

MAINTAIN A SAFE WORKING ENVIRONMENT

LEARNER GUIDE

Maintain a Safe Working Environment

Learner Information

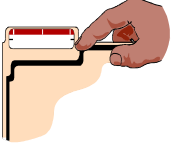
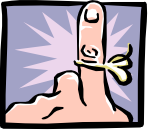





Details	Please Complete details	
Name of learner		
Name of manager		
Work Unit		
Facilitator		
Date started		
Date of completion & Assessment		

Table of Contents

Maintain a Safe Working Environment.....	2
Keys to Icons	4
Maintain a Safe Working Environment.....	4
Introduction	5
Specific Outcomes and Range of Learning.....	5
Practical Exercises.....	7
Credits of this Module	Error! Bookmark not defined.
Purpose of this Module	8
1.Safe Working Environment.....	8
1.1 Legislative Procedures	8
1.2 Company Procedures.....	9
1.3 Cost for the Organisation	10
Self Assessment 01	10
2. Safety.....	11
2.1 Preventative Procedures.....	12
2.2 Safety and Emergency Signs	12
2.3 Safety and Emergency Numbers.....	13
2.4 Adapting Safety Procedures	14
Self Assessment 02	16
3. First Aid and Accidents	16
3.1 Identifying First Aid Officers and Boxes.....	16
3.2 What to do in the Event of an Accident	18
3.3 Range of Accidents	19
Self Assessment 03.....	20
4. Fire	21
4.1 Safety and Evacuation Procedures	21
4.2 Small Fire.....	22
4.3 Large Fire	24
Self Assessment 04.....	25
5. Hazards and Emergency Situations	26
5.1 Hazards.....	26
5.2 Emergency Situations.....	27
Self Assessment 05.....	29
Signatures required on successful completion of this Module	30

Keys to Icons

The following icons are used throughout the study guide to indicate specific functions:

	<p>FOLDER ENCLOSURES This includes all examples, handouts, checklists, etc.</p>
	<p>DON'T FORGET/NOTE This icon indicates information of particular importance.</p>
	<p>VIDEOS Videos recommended as added value learning.</p>
	<p>SELF-ASSESSMENT QUESTIONS. Self evaluation for learners to test understanding of the learning material</p>
	<p>ACTIVITY TIPS These help you to be prepared for the learning to follow and must be added to the module content/portfolio of evidence.</p>
	<p>PRACTICAL TASKS An important part of the assessment process is proof of competence. This can be achieved by observation or a portfolio of evidence. These tasks meet this component of assessment.</p>
	<p>EXERCISES Exercises/questions to be complete to demonstrate understanding of module content. Shows transference of knowledge and skill.</p>

Maintain a Safe Working Environment

Introduction

Specific Outcomes	Specific outcomes describe what the learner has to be able to do successfully at the end of this learning experience.
Assessment Criteria	<p>The only way to establish whether a learner is competent and has accomplished the specific outcomes, is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.</p> <p>This module includes assessments in the form of self-assessments, group exercises, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job and collect as portfolio of evidence, proof signed by your supervisor that you have successfully performed these tasks.</p>
To qualify	To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.
Range of Learning	This describes the situation and circumstance in which competence must be demonstrated and the parameters in which the learner operates.
Responsibility	<p>The responsibility of learning rest with you, so . . .</p> <ul style="list-style-type: none"> • Be proactive and ask questions. • Seek assistance and help from your coach, if required.

Specific Outcomes and Range of Learning

Demonstrated KNOWLEDGE and UNDERSTANDING	<ol style="list-style-type: none"> 1. Describe legislative and company procedures to maintain a safe working environment. 2. Stress the importance of maintaining a safe working environment for staff and customers and explain the cost for the organisation of not doing this. 3. Describe safety procedures for avoiding accidents in the work place. 4. Describe safety and evacuation procedures, (including the nominated assembly point) in the event of a fire.
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<p>Demonstrated ability to make DECISIONS about practice and to ACT accordingly</p>	<ol style="list-style-type: none"> 5. Locate and identify safety and emergency signs, and ensure everyone observes them. 6. Identify hazards or potential hazards and follow the appropriate procedures. 7. Display a list of safety and emergency telephone numbers at a known point. 8. Identify the first aid officers and first aid boxes. 9. Given an accident, contact the responsible first aid officer and assist the person within own area of responsibility. 10. Given a small fire, locate and use the appropriate fire extinguisher. (Range of fire extinguishers: carbon dioxide, foam, powder, fire hose, fire blanket). 11. Given a large fire, raise the alarm and follow the correct evacuation procedure. 12. Given an accident involving staff and/or customers, decide what action to take and explain why. (Range of accidents: fall, faint, slip, drop items, spill food/ drink)
<p>Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE</p>	<ol style="list-style-type: none"> 13. Describe emergency situations when normal procedures would not be followed.



Practical Exercises

As part of this module you will be required to complete the following tasks.

An assessor/supervisor/experienced colleague must be present to observe you as you complete the tasks OR you can provide a portfolio of evidence proving your competence.

Practical Tasks	Task Type	Date Completed	Comments & Initials of Observer
Task No. 1	Practice Emergency Evacuation drill of organisation.		
Task No. 2	Identify and locate all the organisation's fire extinguishers and nominated assembly point. Determine what type it is and review its operational features and the way it functions.		
Task No. 3	Draw up a list of hazards and potential hazards in one's working environment. Make possible suggestions to improve hazard situations.		
Task No. 4	Draw up a floor plan of the work environment and mark the evacuation route. Know how to raise the alarm. Indicate location of fire extinguishers.		


Purpose of this Module

Overall Outcome	Each learner must be able to identify and respond to factors, faults or incidents which increase the safety risk for staff and customers. The learner must be able to use all relevant technology and understand how maintaining a safe working environment impacts positively on revenue for the business.
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1.Safe Working Environment

Specific Outcomes	<ul style="list-style-type: none"> • Describe legislative and company procedures to maintain a safe working environment. • Stress the importance of maintaining a safe working environment for staff and customers and explain the cost for the organisation of not doing this.
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1.1 Legislative Procedures

	Obtain a copy of the Safety, Health and Welfare at Work Act 2005
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Procedure	Every organisation has a safety risk to both staff and customers. To minimise the risk of injury to staff and customers, staff need to acknowledge and practice certain safety procedures. The safety of staff is regulated by the Safety, Health and Welfare at Work Act 2005. All organisations need to subscribe to legislative procedures in order to ensure the safety of staff and customers.
Step	Action
1	Maintain in good condition insulated stands, trestles, mats or other such protective equipment as may be necessary to prevent accidents for use of persons working in close proximity to electrical equipment.
2	Staff must take reasonable care for the safety of himself/ herself.
3	Staff must take steps as may be reasonably practicable to eliminate or mitigate any hazard or potential hazard to the safety of themselves, other staff members and customers.
4	Staff must take precautionary measures which are prescribed.
5	Staff must ensure that relevant signage is visible.
6	Affix a prominent notice or sign in a conspicuous place at the workplace, indicating where the first aid box or boxes are kept as well as the name of the person in charge of such first aid box or boxes.

1.2 Company Procedures

Procedures	Depending on the type of organisation, procedures are implemented to suit the specific needs of the particular organisation. There are however general expectations with regard to company procedures concerning safety. For every 50 employees in the hotel, there should be one Safety Officer. This person attends Safety Committee meetings and is responsible for ensuring that safety hazards are dealt with promptly. See below for further procedures.
Step	Action
1	Do not run in the workplace.
2	Wear shoes with non-slip soles
3	Clean up spills immediately
4	Put up signs to mark wet areas
5	Be familiar with the location of the First Aid Box
6	Make sure that staff know the names of the First Aid and Safety Officers in their unit / department and how to contact them.
7	Have knowledge of the relevant emergency authorities and how to contact them.
8	Display emergency and caution signs where they are easily accessible and observed.
9	Effectively display fire exits.

	<p>Obtain a copy of your unit's procedures. Who is the safety officer? Who are the members of the Safety Committee?</p>
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1.3 Cost for the Organisation

	<p>Find out where there has been an accident in your unit. What happened and what were the costs involved?</p>
<p>Importance</p>	<p>The guest visits the establishment with the pre conceived notion that they are entering a safe environment, as they are paying for the privilege. It is important to maintain a safe working environment for customers in order to meet customer expectations and facilitate customer satisfaction. It is important also for staff that their work environment is safe. Staff needs to feel reassured that they are working in a safe and hazard free environment. This contributes to a positive, less stressful, and enthusiastic work ethic. A safe work environment affects staff turnover and impacts on production. Ultimately, failure to maintain a safe work environment has grave costs for the company.</p>
<p>Repercussions</p>	<p>Failure to take preventative action can result in injury to guests and staff and could result in the following discussed:</p> <ul style="list-style-type: none"> • When preventable harm comes to a guest or staff member unnecessarily, staff spend time assisting that person and handling the situation. • When harm comes to a guest, it is very likely that the establishment will lose that guest. This represents a considerable cost to the company. • Equipment hazards that are unattended may well result in damage to that equipment, which may result in expensive repair costs. • Damaged equipment that results from the failure to report hazards and potential hazards can result in expensive ‘down-time’.



Self Assessment 01

Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

Why do staff need to know that they are working in a safe environment?

Question 2

What is the result of failure to take action?


2. Safety

Specific Outcomes	<ul style="list-style-type: none">• Describe safety procedures for avoiding accidents in the work place.• Locate and identify safety and emergency signs, and ensure everyone observes them.• Display a list of safety and emergency telephone numbers at a known point.
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2.1 Preventative Procedures

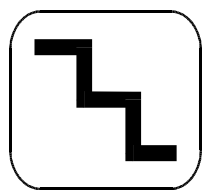
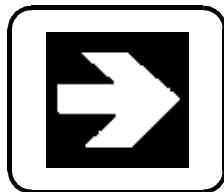
Procedures	All staff members need to be completely familiar with the safety procedures within their organisation and for their particular area of work. Generally, staff need to take the necessary preventative measures to avoid accidents from occurring in the workplace.
Step	Action
1.	Whenever staff notice something dangerous or potentially dangerous that cannot be personally handled, notify the HOD, and the Safety Officer.
2.	If staff notice a hazard or potential hazard which he/ she can do something about, take the necessary action. For example, if staff notice electrical wiring lying where someone could trip over it, either secure it out of the way yourself, or have it done by the Maintenance Department.
3.	If staff notice hazards or potential hazards while walking with a guest, visitor or staff member, draw their attention to the hazard so that they can take the proper care. For example, if staff notice that a tiled floor is wet, he/ she could say: “Be careful here, Sir/Ma’am. The floor is wet and slippery.”
4.	If maintenance or cleaning work is being carried out, safety signs should be displayed to warn staff and guests – if staff notice that these signs are not being used, take this up with the Safety Office.
5.	If staff notice suspicious people hanging around on the hotel property, inform the Head of Department and Security.
6.	Do not allow unauthorised people to walk through your work areas or use your equipment.

Step	Action
7.	Always check that your equipment is in good repair before using it.
8.	Always make sure that the Housekeeping area is tidy and that there are no obstructions in the passages and doorways. Especially make sure that emergency exits and staircases are clear.
9.	Clean up any spills on the floor immediately to ensure that you, your guests and your colleagues do not slip and hurt themselves. This is also a danger in any place where there is electrical equipment as the combination of electrical wires and liquid creates
10.	Never run in the workplace, as you could slip, or you could crash into another person causing injury to both of you. Always walk on the left of a passage, and slow down as you round a corner, in case there is someone walking towards you

	Walk through your unit and look for safety and emergency signs. Are they clearly visible; are there enough? Are there any hazards around the emergency pathways? What can be done about them?
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2.2 Safety and Emergency Signs

Importance	<p>The emergency signs and notices enable staff to act quickly, getting guests and staff out of the area as quickly as possible</p> <p>In the event of a fire it is very important that everyone in the area moves as quickly as possible in order to prevent injury to themselves and to others. Therefore, everyone must behave in the same way and do the same things.</p> <p>The safety and emergency signs tell everyone what they are required to do. Remember that in an emergency situation there is a human tendency to panic and not to think clearly - signs make it unnecessary for one to have to make one's own decisions (possibly the wrong ones).</p>
Definitions	<p>Emergency signs are located near emergency exits and fire extinguishers. They must be observed by everybody. That is why there is a general standard regarding them.</p> <p>All emergency exits are marked with the sign of a running man.</p> <p>Stairs are indicated by a sign that looks like a flight of stairs. They may also be indicated by an arrow.</p> <p>All fire extinguishers are marked with an appropriate sign.</p> <p>All guest rooms have Fire Instructions attached to the inside of the main door.</p> <p>See over the page for some important emergency signs:</p>



Identifies the location of a Fire extinguisher or Fire Hose

Indicates the Emergency Exit

Indicates the Emergency Stairs

2.3 Safety and Emergency Numbers

Importance	<p>Emergency telephone numbers should be clearly displayed next to all telephones - this should include Fire Brigade, Police, Ambulance, Manager, Security Company, Insurance Company.</p> <p>This facilitates for easy access in an emergency situation when staff need to act quickly.</p> <p>The following emergency numbers should be displayed in the Housekeeper's office as well as at Switchboard for easy access.</p>
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Complete the list below for your unit. Are there any other important numbers you can add?


ORGANISATION	TELEPHONE NUMBER	NAME
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Fire Department		Local Fire Chief:
Local Police Station		Station Commander:
Bomb Squad		
Ambulance		
Doctor		
Traffic Department		
Electricity Faults		
Water Faults		
General Manager	(home)	(cellular)
Deputy General Manager	(home)	(cellular)
Rooms Division Manager	(home)	(cellular)
F&B Manager	(home)	(cellular)
Executive Chef	(home)	(cellular)

2.4 Adapting Safety Procedures

Rationale	<p>Performance and safety will differ in different organisations depending on the type of organisation itself and factors that have an impact on it. Factors that need to be considered when considering adapting safety performance.</p> <ul style="list-style-type: none"> • the type of injuries that are likely to occur at a workplace • the nature of the activities performed • the number of employees employed at such workplace <p>See below for examples:</p>
Examples	<ul style="list-style-type: none"> • At a workplace where a high-risk substance or toxic, corrosive or similar hazardous substances are used, handled, processed or manufactured ensure that the first aid worker is trained in the first aid procedures that are necessary for the treatment of injuries that may result from such activities including the acute detrimental effects of exposure to such substances, and in the emergency procedures which are necessary in the case of accidental leakage or dumping of such substances. • An employee with an open wound, cut, sore or any similar injury who works in a workplace where a chemical substance is used, handled, processed or manufactured, shall immediately report such injury to his employer. The employee may not continue to work until the injury has been cleaned with soap and water or with a diluted disinfectant and dressed. • Where an employee is exposed or can be exposed to potential hazards of injury to the eye through contact with a biological or chemical substance, make sure that there is an eye-wash fountain in the immediate vicinity of the workplace and that employees are trained in the use thereof.

Examples	Where an employee at a workplace is exposed or can be exposed to a potential hazard of injury to or adsorption through the skin as a result of sudden contact with a large amount of toxic, corrosive, high risk or similar hazardous substance, make sure that there is a fast-reacting deluge-shower with clean water or a similar facility in the immediate vicinity of the workplace and that the employee is trained in the use thereof.
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	What safety factors influence performance and describe various examples under which these could occur?
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	Given a different sector, for example, mining or medical, describe how performance would be adapted around safety.
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Self Assessment 02

Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

Why are safety signs important?

Question 2

How are emergency exits and stairs indicated?

Question 3

Where should emergency numbers be displayed?

3. First Aid and Accidents

Specific Outcomes	<ul style="list-style-type: none">• Identify the first aid officers and first aid boxes.• Given an accident, contact the responsible first aid officer and assist the person within own area of responsibility.• Given an accident involving staff and/or customers, decide what action to take and explain why. (Range of accidents: fall, faint, slip, drop items, spill food/ drink)
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3.1 Identifying First Aid Officers and Boxes

	Name the First Aid Officers in your establishment? Where are the First Aid Boxes situated?
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First Aid Officers	<p>Where more than 10 employees are employed at a workplace, take steps to ensure that for every group of up to 50, a minimum of one qualified first aid representative is available at that workplace.</p> <ul style="list-style-type: none"> For every group of up to 100 employees ensure that at least one person is readily available during normal working hours, and in possession of a valid certificate of competency in first aid. <p>In keeping with the above two regulations, management need to inform their staff at their induction who is the responsible Safety Officer for staff members area of duty, as well the First Aid Officer for the organisation. Any changes in safety and first aid personnel should be brought immediately to the attention of all staff.</p>
First Aid Boxes	<p>Affix a prominent notice or sign in a conspicuous place at a workplace, indicating where the first aid box or boxes are kept as well as the name of the person in charge of such first aid box or boxes.</p> <p>Taking into account the type of injuries that are likely to occur at a workplace, the nature of the activities performed and the number of employees employed at such workplace, the employer shall make sure that the first aid box or boxes contemplated in the sub regulation contain suitable first aid equipment.</p> <p>The following items are the minimum recommended contents required in first aid box. All other toiletry or medicinal products should be kept separately.</p> <p>These items are for <u>emergency</u> purposes <u>only</u>, and should be issued, either by the Departmental First Aid Officer or Department Head.</p> <p>When one of the following items have been used, ensure that the form is completed stating date and purpose of use, and ensure that these are replenished immediately.</p>
Checklist	Below is a checklist to assist in acquiring and controlling the contents of the First Aid box:


Checklist		✓	✗
1.	1 x Wound Cleaner / Antiseptic (100 ml)		
2.	1 x Packet of Swabs for cleaning wounds		
3.	1 x Packet of Cotton Wool for padding (100 g)		
4.	Sterile Gauze (minimum 10)		
5.	1 x Pair Tweezers		
6.	1 x Pair Scissors (min. size 100 mm)		
7.	1 x Set Safety Pins		
8.	4 x Triangular Bandages		
9.	4 x Roller Bandages (75 mm x 5 m)		
10.	4 x Roller Bandages (100 mm x 5 m)		
11.	1 x Roll Elastic Adhesive (25 mm x 3 m)		
12.	1 x Non-allergenic Adhesive Strip (25 mm x 3 m)		
13.	1 x Pack of Adhesive Dressing Strips (min. quantity 10 assorted sizes) (plasters)		
14.	4 x First Aid Dressings (75 mm x 100 mm)		
15.	4 x First Aid Dressings (150 mm x 200 mm)		
16.	2 x Straight Splints		

17.	2 x Pairs large and 2 pairs medium disposable latex gloves		
18.	2 x CPR Mouth pieces or similar devices		

	<p>Identify the contents of the First Aid Box. Tick off items against the checklist. What needs to be done to ensure the box is complete?</p>
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3.2 What to do in the Event of an Accident

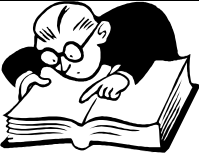
Procedures	Below is the procedure to be followed when confronted with an accident within your area of responsibility. The most important thing that staff need to bear in mind is that they need to alert the relevant safety officer on duty. Follow steps below.
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	<p>Get a copy of your unit's accident procedures. Find out who you must report accidents to.</p>
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Step	Action
Inform the First Aid Officer and the Relevant Emergency Services.	
1	You may be asked to assist with an incident. When a colleague or guest contacts you, quickly find out: <ul style="list-style-type: none"> • What happened; • What the injuries; are • Where the injured. are
2	Contact your unit's Safety Officer and the First Aid Officer and request assistance.
3	Inform the Head of Department and the General Manager.
4.	When instructed to do so, ask Switchboard to telephone for an ambulance and/or contact any other relevant medical organisations.
See to the Safety of Injured and Non-injured People	
5.	Politely and firmly ask non-injured guests and staff to leave the area immediately
6.	Only accept assistance from guests who are either doctors or nurses.
7.	If there are moveable items lying on the injured persons, and they can be safely moved, do so - if there is any risk of further danger to the injured persons by moving anything, do not touch.
8.	Obtain blankets and pillows. Cover the injured persons with blankets. Do not move them.
9.	Only if there is no danger of the injured person having suffered a neck injury should you place a pillow under the person's head. If the person is unconscious do not lift their head – call a Manager or First Aid Officer to make the decision
Comforting and Reassuring the Injured.	
10.	Do not give alcohol to shocked or injured people. Rather give them sweet tea or sugar water

11.	Speak to injured people in calm tones, and reassure them that they are being taken care of and that help is on the way.
12.	If the injured person is concerned about another person, try to obtain information that will be reassuring to them. Do not give an injured person bad news.
13.	Holding the hand of an injured person is reassuring and lets them know that they are not alone. Someone should stay with the injured person.
Accident Reports	
14.	Once the emergency is over, complete the "Accident Report" form with your Head of Department. Try to provide as much detail as possible.

3.3 Range of Accidents

	Find out what accidents have occurred recently in your unit. What corrective action/ measures were taken and what still need to be taken, to ensure they don't happen again?
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Guidelines	There are a number of accidents that can occur in the workplace. In each an every incident the manager needs to be informed. In incidents where there are injuries, the Safety Officer on duty must be alerted.
Accident	Action
Fall	Do not move the person, as they could have broken a bone, and staff could aggravate the situation by moving the person. Run fingers along the body of person to determine if there are any broken bones. Alert the First Aid representative of the organisation. Enter incident in the Accident book.
Faint	Make the person comfortable. Make the patient comfortable by throwing a blanket over he/ her and use a pillow if there is no neck injury. Check to see if there is any identification on the person to identify if he/ she is a diabetic sufferer. It could be that they have not taken their insulin shot. Contact the First Aid Representative.
Slip	Find out from the person if they are in pain. Make the person comfortable. Avoid touching the aggravated area. The First Aid Representative should be able to examine the area to determine if there are any broken bones.
Drop Items	Put on gloves, to avoid getting cut. Pick up the pieces. Sweep and vacuum all the other bits to ensure that it does not become a hazard to other staff members or customers.
Spill Food/ Drink	Clean up spill immediately as there could be a live wire that could cause electrocution. Using disinfectant, mop up the spill. Dry mop thereafter. Place a "Wet Floor" safety sign to alert staff and customers that they must proceed with caution.



Self Assessment 03

Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

How can staff reduce the risk of falling?

Question 2

When a guest or colleague contacts you regarding an accident what do you need to find out?

4. Fire

Specific Outcomes	<ul style="list-style-type: none"> Describe safety and evacuation procedures, (including the nominated assembly point) in the event of a fire. Given a small fire, locate and use the appropriate fire extinguisher. (Range of fire extinguishers: carbon dioxide, foam, powder, fire hose, fire blanket). Given a large fire, raise the alarm and follow the correct evacuation procedure.
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4.1 Safety and Evacuation Procedures




Walk through the fire evacuation route from your workstation and a guest bedroom.

Procedures	On discovery of a fire the main responsibility is to raise the alarm, Follow the steps below in the case of a fire occurring in your organisation.
Step	Action
1	Keep calm – you need to be able to think clearly. Make sure you have the following information: <ul style="list-style-type: none"> Where the fire is; What type of fire it is (what is burning); How big the fire is.
2	Sound the fire alarm.
3	Instruct Switchboard to notify the Duty Manager and General Manager, who will decide if it is necessary to inform Security and/or the Fire Brigade.
4	Assist in contacting all guests in the hotel and tell them the following: <ul style="list-style-type: none"> That there is a fire; That they must evacuate the building and proceed to the assembly point; Where the assembly point is;
5	Staff may especially be asked to contact any deaf or disabled guests first – you may have to go to the guests' rooms and help them to reach the assembly point
4	Close the doors and windows in the designated work area, and switch off any electrical equipment, as well as the air-conditioning, before proceeding to the assembly area.
5	If the fire is in the designated work area, and is too big to control, leave the area and make sure that nobody is left in the area. Staff should only use the appropriate fire fighting equipment if he/ she is confident that he/ she can use it safely.
6	Once the alarm has been alerted, evacuate the area and proceed to the Nominated Assembly Area.
7	Do not wait to clear your desk/office or locker.
8	Switch off any electrical or gas equipment.
9	Close the doors and windows before leaving, and make sure the door is closed behind you.


10	Walk briskly – do not run. Remove high-heeled shoes as they slow you down. Calmly assist guests and staff who may need help.
11	If there is a great deal of smoke, cover your nose and mouth with a wet towel, and crawl on hands and knees.
12	Work your way towards the ground floor and the outside of the building.
13	If you are trapped, ensure that all the windows and doors are closed and stop the gaps with wet linen. Stay near the windows so that you can be seen.
14	Once outside the building, make your way to the assembly point and await roll call and further instructions.

4.2 Small Fire

	Find out where the various extinguishers are kept.
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Guidelines	The first thing to do when confronted with a small fire is to establish whether it is an electrical, oil or paper fire. If the correct equipment is used, the fire will be extinguished more quickly, and will ensure guest and staff safety, minimise inconvenience to everyone, and get the unit / department back to work more quickly.
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Types of fire	Action required	Consequences of incorrect action
Paper or Wood	Only use a fire hose or water extinguisher on a paper or wood fire – never on an electrical or oil fire. If there is any doubt do not use a fire hose, rather use a powder extinguisher.	If a fire hose (water) is used on an oil fire, the fire will spread and cause further damage and injury.
Electrical or Oil	In this instance a powder or foam extinguisher or even flour should be used.	If a fire hose (water) on an electrical fire is used, there is a risk of electrocution.

	You must know how to use all of the extinguishers – ask for training.
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Fire Extinguishers	Description
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Carbon dioxide	<ul style="list-style-type: none"> • These are used on electrical fires as well as fires involving flammable liquids and gases, such as petrol, butane and cooking oil. • Before fighting an electrical fire, make sure that the electrical current has been switched off. • Remove the safety pin and depress the lever, aiming the stream over the fire. • Carbon dioxide is heavier than oxygen, and it effectively smothers the fire by depriving it of oxygen – this is why the objective is to cover the fire with carbon dioxide. • Give the CO₂ time to completely penetrate the fire. • Be very careful that there is no chance of becoming deprived of oxygen when working in an enclosed area.
Fire Blanket	<ul style="list-style-type: none"> • These are used on small fires, and if someone's clothing is alight, and they work to smother the fire by depriving it of oxygen. • Throw the blanket over the fire or over the person. Wrap the person in the blanket until the fire is out. • Ensure that a suitably trained person is available to handle burns.

Fire Extinguishers	Description
Powder	<ul style="list-style-type: none"> • These are used on electrical fires, as well as fires involving flammable liquids and gases, such as petrol, butane and cooking oil. They can also be used on fires involving wood, paper, rubber and plastic. They are most appropriate for fighting small fires. • Remove the safety pin, aim the nozzle towards the fire and press the lever. Move towards the fire using a side to side sweeping action, ensuring that the stream of powder is directed at the base of the flames. • If you are fighting a flammable liquid fire, do not direct the stream directly onto the surface of the liquid as this will cause the liquid to splash and spread the fire – aim the stream slightly above the surface of the liquid. • Keep a close watch on extinguished fires as they can re-ignite.
Foam	<ul style="list-style-type: none"> • These are used on fires involving flammable liquids and gases, such as petrol, butane and cooking oil. • These will mostly be used in the kitchen, and they work to cool the burning liquid and smother the fire with a foam “blanket” which prevents it from re-igniting. • Remove the safety pin, aim the nozzle towards the fire and depress the lever. Aim the stream at the furthest inside edge of the container and allow the foam to build up and flow over the liquid.
Fire Hose	<ul style="list-style-type: none"> • These are only used on fires involving wood, paper, rubber and plastic – not on any other type of fire. • Only activate the extinguisher within “fighting range” of the fire. • Direct the stream of water at the base of the flames.

4.3 Large Fire

Procedures	As in every emergency, remain calm – guests and colleagues depend on you to think clearly. Your evacuation procedures will be a variation on the following guidelines:
Step	Action
1	Contact all guests and advise them to proceed to the assembly area. Staff must go and help deaf or disabled guests in the hotel.
2	Secure all stocks and supplies.
3	Switch off all machinery, electrical and gas mains.
4	Collect all vital and valuable documents such as staff and guest lists.
5	Evacuate along the pre-determined evacuation route (see the Fire Instructions Notice for the hotel).
6	Assist to evacuate guests - politely and firmly move guests and colleagues out of the area and away from any potential danger.
7	Report at the Assembly Area for head count.
8	If necessary, and if possible assist Housekeeping to: Ensure that an adequate supply of blankets, pillows and old, clean sheets is available to the first aid stations
9	If necessary, and if possible assist the Kitchen to: <ul style="list-style-type: none"> • Ensure that an adequate supply of refreshments is available for members of the Emergency Services, guests, staff and all assistants. • Liase with other hotels in the area to assist with the provision of meals. • Liase with Service Staff to set up refreshment stations and staff these.
10	Do not ask guests to assist you in any way other than to follow evacuation procedures.



How does this differ from the procedure in 4.1?



Self Assessment 04

Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

State the procedures to follow in case of a fire.

Question 2

What are carbon dioxide extinguishers used for and how do you use them?

Question 3

What should staff do in every emergency?

5. Hazards and Emergency Situations

Specific Outcomes

- Identify hazards or potential hazards and follow the appropriate procedures.
- Describe emergency situations when normal procedures would not be followed.

5.1 Hazards

Guidelines

Remember that a “hazard” is anything that could possibly cause damage, harm or injury to people or to property in the work place. Therefore, a “hazard” is a source of danger - that is, anything that might be dangerous, such as slippery floors.

Staff are therefore always responsible for taking note of and reporting any incident or anything they see which may pose a danger to themselves, guests, colleagues and any visitors who may be around. .

Be observant at all times, and take note of items or situations which may be hazardous to guests, staff and visitors. For example:

- wet paint
- wet floors
- maintenance workers
- electrical wiring that is not secured out of the way
- people loitering on or around the unit property who do not seem to have any particular business there

If staff notice any of the above situations, it is their responsibility to act by, first informing management and bringing the ‘hazard’ to their attention, thereby taking the necessary action by either placing signage and contacting security and maintenance.




Draw up a list of hazards and potential hazards in your working environment. Explore solutions and make suggestions that can be implemented.



5.2 Emergency Situations

Rationale	<p>Health and Safety Procedures dictate how staff should behave under unusual or emergency situations. By being able to react quickly, staff are ensuring that guests will always feel safe, and that the work of colleagues is disrupted as little as possible.</p> <p>While it is not possible to predict everything that could happen, the safety and security procedures are designed to cover as many eventualities as possible. When one is in an emergency situation, it is difficult to think clearly and make good decisions on the spur of the moment.</p> <p>The safety and security procedures help to make decisions by giving instructions on what to do - this reduces the risk of making the wrong decisions and further endangering guests, colleagues and staff, itself.</p> <p>So in the event of an emergency situation when normal procedures would not be followed, bear in mind the general procedures and adapt them to address the specific situation. For example such emergency situations could include terrorist attacks or an epidemic.</p> <p>See below for examples and appropriate procedure.</p>
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	<p>List some emergency situations that have occurred in your unit. How did employees proceed in these circumstances?</p>
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Situation	Action
Bomb Threats	<p>All bomb threats must be taken seriously. Do not make any attempt to determine whether the threat is a hoax or not. The staff member who receives the bomb threat, must make a note of all the information he/ she can.</p> <p>For example:</p> <ul style="list-style-type: none"> • date • time • voice description • details of the threat should be written down and given to the police. <p>Immediately after a bomb threat is received, tell the supervisor or manager so that arrangements can be made to evacuate the premises and contact the police or emergency services.</p>

Armed Robbery	<p>Be very observant so that a good description of the attackers can be provided to the police.</p> <p>Do the following, if directly involved:</p> <ul style="list-style-type: none">• Do exactly as told.• Keep eyes down –do not make eye contact with attackers.• Keep hands where the attackers can see them.• Tell guests to do the same.• Do not draw a firearm.• Move slowly and do exactly as told – do not be a hero.• Don't make any smart comments or sudden moves - safety is more valuable than money or hotel or guest property. <p>Pay attention to the following (without being obvious or making eye contact with the attackers:</p> <ul style="list-style-type: none">• How many attackers are there?• What weapons do they have?• What is their race and language?• Do they call each other by name?• What are they wearing, how big are they, and any other external features? <p>If a staff member is a witness to the robbery and is able to act without being seen or noticed, contact management immediately.</p> <p>Once the incident is over, assist guests, visitors and staff to get back to normal and to calm down. Provide information and assistance to managers and Police.</p>
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Self Assessment 05

Instructions	<ul style="list-style-type: none">• In the following assessment you will be required to answer all questions.• You are required to obtain 100% to pass.• Obtain feedback from your Assessor on the accuracy of your answers.• If you do not obtain the pass mark, revise all the learning material and redo the question.
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Question 1

Name five hazards that could occur in the workplace.

Question 2

Identify two emergency situations and discuss the procedure to be followed.

Signatures required on successful completion of this Module

General comments & review by Assessor	

General comments from Learner	

I (Assessor) hereby certify that I have examined the learners' workbook and that the learner has successfully completed this section of the training programme.

SIGNATURE ASSESSOR

SIGNATURE LEARNER

DATE: _____

DATE: _____



ANSWERS

Self-Assessment 01

Model Answers	Below find the model answers:
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Question 1

This contributes to a positive, less stressful, and enthusiastic work ethic.

Question 2

When preventable harm comes to a guest or staff member unnecessarily, staff spend time assisting that person and handling the situation.

When harm comes to a guest, it is very likely that the establishment will lose that guest. This represents a considerable cost to the company.

Equipment hazards that are unattended may well result in damage to that equipment, which may result in expensive repair costs.

Damaged equipment that results from the failure to report hazards and potential hazards can result in expensive 'down-time'.



Self-Assessment 02

Model Answers	Below find the model answers:
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Question 1

Refer to “Importance” in 2.2

Question 2

All emergency exits are marked with the sign of a running man.

Stairs are indicated by a sign that looks like a flight of stairs. They may also be indicated by an arrow.

Question 3

Emergency telephone numbers should be clearly displayed next to all telephones - this should include Housekeeping and reception.



Self-Assessment 03

Model Answers	Below find the model answers:
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Question 1

Staff can reduce the risk of falling while at work by:

- wearing shoes with non-slip soles
- walking rather than running
- immediately cleaning up spills
- putting up signs to mark areas that are wet
- dry mopping after mopping to soak up excess water

Question 2

When a colleague or guest contacts you, quickly find out:

- What happened;
 - What are the injuries;
 - Where are the injured.
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Self-Assessment 04

Model Answers	Below find the model answers:
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Question 1

Refer to section 4.1 for answer

Question 2

These are used on electrical fires as well as fires involving flammable liquids and gases, such as petrol, butane and cooking oil.

Before fighting an electrical fire, make sure that the electrical current has been switched off.

Remove the safety pin and depress the lever, aiming the stream over the fire.

Carbon dioxide is heavier than oxygen, and it effectively smothers the fire by depriving it of oxygen – this is why the objective is to cover the fire with carbon dioxide.

Give the CO₂ time to completely penetrate the fire.

Be very careful that there is no chance of becoming deprived of oxygen when working in an enclosed area

Question 3

Remain calm



Self-Assessment 05

Model Answers	Below find the model answers:
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Question 1

- wet paint
- wet floors
- maintenance workers
- electrical wiring that is not secured out of the way
- people loitering on or around the unit property who do not seem to have any particular business there

Question 2

Refer to “Armed Robbery”, and “Bomb Threats” in section 5.2 for answers.
