



Hospitality and Catering SOP

SOP Number:

192-08-2015

Academic Year:

2023/2024 ONWARDS

Date Of This Issue: March 2024

Responsible Owner: Head of School of Hospitality, Management, Tourism and Languages

Summary of Contents

In compliance with legislation and in line with the College's Health & Safety Policy and risk assessment process, these Standard Operating Procedures (SOPs) provide Hospitality and Catering staff and students with guidance and procedures to ensure they are kept safe from harm so far as is reasonably practicable.

RO Review Information:

Reviewed: August 2023

Next Review Due: August 2025

Requires CMT Approval (yes/no):

No

Previous Reference (for control purposes)

045-08-2013: Personal Hygiene, Uniform & Fitness to Work

042-08-2013: Work Related Contact Dermatitis

043-08-2013: Preventing Sprains and Strains

044-08-2013: Preventing Slips, Trips and Falls

046-08-2013: Knives and Sharp Tools

047-08-2013: Use of Kitchen Tools

048-08-2013: Kitchen Processes

044-08-2013: Use of Portable Electric Equipment

050-08-2013: Handling Hot Substances/
Equipment

051-08-2013: Use of Fixed Appliances

First Created: May 2013

Last CMT Approval Date: June 2013

Date of Equality of Opportunity and Good Relations Screening (Section 75):

Date Policy Screened – December 2016

Date of Last Accessibility Screening:

March 2024



Contents

1.0	CHANGE HISTORY	1
2.0	BACKGROUND.....	1
3.0	SCOPE.....	1
4.0	PERSONAL HYGIENE, UNIFORM AND FITNESS TO WORK	2
5.0	PREVENTING WORK RELATED DERMATITIS	3
6.0	PREVENTING SPRAINS AND STRAINS	5
7.0	PREVENTING SLIPS, TRIPS AND FALLS.....	6
8.0	WORKING SAFELY WITH KNIVES AND SHARP TOOLS	8
9.0	SAFE USE OF KITCHEN TOOLS.....	9
10.0	SAFE KITCHEN PROCESSES	10
11.0	SAFE USE OF PORTABLE ELECTRICAL EQUIPMENT.....	12
12.0	SAFE HANDLING OF HOT SUBSTANCES AND EQUIPMENT	17
13.0	SAFE USE OF FIXED APPLIANCES	18
14.0	PROCEDURES FOR SPECIFIC EQUIPMENT	20
15.0	COMMUNICATION PLAN.....	25
16.0	REVIEW	25
	APPENDIX 1: DOCUMENT CHANGE HISTORY	26

1.0 Change History

Changes to this SOP are documented in Appendix 1 of this document. When reading electronic copies of this document, [you can click here to view the change history](#).

2.0 Background

- 2.1 In compliance with current legislation and in line with the College's Health & Safety Policy and risk assessment process, this Standard Operating Procedure (SOP) provides hospitality and catering staff and students with guidance and procedures in relation to personal hygiene, wearing of uniform and fitness to work.
- 2.2 Although workshop staff have day to day prime responsibility for safe working practices within the areas under their control, this does not preclude the responsibilities of all staff or students of their legal duties to safe working practices and a safe environment under the Health and Safety at Work (NI) Order 1978.
- 2.3 Staff and students have a duty to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. To this end, staff and students should correctly use all work items and procedures provided in accordance with their training and the instructions they receive.

This SOP acknowledges the College's duties under the Special Educational Needs and Disability Order (SENDO) 2005 and the Disability Discrimination Act 1995 (DDA) and the Disability Discrimination (NI) Order 2006 (DDO). However, where there is a conflict between the need to make reasonable adjustments and the duty of care, then Health and Safety will be the priority. Where a tutor identifies a student has a complex medical condition or other social or behavioural issue which could present significant risk to the student, other students, staff or have significant impact on the delivery of the programme, a formalised risk assessment of their complex needs will be required and this should be raised with Learning Support – see link to access the [Learning Support SOP.pdf](#)

3.0 Scope

- 3.1 All hospitality and catering staff and students must be aware of, and adhere to, the following procedures set out in Sections 4– 13. Disciplinary action may be taken against staff or students failing to comply with procedures.

Section 4	Personal Hygiene, Uniform and Fitness to Work
Section 5	Preventing Work Related Contact Dermatitis
Section 6	Preventing Sprains and Strains
Section 7	Preventing Slips, Trips and Falls
Section 8	Working Safely with Knives and Sharp Tools
Section 9	Safe Use of Kitchen Tools
Section 10	Safe Kitchen Processes
Section 11	Safe Use of Portable Electric Equipment
Section 12	Safe Handling of Hot Substances and Equipment
Section 13	Safe Use of Fixed Appliances

- 3.2 Hospitality and Catering appliances must only be used by trained and authorised staff and students. This training must be recorded.
- 3.3 **ALL users of the kitchen must be fully aware of the location of the COSHH Register.** COSHH registers containing an indexed list of separate loose Materials Safety Data Sheets (MSDS) for all hazardous substances must be kept up to date by the allocated member of staff and prominently located in each kitchen. This working document should be a ring-binder type file which allows loose sheets to be easily removed and replaced as necessary to ensure the register is up to date at all times. MSDS information (including handling and storage instructions) and control measures for harmful substances must be complied with in addition to the procedures set out below.

4.0 Personal Hygiene, Uniform and Fitness to Work

4.1 Personal Hygiene

- Fingernails should be clean and trimmed (no polish to be worn).
- Long hair should be tied back. Loose hair should be tucked into a hat and hairnet worn if required.
- Facial hair (beards and moustaches) should be kept clean, short and neat. Individuals with longer beards may be asked to wear a beard snood.
- Only light makeup may be worn.
- The only jewellery permitted is a plain wedding band.
- Piercings must be covered with a waterproof, highly visible dressing.
- No strong perfumes or aftershaves should be worn as they may taint the food.
- Hands must be washed with bacterial soap on entering the kitchen, between handling raw and cooked foods, after cleaning, after handling waste, after using bathroom, eating, smoking or blowing your nose.
- Do not touch nose, ears, hair or mouth when handling food. Never sneeze, cough or blow nose near food.
- Students must inform their tutor before class if they have an upset stomach or an infected wound.
- Make sure all cuts and sores are covered with a waterproof, highly visible dressing.
- Avoid unnecessary handling of food.
- Do not sit on work benches.

4.2 Uniform

Staff must wear clean chef's or catering uniform as appropriate to their role, but this must also include:

- Clean apron
- Chef's hat
- Hairnet or beard snood if required (long hair must be tied back)
- Safety shoes with reinforced toes and slip resistant soles. (These may be chef's clog style or fully enclosed low-heeled shoes)

Students on professional cookery courses must wear full uniform at all times:

- Clean chef's white jacket
- Clean chef's trousers or checks

- Clean apron
- Chef's hat
- Hairnet or beard snood if required (long hair must be tied back)
- Safety shoes with reinforced toes and slip resistant soles. (These may be chef's clog style or fully enclosed low-heeled shoes)

Students on leisure cookery courses must wear a minimum of:

- Clean apron
- Chef's hat and hairnet if required (long hair must be tied back)
- Fully enclosed low-heeled shoes with slip resistant soles

Front of House Students serving food must wear:

- Uniform to be agreed at local campus level but must include:
- Fully enclosed flat-heeled black shoes (pump type shoes are not suitable footwear for food service activities)

4.3 Failure to Wear Uniform

No staff or student will be permitted to work in the kitchen without appropriate uniform.

The College does not normally stock spare uniform items. However, some items may be available within individual campuses. Where no spare items are available, students presenting for classes without the required uniform will be sent home and marked as an unauthorised absent from class. Parents or guardians of students under 18 years will be notified on such occasions.

4.4 Fitness to Work

Diarrhoea and/or vomiting are the main symptoms of illnesses that can be transmitted through food. Staff or students handling food or working in a food handling area must report these symptoms to their supervisor immediately.

Staff or students with these symptoms must be excluded from working with or around open food, normally for 48 hours from when symptoms stop naturally.

It is reasonable to presume that a single bout (e.g. one loose stool) or incidence of vomiting is not infectious if 24 hours have elapsed without any further symptoms and this is not accompanied by fever. In this case, as long as there is no other evidence to suggest an infectious cause, the person would only pose a very low risk of being infected and could resume work before the 48-hour limit.

More detailed information, best practice and guidance can be found in:

[Food Handlers - Fitness to Work \(Food Standards Agency 2009\)](#)

5.0 Preventing Work Related Dermatitis

5.1 About Contact Dermatitis

Contact dermatitis is inflammation of the skin caused by contact with a range of materials. These include detergents, toiletries, chemicals and even natural products like foods and water (if contact is prolonged or frequent). It can affect all parts of the body, but it is most common to see the hands affected.

The signs and symptoms of the different types of dermatitis are similar. Dry, red and itchy skin is usually the first sign. Swelling, flaking, blistering, cracking and pain can follow.

Sometimes the consequences of contact with a material are immediately visible.

Sometimes contact occurs without apparent effect. However, every contact can cause minute amounts of 'invisible' damage to the skin that can build up until more serious signs are seen. Staff and students should not be lulled into a false sense of security.

There are three main types of contact dermatitis:

- **Irritant Contact Dermatitis**

Irritant contact dermatitis is caused by things that dry out and damage the skin, eg detergents, solvents, oils and prolonged or frequent contact with water.

- **Allergic Contact Dermatitis**

Allergic contact dermatitis occurs when someone becomes allergic to something that comes into contact with their skin. The allergic reaction can show up hours or days after contact. Common causes include chemicals in cement, hair products, epoxy resins and some foods.

- **Contact Urticaria**

Urticaria is a different kind of allergy. It occurs within minutes of the material touching the skin. Things like plants, foods and natural rubber latex gloves can cause it.

5.2 Avoid Direct Contact

Avoid direct contact between unprotected hands and cleaning products, water and food where this is sensible and practical. For instance:

- Use a dishwasher rather than washing up by hand
- Use tools such as tongs to handle food rather than hands
- Use a food processor for chopping or mixing

5.3 Protect Skin

Protect the skin. Avoiding contact will not always be possible so:

- Wear non-latex gloves where you can and particularly when carrying out all dishwashing and cleaning activities.
- Information on types of gloves to wear will be supplied with the cleaning products.
- Where you wear gloves for handling food, remember your food safety training, so wash your hands before and after wearing gloves, avoid cross contamination, use single-use disposable gloves.
- Provide soft, disposable paper towels for drying the skin.
- Also protect the skin by moisturising as often as possible and particularly at the end of the day – this replaces the natural oils that help keep the skin's protective barrier working properly.
- Use appropriate creams that will not contaminate food or cause cross-contamination, eg from a dispenser, hypoallergenic, and either non-tainting or free of fragrance and free of nut oil.

5.4 Check Skin

Check hands regularly for the first signs of dermatitis – itchy, dry or red skin: When dermatitis is spotted early, it can be treated, which can stop it from getting too bad.

6.0 Preventing Sprains and Strains

6.1 Manual Handling

- The demands (weight/distance) of the task should be reasonable, bearing in mind the size, and strength and abilities of the individual(s) concerned.
- Pregnant staff are not tasked with any unnecessary manual handling jobs. Reference should be made to SERC's SOP in relation to New and Expectant Mothers.
- The load to be handled is of reasonable shape and size and that, if necessary, there are proper carrying handles or lifting straps available.
- The handler is not likely to endanger themselves by handling the load in risk areas, e.g. staircases, confined spaces.
- Adequate resting time is allowed (this may need to be mid-journey or between repetitive journeys).
- Protective clothing, e.g. gloves and shoes with protective toes are issued and worn where necessary.
- Where appropriate mechanical aids, e.g. trolleys, sack trucks and wheeled dollies are available.

6.2 Lifting and Carrying

- Consider if help is required.
- Remove obstructions and be able to see where you are walking.
- Position the feet apart to give a stable base. Bend at the knees, keeping back straight, shoulders level and facing in the same direction as hips.
- Grasp the load firmly, ensuring a secure grip. Lift smoothly and don't twist the trunk when turning. Keep the load and heaviest side close to the body.
- Keep well clear of moving vehicles.
- Make yourself heard when necessary.
- Put the load down then slide into position.
- Safely stow goods away from public walkways.
- Ensure that the load, both carried and stowed, is free from sharp protrusions, or that these are protected at the start.
- Stop work in the event of a spillage or accident which could endanger others.
- Do not carry too much, run when carrying, or carry a poorly balanced load.

6.3 Moving Furniture

- Use trolleys, etc that are provided.
- Get help rather than risk it on your own.
- Do not try to move the furniture without consideration of the safety implications.
- Before lifting, ensure that nothing on the furniture will fall off whilst being transferred to another point.
- Ensure there are no obstacles along the path the furniture is to be carried.

6.4 Pushing & Pulling a Trolley or Laundry Bin

- Be able to see where you are walking.
- Push the trolley rather than pulling the trolley to avoid strains.
- Do not carry too much weight on the trolley, or carry a poorly balanced load.
- Get help rather than risk it on your own.

High Level Work

- Under no circumstances are staff or students allowed to climb on racking or shelving.
- Use secure stepladders – never a chair/table, etc.
- Ask for assistance.
- Never over-reach from or “jump” a ladder.
- Ensure stepladders and other access equipment is in good repair.

7.0 Preventing Slips, Trips and Falls

Slips and trips are the most common cause of major accidents at work and are a particular problem in catering and hospitality sectors. Most slip injuries happen on wet floors or floors contaminated with food debris or oil. Most trips are due to poor housekeeping.

7.1 Organise the Workplace

- Ensure lighting is adequate.
- Ensure there is sufficient room to operate safely.
- Arrange workflows to avoid bottlenecks. Where possible, use a one-way system, with ‘in’ and ‘out’ doors.
- Have good extraction and ventilation to remove steam and grease before it becomes deposited.
- Site any ‘messy’ operations away from walkways and thoroughfares.
- Provide enough waste bins in convenient locations.
- Provide suitable floor mats to stop water being walked into the kitchen or service area on people’s shoes from inside and outside.
- Provide and use safe access equipment for reaching heights.
- Clearly mark walkways. Highlight any changes in levels, steps or uneven walking surfaces, ensuring high-visibility nosing strips on the edges of steps are secure. Fit handrails where necessary.
- Organise deliveries so they do not become obstructions in walkways.
- Make sure there is enough storage space for ingredients/equipment in daily use.
- Keep fire routes and exits clear at all times.

7.2 Good Housekeeping

- Clean and tidy as you go - don’t rely on others to do it for you.
- Use the waste bins.
- Don’t leave items on the floor.
- Keep floor, access routes and stairs clean and clear.

7.3 Safe Systems of Work

- Walk, do not run.
- Monitor wet surfaces (any surface that is walked on).

- Don't allow things to boil over and contaminate the floor.
- Avoid contaminating the floor with dry materials (like plastic bags or flour dust).
- Use lids and covers on pans or containers especially when they are being carried.
- Reduce the need to carry, pushy or pull heavy or bulky loads by providing trolleys, carts or other manual handling aids.
- Maintain equipment to prevent any leaks of oil, water etc.
- Promptly report and deal with equipment faults.
- Allow sufficient time for actions required.
- Check the customer side of counters where applicable.

7.4 High Level Work

- Under no circumstances are staff or students allowed to climb on racking or shelving.
- Use secure stepladders – never a chair/table, etc.
- Ask for assistance.
- Never over-reach from or “jump” a ladder.
- Ensure stepladders and other access equipment is in good repair.

7.5 Correct Footwear

- Students of professional cookery courses **MUST** wear safety shoes with reinforced toes and slip resistant soles at **ALL** times. (These may be chef's clog style or fully enclosed low-heeled shoes.)
- Students on leisure cookery courses **MUST** wear fully enclosed low-heeled shoes with slip resistant soles.
- Front of House students serving food **MUST** wear fully enclosed flat-heeled shoes (not pump style shoes).

7.6 Clean and Dry Floors

- Stop the floor getting wet or contaminated.
- Choose the timing of routine floor cleaning so people are not put at risk and hygiene is not compromised.
- Report and deal with any wet surfaces, spills, trailing cables or obstructions immediately.
- Ensure a spills procedure is in place and used:
 - > Clean up spills immediately.
 - > Do not use cardboard to soak up spills – do it properly.
 - > Oil or fat spills need to have the oil spill kit placed on them immediately and then the surface needs to be cleaned with a degreaser and polished dry.
 - > Do not leave floors wet after cleaning.
 - > If 'clean-to-dry' is impossible, use barriers and 'wet floor' signage to keep people off the wet area until completely dry.
 - > Use cleaning methods that don't spread the problem. It is often better to deal with small spillages using a paper towel instead of a mop that wets the floor.

7.7 Training

- Catering staff and students should be trained and informed on the significance of spillages, 'cleaning as you go'; reporting equipment defects; how to use and care for safety measures (including footwear); the importance of thorough cleaning and drying of floors; and reporting incidents as soon as they happen.

Involve Everyone

- Involving everyone when looking at risks and agreeing safety measures is likely to improve compliance.
- Consult safety representatives who may identify hazards, problems or solutions not considered.

8.0 Working Safely with Knives and Sharp Tools

8.1 Using Knives

- Only use knives for cutting and slicing food. Never use a knife as a can opener.
- Use the correct size and type of knife for the task.
- Keep knives sharp and well maintained.
- Inform all staff and students when knives have been newly sharpened.
- Use protective equipment as required - a suitable protective mesh glove may be worn on the non-knife hand.
- Always cut on a stable and secure surface. A damp cloth under a cutting board will help to keep it from moving. Cut away from your body and fingers.
- Always lay a knife down with the blade pointing down and facing away. Never try to catch falling knives - step back and let it fall. Only pick it up when it has stopped moving.
- Carry one knife at a time, with the tip pointing downwards at your side – never in your pocket.
- Wash knives separately and carefully by hand in the sink. Never leave them immersed in water. Only staff may put knives in the dishwasher – handle side up.
- Store knives separately, safely and securely after use on a magnetic knife holder or in a dedicated container with handles facing the same way.
- Report broken or damaged equipment to a technician.
- Never carry on conversations with others whilst working with knives. Never engage in horseplay with a knife.

8.2 Sharpening Knives

Using a Knife Sharpening System

- Only trained staff may use the knife sharpening system.
- Only straight edged knives (NOT serrated edged knives) can be sharpened with a knife sharpening system.
- Ensure the knife and its handle are clean before sharpening to prevent the knife slipping and the knife sharpener being contaminated with grease and food debris.
- Ensure your 'handle' hand is always under the guard when using the knife sharpening system.
- Take great care when handling knives both before and after they have been sharpened.

- After sharpening, always wash your knife to remove any filings that might be on the blade and always alert staff to the fact that knives have been sharpened.

Using a Steel

- Only straight edged knives (NOT serrated edged knives) can be sharpened with a steel. Ensure the knife, its handle and the steel are clean before sharpening to prevent the knife slipping.
- Stand on a clean, non-slip level surface where you will not be knocked or distracted.
- Hold the knife in your dominant hand and the steel in the other hand. Ensure you keep your fingers behind the guard on the steel.
- Hold the steel either vertically with the point resting firmly on a non-slip surface such as a chopping board, or horizontally.
- Rest the knife on the steel so that they touch near their handles, with the knife tip and cutting edge pointing away from you. Position the knife at 45 degrees to the steel like an open pair of scissors, and also slant it outwards somewhat so that only the cutting edge of the knife is in contact with the steel. The amount of slant depends on the cross-section shape of the cutting edge of your knife.
- Draw the knife along the steel keeping the same slant and the 45 degree scissor angle. As you move the knife along the steel the portion of blade in contact with the steel should progress towards the point of the blade. Repeat.
- After sharpening, always wash the knife to remove any filings that might be on the blade and always alert staff to the fact that knives have been sharpened.

9.0 Safe Use of Kitchen Tools

9.1 Clingfilm Cutters

- Only use the cutter if you have been instructed in its use.
- Ensure that the cutter is not used with wet or damp hands, which may cause you to slip.
- Ensure fingers are kept well away from the cutter when cutting cling film.
- Take care when opening the cutter as this allows access to the blade.
- Do not use the cutter to cut anything else apart from cling film.

9.2 Mandolins

- All staff and students to be trained prior to use of mandolin.
- Ensure that mandolin is well maintained.
- The guard must be used in conjunction with the mandolin to prevent cut and laceration injuries to staff.
- Ensure the working area is stable and free from obstructions likely to impede use.
- Ensure that the blade of the mandolin is kept sharp.

Cleaning

- Use hot soapy water.
- Exercise care when washing sharp blade/attachments. Never place these into a sink of water, always place on the side in clear view.

9.3 Can Openers

- Ensure that the base plate is firmly affixed to the table.
- Take care when dropping the arm of the opener that your fingers are well out of the range of the cutting edge.
- Take care when removing tin lid (jagged cut edges).
- Remove food from tin, then replace lid on the tin in order to prevent sharp waste becoming a hazard.
- Carefully wash the opener after use to prevent bacterial growth.

9.4 Gel-Filled Chaffing Dishes

Use

- Only trained staff should use or clean the chafing dish.
- Ensure chafing dishes are placed on stable surfaces away from main access routes.
- Only proper fuel should be used.
- Ensure that appropriate firefighting equipment is available in the room where the chafing dish is to be used.
- Light the burner using a lighted taper or battery operated igniter. Matches or cigarette lighters should not be used at the appliance but only to light a taper.
- If appropriate keep a lid on the food container to keep the food as hot as possible
- If appropriate stir the food in the dish whilst on the burner to ensure even heat distribution.
- Use oven gloves/cloths if there is a need to hold or move hot food containers.
- NEVER leave the chafing dish unattended.
- NEVER attempt to move lighted chafing burners.

Cleaning

- Ensure the chafing dish is cold before cleaning commences.
- Use warm soapy water with a scrubbing brush, non-abrasive pad and sponge.
- Follow the manufacturer's instructions and wear the required protective equipment - protective gloves.

10.0 Safe Kitchen Processes

10.1 Receiving and Storing Goods

- Inspect goods thoroughly for packaging defects.
- Check the dates and provenance of goods where necessary.
- Wear protective gloves where necessary due to type of package, eg wooden crates.
- Decant to safe container if appropriate.
- Lift heavy packages properly to avoid back strain.
- Unpack all boxes before putting into storage.

10.2 Storage

- Store items in designated areas – never passageways, staircases, fire exit routes, etc.
- Put equipment away in a clean and orderly fashion; do not leave on the floor.
- Store in appropriate area. If relocated, notify your colleagues.

10.3 Monitoring Fire Escapes

- All fire exit doors and thoroughfares must be kept clear of obstructions at all times.

Wet Surfaces

- Wet surfaces refer to surfaces that staff, students and the public may walk on.
- Safety shoes with reinforced soles and slip resistant soles **MUST BE WORN** at ALL times – these may be chef's clog style or fully enclosed low-heeled shoes.
- Maintain equipment to prevent any leaks of oil, water etc.
- Use lids and covers for containers; use a trolley to transport containers of liquids.
- ALWAYS 'Clean as you go'.
- All spillage and food debris must be cleared up immediately. NEVER ignore spillage on the floor.
- Report all wet or slippery floor surfaces to a member of staff or the technician as soon as they are noticed.
- Immediately place at least one wet surface sign in the appropriate area and inform anyone else who maybe using the area of the impending danger.
- Water spills need to be mopped up immediately and dried off as well as they can be.
- Oil or fat spills need to have oil spill kits applied immediately and then the surface needs to be cleaned with a degreaser and polished dry.
- Signage must remain in place until the surface is completely dry.
- Where equipment is leaking, it must be reported to a member of staff or the technician immediately. Leaking equipment must not be used until it has been repaired.
- Avoid contaminating the floor with dry materials (like plastic bags or flour dust), as these materials can create a very slippery surface.
- Floors should not be routinely cleaned whilst staff or students are working in the area, unless a spill is being cleaned.

10.4 Working in Poor Light

- Do not work where lighting is wholly unsatisfactory.
- Use artificial lighting whenever possible.
- Report any blown light to the technician, who will log it on the College fault system.
- Where light is poor due to blown light tubes, ask to have them replaced prior to commencing other tasks.

10.5 Care of Glassware

- All glassware must be stored safely and away from food preparation areas. On no account should glassware be stored above food preparation tables.
- Limited carrying only – no stacking.
- Glassware must not be used for the carriage or storage of metal cutlery.
- Glass must not be subjected to thermal shock – e.g. sudden high temperatures during washing.
- All breakages must be dealt with immediately. Debris should be cleaned and disposed of in rigid containers following the disposal of sharp waste policy below.

10.6 Disposal of Sharp Waste

- Use a dustpan and brush to collect broken glass or crockery. Never use your hands.
- All waste exposing sharp edges (eg glass, tins, etc) must be separated from soft waste and placed in rigid containers and marked sharp waste.
- On no account should plastic or paper bags be used for sharp waste. Where possible, recycle other containers suitable for disposing of sharp waste.
- Storing Refuse
- Store all items in designated areas – never passageways, fire exit routes, etc.
- Do not over-fill bins or bags.
- Remove filled bags and tie securely.
- If there is a hole in the bag double bag the rubbish.
- Avoid spillages. If spillage of liquid occurs clean up immediately and put a wet floor sign in place if necessary.
- Remove all bin bags at the end of the class and replace with a clean bag.

11.0 Safe Use of Portable Electrical Equipment

Portable electric hospitality and catering equipment includes (but is not limited to) hot water boilers or urns; kettles; hot food trolleys; soup urns; food processors and mixers; coffee makers; irons; deep fat fryers; grills/salamanders; display cabinets; and hand held electric tools.

Electric hospitality and catering equipment present hazards such as noise, vibration, electrical, moving parts and projectiles. They have the power to cause serious injury if used incorrectly.

The procedures in Sections 12.1 and 12.2 apply to all portable electric hospitality and catering equipment. Procedures for use and cleaning specific items of kitchen equipment are provided in Section 12.3.

11.1 Preparing for Use

- Visually check equipment for faults before use. Never use equipment that has any loose, damaged or makeshift parts. Check leads for cuts, splits or other damage. Any defects must be reported to the supervisor immediately. Where guards are fitted, ensure they are in place.
- Keep power cables in good condition, avoid dragging along the ground, and keep away from heat, sharp edges and moving parts.
- The power plug must match the outlet - modifying plugs will increase the risk of electric shocks.
- Electric equipment should be maintained and tested in accordance with manufacturer's instructions. Maintenance records should be up to date and available for inspection.
- All electrical equipment used in the kitchen should be regularly PAT tested by a qualified person.
- Use the correct accessories intended for the equipment. Keep accessories in good condition: cutting tools should be sharp and clean.
- Avoid lifting items that are too heavy – two people can lift the item if necessary. Use a trolley to move items if not easily carried.

- With battery operated equipment, recharge the battery only with the charger supplied by the manufacturer to avoid risk of fire. Keep battery packs away from metal objects that could make a connection between battery terminals and short the battery. Under abusive conditions the battery may eject liquid - avoid contact - battery liquid can cause irritation and burns.

11.2 During Use

- Treat all electric equipment with respect: they have the potential to cause harm either to the person using them or to others around.
- Follow any instructions and demonstrations given on the use of equipment as well as any manufacturer's instructions provided.
- Make sure there is adequate light and ventilation to carry out the task safely.
- Cover hair, tuck in loose or frayed clothing and remove gloves and jewellery. All of these can get caught in equipment with moving parts.
- Always wear appropriate PPE to protect you from any specific hazards presented.
- Pay attention and concentrate on the activity and safe use of the equipment - a momentary lapse in concentration can result in serious injury. Take care not to overreach and keep proper footing to avoid losing control.
- Keep electrical equipment dry - water entering equipment will increase risk of electric shocks.
- Keep equipment clean and tidy. Never leave in such a way that they become a hazard.
- Never use when tired or under the influence of drugs or alcohol.
- Never play or mess about with tools or equipment.

11.3 Additional Procedures for Specific Equipment

Irons

- Before use, check iron and ironing board (or work surface) for any defects. Remove from use if faulty and report defects immediately.
- Do not leave iron switched on unattended.
- Do not set up ironing board and iron in busy areas.
- Always ensure the iron is placed vertically on its end when not in use.
- Ensure the iron has cooled sufficiently (at least half an hour) before it is returned to storage.

Kettles

- Before use, check kettle for any defects. Remove from use if faulty and report defects immediately.
- Do not over or under-fill kettle, never fill while still switched on.
- Ensure kettle is positioned on a flat solid surface where it cannot be knocked over, ensure the lead is well away from the edge of the surface.
- Take care when pouring boiling water from kettle and ensure hands are clean and dry.

Coffee Grinders

- Follow manufacturer's instructions for use and any existing instructions.

- Never place hands/fingers or equipment into the bean hopper while the grinder is running.

Coffee Makers

- Follow maker's instructions for use and any existing instructions.
- Fill the coffee jug with cold water to the required level.
- Carefully pour into the water tank.
- Place a filter paper in the coffee filter and place in the required amount of coffee.
- Place the jug under the filter on the hot plate. Once filled with water ensure that the jug is not removed until filtering has finished.
- Before removing the filter check that it contains no hot liquid likely to spill.
- Empty out any remaining coffee, the coffee grinds and filter paper before rinsing out the machine.
- Wash the plastic filter holder in hot soapy water and dry.
- Never leave an empty coffee jug on the hot plate.
- Always remember to turn the machine off.

Hot Water Boilers (Urns)

- Portable urns must be positioned on a firm level surface where they cannot be knocked over or against. If electric and placed on a metal surface then this surface must be earth bonded. Ensure that electric cables are not trailing to prevent urns being pulled over.
- Do not position with the tap protruding into a walkway.
- Keep the draw-off tap clean, free from sediment and properly secured to the urn.
- Do not overfill the urn or let it boil over.
- Make sure that the water level is up to the correct level and never allow any urn boil dry.
- Do not tilt the urn to draw off water.
- Place the receiving vessel as close as possible to the tap to minimise splashing.
- Ensure steam can escape from the vessels.
- Wipe up spillages immediately.

Cleaning

- Always switch off electric urns and allow to cool before attempting to clean or move.
- Report any leaks or defects to your manager as soon as discovered.
- Switch off equipment and allow to cool.
- Isolate electrical equipment.
- Place a receiving vessel underneath, keeping the receiving vessel up tight to the boiler/urn.
- Use the correct cleaning material, follow the manufacturer's instructions and wear the required personal protective equipment.
- Never heat other liquids in a hot water urn.
- Do not tilt an urn to draw off hot liquid from below the level of the tap.
- Do not let an urn boil dry or boil over.
- Use the shortest possible pour to minimise splashing.
- Rinse well before refilling for use.

Soup Kettles

- Before using the soup kettle, staff must check for any defects, e.g. damaged cables, broken lids.
- Take care when transporting soup - don't fill container too full; put a lid on the container; use a trolley.
- Allow the inner soup container to cool before cleaning.
- Ensure any spillages on the floor, during transport of the soup, service and cleaning of the urn, are cleaned up immediately to reduce the risk of slip accidents.
- If a lid has to be removed before decanting soup, ensure there is sufficient room to put the lid down safely.
- The size of the ladle must allow safe decanting of soup.

Food Processors

- Only staff and students aged **18 years** and over may operate food processors.
- Site the machinery on a stable work surface free from obstructions.
- Ensure all guards are in place.
- NEVER use a machine with a broken bowl, lid or defective electrical interlock.
- Use a "push stick" to force food into a feeder tube – never use fingers. Never overfill the bowl with hot ingredients.

Cleaning

- Switch off at the machine and isolate by removing the plug from the wall socket.
- Use the correct cleaning material and wear the required personal protective equipment.
- Exercise care when washing sharp blade/grater attachments. Never place these into a sink of water, always place on the side in clear view.

Food Mixers

- Make sure that bowls, attachments, etc. are secured in position.
- Make sure that all interlocks, e.g. on the collar guard are working before attempting to use the machine.
- DO NOT USE A MACHINE WITH DEFECTIVE INTERLOCK.
- On machines not fitted with an interlocked collar guard, a bowl extension ring must be used at all times to prevent arm contact with rotating spindle.
- Always start mixing at a low speed and progressively increase to the desired setting.
- Always switch off the machine before adding ingredients unless a guard has been fitted that allows you to do so.
- Never place your hand or any utensil in the bowl when the machine is operating.
- NEVER try to scrape the mixture down the bowl when the machine is operating.
- Switch off and isolate the machine after use and BEFORE dismantling.

Hand Mixers

- Assemble the appliance and check it is in the off position.
- Ensure hands are dry before plugging the appliance in.

- Only ever switch on when the mixer is in the bowl and always switch off before lifting out of the bowl.
- Switch the appliance off before removing the beaters.
- Never try to clean the mixture from the beaters while the mixer is turned on.
- Keep fingers away from moving parts at all times.
- Never use the appliance unless a member of staff is present.

Hand Blenders

- Site the blender in a position where it can be used safely, i.e. the container of food into which the blender is inserted must be on a stable surface; the power cable should not trail across walkways, sinks or hobs; and there must be adequate space to set the blender down after use.
- Ensure the power cable is fully uncoiled prior to use.
- Ensure the container of food is not overfilled as spillage may occur when the equipment is switched on.
- Only start the blender once the blade is fully immersed – take particular care when blending hot foods.
- If the motor labours switch the blender off.
- Never place your hands or any utensil in the bowl/pan when the blender is switched on.
- Always switch the blender off before withdrawing it from the mixture.
- Never leave the blender unattended unless it is switched off at the mains.

Cleaning

- Switch off the power and isolate by removing the plug from the power socket.
- Use the correct cleaning chemicals, equipment, and wear any prescribed personal protective equipment, never leave these immersed in a sink of water.
- Do not allow water to enter the motor housing.

Toasted Sandwich Maker

- Care should be taken when placing food on the heat contact surfaces, tongs or a fish slice may be used to reduce the risk of burns.

Cleaning

- Switch off the power and isolate by removing the plug from the power socket.
- Use the correct cleaning chemicals, equipment, and wear any prescribed personal protective equipment, never leave these immersed in a sink of water.

Ice Cream Machine

- Make sure that the attachments, etc. are secured in position.
- On machines not fitted with an interlocked collar guard, the lid must be used at all times to prevent hand contact with rotating spindle.
- Always switch off the machine before adding ingredients unless a guard has been fitted that allows you to do so.
- Never place your hand or any utensil in the bowl when the machine is operating
- NEVER try to scrape the mixture down the bowl when the machine is operating.
- Switch off and isolate the machine after use and BEFORE dismantling.

Dehydrator

Cleaning

- Switch off the power and isolate by removing the plug from the power socket.
- Use the correct cleaning chemicals, equipment, and wear any prescribed personal protective equipment.

Water Bath

- All personnel must be provided with sufficient and appropriate training in the safe use of this appliance.
- Fill the tank with water prior to connection to power supply.
- Use caution when topping up or draining the bath as the water in the tank may be very hot.
- Care should always be taken when placing food into the bath or removing it as the bath can operate at temperatures close to boiling.
- Always operate with a lid when operating at temperatures above 60°C for continued optimal temperature control and safety. Take care when lifting the lid – steam can cause scalding.
- The LCD display on the front of the bath shows the temperature of the water in degrees centigrade.
- A CAUTION hot water label is affixed to the top of the bath warning users that the tank may contain hot water.
- Allow the water bath to cool below 30 degrees before cleaning to avoid the risk of burns.

12.0 Safe Handling of Hot Substances and Equipment

12.1 Hot Food and Liquid

- Ensure cooking areas are free of other hazards likely to cause slips, trips or falls and are well lit.
- Cooking and serving areas must be free from non-essential personnel i.e. any other members of staff or any students.
- For direct contact between food handler and hot food, correct utensils such as tongs, trays, etc. must be used.
- Foods to be deep-fried, where practical, should be contained in fryer baskets or lifted out using the basket or spider.
- Take great care when decanting hot liquids.
- Use a trolley rather than handling large containers.
- Ensure pan handles, stirring utensils, etc. do not overhang workspace where they can be inadvertently touched or caught. Stirring utensils must not be left in pans while food is cooking.
- Always use oven gloves/cloths to handle hot pans and trays.

12.2 Hot Equipment

- Ensure any hot equipment has cooled enough to enable handling without causing burns.

- If contact with hot equipment is unavoidable, DRY oven gloves or a DRY oven cloth must be used. Forearms and wrist should be protected by the chef's jacket.
- Always ensure there is an area of the kitchen cleared so that the items being handled can be set down if necessary.
- Always make sure a safe route is planned with no obstacles in the way that could cause a slip, trip or fall.

13.0 Safe Use of Fixed Appliances

Fixed hospitality and catering appliances include (but may not be limited to) microwave ovens; hobs, ovens and ranges; combi (steam) ovens; deep fat fryers; grills; Bain Maries and hot service counters; fridges and freezers; dishwashers; and laundry equipment. Fixed appliances may be gas or electric.

The general procedures set out in **Sections 13.1 – 13.3** apply to all fixed hospitality and catering appliances. Procedures for using and cleaning specific items of equipment are given in **Section 14.1 – 14.11**.

13.1 Preparing for Use

- All staff must be made familiar with the position of master switches and isolators.
- The master switch or isolator must not be turned on if any equipment maintenance or cleaning work is in progress.
- Equipment must be visually checked for faults before use. Never use equipment that has any loose, damaged or makeshift parts. Check electrical leads for cuts, splits or other damage. Do not attempt to make repairs or modifications. Report any defects to the supervisor immediately, who in turn will report the fault to the College's Estates department. Until repaired or declared safe to use, damaged equipment must not be used.
- All guards and safety devices must be in place before operation.
- Appliances should be maintained and tested in accordance with manufacturer's instructions. Maintenance records should be up to date and available for inspection. All electrical equipment used in the kitchen should be regularly PAT tested by a qualified person. All gas equipment should be regularly tested by a Gas Safe registered engineer.
- It is illegal for anyone to use a gas appliance if they suspect it is unsafe. Turn the appliance off and do not touch it until it has been checked by a Gas Safe Registered engineer. If you suspect, there is a gas leak you should immediately do the following:
 - Call the NI Gas Emergency number on 0800 002 001.
 - Open all the doors and windows.
 - Shut off the gas supply at the meter control valve.

13.2 During Use:

- Treat all appliances with respect: they have the potential to cause harm either to the person using them or to others around.
- Follow any instructions and demonstrations given on the use of equipment as well as any manufacturer's instructions provided.
- Use the correct accessories intended for the equipment. Keep accessories in good condition.
- Make sure there is adequate light and ventilation to carry out the task safely.
- Cover hair, tuck in loose or frayed clothing and remove gloves and jewellery. All of these can get caught in equipment with moving parts.
- Always wear appropriate PPE to protect you from any specific hazards presented.
- Keep electrical equipment dry - water entering equipment will increase risk of electric shocks.
- Keep equipment clean and tidy as per cleaning schedule.
- Pay attention and concentrate on the activity and safe use of the equipment - a momentary lapse in concentration can result in serious injury.
- Take care not to overreach and keep proper footing to avoid losing control.
- Never use equipment when tired or under the influence of drugs or alcohol.
- Never play or mess about with equipment.
- Follow safe systems of work for wet surfaces if there are any spills.

13.3 Cleaning

- All staff and students should be trained in safe cleaning procedures and manual handling.
- The COSHH register should be referred to before using any cleaning materials and chemical products, and the procedures set out in the MSDS (Manufacturers Safety Data Sheets) followed.
- Electric appliances should be switched off at the mains.
- Gas appliances should be disconnected from the mains.
- Ensure equipment has cooled before cleaning – Cookers/Deep fat fryer
- Personal protective clothing should be worn.
- Make sure the appliance is rinsed well.
- Assemble the appliance completely before reconnecting.
- Follow the safe code of practice for wet surfaces if there are any spills.

14.0 Procedures for Specific Equipment

14.1 Bain Maries / Hot Service Counters

Use

- Never switch on without checking the water is at the correct level.
- Do not touch any light units above these items as they will be very hot.
- Hold containers over the trough to let hot water or steam drip off.
- Use oven gloves or oven cloth when handling hot food containers.
- Wipe up spills immediately and post 'wet floor' caution signs.
- Do not leave serving utensils projecting over the edge of the food containers.
- Monitor the water level and do not allow the well to boil dry.
- Turn off the heat source when serving is completed, including gantry lights.

Cleaning

- Empty containers of excess food.
- Isolate electric units from the supply.
- Turn off the unit and allow it to cool completely.
- Drain any water out and use safe systems of work for any spills on the ground.
- Carefully wash out cabinet using the correct cleaning material, following the manufacturer's instructions and wearing the required personal protective equipment.
- Report any leaks immediately.
- Do not over fill when refilling.

14.2 Grills

Use

- Equipment should be sitting securely on the bench surface.
- Always use oven gloves/cloths to handle cooking trays. Use tongs to handle hot food.
- Do not place combustible materials, e.g. an oven cloth near the heat source.
- Never remove the grill bars or branding plate for cleaning whilst still hot.
- When grilling food, staff and students need to take extra care not to place their face too close. Food should be viewed from a distance whilst under the grill or bring it out first and view from as far back as possible.

Cleaning

- Switch off and isolate the unit from the power supply.
- Use oven cloth or oven gloves to handle hot trays.
- Allow it to cool completely.
- Clean away carbonised food deposits regularly, in line with cleaning schedules.
- Use the correct cleaning material.
- Make sure the appliance is dry before switching back on at the mains.

14.3 Microwave Ovens

Use

- Do not attempt to use a faulty oven. Report defects to your line manager or supervisor.
- Operate the machine in accordance with the manufacturer's instructions.
- Do not put food in sealed containers. If using cling film ensure the film is pierced in several places before cooking. Take care when removing cling film to avoid steam burns.
- Do not use tall narrow containers or containers with a neck smaller than the main body.
- Always stir the contents several times during cooking and alter the position of the container in the oven.
- Never place metal containers or crockery with ornate metallic trims in an oven.
- Use only cling film which is safe for micro-waving.
- Cook for short periods and test with a probe thermometer until an average temperature of 75oC is recorded in the centre of the foods.
- Take care when cooking foods with high sugar contents as the centres will cook to a higher temperature than the outside (e.g. pastry) giving a danger of scalding or severe burn. Do not cook eggs in their shells in microwaves.
- Ensure all spillages or encrusted foods are cleaned off after each use.
- Do not obstruct the air vents at the sides, front or rear.
- Ensure the door closes securely to create an effective. If defective do not use under any circumstances.
- Never switch the oven on if it is empty.
- In addition to regular PAT testing, microwave ovens should be regularly tested for leaks and heating power.

Cleaning

- Switch off and isolate from the power supply before cleaning.
- Thoroughly clean every day after use.
- Use the correct cleaning material and wear the required protective equipment.
- Do not use scouring pads or harsh abrasive cleaning liquid. After cleaning the inner surfaces, wipe over the outer surfaces of the machine with a general purpose cleaner / sanitizer.
- Pay particular attention to the seals on the door.
- Report any defects to your supervisor or line manager immediately.

14.4 Deep Fat Fryers

Use

- Any person who has to use deep fat fryers must have received thorough training in the correct and safe methods.
- Fryers should be fitted with a working thermostat for temperature control and a high temperature (200oC) automatic cut-out device to limit oil temperature, should the thermostat fail (although older models may not have this cut-out device).
- The electricity supply switch and/or gas valve for the fryer should be clearly identified and marked.

- Check the drain valve is closed before filling the fryer.
- Do not use oil or fat at a higher temperature than the manufacturer recommends and never mix oils.
- Before switching on the fryer ensure that the oil level is up to the oil level mark.
- When topping up add the oil slowly and not from the large container, decant it first into small containers.
- Do not over fill the fryer.
- Ensure the food to be fried is as dry as possible before immersion and that the basket is not overloaded. Lower the food slowly into the fryer.
- Never leave a fryer unattended.
- Ensure the appropriate firefighting equipment is available. A fire blanket is essential.

Emptying and Cleaning

- Only trained staff may empty and clean the fryer. Switch off the power and isolate.
- Allow the oil to cool to at least 40 °C before draining into a suitable dry container
- Wear the required personal protective equipment.
- Using a filter, run the oil into a suitable metal or hard plastic container
- Clean up any spillages immediately.
- Before moving the oil, make sure that the lid is on the container.
- Place the container in a safe place in a black bin bag.
- Check that the oil has been thoroughly drained and that there are no spillages that may cause slipping.
- Remove loose debris from the internal surfaces.
- Thoroughly wash all internal and external surfaces with suitable cleaning chemicals.
- For stubborn residues, fill the fryer with the authorised cleaning chemicals and leave or simmer according to instructions.
- Do not leave the fryer unattended. .
- Drain the appliance and rinse thoroughly with plenty of water.
- Dry all internal surfaces and make sure there is no water left in the fryer.
- Check the drain valve is closed and working properly then refill and switch on as required.
- Do not overfill the fryer. Clean up any spillages immediately.

14.5 Lighting/Relighting Gas Equipment

- ALL staff and students must be warned of the hazards of working with gas and shown the correct procedures if the gas fails to ignite.
- Where manual ignition is necessary, a battery-operated lighter should be used. Matches or cigarette lighters should not be used at the appliance but only to light a taper. The taper should be lit before turning on the gas.
- Ensure that proper ignition has taken place, either by automatic or manual means, before proceeding with other work.
- Where automatic systems repeatedly fail, cease trying and report the fault immediately.
- Staff and students must not distract the person engaged in lighting a gas appliance.

- All gas appliances must be kept clean, and deposits or carbonisation at the gas burner jets must be thoroughly removed during cleaning. No attempt to unblock jets while the appliance is in use or still hot should be made.
- In case of emergency, shut-off may be necessary. All staff must know where the main gas isolator is situated.
- Beware of unlit pilot lights when lighting the rings.

14.6 Ranges

Use

- Always follow the correct lighting procedure. If the equipment is gas fired ensure the main burners are off before lighting the pilot light and give the pilot at least 30 seconds to establish before turning on the burners. If the flames fail during lighting or operation allow two minutes before attempting to re-light. Ensure tapers are lit before turning the gas on. Make sure all gas burners light and remain lit.
- Ensure that there is sufficient room in front of ranges to allow the door to be opened safely. Stand to one side when opening the door.
- Always use oven gloves/cloths when handling pans, trays of other equipment.
- Do not stretch across lighted gas rings or hot electric plates.
- Do not place the handles of pans over the burners/rings or leave them sticking out over the front. Avoid leaving ladles and spoons in pans.
- Do not leave bottom-hinged doors open. Do not rest heavy items on bottom hinged doors.
- Never remove the guard to fan ovens with the power supply on and always replace carefully after cleaning.

Cleaning

- Switch off and isolate, or turn off the gas.
- Allow to cool.
- Follow equipment supplier's instructions.
- Always wear protective clothing.
- Use recommended cleaner and use with caution as they can be very corrosive.
- Rinse range well to remove any residue and dry off.
- Never use an excessive amount of water inside the appliance.

14.7 Ovens and Steam Ovens

Use

- Before turning on the steamer, check that the steam vent is open and unobstructed and that the water tap is turned on.
- Ensure trays/shelves and base plates are properly aligned on shelf supports/runners.
- Close the steamer door firmly but without undue force and turn the locking handle sufficiently to prevent steam leaking.
- Examine the door seals periodically to check their condition. If compacted and allowing steam to escape report as defective.
- When cooking is finished open the door carefully, partially at first to release the first rush of steam, then fully. Stand well clear to avoid contact with steam. (Open the door from the hinged side and pull back towards you as you back away).

- Always use a dry oven cloth to remove hot items from the oven.
- Always have a surface cleared to set the hot items onto.
- Makes sure the drip tray below the door is in place to catch water condensation as it drips from inside.

Manual Cleaning

- Ensure oven is switched off, isolated and cooled down.
- Follow equipment supplier's instructions.
- Use the correct cleaning material, follow the manufacturer instructions and wear the required protective equipment.
- Remove all shelving and spray with the recommended oven cleaner remembering that oven cleaner can be very corrosive.
- Leave for ten minutes, rinse off making sure you are still wearing protective clothing.
- Scrub the shelves from the oven with hot soapy water and rinse well. Dry before replacing into the oven.

Automatic Cleaning

- Ensure oven is switched off, isolated and cooled down.
- Follow equipment supplier's instructions.
- Remove all shelving and scrub in the sink. Replace once the cleaning cycle has finished.
- Follow the guide instructions on the front of the oven. You will be talked through each stage. Start the programme and leave the oven to complete the cycle.

14.8 Fridges / Freezers / Blast Chillers

Use

- Food must be stored in fridges, freezers and blast chillers in line with local campus agreement as directed by the campus technician.

Cleaning

- Switch off and isolate the appliance.
- Carefully remove all items and leave on a raised surface to prevent trips and falls.
- Defrost properly before washing out with soapy water and sanitizer.
- Switch the appliance back on as soon as possible and replace the items carefully.
- Use the safe systems of work for wet surfaces if any liquid falls on the floor.

14.9 Ice Machines

Use

- Remove ice from the ice machine using a plastic or metal scoop. The scoop should be stored outside the ice machine to avoid the risk of contamination.

Cleaning

- Switch off and isolate the appliance.
- Dispose of remaining ice in a sink and allow to melt.
- Defrost properly before washing out with soapy water and sanitizer.
- Switch the appliance back on as soon as possible and replace the items carefully.

- Use the safe systems of work for wet surfaces if any liquid falls on the floor.

14.10 Dishwashers

Use

- Staff and students should always wear suitable protective clothing.
- Before operating, ensure strainer baskets are clean.
- Fill machine according to manufacturer's requirements
- Load basket. Always put 'hollow' items upside down to avoid pools of hot water in cleaned vessels. Do not stack any items, use one layer only.
- Remove cleaned baskets from end of conveyor as the crockery etc. will be dry and have cooled slightly.
- Staff should wear protective gloves when removing broken crockery and glass.
- Chemical detergents could cause burns to skin and eyes. Staff should be trained in their use and wear suitable protective clothing whilst handling them.
- Staff should never attempt to alter chemical settings or repair defective parts to machines. The service engineer should be called.
- Chemical and water spillages should be cleaned up carefully and immediately using protective equipment where necessary.
- For floor stored drums of chemicals, caps with holes in for the feed pipes must be used. This prevents the pipe coming out of the container and spilling.
- On completion switch off and drain. Empty and clean strainers.

Cleaning

- Switch off and isolate before cleaning and allow to cool.
- Always wear rubber gloves when working with very hot water.
- Side panels by the final rinse may be very hot.
- Use the correct cleaning material, follow the manufacturer's instructions and wear the required personal protective equipment.

14.11 Laundry Equipment

- Operators should be over 18 years of age and fully trained in the use of laundry equipment.
- Checks should be made daily to ensure interlocks on doors are working correctly.
- 'Fluff collectors' on tumble dryers should be emptied at least once daily.
- Machines must not be overloaded.
- Textiles should not be left in a hot tumble dryer as they are a fire risk.
- Faults, leaks, etc. should be reported immediately and dealt with without delay.

15.0 Communication Plan

This Procedure will be uploaded to the College intranet and referred to in staff induction and student training.

16.0 Review

This procedure will be reviewed annually, or when the need for change has been identified.

Appendix 1: Document Change History

Version	Date	Change Detail
1.0	August 2023	Reviewed and no changes were necessary
1.1	March 2024	Transferred to new Accessibility Template