



A manual of good practices in occupational risk prevention for workers in the catering sector.



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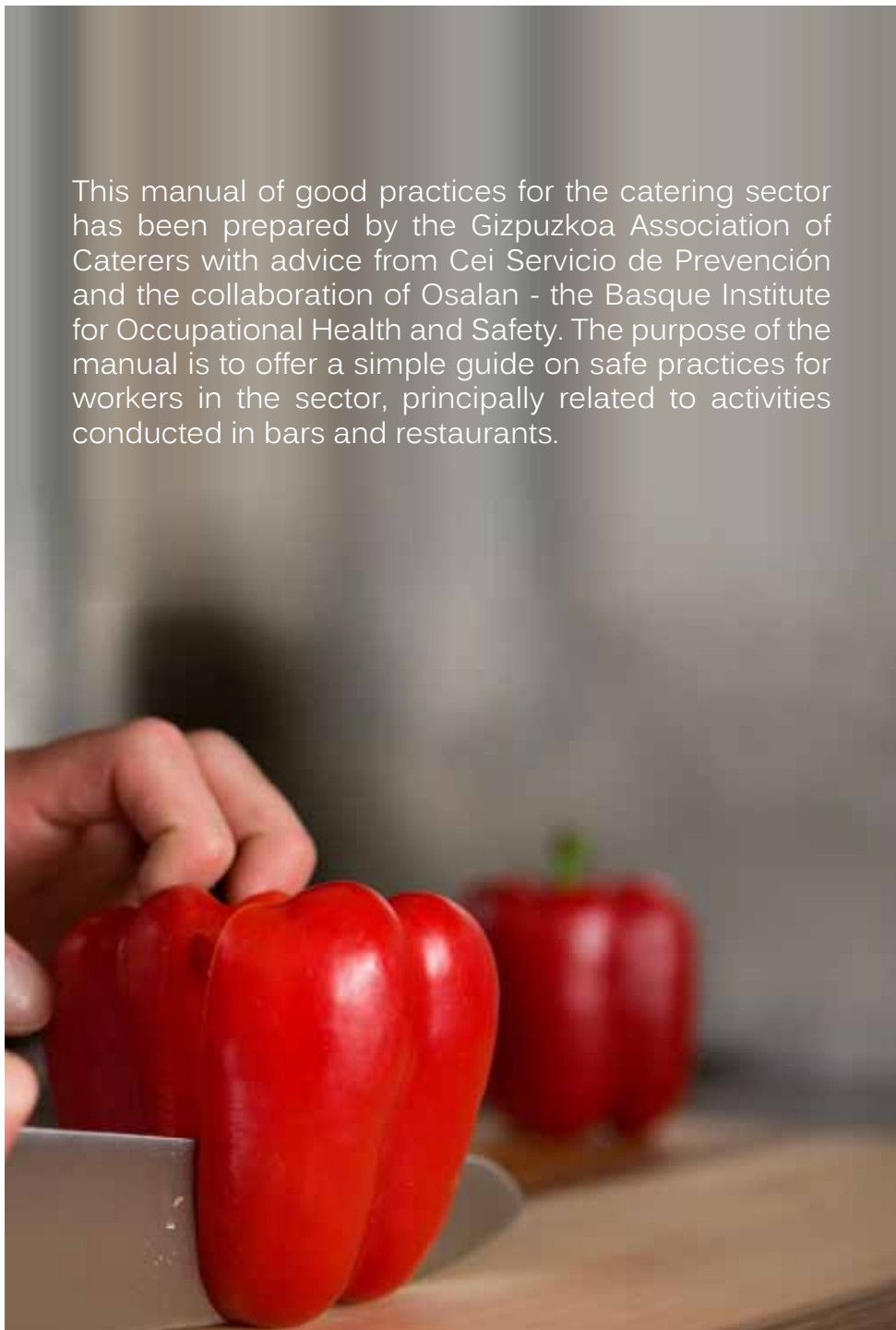
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This manual of good practices for the catering sector has been prepared by the Gipuzkoa Association of Caterers with advice from Cei Servicio de Prevención and the collaboration of Osalan - the Basque Institute for Occupational Health and Safety. The purpose of the manual is to offer a simple guide on safe practices for workers in the sector, principally related to activities conducted in bars and restaurants.



# 1.

## OCCUPATIONAL SAFETY



# 1.1 Risk of falls on same level

## 1.1.1 Hazards (workplace, activities, etc):

- Dirty or slippery floors.
- Obstacles in passageways and entrances.
- Insufficient light.
- Uneven floors or floors with apertures.



## 1.1.2 Prevention

- Always walk slowly, never run and use non-slip footwear.
- Make sure you can see where you are going when transporting loads.
- Keep areas of circulation (corridors, rooms and stairs) used by workers and customers free of both dirt and obstacles that they might trip over. (Floors should be in perfect condition, without any holes, damaged tiles, unevenness, etc.)
- Clean up oil spills and grease in general with degreasing products.

## 1.2 Risk of falls from height

### 1.2.1 Hazards (workplace, activities, etc):

Stairs.

- Lofts or high work areas.
- High storage areas.
- Gaps or apertures in the floor.
- Different levels in workrooms.



### 1.2.2 Prevention

- Keep stairs clean and dry.
- Remove any obstacles or elements that hinder climbing up or down stairs.
- Use appropriate equipment to access high areas (step ladders, etc.).
- Hold the handrail when climbing up and down stairs.
- Don't work near the edge of a difference in floor level.
- Always walk slowly, never run and use non-slip footwear.

# 1.3 Risk of cuts (or amputation) from tools and kitchen utensils

## 1.3.1 Hazards (workplace, activities, etc):

- Mincers, mixers.
- Hand-fed machinery.
- Cutting utensils (knives, machetes, cutters, etc.).
- Hand-washed cutting utensils.
- Damaged dish-washers and cutting utensils.
- Tins, containers in general, glass with sharp edges, etc.



## 1.3.2 Prevention

- Transport and store knives in their sheathes and put them away immediately after use.
- Keep knives sharp.
- Use the right knife for the task in hand.
- Use cutting surfaces or boards.
- Use the appropriate personal protective equipment for each task.
- Follow the manufacturer's instructions when using appliances and only use them for the jobs for which they have been designed, regardless of whether they can be used for other tasks.
- Make sure the cutting parts of appliances are fitted with their guards.
- Utensils and/or machinery are only to be used by designated personnel, who must be informed of the hazards and properly trained to use and clean them.

# 1.4 Risk of contact with hot surfaces and burns

## 1.4.1 Hazards (workplace, activities, etc):

- Pots and pans.
- Deep-fryers.
- Ovens.
- Stoves.
- Ovenware.
- Burners.
- Steam.



## 1.4.2 Prevention

- Don't fill pots and pans to the top.
- Check the thermostat on deep-fryers before introducing food.
- Use utensils of the appropriate size when preparing food.
- Avoid overflows by checking the level of water or oil before introducing food.
- Point the handles of pots and pans on the stove inwards rather than leaving them sticking out.
- Change oil when it is cold.
- Use the appropriate utensils for carrying hot objects and warn those around you.
- Clean up grease around deep-fryers.
- Clean ovens, especially the door joints, according to the maintenance instructions.
- Use personal protective equipment (oven mitts, aprons, shields), as indicated in the work processes.
- Use appropriate work clothes (non-slip soles, aprons, caps, etc.)
- Only use ovenproof utensils to heat food in the oven.



## 1.5 Risk of electric shock.

### 1.5.1 Hazards (workplace, activities, etc):

- Cables, conductors and gang boxes.
- Connecting devices.
- Electric lighting systems.
- Use of electrical equipment or handling electrical installations with wet hands or feet or damp clothing.
- Modifications in the original electrical installations or equipment.
- Damaged conductors (for example, bends, bare copper wires, etc.).
- Damaged instrument boxes.



### 1.5.2 Prevention

- Keep work areas and passageways clear of cables and connections.
- Don't use damaged appliances or any appliances that have been dropped, hit or affected by damp until they have been inspected by a technician.
- Make sure power cables are properly insulated and are not damaged.
- Never connect cables directly without plugs.
- Electrical appliances should be unplugged after use and during breaks.
- Never pull on the cable to unplug electrical appliances.
- Avoid the use of multiple sockets.
- Don't clean, change filters, knives, etc., without unplugging appliances.
- Don't pour liquids near sockets, appliances or electrical panels.

## 1.6 Risk of fire

### 1.6.1 Hazards (workplace, activities, etc):

A fire can be caused at work by the use of the following:

- Inflammable solids (paper, boxes, cloths).
- Inflammable liquids (solvents, alcohol).
- Presence of sources of ignition (lit cigarettes, cigarette lighters, electric sparks, open flames, etc.).
- Atmosphere with a mixture of air and inflammable gases (natural gas, butane, propane).
- Gas installations.



### 1.6.2 Prevention

- To avoid a fire starting, simply remove one of the fire factors.
- Only have the quantity of inflammable or combustible materials you need for the day; keep the rest in storage.
- Store inflammable and combustible materials in a separate place well away from the working areas.
- Use airtight containers for storage and for transporting and dumping waste.
- Remove any unnecessary boxes, containers, paper, etc.
- Make smoking prohibited in every area open to the risk of fire.
- Keep heat sources away from fire areas.
- Check the airtightness of gas conductors.
- Follow the supplier's and installer's instructions for inflammable gases.
- Make sure the electrical installation isn't a source of heat.
- At the end of the working day, make sure that all electrical appliances have been unplugged.
- Don't mix chemical substances if you don't know how they will react because they could give off sufficient heat to cause a fire.

## 1.7 Risks related to storage

### 1.7.1 Hazards (workplace, activities, etc):

- The incorrect positioning and organisation of storage rooms and work stations can lead to considerable loss of time as well as falling objects, blows, fire, etc.



### 1.7.2 Prevention

- Store goods neatly in an upright position on the floor to avoid them toppling over.
- Don't leave objects jutting out from the piles or drawers where they are located.
- Don't climb on to storage racks to reach high shelves; always use ladders.
- Don't lean heavy piles against structural walls.
- Don't undo piles by throwing things off the top or pulling things from the bottom.
- Don't exceed the safety load of racks, shelves and floors.
- Wedge a block under objects that might roll, such as cylinders, and keep heavy items close to the floor.
- Protect material from damp and heat.
- Remove anything that is not in used or not needed from the work area.
- Avoid stacking materials on the floor by using racks with different levels, wooden platforms, supporting rails and/or containers.
- Place each item in its appropriate place and have a place for each item.

# 2.

## Ergonomic risks related to posture while working



## 2.1 Risk of falls on same level

### 2.1.1 Hazards (workplace, activities, etc):

- Posture while standing.



### 2.1.2 Prevention

- The most comfortable working position is sitting down, but this can become uncomfortable if you don't bear in mind the different elements involved in doing your job, or if you don't alternate your habitual posture with other positions, which where possible should involve some movement.
- To avoid adopting forced and uncomfortable postures, you should be able to reach all or most of the utensils you need (cutlery, plates, etc.) from your habitual working position.
- To avoid tiring yourself too quickly, alternate this position with other positions, such as sitting down or adopting another position that involves movement.



## 2.2 Ergonomic risk related to the handling of heavy loads

### 2.2.1 Hazards (workplace, activities, etc):

- Lifting and transporting loads.
- Moving loads with raised arms.
- Working in narrow spaces.
- Repetitive movements.



### 2.2.2 Prevention

- Rest your feet firmly on the ground.
- Stand with an approximate distance of 50 cm between each foot.
- Bend your hips and knees to pick up the load.
- Pick up the load gradually, keeping it as close to your body as possible, stretching your legs and keeping your back straight.
- Keep your head up throughout the entire process.
- As far as possible, distribute the weight between both hands.
- Use auxiliary methods of transport or lifting equipment (carts, forklift trucks, etc.).
- Carry or transport heavy items close to your body and with your back straight.
- Ask for help from other people to pick up and transport loads.
- Make loads as light as possible.
- Change your posture and take breaks while working in a forced position.
- Place utensils and other tools within easy reach.

# 3.

## ENVIRONMENT AT THE WORK STATION



## 3.1 Risk related to chemical agents

### 3.1.1 Hazards (workplace, activities, etc).

- Detergents.
- Caustic and corrosive substances (bleach, ammonia, hydrochloric acid, nitric acid, etc.).
- Fridge fluids.
- Aerosols.
- Acid or alkali vapours (chlorine from bleach, ammonia, etc.).



### 3.1.2 Prevention

- Wherever possible, use substances that have the same properties and are the least dangerous.
- Follow the handling instructions indicated in the safety data sheet provided with the products.
- Avoid contact with skin by using mixers, homogenisers, spatulas, etc., or appropriate gloves.
- Don't mix products that are not expressly indicated by the manufacturer.
- Use products in their original containers. Don't decant them.
- Make sure labels are visible and legible; don't let them fall off or get stained.
- Only use containers for their original purpose, never for anything else.
- Store products in appropriate places and well away from food.
- Keep containers closed.
- Do the main cleaning tasks when all work in the kitchen has been completed.
- Use personal protective equipment (gloves, shields, etc.), as indicated in the





safety data sheet.

- Clean and dry your hands before putting gloves on.
- Use hand detergents that permit continued use.
- Don't perforate aerosols or place them near heat sources or flames.
- Don't use cutting objects to defrost fridges.
- Make sure premises have good natural ventilation.
- Avoid inhaling any harmful organic vapours given off in the workplace.
- Perform cleaning tasks in well-ventilated premises.
- Don't mix incompatible cleaning products that may give off harmful gases (bleach with ammonia, for example).



# 4.

## FOOD HANDLING



## 4.1 Food handling

### 4.1.1 Hazards (workplace, activities, etc):

- Using street clothing in the workplace.
- Not washing your hands after going to the toilet.
- Permitting smoking, eating and gum chewing.
- Not covering wounds when you have cut yourself.
- Not cleaning and disinfecting utensils after handling food.
- Storing food at temperatures of between 10° C and 60° C.
- Cooking food at an insufficient temperature.
- Keeping the fridge temperature above 4° C and the freezer temperature above -18° C.
- Thawing at room temperature.
- Storing different categories and types of food together.
- Not removing rubbish on a daily basis.
- Not cleaning and disinfecting utensils after use.
- Breaking the cold chain during transport and storage.



### 4.1.2 Prevention

- Use clean, special clothing.
- Wash your hands with soap, hot water and a nail brush, then rinse and dry them perfectly (preferably with paper towels).
- Never smoke, eat or chew gum.
- Wash your hands in the following circumstances:
  - When you start work and after every break.
  - After handling food.
  - After using a handkerchief to cough, sneeze or blow your nose.
  - After using the toilet.
  - Cover wounds.
  - Workers who are ill and may be a hazard to hygiene must inform the management.
  - Avoid cross-contamination.
  - Avoid storing food at temperatures of between 10° C and 60° C.
  - Cook food to a sufficient temperature (minimum internal temperature 70° C).



- Use drinking water for cooking, making ice, cleaning, etc.
- Keep the fridge temperature below 4° C and the freezer temperature below -18° C.
- Food should be stored neatly, protected from external conditions and must not be placed on the floor or in contact with walls.
- Always thaw food in the chill room.
- Rubbish should be collected in bins made of waterproof, easy-to-clean materials with an automatic tight-fitting lid.
- Floors, utensils, rubbish bins, work surfaces, etc., must be cleaned and disinfected on a daily basis.
- Food should be transported in appropriate containers and in closed vehicles.
- Food that needs to be kept cold should be transported in clean, isothermal or refrigerator vehicles with smooth surfaces.





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