item. Touching or moving it may be enough to start off a reaction leading to an explosion or fire
- Remain calm and composed. You should try not to cause a panic by shouting or running from the item

- Report the matter to your supervisor, the security personnel or the police (check your establishment procedures to see what action to take)
- If possible, to evacuate the area you should move people away

Self-check 1	Written Questions
--------------	-------------------

Part I: Answer the following question carefully.

Choose the best answers among the given alternatives.

1. Which of the following safety directions?

A/don't run. on your work

B/ Keep your mind on your work:

C/ Do not jump to work

D/all

2. Which one breaches of safety and security procedures

A/ Broken or malfunctioning equipment

B/Loss of property, goods or materials

C/Damaged property or fittings

D/all

3. Which one is kitchen procedures?

A / Washing hands B/ Wearing clean uniforms C/ Personal hygiene D /all

II. Say true if the statement is correct and false if the statement is incorrect.

1._____ Eye protection in the form of safety goggles or masks should be worn whenever there is a chance of eye injury.

2._____ Foot wear The OHS Regulation requires that approved footwear must be worn by employees in all industrial occupations..

Part III: Answer the following questions accordingly.

1. List down Personal protective equipment (PPE)

Unit two: Identify potential emergencies

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Work place OHS hazard and standards
- Potential emergencies
- Liaising with emergency agencies & specialist advisors
- Developing a risk register

This unit will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning unit, you will be able to:

- Apply Work place OHS hazards and standards
- Perform Potential emergencies
- Use Liaising with emergency agencies & specialist advisors
- Implement Developing a risk register

2.1. Work place OHS hazards and standards

Risk Assessments are an essential part of workplace safety and can make a massive difference in preventing workplace accidents. As part of managing health and safety, every employer must, by law, assess the health and safety risks of their work and put a plan in place to control them. Everyone has the right to be protected from harm, especially if it could have been avoided.

It's important that employers are clear on what a hazard is and what a risk is, especially as the two words are often (incorrectly)

Burn: two types of burns occur in the commercial kitchen: minor and serious. Minor burns are usually a result of wet or damp towels used to handle hot pots and pans, or from bumping an exposed area of your arm against a hot surface like an oven rack. More serious burns occur when grease is splashed, when steam escapes or is released too quickly, or when gas is turned on or released unknowingly. Burns are generally more painful than cuts, and they certainly take more time to heal. If the burn is severe enough to cause a blister, it should be treated promptly by trained medical personnel.

Falls: falls can cause some of the most serious injuries in the commercial kitchen. They may disable or incapacitate a person for life. Falls are caused by extreme carelessness, wet floors and aisles, spilled food or grease, and by torn mats or warped floor boards.

Strains: Strains may not be as serious as other types of injuries, but they are painful and can result in the loss of many working hours. They are caused by carrying loads that are too heavy and by improper lifting practices. Most strains do not require medical attention, but they do require time and care to heal properly.

Safety Practices for the Kitchen: A kitchen has many safety hazards. It contains hot stoves, electrical equipment, and sharp tools. These hazards, combined with the busy, often frantic pace in a kitchen, make it very important that you work carefully while giving constant attention to the safety practices

2.2 .Work place OHS hazards and standards

Hazard is anything that could cause harm and, risk, is a combination of two things – the chance that the hazard will cause harm and how serious that harm could be. Risk is usually described as being ‘high’, ‘medium’ or ‘low’. For example, think about crossing a road - the cars and other traffic are the main hazards; and your mental calculation of the risk is a combination of how likely it is that you’ll be hit by a vehicle, along with how seriously you might be injured. And, there are things that could affect the likelihood and there are things that could affect the severity.

In our example, the speed of the traffic, your own speed and fitness, the weather conditions, the road surface and the time of day could all affect the likelihood of being hit and the size and speed of the vehicle which could hit you will affect the severity of the injury

Successfully preparing a policy requires consultation. Elected health and safety representatives, nominated management representatives responsible for health and safety and employees can all contribute to ensure an effective health and safety policy.

Health and safety policies will vary from one organization to another, and should reflect the particular needs and operation of the organization preparing the policy. The policy should also reflect the relevant requirements of any Acts and legislations.

A hazard is a source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

The policy statement should indicate, in clear and simple terms, your company’s health and safety objectives. It should describe the arrangements to achieve those objectives, including the allocation of functions and roles. It should be signed and dated by the chief executive or equivalent of your organization

2.3 Potential emergencies

Emergency is sudden, unexpected, or coming situation that may cause injury, loss of life, damage to the property, and/or interference with the normal activities of a person or firm and which, therefore, requires immediate attention and remedial action

Person’s vehicles and equipment in unsuitable locations suspicious package or substance.

Terrorism: terrorism is an action or threat designed to influence the government or intimidate the public. Its purpose is to advance a political, religious or ideological cause.

- Unattended vehicle in areas not designated for parking
- Violence of physical threats
- Gas leaks
- Home intrusion
- Injury to self or personal

2.4 Liaising with emergency agencies & specialist advisors

The organization and management of resources and responsibilities for dealing with all aspects of emergencies, in particularly preparedness, response and rehabilitation.

Is a situation which requires immediate action. The emergency can occur due to medical illnesses like heart attack or injuries to the body, like broken arm or leg or sometimes injuries which affect a large part of the body or cause scare like burns and fires. All these situations are serious and are considered emergencies.

1.1. 2.5. Developing a risk register

Types of written 'notifications 'OHS records relating to injury, illness or incident include:

- Records relating to the health and safety of the employees: including the results of monitoring activities where legislation or organizational policies require such records to be kept. These include: Sick leave form Doctor's certificate

Injury register or an Injury Report Book must be maintained to keep track of all workplace injuries must contain details of any accidents or injury including:

- Worker's name and job details
- Time and date of injury
- Exact location where injury or illness occurred
- How it happened
- The nature of the injury or illness and the body parts affected
- Names of any witnesses
- Name of person entering details in the register
- Date employer was notified

Incident notification: where accident or injury occurs in the workplace of a certain severity or type such as death, or serious injury referred to as a notable incident or similar there is a need to complete, forward to the authorities and maintain official forms/records. Serious injury may include anything requiring:

- Medical treatment within 48 hours of exposure to a substance
- Immediate treatment as an in-patient in a hospital. Immediate medical treatment for:
 - a) Amputation
 - b) Serious head injury
 - c) Serious eye injury
- Separation of skin from underlying tissue for example de-gloving or scalping:
 - II. Electric shock
 - III. Spinal injury
 - IV. Loss of bodily function
 - V. Serious lacerations

Results of investigations in workplace OHS events (including near misses) which may include photographs, witness statements, medical reports reports from Work Cover/Work Safe inspectors
Documentation relating to the insurance of workers to cover them for workplace accidents or injury including claims made

Return to Work documentation: detailing the plan devised to assist the injured worker to return to work after an accident or incident Records from suppliers stating that the products they supply to you are safe and complaint with all legislated requirements.

Benefits of records

It is advisable to keep all OHS documents that are generated as part of your efforts to create a safe workplace, even though there may not be a legislated requirement to do so.

These documents may be of use at a later stage for reference purposes, or to help demonstrate your on-going efforts at attempting to create safe work place. In the event that an incident occurs, these records can serve as mitigating factors and assist in providing you took your OHS responsibilities seriously.

Self-check-2

Written Questions

Part I: Choose the best answers among the given alternatives.

1. Which of the following medical treatment?
 - A. Amputation
 - B. Serious injury
 - C. serious eye injury
 - D. All
2. Which one is an accident or injury reported including:
 - A/ Time and date of injury
 - B/Exact location where injury or illness occurred
 - C/ how it happened
 - D/ all

Part II: Say true if the statement is correct and false if the statement is incorrect.

1. Emergency is sudden, unexpected, or coming situation that may cause injury
2. Potential emergencies one of Gas leaks

Part III.

Answer the following questions accordingly.

1. What are Potential emergencies?

Unit Three: Follow procedures for emergency situations

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Recognizing and determining emergency situations
- Emergency procedures
- Reporting emergency situations

Repairing areas with rest of fabric This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Recognize and determine emergency situations
- Use Emergency procedures
- Report emergency situations

3.1. Recognizing and determining emergency situations

Recognizing Emergency We can come to know that an emergency is occurring because of certain things we see, hear, smell, touch and so on. Usually smell or noise can indicate emergency even before you see them. There may be unusual noise, smells, symptoms and signs or behavior that point towards emergence. The main things that one needs to assess at the site of emergency include the following:

Emergency situation

A first aid provider needs to know what the situation is. It is important to find out what has happened and if the situation is really an emergency or not. One should be alert for the emergency signals and indicators. One must check the scene and assess what might be the cause or mechanism of injury/ emergency. E.g. what might have caused the fall from height, what may be the force with which the victim has fallen from height and what can be the complications

kind of emergency occurred: One needs to know the kind of emergency. It is essential to know if the emergency is medically related or related to trauma or is it related to the environmental reasons. E.g. Heart attack, Heat Stroke or Road accident, all are emergency situations but are different from one another and require different care.

Emergency occurred place: The environment where the emergency has occurred is to be assessed. e.g. If the victim had received an electrical shock and has fallen into water, first aid provider must be alert to avoid the contact with this victim till the electrical supply has been shut off, or if the person is drowning in deep water and the first aid provider does not know how to swim, then the first aid provider must not put himself in danger to rescue the victim as the attempt would be unsuccessful. But he can alert the emergency medical services for helping 11 Recognizing Emergencies the victim and closely observe or ask any bystander who knows how to swim and guide the bystander how to help the victim in this situation. So, the environment where the emergency had occurred is an important factor.

Safe situation

It is important to check if the situation is safe or not. This requires you to be alert in a particular situation and also assess for any further signs that show if the situation is worsening. You must be careful especially in situations like accidents, electrical shock, burns, fires, toxic fumes which can immediately create life-threatening complications.

Involves of victim It is also one of the important aspect in maintaining scene safety. More than one victim will require you to see as to who requires priority care and attend to them at first and

then to others. This concept is triage and has been discussed later in this unit. Moreover, you need to check for young children or old victims. Also, you must be alert for unnoticed victims which may be hidden e.g. under/behind the car in Accidents, under beds as in case of fires and so on.

extent of injury: If it is single or many injuries, head or spinal injury, the person is wearing helmet, the fracture is associated with blood loss or not, blood has been spilled, extremities cut off if any, person is unconscious, not breathing, not responding to your calls or shouts. All this information is collected as you assess abnormalities and it guides in immediately starting first aid and also it helps in determining complications. • Are there any potential hazardous things present at the site of the emergency? This is assessed to avoid harm to the victim as well as the first aid provider who wishes to help the victim. Many serious hazards like contaminated blood, electrical wire, broken glass, spilled petrol/diesel/or presence of cylinder, toxic gases liberated in the air, insects/snakes, allergens are all potential causes of emergency and if present at the scene can render it extremely unsafe and you may not be able to perform first aid. So, either you need to clear these hazardous items or you need to call for assistance to save the victim.

Help of bystanders:

The presence of bystanders is important. They can help you in making the scene safe, tell you about the emergency how it occurred, what happened, they can call the ambulance, help you in identifying victims, help you in giving care or help you to transport the victim.

3.2. Emergency procedures

Emergency plan is a written set of instructions that outlines what workers and others at the workplace should do in an emergency. An emergency plan must provide for the following emergency procedures, including:

- An effective response to an emergency.
- Raising the alarm and informing the public.
- Onsite emergency response, ie use of fire extinguishers.
- Summoning the emergency services and continuing to liaise with them.
- Crowd management, including evacuation, where necessary.
- evacuation of people with disabilities
- Pull the nearest fire alarm

- Use the nearest exit
- Do not use elevators
- Persons with disabilities, that cannot use the stairs, should wait for trained responders
- Take your belongings, if they are nearby
- Move to a safe distance
- Re-enter only if directed by first responders
- Let others know about the evacuation & encourage

Fire Emergency

If the fire is inside your space:

- Call 911 from a safe location.
- Use an extinguisher only if the fire is small and it is safe to do so.
- Warn others in immediate area and on your entire floor.
- Evacuate using stairwells do not use elevators.
- Close all doors behind you.
- Notify Security.

If the fire is outside your space:

- Feel the door before evacuating do not open hot doors.
- If trapped, seal the bottom of the door to help prevent smoke from entering.
- Call 911 to report your exact location in the building.
- If the door is cool, open it carefully and evacuate if safe to do so.
- If you encounter heavy smoke, drop to your hands and knees stay near
- The floor and follow the wall to the nearest exit.

Medical emergency

- Provide your name, exact location, and phone number.
- Briefly describe the problem and location of victim.
- Stay calm and keep victim as warm and comfortable as possible without
- Moving them. Administer first aid to the degree you are trained.
- Notify Security

Tips for emergency preparedness:

- It is recommended you keep a first aid kit in your office area.

- Learn CPR (Cardiopulmonary resuscitation) and first aid.

Power failure

- Notify Security of building-wide power outage.
- Turn off all equipment to reduce overload and prevent damage when power is restored.
- Emergency lighting in stairwells and throughout the common areas and most Suites will activate. Raise window blinds to let in outside light.
- Stay where you are unless told to evacuate; proceed calmly and carefully.
- If a circuit trips and it is an isolated outage, notify property management so an Appropriate engineer/electrician can be contacted.

Tips to prevent isolated power failures:

- Do not overload circuits with excess equipment.
- Provide additional electrical capacity as necessary.

Bomb threat:

Bomb threats or suspicious items should always be taken seriously. How quickly and safely you react to a bomb threat could save lives, including your own.

The guidance and resources listed below outline in-depth procedures for either bomb threats or suspicious items and will help you prepare and react appropriately during these events.

3.3 Report emergency situations

Emergencies are the situations which require immediate response. A first aid provider should have the knowledge on what is an emergency, what can cause emergency and how the emergency can be recognized. In this section, we shall discuss the emergency situation and understand when and where to suspect emergency

Causes

Emergency can be caused by many reasons. The various causes of emergency are as follows:

- Road Traffic Accidents
- Fall from height
- Drowning in the deep water
- Poisoning due to any cause

- Injuries , Fractures, Sprain and Strains
- Burns and fires
- Electrical Shock/contact with electric current
- Choking/Foreign Bodies in various organs
- Medical disease like diabetes , heart attack, asthma
- Insect Bites/Snake/Dog Bite
- Allergic Reactions and
- Heat and Cold related problems like sunstroke, high or low temperature, frost bite etc.

1. Reporting:

You must report any incident, situation or event that has caused, or could result in, harm to care staff, damage or loss to care's property, or significant impact on programmer, or the organization's reputation. Staff should also report as any event that poses a potential safety or security risk to care staff or care assets or may incur a subsequent liability to care.

Examples of safety and security incidents include:

- Accidents resulting in death or injury of care staff or significant damage to property
- Natural disasters or hazards in the area that result in death, injury or significant property damage.
- Theft or robbery of care property or staff personal belongings.
- Physical assault or violence directed at a care staff member.
- Abduction, detention or arrest of care staff member.
- Threats or warnings issued to a care staff member, the organization, or to the wider humanitarian community

2. Who to report to:

Workers should report health and safety issues to their:

- supervisor
- manager
- health and safety representative or health and safety committee

3. Report Workers can raise health and safety issues by:

- Talking to a manager or supervisor
- Completing a hazard/incident report form
- Raising it at a staff meeting
- A register should be kept for all issues and incidents.
- Who actions reports incident reports. This could be a supervisor, manager or health and safety representative

3.3.1 Employee incident report format

1. PERSON INVOLVED

Full name: _____ Address: _____
 Identification: Driver's license no. _____ Passport No. _____ Other: _____
 Phone: _____ e-mail: _____

2. THE INCIDENT

Date of incident: _____ Time: _____ ☐ am ☐ pm
 Location: _____
 Describe the incident: _____

3. INJURIES

Was anyone injured? ☐ Yes ☐ No

If yes, describe the injuries: _____

4. WITNESSES

Were there witnesses to the incident? ☐ Yes ☐ No

If yes, enter the witnesses' names and contact info: _____

5. POLICE / MEDICAL SERVICES

Police Notified? ☐ Yes ☐ No If yes, was a report filed? ☐ Yes ☐ No

Was medical treatment provided? ☐ Yes ☐ No ☐ Refused

If yes, where was medical treatment provided? ☐ On site ☐ Hospital ☐ Other: _____

Self-check 3

Written Questions

Part I. Choose the best answers among the given alternatives.

1. Which one is a report health and safety issue?

- A. Supervisor
- B. Manager
- C. Health and safety representative
- D. All

2. Which one is accidents or injury reported including

- A. Time and date of injury
- B. Exact location where injury or illness occurred
- C. How it happened
- D. All

II. Say true if the statement is correct and false if the statement is incorrect.

1. _____. Immediate medical treatment for eye injury

2. _____. Incident notification where accident or injury occurs in the workplace of a certain severity.

Part III. Answer the following questions accordingly.

1. What are the developing registers?

Unit Four: Planning Initial Response Procedures

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Actions taken during emergencies
- Resources required for immediate response
- Emergency equipment
- Documenting emergency response actions
- Identifying training needs and providers

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Apply Actions taken during emergencies
- Implement Resources required for immediate response
- Use Emergency equipment
- Apply Documenting emergency response actions
- Perform Identifying training needs and providers

4.1. Actions taken during emergencies

The recognition of emergency is important to decide your actions as a first aid provider. When you see , smell, hear and come face to face with situations in day to day life , you can recognize if an emergency is occurring or not. Once you come to know or recognize that the emergency has occurred, you decide to act and your actions will depend upon your knowledge about your roles and responsibilities as a first aid provider, issues that may arise in the situation, the knowledge of human body keeping in mind the safety precautions. Thus, you will perform the emergency action steps. These Emergency action steps will provide a protocol for giving first aid. The Emergency actions steps are as follows:

1. Scene Safety
2. Calling for Assistance
3. Primary Assessment of the victim
4. Secondary Assessment of the victim

4.2. Resources required for immediate response

Resources available in the event of an emergency

- Emergency vehicle kit
- Blanket.
- Candle in a deep can and matches.
- Extra clothing and shoes.
- First aid kit with seatbelt cutter.
- Flashlight (crank or battery-powered). Replace batteries once a year.
- Food that won't spoil (such as energy bars)
- List of contact numbers.
- Radio (crank or battery-powered)





4.3. Emergency equipment

Emergency is sudden, unexpected, or coming situation that may cause injury, loss of life, damage to the property, and/or interference with the normal activities of a person or firm and which, therefore, requires immediate attention and remedial action.

During emergencies the security guard must ensure that appropriate personnel are notified immediately.

Fire extinguisher: It is very important to have the right tool for a job. Fire extinguishers are no different. By being aware of the five classes of fires, you can be sure that you are purchasing safety equipment that will be effective should an accident or emergency occur.

TABLE: 4.3 Fire extinguisher format

EXTINGUISHER		TYPE OF FIRE				
Colour	Type	Solids(wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats
	Water	✓ Yes	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
	Foam	✓ Yes	✓ Yes	<input type="checkbox"/> No	<input type="checkbox"/> No	✓ Yes
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	<input type="checkbox"/> No
	Carbon Dioxide (CO2)	<input type="checkbox"/> No	✓ Yes	<input type="checkbox"/> No	✓ Yes	✓ Yes

- **Communication equipment**

A telephone is a machine that converts sound signals into a type that other telephone devices can convert into perceptible sound. This permits two individuals to converse with one another from a protracted distance away.

Similar to intercoms, telephones can be wireless or wired, digital or analog. There are varieties of accessories like the answering machine and headsets. They are to augment the capabilities of the telephone



Fig4.3.1 phone



fig4.3.2.mobil

Securities whistle: Used as means of communication during emergencies in the premises.



Figure 4.3.3 whistle

Megaphone: A megaphone, speaking-trumpet, is usually a portable or hand-held, cone-shaped audio horn used to amplify a person's voice or other sounds and direct it in a given direction.



Figure4.3.4. Megaphon

4.4. Documenting emergency response actions

The recognition of emergency is important to decide your actions as a first aid provider. When you see, smell, hear and come face to face with situations in day to day life, you can recognize if an emergency is occurring or not. Once you come to know or recognize that the emergency has occurred, you decide to act and your actions will depend upon your knowledge about your roles and responsibilities as a first aid provider, issues that may arise in the situation, the knowledge of human body keeping in mind the safety precautions. Thus, you will perform the

emergency action steps. These Emergency action steps will provide a protocol for giving first aid.

The Emergency actions steps are as follows:

- Social Security cards.
- Property leases,
- Deeds,
- Mortgages and other related records (home and auto titles, etc.)
- Financial documents (pay stubs, bank statements, retirement statements, safe deposit box keys)
- Debit card and credit card numbers

Creation of new problems:

When a new risk control initiative has been implemented it is important that any monitoring of its application takes into account whether or not the initiative itself has created any new OHS issues.

This highlights that it is not sufficient for monitoring to simply determine whether the identified hazard had been effectively controlled but monitoring must also identify if a new problem has been caused. For example, a new system that eliminates a manual handling or repetitive strain hazard could have inadvertently introduced a new hazard in terms of eye strain. Once again, observation of the task and the control as well discussions with operational staff are keys in working out if this is the case.

Action to take

Where the approved risk control method has been monitored and found to have not fixed the identified hazard or to have created a new or different hazard this situation must be: Immediately resolved if that falls within your level of expertise or scope of authority Reported to the appropriate person for their follow-up and action this can be a senior management, the Health and Safety the Designated Work group (or similar) or the OHS Committee. A verbal report may suffice that includes feedback from staff and identifies causal factors as well as potential additional control which may be required. Medical in reporting is essential to facilitate supplementary action - attention must

always be paid to ceasing any work where a danger to staff or others exists

4.5 Identifying training needs and providers

Training Needs Analysis (TNA) is the process in which the company identifies training and development needs of its employees so that they can do their job effectively. Identifying training needs and providers

1. Decide what you are trying to achieve

Some folks place evaluating employees' baseline knowledge before goal-setting, but your data will be much richer if it has context. Decide on organizational goals and objectives for your company before gathering employee data to decide where to spend your valuable training time.

Your goals might be very concrete (e.g., migrate the entire office to new software) or somewhat intangible (e.g., improve customer service), but if you can think of it and set it as a goal, you can train it and measure your progress. Whatever your goals, make sure the entire C-suite is onboard and ready to focus on moving towards them.

2. Identify the knowledge, skills, and abilities needed to meet your objectives

As your company grows and changes (and the world right along with it), your employees may have gaps in their knowledge, skills, and abilities.

This step carefully breaks down and articulates what employees need to know, understand, and are able to do at the end of training to meet your stated goals. These learning objectives for individuals help further guide and focus your training.

3. Figure out what employees know

Piggybacking on step two, take your list of knowledge, skills, and abilities, and determine where on the spectrum your employees fall. Give employees a chance to show what they know (and identify any gaps) before you start designing your learning programs.

There is a variety of ways this information can be collected, including:

- Using questionnaires or surveys
- Observing employees and examining their work
- Conducting formal assessments

4. Talk to employees

Take the time to ask employees what they need to do their jobs better. Are they happy in their work, and, if not, what might make them happier?

Encourage open feedback by separating these conversations from any type of HR setting. Make it clear that you are really interested in setting goals and objectives for training that match employee needs, not deciding who gets the next pay cut. This can help you find deficiencies you would have never thought to check.

5. Talk to managers

Managers are the bridge between executives and workers. As such, they have a unique perspective on how things are going in the boardroom and on the street.

Talk to your managers to see what they feel it can be improved on and what can be put on the back burner.

6. Decide on the data points that are valuable to your team

In the collected data, what do you want to focus on? If employees across the board think that lunch is too short, but that doesn't meet your goal of implementing more efficient bidding or invoicing process, don't focus on lunch for now.

Match the feedback you get to the goals you set at the beginning of the process.

6. Evaluate your current training resources

Once you figure out what employees know and have taken the temperature of your managers, it's time for you to figure out what training resources are already in place to support progress towards your objectives, and what needs fine-tuning (or scrapping altogether). If you have only ever conducted employee training in a few marathon sessions in a stuffy conference room, you may not want to use any of your old tools. These days, Just-In-Time employee training meets employees exactly where they are with technology that makes training efficient and effective. You might consider replacing your old three-ring binders, Power Points, and workbooks with:

- Geo fenced learning opportunities that are delivered to specific job sites
- Experiential learning
- Micro learning modules
- Gratified assets and delivery methods

8. Match your training to your needs

Matching your training to your needs means making sure you have the right amount of training, focused on exactly what employees need in order to meet your organizational goals from step one. Because employees have so little time for training as it is, you want to make sure they are getting what they need, when they need. If you are trying to revamp your procedures for checking

compliance with local regulations, now it isn't the time to also train employees on how to order office supplies. Focus on giving employees the training they need without a bunch of extras that are distracting or time-consuming. Even if you are completely overhauling the way you do business, including all of your office and field procedures, taking it one logical step at a time will prevent employees (and managers and executives!) from getting frustrated and overwhelmed. Introduce training friction once you do roll the training out.

Self-check 4

Written Questions

Part I: Choose the best answers among the given alternatives.

1. Which one is Communication Equipment?

- A. Mobile
- B. Megaphone
- C. Whistle
- D. all

2. Which one is not Fire extinguisher

- A. Carbon dioxide
- B. Water
- C. Foam
- D. oxygen

II. Say true if the statement is correct and false if the statement is incorrect.

1. _____. Managers are the bridge between executives and workers

2. _____. Take the time to ask employees what they need to do their jobs better

Part III. Answer the following questions accordingly.

1. What is communication?

2. List down Fire extinguisher

Operation sheet 1

Operation Title . Actions taken during emergencies

Instruction: use equipment properly and read question

Purpose: Emergency actions steps

Required tools and equipment: pen, not book and first aid kit

Precautions: ask care safety and security

Procedures:

Step 1 Social Security cards.

- Step2.Property leases,

Step3.Deeds,

Step 4Mortgages and other related records (home and auto titles, etc.)

Step5.Financial documents (pay stubs, bank statements, retirement statements, safe deposit box keys)

Step6.Debit card and credit card numbers.

LAP test	Practical Demonstration
----------	-------------------------

Name: _____

Date: _____

Time started: _____

Time finished: _____

Instruction I: Given necessary templates, tools and materials you are required to perform the following tasks within 30 minutes.

Task 1: Perform emergence action step

Unit Five: Implement response procedures

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Role of staff for emergency
- Establishing emergency procedures
- Monitoring responses to emergencies

Maintenance Function Repairing areas with rest of fabric This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Identify role of staff for emergency
- Establish emergency procedures
- Monitor responses to emergencies

5.1. Role of staff for emergency

It is the role of this group to ensure the organization is compliant in all aspects of health, safety and security. They will meet at a scheduled time each month or as the need arises.

Their role may include,

- Liaise with legislative bodies to ensure organization is compliant
- Investigate state of health, safety and security operations within an organization
- Research latest health, safety and security trends
- Arrange health, safety and security equipment
- Communicate health, safety and security matters with management and staff
- Prepare health, safety and security policies and procedures
- Prepare health, safety and security training, including the use of external experts
- Investigate health, safety and security problems and issues
- Report health, safety and security matters
- Take responsibility during evacuations and other emergencies

5.2. Establish emergency procedures

5.2. 1. Definition emergency

An emergency is a situation which requires immediate action. The emergency can occur due to medical illnesses like heart attack or injuries to the body, like broken arm or leg or sometimes injuries which affect a large part of the body or cause scare like burns and fires. All these situations are serious and are considered

Emergencies. an emergency procedure is a plan of actions to be conducted in a certain order or manner, in response to a specific class of reasonably foreseeable emergency, a situation that poses an immediate risk to health, life, property, or the environment

The Seven Elements of Successful Emergency Action Planning

- Consider the situations.
- Determine the correct actions.
- Create rally points.
- Verify safe routes.
- Account for everyone.
- Drill (or not)
- Keep reviewing.

5.3. Monitor responses to emergencies

The purpose of this procedure is to ensure that information resource security controls are in place, are effective, and are not being bypassed. One of the benefits of security monitoring is the early identification of wrongdoing, new security vulnerabilities, or new unforeseen threats to information resources. This early identification can help to block the wrongdoing or vulnerability before harm can be done, or at least to minimize the potential impact. Other benefits include audit compliance, service level monitoring, performance measuring, limiting liability, and capacity planning. Security monitoring must have the capability to trigger alerts and send them to the concerned authorities.

This procedure applies to individuals that are responsible for the installation of new information resources, the operations of existing information resources, and individuals charged with information resource security.

To deliver on its core commitments and Performance Standards, must fulfill four critical functions in emergency response: leadership, information, and technical expertise and core services.

The four critical functions are listed below.

- **Leadership:** provide leadership and coordination of the health sector/cluster response in support of the national and local health authorities.
- **Information:** coordinate the collection, analysis and dissemination/communication of essential information on health risks, needs, health sector response, gaps and performance.
- **Technical expertise:** provide technical assistance appropriate to the health needs of the emergency (including the provision of health policy and strategy advice, promotion of expert technical guidelines, standards and protocols, best practices, and implementation/strengthening of disease surveillance and disease early warning systems); who will always work to ensure the provision of health services through partners and, as a last resort, will take measures to cover the critical gaps, for example through mobile clinics or other interventions.
- **Core services:** ensure logistics, office establishment, surge and human resources management, procurement and supply management, administration, finance and grant management.

Self-check 5

Written Questions

Part I: Choose the best answers among the given alternatives.

1. Which one is Successful Emergency Action Planning

- A/ Create rally points. B/Verify safe routes. C/Account for everyone D/all

2. Which one is function in emergency response:

A/ leadership B/ information C/technical expertise. D/all

II. Say true if the statement is correct and false if the statement is incorrect.

1. _____ Leadership: provide leadership and coordination of the health sector/cluster response in support of the national and local health authorities

2. _____ Investigate state of health, safety and security operations within an organization

Part III.

Answer the following questions accordingly.

1. What is a Monitor response to emergencies?

Unit Six: Implement response procedures

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- OHS management practices
- Hazard identification activities
- Risk assessments and controlling methods

Maintenance Function Repairing areas with rest of fabric This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Apply OHS management practices
- Identify hazard activities
- Perform Risk assessments and controlling methods

6.1. OHS management practices

The elements of OSH Management System are policy, organizing, planning, and implementation, measuring performance, audit, and review. OHS legislation outlines responsibilities that must be adhered to by all parties. Employer responsibilities may include:

- providing safety training and clear safety rules
- Encouraging a Health and Safety Committee – the aim of the committee is to identify areas in the workplace where changes should be made so as to create a safer working environment. This may include upgrading equipment, equipment training and safety matters
- Maintaining an injury register - so that accidents are logged for insurance and monitoring purposes. Adhering to all workplace agreements
- Providing information and written instructions in all appropriate languages
- Providing all necessary safety equipment to perform the required work – this may include gloves, masks, ear protectors, goggles, protective clothing and footwear
- Maintaining a safe workplace for their employees and monitoring health and safety issues
- Equipment and machinery must be maintained and must conform to safety standards
- Providing well-lit and ventilated places to work
- First aid must be provided to all employees when and where necessary.
- This covers employees when they are coming to and from work, provided the accident is not self-inflicted or of a malicious or willful nature.
- active participation in OHS induction training and safe work practice training involvement in hazard identifications
- involvement in risk assessments
- involvement in suggesting methods for and making joint decisions on how to eliminate or control risks
- involvement in writing parts of OHS policies and procedures

6.2. Hazard identification activities

Types of hazards

There are many hazards in the workplace and each different hospitality or generation will have their own types of hazards. That said, most hazards will normally fit into six distinct categories:

- Hazardous Substances
- Biological
- Physical
- Ergonomic
- Manual Handling
- Psychological

Types of hazardous substances include:

- **Solid** -detergents, any hard substance
- **Liquid**-boiling water, petrol, chemicals
- **Vapour** -hot air, fumes from chemicals
- **Mist** - steam.

Most People are normally exposed

Hazardous Substances by:

- Direct contact with skin
- Inhalation
- Eye absorption
- Ingestion.

Biological Hazards

- **Infections** – cuts that are not treated correctly
- **Bacteria** – whether on surfaces or airborne
- **Viruses** – normally transferred between people including cold and flu, hepatitis, HIV
- **Food poisoning** – this is unfortunately common in hotels and restaurants often caused by improper storage and handling of food, unhygienic staff, and dirty surfaces and cross contamination of cooked and raw food.

Physical Hazards

- **Noise** – this is a common hazard in loud locations such as night clubs
- **Lighting** – many hospitality venues have low lighting to create mood. This is common in

restaurants and nightclubs. In addition guests staying in hotels are unfamiliar with light switch locations and operations and may injure themselves in dark guest rooms as they try to find light switches

- **Electrical** – whether electrical sockets, cords or laying of extension cords
- **Heat and cold** – normally kitchens and night clubs are locations of extreme heat, with guest rooms and fridges commonly cold. Some hotels have centralized air conditioning and heating which transfers air to guest rooms. Guests do not have control over temperatures
- **Dust** – this is located in all locations
- **Fire and explosion** – common in kitchen and laundry areas
- **Equipment** – used in all locations
- **Working space** – hotel working spaces are often crowded.

Ergonomics Hazards

Ergonomics relates to the applied science of equipment design, as for the workplace, intended to maximize productivity by reducing operator fatigue and discomfort.

Many hotels design work spaces around the needs of the customer, or the ‘average’ staff member. For example a reception desk may be set at a height for a person who is 5 foot 7 inches. For a staff member who is 6 foot 4 inches the desk may be too low, causing back pain.

- **Tool design** – this includes furniture such as tables and chairs
- **Equipment design** – the design of equipment including ovens, stoves, vacuum cleaners
- **Job or task design** – different jobs have different tasks that need to be performed. Some jobs such as a room attendant require more physical movements that increase risk. A room attendant is required to lift beds, bend down to clean shower floors and have greater contact with chemicals. Chefs are more likely to receive cuts and burns
- **Work station design** – this relates to the work area and its immediate environment, and includes proximity of other people, access to light, air and ventilation

- **Manual handling** – this is explained below
- **Occupational over use syndrome** – injuries and strains that occur from continuing repeating the same activities such as typing, mopping, carrying heavy trays and plates.

Manual Handling Hazards

Manual Handling involves people physically moving objects with or without mechanical aids.

Manual handling activities include:

- **Lifting** – of stock, cartons and boxes
- **Carrying** – items from storage areas to trolleys, moving stock from place-to-place
- **Pulling** – boxes and cartons forward in storage areas
- **Pushing** – trolleys.

Psychological Hazards Hazard

Shift work – hospitality is one job that takes place 24 hours a day, 7 days a week. Therefore staff members may be required to work in the middle of the night or for long hours

Work load: hospitality staff members are required to work hard in physically and mentally strenuous conditions

Stress: this is natural in all jobs, regardless of industry

Dealing with the public: hospitality is all about contact with customers and providing customer service. At times, this may be stressful as the customer does not speak your language, understand culture or customs, or may simply be irrational

Harassment: when a person receives unwanted behavior. This is common in areas where patrons may be under the influence of alcohol

Discrimination - when a person is treated unfairly because of a specific trait, be it age, sex, race or culture. Given the international environment of a hospitality business, this is also common

Threat of danger: a person may have received an actual or perceived threat

Constant noise: common in nightclubs, laundries, kitchen, restaurants and busy reception and reservation areas.

6.3. Risk assessments and controlling methods

Definition risk assessment

Risk assessment is the process used to determine the likelihood that people may be exposed to injury, illness or disease in the workplace arising from any situation identified during the hazard identification process. Once the hazards have been identified, they should be listed for a risk assessment to be carried out in consultation with the relevant health and safety representatives and employees.

The purpose of risk assessment is to determine whether there is any likelihood of injury, illness or disease associated with each of the potentially hazardous situations identified in the hazard identification process by considering

Who is involved in a risk Assessment?

There are a number of people who should be involved in a risk assessment for different reasons. These people include:

General Manager – this person may or not be involved in this process, but it is important to recognize their input as they will normally approve any final decisions to be made (if major) and any related expenses

Health and Safety Committee – they are responsible for health and safety in the organization and their expertise in areas of health and safety is critical as they will be the people responsible for implementation

Department or outlet managers – as any changes will

Likely affect the operations or activities within their department and their expertise in operational areas is critical as they will be the people responsible for the outlet and the effect on staff and customers

Key departmental line staff – it is good to involve staff that will be directly impacted by the hazard for their input and to also let them know what is to take place

Any other persons who conducted the workplace inspection – they had first-hand knowledge of the hazards identified and will be able to provide further information or explanation

External experts and consultants – in areas requiring specific expertise their input will be welcomed. They will also have solutions to controlling hazards and their risk.

Once the correct people have been identified to participate in the assessment process they should be notified accordingly. Once you have decided the participants who are required to attend a risk assessment you need to schedule the actual event.

The event normally will involve a meeting of key personnel, most of who are busy and therefore require adequate notice of:

- The date, time and location of the meeting
- what will be discussed and
- What they need to prepare before the meeting.
- Arrange meeting activities
- Identify meeting leader or organizer

There is normally a specific person who has asked for the meeting to be prepared. It is vital to talk to that person to gain an understanding of how they would like the meeting to be prepared and what resources they need.

Identify date, time and location

It is vital to get this information before major arrangement can commence .Book meeting facility

Once the date, time and location have been determined, it is important to book or reserve the venue in adequate time. meetings may be held in an office, a boardroom or conference room within the hotel or at an external venue.

Prepare information and agenda

An agenda is simply a list of things to be discussed at a meeting. Most agendas take the shape of a one-page document and are given out to the expected participants, prior to the meeting. In informal meetings, quite often the agenda is handed out prior to the commencement of the meeting, just as the participants are arriving.

An informal agenda may include the following:

- Title stating name of meeting
- Date of meeting
- Time of meeting

- Place of meeting
- A list of participants, their title and their Position
- • of topics for discussion

Notify people: You may be required to notify a range of people that a meeting is scheduled. This

- General Manager
- Health and Safety Committee
- Department or outlet managers
- Key staff.

Arrange venue layout: Once you have access to the venue, it is important to arrange it in a manner that reflects the type of meeting to be conducted. Layout aspects to be arranged include: Tables and Chairs for speakers and participants, surrounding furniture. Arrange Equipment the type of equipment required for a risk assessment meeting may include:

- Data Projector and screen
- Internet connection or ‘Wi-Fi’
- Whiteboards and or electronic whiteboards
- Flip carts, butchers paper and pens.
- It is important that all participants have all the necessary tools
- at their disposal to record information.
- Most participants will expect these to be provided.
- Effective meeting planners will arrange:
- A ‘Stationery kit’ which comprises a ruler,
- pencils, pens, scissors, highlighters, glue, pins, ‘blue tak’, calculator, laser pointer, whiteboard markers, eraser, stapler, staple remover and hole punch.
- Pens and pads
- Name badges

- Place settings
- Water glass
- Mint

✓ Investigations

Most incidents occurrences that result in death, injury or illness and dangerous occurrences where there is the potential to cause death, injury or illness are likely to have a number of causes.

Regular inspections and consultation between management and employees will assist in preventing many incidents from occurring. When incidents do occur, they should be investigated thoroughly to identify all underlying causes and develop suitable risk controls.

Factors that may contribute to incidents include:

- Unguarded machinery hazards
- Inadequate maintenance resulting in broken or malfunctioning machinery
- Using incorrect materials
- Failure to establish or follow safe working practices
- Pressure to override safe working practices
- Inadequate training and supervision
- Environmental factors such as excessive noise, heat or cold
- Excessive work or production schedules
- Incorrect work procedure
- Blocked aisles or passages
- Housekeeping problems.

Classification of risk

It is important to record the identified hazards and classify them according to type of potential injury or illness, for example:

- Hazards that could kill or cause serious injury, permanent disability or ill health
- Hazards that might cause injury or illness resulting in an employee being off work for several days
- Hazards that might cause injury or illness resulting in an employee requiring first aid.

Risk level formula

General guidelines on principles, systems and supporting techniques‘ sees risk assessment as critical to risk control measures and uses the following formula to determine risk level:

Risk level = Consequence x Exposure x Probability

Consequence is _the outcome severity (injury/illness) of the scenario

Exposure is _frequency and duration of exposure of persons to the chosen hazard‘

Probability is the _likelihood or chance that the chosen sequence and consequence will occur‘.

Risk control: Risk control means taking actions to eliminate or reduce the likelihood that exposure to a hazard will result in injury or disease. The term -as far as is reasonably practicable is defined in the OHS Act as taking into account:

- The likelihood of a hazard or risk occurring (i.e. the probability of a person being exposed to harm)
- The degree of harm that would result if the hazard or risk occurred (i.e. the potential seriousness of injury or harm)
- What the person concerned knows, or ought reasonably to know, about the hazard or risk and any ways of eliminating or reducing that hazard or risk
- The availability and suitability of ways to eliminate or reduce the hazard or risk
- The cost of eliminating or reducing the hazard or risk

Page 59 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

Self -check 6

Written Questions

Part I: Choose the best answers among the given alternatives.

1. Which one is Psychological Hazard

A/ Shift work. B/ work load. C/ harassment D/ all

2. Which one is Manual Handling Hazards?

A/: Lifting B/ Carrying C/ Pulling D/ Pushing E/ all

2. Which one is Ergonomics Hazards

A/ Tool design B/ Equipment design C/ Job or task design D/ all

II. Say true if the statement is correct and false if the statement is incorrect.

1. _____ Risk control means taking actions to eliminate or reduce the likelihood that exposure to a hazard will result in injury or disease

2. _____ Risk level = Consequence x Exposure x Probability

Part III.

Answer the following questions accordingly.

1. List down biological hazard

Unit Seven: Implement response procedures

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Consulting with personnel
- Implementing control measures
- Using a five-step hierarchical approach

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning unit, you will be able to:

- Consult with personnel
- Perform Implement control measures
- Use five-step hierarchical approach

7.1. Consult with personnel

Employers are required to consult with their employees about health or safety matters that directly affect them. Employers must consult directly with affected employees on OHS actions including when they are:

- Identifying or assessing hazards or risks arising from the activities of the business
- Deciding on measures to control these risk
- Deciding on the adequacy of employee facilities
- Deciding on procedures for resolving health or safety issues arising from the activities of the business, consultation, monitoring employee health and workplace conditions, and the provision of information and training
- Determining the membership of any health and safety committee
- Proposing changes that may affect health or safety.
- Consultation means that employers must share information with employees, give them a reasonable opportunity to express their views and take those views into account.
- Procedures for consultation that have been agreed on must be adhered to. Where employees are represented by a health and safety representative (HSR), the consultation must involve that HSR.
- OHS legislation requires employers to ensure their staff
- Aware of all OHS requirements that attach to any job staff undertake in the workplace.



Page 62 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

Supervisors and managers with OHS responsibilities can discharge their duty to make sure staff are aware of relevant OHS information can be achieved in several ways including:

The workplace structure that exists in terms of OHS committees and groups as well as relevant other personnel such as OHS Officers, Health and Safety Representatives. Verbal notification as part of the structured Induction and Orientation program Provision of printed material to support the verbal advice including:

Work Instructions

Job Safety Analyses

Standard Operating Procedures (SOPs)

Establishment policies relating to Safety

Use of equipment, chemicals and materials

Workplace bullying

Sexual harassment

Mechanisms available in the workplace for notifying management of unsafe practices

Checklists to follow prior to, or as part of, undertaking workplace tasks

Material Safety Data Sheets Alerts, Guidance Notes, Codes of Practice and similar other materials freely available

Practical instruction and demonstration of the safe working procedures for the tasks that new staff are expected to perform immediately as part of their allocated workplace duties

This instruction and training must then be supported by:

Supervision of staff activities to make sure they are working correctly and safely



Page 63 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

Monitoring of their activities on an ongoing basis.

- OHS discussions with all employees during the course of each business day
- a diary, whiteboard or suggestion box used by staff to report issues of concern
- regular staff meetings that involve OHS discussions
- special staff meetings or workshops to specifically address OHS issues
- surveys or questionnaires that invite feedback on OHS issues
- informal meetings with notes
- formal meetings with agendas, minutes and action plans discussions with and reports to formal OHS representatives and committee members

7.2. Implement control measures

During an inspection, identify unsafe conditions and acts that may cause injury so you can take corrective measures. Follow these guidelines:

Use a checklist to ensure that your inspection is thorough and consistent with previous inspections.

Ask yourself what hazards are associated with the job that you are observing or that would be performed in that work area.

Observe how workers perform tasks.

- Do they follow safe work procedures and use personal protective equipment, as required?
- Ask workers how they perform their tasks.
- Talk to workers about what they're doing. Ask them about concerns they may have about health and safety.
- Record any unsafe actions or conditions that you observe.
- What should inspections focus on?
- improper storage of materials (for example, in front of emergency exits or electrical panels, or blocking aisles or stairs)
- accumulation of liquid or grease on floors

Page 64 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

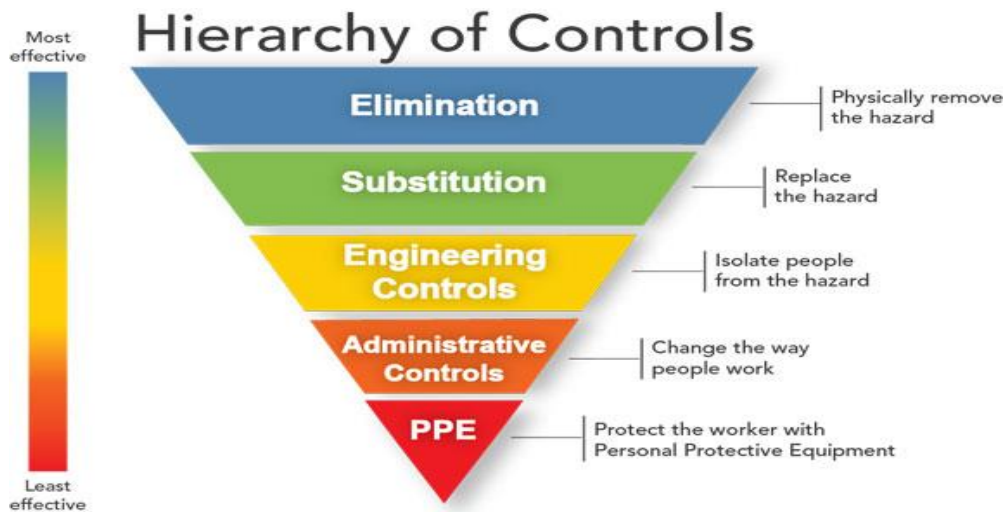
- failure to put a sign or barrier near wet floors
- dull knives
- lack of guarding on mixers and other equipment
- lack of visibility through swing doors
- poor maintenance of equipment such as dollies and carts
- Safe work procedures
- What should happen after the inspection?
- Take action after the inspection

7.3. Using a five-step hierarchical approach

The Hierarchy of Control is a list of control measures in descending order of effectiveness that may be applied to specific risks only after an assessment has been made of all possible risk controls. This highlights the need for time, planning and consultation throughout the entire process. While it is preferred that hazards and risks are subject to planned and comprehensive procedure, if there is an immediate risk to health and safety, you must make sure the activity in question is ceased until measures are taken to remove the immediate risk. In most cases, effective control of a risk requires a combination of the following controls to be applied. In addition it is vital to make sure that the introduction of a control measure doesn't create another,

The hierarchy of controls should always be used to eliminate or reduce exposure to hazards.

Page 65 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022



CONTROL TYPE	EXAMPLES
Elimination/Substitution	Remove the hazard from the work site or replace the hazardous material and/or equipment with less hazardous ones
Engineering Controls	Introducing designs or modifications to buildings, equipment, ventilation systems, and/or process to reduce exposure levels
Administrative Controls	Introducing policies, guidelines, safe operating procedures and/or exposure control plans

CONTROL TYPE	EXAMPLES
Personal Protective Equipment	Introducing gloves, respirators, hearing protection, lab coats, and/or steel toed shoes

Elimination : At the top of the hierarchy of control is elimination. It is the best option for controlling hazards but is not always available or practicable. Elimination means changing the procedure so that it does not have to take place at all. For example: A cleaning process which uses ultrasound instead of a chemical avoids the need for the chemical in the workplace Buying pre-cut steaks eliminates the need for slicing Getting rid of noisy equipment or facilities. Elimination of hazardous substances should always be the priority simply because this is the most effective way of making the workplace safe.

Isolation: involves separating the risky process from people, either by distance or by using barriers to prevent exposure:

Placing a noisy piece of equipment in a soundproof box or behind a baffling wall Physically stopping people (customers) from coming into contact with the hazard Moving the hazard to some distant location Locking dangerous items away out of reach of un authorized contact. Engineering control

Engineering controls

Engineering controls include plant or processes which

- minimize the generation of risk
- Suppress or contain the risk
- Limit the risk in should an event occur

Examples include:

Ventilation booths for spray painting

Machine guards to prevent clothing, Jeweler and body parts being caught in equipment

- Machine operation controls such as _Emergency Stop ‘buttons,
- automatic cut-offs, the ability to remotely operate an item
- Ventilation – exhaust fans to remove dust, smoke
- Wetting down techniques to reduce dust
- Changing the height of work levels to minimize bending and twisting during manual handling.

Administrative controls

If it is not practicable to make the workplace itself safe it is necessary to look for _safe

person‘ options, which are a lower priority because they depend on people —doing the

right thingAdministrative controls are safe work practices which help to reduce employee exposure

to risk. For example:

- Restricting access to certain areas at certain times
- Good housekeeping, including regular cleaning of work areas and regular and appropriate maintenance of workplace items and equipment
- Changing purchasing procedures so substances are supplied in ready-to-use containers and decanting is not required
- Providing trolleys to move items

Page 68 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

- Providing accurate work instructions and methods of work (workpractices, standard operating procedures)
- Changing work practices to include job rotation (but note this, on its own, is generally regarded as an insufficient control method)
- Shorter working periods for jobs performed under difficult conditions such as in extreme cold, heat, noise or vibration
- Providing training – such as in lifting and manual handling techniques.
- The effective use of administrative controls relies on full cooperation of employees, so it is essential that extensive consultation occurs during their development and implementation.
- Adequate supervision and training are also very important.

Personal protective equipment and clothing Personal protective equipment (PPE) and clothing includes such things as:

- Eye protection – goggles, face masks, visors
- Respiratory protection
- Gloves and gauntlets
- Safety shoes and boots including clogs ‘ for kitchen workers Protective clothing aprons, thermal wear,
- Pull off ‘ties for security staff
- Head protection: hard hats, and caps for food handlers.

Page 69 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

- Personal protective equipment is generally the least effective way to control risk and should only be used if you can't reduce the risk enough using other means. It should then be used in conjunction with other measures.

Page 70 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

Self-check 7

Written Questions

Part I: Choose the best answers among the given alternatives.

1. Which one is Engineering controls

A/ minimize the generation of risk B/ Suppress or contain the risk

C/ Limit the risk in should an event occur D/ all

2. Which one is Personal protective equipment?

A Eye protection – goggles, face masks, visors

D/ Safety shoes and boots

B./ Respiratory protection

E/ all

C/ Gloves and gauntlets

Part II. Say true if the statement is correct and false if the statement is incorrect.

1. _____ At the top of the hierarchy of control is elimination

2. _____ Ventilation – exhaust fans to remove dust, smoke

Part III.

Answer the following questions accordingly.

2. List down Hierarchy of Control

Reference

- <https://www.careemergencytoolkit.org/wp-content/uploads/2017/03/CI-Personal-Safety-and-Security-Handbook-updates-2018-ENGLISH.pdf>
- https://www.ucop.edu/safety-and-loss-prevention/_files/ucop-risk-safety/staff-emergency-procedure
- <https://egyankosh.ac.in/bitstream/123456789/47230/1/Unit-1.pdf>
- O'Fallon, Michael J; 2010 (5th edition); *Hotel Management and Operations*; Wiley
- Satin, Morton; 2008 (2nd edition); *Food Alert!: The Ultimate Sourcebook for Food Safety*; Facts on File
- <http://wwlp.com/2017/08/02/american-heart-association-releases-new-cprguidelines/>.

Page 72 of 74	Author/Copyright Ministry of Labor and Skills	Perform Safety and Security Procedures	Training module Version -1
			December, 2022

Participants/developer

Name	Sex	Qualification (Level)	Field of Study	Experience	Organization/ Institution	Mobile number	E-mail
Asteway Admasu	F	B	Hotel and tourism management	7yrs	TTI	0943824862	astewayadmasu2@gmail.com
Hana mariyam Dereje	F	B	Hotel management	7yrs	APTC	0922228784	Derejehani@gmail.com
Fetiya Jemal	F	B	Hotel and tourism management	13yrs	YIC	0946681167	Jemalf205@gmail.com
Tewodros Wendafrash	M	B	Hotel management	20yrs	H/P/T/C	0926440271	tediwandafrash@gmail.com
Adugnaw Muche	M	B	Hotel management	5yrs	B/dar PTC	0918253770	Adugnawmuche21@gmail.com
Zebene Gebre	M	B	Hotel management	13yrs	W/sodo poly	0920256388	Zebenegebre@gmail.com
Solomon Tadesse	M	B	Hotel management	14yrs	W/ro siheen PTC	0910805056	Solomontadesse1976@gmail.com

