



Finance and Risk Management

Handout 4

Risk Case Study

Case Study

This example risk assessment applies to food preparation and food service areas (restaurants, cafés, sandwich bars, pubs, takeaways or hotel kitchens).

Setting the scene

The catering manager carried out the risk assessment in this café. The business employs five permanent staff working a variety of shifts to prepare, cook and serve food. A young person under 16 helps on a Saturday to serve food and load and unload the dishwasher. An employment permit for the young person has been obtained from the local authority. One staff member does not speak English well. The business, which is located on the high street, is open from 7.00 am to 5.30 pm.

How was the risk assessment done?

The manager followed the guidance in *Five steps to risk assessment*.

1. To identify the hazards, the manager:
 - looked at the guidance on HSE's web pages for catering and hospitality and the employment of young people;
 - walked around the kitchen, the stockroom and all other areas, noting things that might pose a risk and taking HSE's guidance into consideration;
 - talked to staff to learn from their knowledge and experience, and to listen to their concerns and opinions. He paid particular attention to the requirements for ensuring the young person's safety;
 - looked at the accident book, to understand what particular risks previously resulted in incidents.
2. The manager wrote down who could be harmed and how.
3. The manager then wrote down what controls, if any, were in place to eliminate or reduce the likelihood of somebody being hurt. He compared these controls to the good practice in HSE's guidance. Where he did not consider the existing controls to be good enough, he wrote down what else needed to be done.
4. The manager put in place the actions the risk assessment identified as necessary. He discussed the findings with staff, pinned it up in a prominent place so that all staff could see it and made it part of the induction process for new staff. He told the young person's guardians about the findings of the risk assessment and how risk to that young person

will be controlled. And he made sure that the worker, who had difficulty understanding English, had the safety arrangements explained to her in a language she understood.

5. The manager decided to review the risk assessment every year, or straightaway if major changes in the workplace happened. To get a better understanding of the risks, the manager also asked staff to report any accident, however minor.

Company name: Smith's Café Date of risk assessment: 27/7/07 (extract) – please note these are just 3 of the hazards identified.

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Done
Slips and trips	1. Kitchen/foodservice staff and customers may be injured if they trip over	<ul style="list-style-type: none"> • Good housekeeping — work areas kept tidy; goods stored suitably etc. • Kitchen equipment maintained to prevent leaks onto floor. • Equipment faults leading to leaks reported promptly to manager. 	<ul style="list-style-type: none"> • Consider whether it is appropriate to change floor surface with better surface roughness. 	Manager	27/8/07	14/8/07
			<ul style="list-style-type: none"> • Remind staff to maintain good standard of housekeeping. 	Manager	27/8/07	1/8/07
			<ul style="list-style-type: none"> • Repair damaged floor tiles by the dishwasher in the kitchen 	Manager	27/8/07	26/8/07
			<ul style="list-style-type: none"> • Ensure suitable footwear with good grip worn 	Manager	27/8/07	1/8/07
Manual handling	Kitchen staff and food service staff may suffer injuries such as strains or	<ul style="list-style-type: none"> • Ingredients bought in package sizes that are light enough for easy handling 	<ul style="list-style-type: none"> • Ensure team working for moving heavier items (e.g. pots) 	Manager	27/8/07	14/8/07

Handling heavy items such as flour sacks, ingredients, boxes of meat, trays of crockery, etc.	bruising from handling heavy/bulky objects	<ul style="list-style-type: none"> • Commonly used items and heavy stock stored on shelves at waist height • Suitable mobile steps provided, and staff trained to use them safely • Handling aids provided for movement of large/heavy items • Sink at good height to avoid stooping • Staff trained how to lift safely 				
Contact with steam, hot water, hot oil and hot surfaces	Kitchen staff, food service staff may suffer scalding or burns injuries.	<ul style="list-style-type: none"> • Staff trained in risks of hot oils and on procedure for emptying/cleaning fryers. • Staff trained in risks of release of steam. 	<ul style="list-style-type: none"> • Display 'hot water' signs at sinks and 'hot surface' signs at hot plates. 	Manager	27/8/07	26/8/07
			<ul style="list-style-type: none"> • Ensure handles on pans maintained. 	Manager	27/8/07	26/8/07

		<ul style="list-style-type: none"> • Water mixer taps provided. • All staff told to wear long sleeves. • Heat-resistant gloves/cloths/aprons provided. 	<ul style="list-style-type: none"> • Ensure staff trained in use of coffee machine. 	Manager	Ongoing	
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