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OCCUPATIONAL SAFETY & HEALTH



AN OSH MANAGEMENT SYSTEM

Foreword

The protection of workers against work-related sickness, disease and injury forms part of the historical mandate of the ILO. Disease and injury do not go with the job nor can poverty justify disregard for workers' safety and health. The ILO's primary goal is to promote opportunities for women and men to obtain decent and productive work in conditions of freedom, equity, security and human dignity. We have summarized this as "decent work". Decent work is safe work. And safe work is also a positive factor for productivity and economic growth.

Today, technological progress and intense competitive pressures bring rapid change in working conditions, work processes and organization. Legislation is essential but insufficient on its own to address these changes or to keep pace with new hazards and risks. Organizations must also be able to tackle occupational safety and health challenges continuously and to build effective responses into dynamic management strategies. These *Guidelines on occupational safety and health management systems* will support this effort.

The *Guidelines* were prepared on the basis of a broad-based approach involving the ILO and its tripartite constituents and other stakeholders. They have also been shaped by internationally agreed occupational safety and health principles as defined in relevant international labour standards. Consequently, they provide a unique and powerful instrument for the development of a sustainable safety culture within enterprises and beyond. Workers, organizations, safety and health systems and the environment all stand to benefit.

The ILO is pleased to have led the exercise of drawing up these *Guidelines*. I am confident that they will become an invaluable tool for employers and workers and their organizations, national institutions and all those who have a role in ensuring that workplaces are also safe and healthy places. These Guidelines are an extract from the publication ILO-OSH 2001. The full document can be downloaded (<http://www.icdo.org/pdf/nws/icdo-world-day-ilo-2007-en.pdf>)

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1. The main elements

Occupational safety and health, including compliance with the OSH requirements pursuant to national laws and regulations, are the responsibility and duty of the employer. The employer should show strong leadership and commitment to OSH activities in the *organization*, and make appropriate arrangements for the establishment of an OSH management system. The system should contain the main elements of policy, organizing, planning and implementation, evaluation and action for improvement, as shown in figure below. (Figure 1)



Figure 1



1.1 Initial review

1.1.1. The *organization's* existing OSH management system and relevant arrangements should be evaluated by an initial review, as appropriate. In the case where no OSH management system exists, or if the *organization* is newly established, the initial review should serve as a basis for establishing an OSH management system.

1.1.2. The initial review should be carried out by competent persons, in consultation with workers and/or their representatives, as appropriate. It should:

- (a) identify the current applicable national laws and regulations, national guidelines, tailored guidelines, voluntary programmes and other requirements to which the *organization* subscribes;
- (b) identify, anticipate and assess hazards and risks to safety and health arising from the existing or proposed work environment and work organization; and
- (c) determine whether planned or existing controls are adequate to eliminate hazards or control risks; and
- (d) analyze the data provided from workers' health surveillance.

1.1.3. The result of the initial review should:

- (a) be documented;
- (b) become the basis for making decisions regarding the implementation of the OSH management system; and
- (c) provide a baseline from which continual improvement of the *organization's* OSH management system can be measured

1.2. System planning, development and implementation

1.2.1. The purpose of planning should be to create an OSH management system that supports:

- (a) as the minimum, compliance with national laws and regulations;
- (b) the elements of the *organization's* OSH management system; and
- (c) continual improvement in OSH performance.

1.2.2. Arrangements should be made for adequate and appropriate OSH planning, based on the results of the initial review, subsequent reviews or other available data.

These planning arrangements should contribute to the protection of safety and health at work, and should include:

- a) a clear definition, priority setting and quantification, where appropriate, of the *organization's* OSH objectives;
- (b) the preparation of a plan for achieving each objective, with defined responsibility and clear performance criteria indicating what is to be done by whom and when;
- (c) the selection of measurement criteria for confirming that the objectives are achieved; and
- (d) the provision of adequate resources, including human and financial resources and technical support, as appropriate.

1.2.3. The OSH planning arrangements of the *organization* should cover the development and implementation of all the OSH management system elements, as illustrated in figure 1.



1.3. Occupational safety and health objectives

1.3.1. Consistent with the OSH policy and based on the initial or subsequent reviews, measurable OSH objectives should be established, which are:

- (a) specific to the *organization*, and appropriate to and according to its size and nature of activity;
- (b) consistent with the relevant and applicable national laws and regulations, and the technical and business obligations of the *organization* with regard to OSH;
- (c) focused towards continually improving workers' OSH protection to achieve the best OSH performance;
- (d) realistic and achievable;
- (e) documented, and communicated to all relevant functions and levels of the *organization*; and
- (f) periodically evaluated and if necessary updated.

1.4. Hazard prevention

1.4.1. Prevention and control measures

1.4.1.1. Hazards and risks to workers' safety and health should be identified and assessed on an ongoing basis. Preventive and protective measures should be implemented in the following order of priority:

- (a) eliminate the hazard/risk;
- (b) control the hazard/risk at source, through the use of engineering controls or organizational measures;
- (c) minimize the hazard/risk by the design of safe work systems, which include administrative control measures; and
- (d) where residual hazards/risks cannot be controlled by collective measures, the employer should provide for appropriate personal protective equipment, including clothing, at no cost, and should implement measures to ensure its use and maintenance.

1.4.1.2. Hazard prevention and control procedures or arrangements should be established and should:

- (a) be adapted to the hazards and risks encountered by the *organization*;
- (b) be reviewed and modified if necessary on a regular basis;
- (c) comply with national laws and regulations, and reflect good practice; and
- (d) consider the current state of knowledge, including information or reports from *organizations*, such as labour inspectorates, occupational safety and health services, and other services as appropriate.

1.4.2. Management of change

1.4.2.1. The impact on OSH of internal changes (such as those in staffing or due to new processes, working procedures, organizational structures or acquisitions) and of external changes (for example, as a result of amendments of national laws and regulations, organizational mergers, and developments in OSH knowledge and technology) should be evaluated and appropriate preventive steps taken prior to the introduction of changes.



1.4.2.2. A workplace hazard identification and risk assessment should be carried out before any modification or introduction of new work methods, materials, processes or machinery. Such assessment should be done in consultation with and involving workers and their representatives, and the safety and health committee, where appropriate.

1.4.2.3. The implementation of a "decision to change" should ensure that all affected members of the *organization* are properly informed and trained.

1.4.3. Emergency prevention, preparedness and response

1.4.3.1. Emergency prevention, preparedness and response arrangements should be established and maintained. These arrangements should identify the potential for accidents and emergency situations, and address the prevention of OSH risks associated with them. The arrangements should be made according to the size and nature of activity of the *organization*. They should:

- (a) ensure that the necessary information, internal communication and coordination are provided to protect all people in the event of an emergency at the worksite;
- (b) provide information to, and communication with, the relevant competent authorities, and the neighborhood and emergency response services;
- (c) address first-aid and medical assistance, firefighting and evacuation of all people at the worksite; and
- (d) provide relevant information and training to all members of the *organization*, at all levels, including regular exercises in emergency prevention, preparedness and response procedures.

1.4.3.2. Emergency prevention, preparedness and response arrangements should be established in cooperation with external emergency services and other bodies where applicable.

1.4.4. Procurement

1.4.4.1. Procedures should be established and maintained to ensure that:

- (a) compliance with safety and health requirements for the *organization* is identified, evaluated and incorporated into purchasing and leasing specifications;
- (b) national laws and regulations and the *organization's* own OSH requirements are identified prior to the procurement of goods and services; and
- (c) arrangements are made to achieve conformance to the requirements prior to their use.

1.4.5. Contracting

1.4.5.1. Arrangements should be established and maintained for ensuring that the *organization's* safety and health requirements, or at least the equivalent, are applied to contractors and their workers.

1.4.5.2. Arrangements for contractors working on site should:

- (a) include OSH criteria in procedures for evaluating and selecting contractors;
- (b) establish effective ongoing communication and coordination between appropriate levels of the *organization* and the contractor prior to commencing work.



This should include provisions for communicating hazards and the measures to prevent and control them;

(c) include arrangements for reporting of work-related injuries, ill health, diseases and incidents among the contractors' workers while performing work for the *organization*;

(d) provide relevant workplace safety and health hazard awareness and training to contractors or their workers prior to commencing work and as work progresses, as necessary; (e) regularly monitor OSH performance of contractor activities on site; and

(f) ensure that on-site OSH procedures and arrangements are followed by the contractor(s).

1.5. Performance monitoring and measurement (Evaluation)

1.5.1. Procedures to monitor, measure and record OSH performance on a regular basis should be developed, established and periodically reviewed. Responsibility, accountability and authority for monitoring at different levels in the management structure should be allocated.

1.5.2. The selection of performance indicators should be according to the size and nature of activity of the *organization* and the OSH objectives.

1.5.3. Both qualitative and quantitative measures appropriate to the needs of the *organization* should be considered. These should:

(a) be based on the *organization's* identified hazards and risks, the commitments in the OSH policy and the OSH objectives; and

(b) support the *organization's* evaluation process, including the management review.

1.5.4. Performance monitoring and measurement should:

(a) be used as a means of determining the extent to which OSH policy and objectives are being implemented and risks are controlled;

(b) include both active and reactive monitoring, and not be based only upon work related injury, ill health, disease and incident statistics; and

(c) be recorded.

1.5.5. Monitoring should provide:

(a) feedback on OSH performance;

(b) information to determine whether the day-to-day arrangements for hazard and risk identification, prevention and control are in place and operating effectively; and

(c) the basis for decisions about improvement in hazard identification and risk control, and the OSH management system.

1.5.6. Active monitoring should contain the elements necessary to have a proactive system and should include:

(a) monitoring of the achievement of specific plans, established performance criteria and objectives;

(b) the systematic inspection of work systems, premises, plant and equipment;

(c) surveillance of the working environment, including work organization;

(d) surveillance of workers' health, where appropriate, through suitable medical monitoring or follow-up of workers for early detection of signs and symptoms of harm to health in order to determine the effectiveness of prevention and control measures; and

(e) compliance with applicable national laws and regulations, collective agreements and other commitments on OSH to which the *organization* subscribes.

1.5.7. Reactive monitoring should include the identification, reporting and investigation of:

(a) work-related injuries, ill health (including monitoring of aggregate sickness absence records), diseases and incidents;

(b) other losses, such as damage to property;

(c) deficient safety and health performance, and OSH management system failures; and

(d) workers' rehabilitation and health-restoration programmes.



1-How to: Design a risk/hazard analysis

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
Perform risk analysis:	<ul style="list-style-type: none"> • Determine what is exposed to loss or liability, e.g. people, property, cash • What could cause loss or liability or hazard • Who could suffer loss or liability • When could loss or damage occur • What damage could occur to reputation • What is the possible maximum loss 	Consider local and international laws.
Consider risk management techniques:	<ul style="list-style-type: none"> • Loss prevention, e.g. security • Spreading risk, e.g. insurance • Risk control e.g. safety precautions, training staff, maintenance programmes • Contingency plans for; recovery after loss, alternate equipment 	Check with bankers and insurance company.
Select techniques to manage risk/hazards:	<ul style="list-style-type: none"> • Seek professional advice if necessary 	Ask second opinion.
Implement techniques:	<ul style="list-style-type: none"> • Train staff 	Keep training records.
Evaluate risk/hazard analysis plan on an ongoing basis:	<ul style="list-style-type: none"> • Check latest laws, consult social partners 	Publicize changes made.





2-How to: Develop and revise policies and procedures

What to do	How to do it	Standard
 <p>Review existing policies and procedures:</p>	<ul style="list-style-type: none"> • Read: for example: company goals and objectives, company philosophy, company mission statement, operations and employee manuals 	<p>Obtain the information from management.</p>
 <p>Determine implications of policies and procedures on:</p>	<ul style="list-style-type: none"> • E.g.: day-to-day operations • Legal liabilities • Insurance requirements • Lease restrictions 	<p>Communicate policies and procedures to employees, e.g. information or training sessions, meetings.</p>
     <p>Revise existing policies and procedures, as necessary:</p>	<ul style="list-style-type: none"> • Identify areas of concern and generate ideas for improvement of operation, including: • Prepare revised policies and procedures in written format, indicating: • Communicate changes to employees and management • Set a date to review new policies 	<p>Discussion at staff and management meetings, input of other industry members, changes in operations. And the effective date.</p>
<p>Develop new policies and procedures:</p>	<ul style="list-style-type: none"> • Identify areas requiring a policy or procedure • Determine best order for completion of duties to ensure efficiency and avoid omissions • Finalize procedures in checklist format 	<p>Ensure policies and procedures are adhered to, e.g. monitor daily operations.</p>



3-How to: Identify areas that require policies and procedures

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
Standards of service, including:	<ul style="list-style-type: none"> • Approach/attitude toward guests • Standard for greeting guests, which: <ul style="list-style-type: none"> • Projects desired image to guests • Attentiveness • Body language • Verbal communication • Service activities 	They should reflect the company philosophy supports ambiance of establishment.
Product quality, including:	<ul style="list-style-type: none"> • Use of recipes and plating guides • Adherence to production schedules • Portion sizes 	Quality of food suppliers.
Storage, including:	<ul style="list-style-type: none"> • Chemicals for washing and cleaning of linens etc 	Adherence to guidelines and pest control.
Inventory, including:	<ul style="list-style-type: none"> • Breakage/spoilage, damage etc. 	Record current stock on an inventory list.
Employee grooming and dress code, including:	<ul style="list-style-type: none"> • Regulation dress and footwear • Personal items, such as use of jewellery and colognes • Wearing of uniforms outside the premises • Hair, e.g.: length, off the face 	Requirement of cap or hairnet ironing of uniforms/dress cleaning of uniforms, dress and make up.





4-How to: Ensure operating procedures are being followed

What to do

How to do it

Standard

<p>Ensure closing duties of previous shift are complete, for example:</p>	<ul style="list-style-type: none"> • Check: <ul style="list-style-type: none"> • Point-of-sales system was cleared • Waste and garbage was disposed of • Product was properly and safely stored 	<p>Use Log book for incidents or repairs that need to be made and ensure sales reports have been run.</p>
<p>Check that production preparation lists are complete, i.e. production par:</p>	<ul style="list-style-type: none"> • Use a checklist prior to service that includes checking: cash floats, small change and bills, equipment, cleanliness in service and relevant production areas, furnishings, side work and prep work, outside premises, table settings, cafeteria lines and service stations, product lighting, temperature and music, washroom cleanliness 	<p>Delegate tasks to appropriate staff.</p>
<p>Ensure products have correct:</p>	<ul style="list-style-type: none"> • Temperatures • Tastes • Textures - colours/appearances • Holding times • Portion sizes 	<p>Company policies.</p>
<p>Confirm arrival of staff:</p>	<ul style="list-style-type: none"> • Ensure adequate staffing 	<p>Check that staff members have proper attire.</p>
<p>Walk through facility to confirm readiness for opening:</p>	<ul style="list-style-type: none"> • Ensure co-ordination between front and back of house 	<p>Check that corrective action is taken immediately before unlocking doors.</p>





5-How to: Manage service contracts

What to do

How to do it

Standard



وزارة
العمل
والضمان
الاجتماعي



الائتلاف
القانوني
للخدمات
المهنية



جمهورية
مصر العربية
التنظيم
العالمي
للحرف
والصناعة

مركز
التدريب
والتأهيل
المهني
بمصر
2011

Choose a service contractor as required:

- Compare service contractor options

Select contractor on the basis of cost and performance.

Negotiate service contract agreement, including:

- Provision of emergency assistance
- Fee structures including charges for parts, labour
- Additional charges and payment terms
- Responsibilities of the contractor and the operation
- Conditions under which the agreement may
- Be void required record keeping

Read and interpret service contract.



6-How to: Ensure that closing procedure is followed

What to do

How to do it

Standard

 <p>Follow established inventory, cash and point-of-sales procedures, e.g. clear point-of-sales system:</p>	<ul style="list-style-type: none"> • Clean and re-set restaurant for breakfast 	<p>Leave cash register with open till.</p>
        <p>Count items accurately and mark off items on set-up sheet as completed: name of function, location, date, type of meal, number of settings and meet requested sizes and type of wares. Label each cart of equipment when delivered. Take completed set up to designated location: Check for shortages/excess equipment:</p>	<ul style="list-style-type: none"> • Gather required items from storage area 	<p>Determine specified number of rolls per person based on guarantee.</p>
<p>Ensure exits are secure:</p>	<ul style="list-style-type: none"> • Lock and double check doors 	<p>Set alarm if applicable.</p>



7- How to: Close at the end of the day

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
   <p>Ensure that paperwork is completed, including:</p>	<ul style="list-style-type: none"> • Cashier work • Payroll • Requisitions • Log book • Maintenance requests • Updated schedules • Updated forecasts • Events sheets posted 	<p>File daily reports.</p>
   <p>Review next day's activities, including:</p>	<ul style="list-style-type: none"> • Forecast • Staffing • Unusual circumstances • Special requests to be prepared for in advance 	<p>Brief on-coming supervisor/manager regarding shift's activities.</p>
<p>Sign off on computer system:</p>	<ul style="list-style-type: none"> • Secure all cabinets, drawers and office, if necessary 	<p>Key policy.</p>



8-How to: Deal with sexual harassment

 Definition	<ul style="list-style-type: none"> • Sexual harassment is any unwelcome sexual advance or conduct on the job that creates an intimidating, hostile, or offensive working environment. Any conduct of a sexual nature that makes an employee uncomfortable has the potential to be sexual harassment 	Some samples: # A supervisor implies to an employee that the employee must sleep with him to keep a job.
 Strategies for Prevention	<ul style="list-style-type: none"> • Adopt a clear sexual harassment policy. In your employee handbook, you should have a policy devoted to sexual harassment. That policy should: <ul style="list-style-type: none"> • define sexual harassment • state in no uncertain terms that you will not tolerate sexual harassment • state that you will discipline or fire any wrongdoers • set out a clear procedure for filing sexual harassment complaints • state that you will investigate fully any complaint that you receive, and • state that you will not tolerate retaliation against anyone who complains about sexual harassment. 	# A sales clerk makes demeaning comments about female customers to his coworkers. # An office manager in a law firm is made uncomfortable by lawyers who regularly tell sexually explicit jokes. # A cashier at a store pinches and fondles a coworker against her will.
  Train employees.	<ul style="list-style-type: none"> • At least once a year, conduct training sessions for employees. These sessions should teach employees what sexual harassment is, explain that employees have a right to a workplace free of sexual harassment, review your complaint procedure, and encourage employees to use it. 	# A secretary's coworkers belittle her and refer to her by sexist or demeaning terms. # Several employees post sexually explicit jokes on an office intranet bulletin board.
 Train supervisors and managers.	<ul style="list-style-type: none"> • At least once a year, conduct training sessions for supervisors and managers that are separate from the employee sessions. • The sessions should educate the managers and supervisors about sexual harassment and explain how to deal with complaints 	# An employee sends emails to coworkers that contain sexually explicit language and jokes
 Monitor your workplace	<ul style="list-style-type: none"> • Get out among your employees periodically. • Talk to them about the work environment • Ask for their input. • Look around the workplace itself. • Do you see any offensive posters or notes? • Talk to your supervisors and managers about what is going on. • Keep the lines of communication open. 	Take all complaints seriously. If someone complains about sexual harassment, act immediately to investigate the complaint. If the complaint turns out to be valid, your response should be swift and effective.

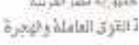


9-How to: Prepare for emergencies

What to do	How to do it	Standard
 <p>Identify possible emergency situations, for example:</p>	<ul style="list-style-type: none"> • Fire • Power or water disruptions. • Natural disaster, e.g. • Medical • Robbery • Riot • Bomb threat 	<p>Know location of emergency exits and first aid kits.</p>
  <p>Familiarize self with appropriate responses to emergency situations:</p>	<ul style="list-style-type: none"> • Attend designated meetings to practice emergency procedures 	<p>Keep emergency exits and routes clear and unlocked.</p>
  <p>Identify details that should be recorded after emergencies, for example:</p>	<ul style="list-style-type: none"> • Date and time of emergency • Nature of emergency • Time authorities were contacted • Time authorities arrived • Action taken • Names and telephone numbers of witnesses 	<p>Know establishment's street address.</p>



10-How to: Respond to emergencies

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
 <p>Remain calm:</p>	<ul style="list-style-type: none"> • Assess situation 	<p>Refer all questions to designated spokes-person.</p>
    <p>Follow appropriate emergency procedure:</p>	<ul style="list-style-type: none"> • Call emergency authority • Meet emergency personnel and assist as directed. • Provide requested information, e.g. nature of emergency 	<p>Provide requested information, e.g. nature of emergency. Give street address twice. Follow instructions given by emergency authority, e.g. evacuate building. Allow emergency authority to disconnect call.</p>
 <p>Report details of emergency:</p>	<ul style="list-style-type: none"> • Document details or give details to supervisor 	<p>Do not admit liability.</p>



11- How to: Prevent fire and explosion

What to do

How to do it

Standard

 <p>Check LPG installation:</p>	<ul style="list-style-type: none"> • Check test date • Fill valve secured and protected • Fill line protected and vented • Captive filler cap • Vaporizer mounted correctly 	<p>Follow supplier's instruction.</p>
    <p>Maintenance of a steam boiler:</p>	<ul style="list-style-type: none"> • Verify gauge accuracy by comparing the actual water level with the reading on the gauge. The owner's manual will have more specific instructions on how to make this comparison. • Test the relief valve by carefully lifting the lever to check operation while the boiler is running. The valve should release steam, then stop. If it continues to release steam, have the relief valve replaced • Check the pressure gauge to make sure that steam pressure doesn't exceed the gauge's limit mark. If it does, contact a professional steam boiler service. • Open the low-water cutoff valve to flush sediment, allowing the water to run until it is clear. <i>Caution:</i> The water will be hot 	<p>Monthly.'</p>
<p>Fire drills:</p>	<ul style="list-style-type: none"> • Everyone should take part in regular fire drills and be aware of the need to assist people with any form of disability 	<p>It may also be possible to arrange for a local fire brigade crew to attend a fire drill to witness it.</p>



12-How to: Identify types fire extinguishers

What to do

How to do it

<p>Dry Chemical:</p>	<ul style="list-style-type: none"> • These extinguishers are usually rated for multiple purpose use. They contain an extinguishing agent and use a compressed, non-flammable gas as a propellant 	
<p>Halon:</p>	<ul style="list-style-type: none"> • These extinguishers contain a gas that interrupts the chemical reaction that takes place when fuels burn. • These types of extinguishers are often used to protect valuable electrical equipment since they leave no residue to clean up. Halon extinguishers have a limited range, usually 4 to 6 feet. • The initial application of Halon should be made at the base of the fire, even after the flames have been extinguished 	
<p>Water:</p>	<ul style="list-style-type: none"> • These extinguishers contain water and compressed gas and should only be used on Class A (ordinary combustibles) fires 	
<p>Carbon Dioxide:</p>	<ul style="list-style-type: none"> • CO2 extinguishers are most effective on Class B and C (liquids and electrical) fires Since the gas disperses quickly, these extinguishers are only effective from 3 to 8 feet. The carbon dioxide is stored as a compressed liquid in the extinguisher; as it expands, it cools the surrounding air. The cooling will often cause ice to form around the “horn” where the gas is expelled from the extinguisher. Since the fire could re-ignite, continue to apply the agent even after the fire appears to be out 	



السلطة الوطنية
للعمل والصحة والسلامة
والضمان الاجتماعي

السلطة الوطنية
للعمل والصحة والسلامة
والضمان الاجتماعي



13-How to: Install fire alarm equipment

What to do

How to do it

Standard

<p>Consider building specifications:</p>	<ul style="list-style-type: none"> • What kind of materials is your building made of (brick, steel, etc.)? How many floors? 	<p>Departments handling flammable materials should have additional safe guards.</p>
<p>Occupancy requirements:</p>	<ul style="list-style-type: none"> • Locations that regularly hold large numbers of people may need more signaling devices 	<p>Consider exit routes.</p>
<p>Install fire extinguishers:</p>	<ul style="list-style-type: none"> • Consider the different type of fires 	<p>Use a certified company.</p>
<p>Train staff:</p>	<ul style="list-style-type: none"> • During the orientation period for new employees • When new equipment or processes are introduced • When staff are transferred to another department • Periodically for existing staff 	<p>According to company standards.</p>



وزارة العمل
والضمان الاجتماعي



الضمان الاجتماعي
بمجلس الوزراء



جمهورية مصر العربية
وزارة القوى العاملة والهجرة

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1982



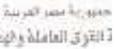
14-How to: Evacuate

What to do

How to do it

Standard

Close the door behind you:	<ul style="list-style-type: none"> • Walk to the nearest fire exit as mapped out in the evacuation plan 	Use a blanket or sheet to make a tent over your head in case of heavy smoke.
Do Not Take The elevator:	<ul style="list-style-type: none"> • If you attempt to take the elevator in a fire you may become trapped. the elevator may also take you to the floor where the fire is 	Prevent others the take the elevator as well.
Use the stairs, walk to the bottom floor of the hotel:	<ul style="list-style-type: none"> • Hold onto the handrail as you go so as not to be knocked down by someone behind you 	Keep right.
Encountering smoke:	<ul style="list-style-type: none"> • If you encounter smoke or fire on lower levels, return to your room • Call the hotel operator and explain that you are trapped in your room 	Call the hotel operator and explain in which are you are trapped.
Trapped:	<ul style="list-style-type: none"> • If you cannot make it back to your room walk to a floor with clearer air, and attempt to find another emergency exit 	As a last resort, take the stairs to the roof.



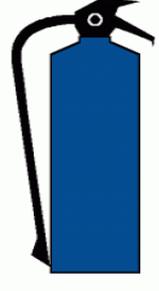


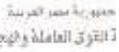
OCCUPATIONAL SAFETY & HEALTH



15-How to: Select signs

What to do	How to do it	Standard
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 <p>Warning This extinguisher is alarmed</p>	 <p>Fire alarm</p>	 <p>Fire hose reel</p>
 <p>AFF FOAM</p> <p>Safe for use on wood, paper & fabric fires.</p> <p>Safe for use on flammable liquid fires.</p> <p>DO NOT use on electrical or flammable metal fires.</p>	<p>FIRE EXTINGUISHER TO BS EN 3 & BS 7863</p> <p>CO₂</p>  <p>For use on electrical and flammable liquid fires.</p> <p>DO NOT operate in confined spaces. Where there is a danger of fumes being inhaled.</p>	 <p>POWDER</p> <p>USE FOR ALL RISKS-FLAMMABLE LIQUIDS & GASES</p>
 <p>Fire telephone</p>	<p>Sprinkler control valve</p>	<p>Open valve before running out hose</p>





16-How to: Check fire fighting equipment.

What to do

How to do it

Standard

<p>Monthly:</p>	<ul style="list-style-type: none"> • Fire extinguishers shall be inspected visually at least once a month to determine that they are fully charged and operable. 	<p>Visually.</p>
<p>At least once every twelve months:</p>	<ul style="list-style-type: none"> • Maintenance checks shall be made of mechanical parts, the amount and condition of extinguishing agent and expellant, and the condition of the hose, nozzle, and vessel to 	<p>Determine that the fire extinguishers will operate effectively.</p>
<p>Determine the integrity of the extinguishing agent:</p>	<ul style="list-style-type: none"> • Fire extinguishers shall be hydrostatically tested 	<p>On a schedule based on the manufacturer's specifications.</p>
<p>Water pipes, valves, outlets, hydrants, and hoses that are part of the mine's firefighting system:</p>	<ul style="list-style-type: none"> • Shall be visually inspected at least once every three months for damage or deterioration and use-tested at least once every twelve months 	<p>Determine that they remain functional.</p>
<p>Fire suppression systems:</p>	<ul style="list-style-type: none"> • Shall be inspected at least once every twelve months. • An inspection schedule based on the manufacturer's specifications or the equivalent shall be established for individual components of a system. 	<p>At the completion of each inspection or test required by this standard, the person making the inspection or test shall certify that the inspection or test has been made and the date on which it was made.</p>



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17-How to: Provide input into employee handbook

What to do	How to do it	Standard
     <p>Review existing handbook:</p>	<ul style="list-style-type: none"> • Ensure the content is comprehensive and up to date, including • General rules. • The role of the employee • Pay period • Wage and benefit information • Method of performance review • Discipline procedures • Harassment • Punctuality and attendance • Leave of absence • Bereavement • Vacation • Employee entrance • Grievance procedures • Grooming and hygiene • Apparel • Smoking • Personal telephone calls and visitors • Employee meals and breaks 	<p>Include company description, e.g. history, mission statement, philosophy. Organizational structure, e.g. departments and their functions, positions. Policies. Seek input from staff and management.</p>
<p>Edit content to ensure information is presented in a simple and easy to read format:</p>	<ul style="list-style-type: none"> • Seek approval from management 	<p>Distribute updates to employees.</p>



18-How to: Develop a personal hygiene and illness reporting system

What to do	How to do it	Standard
Policy and Monitoring Framework:	<ul style="list-style-type: none"> • Develop a Personal Hygiene and Illness Reporting Policy to include penalties for non compliance. • Ensure medical examination and food handlers certification (where required) • Develop a food borne illness surveillance and investigation Action Plan. Institute mandatory Illness reporting by staff • Provide first aid/medical services • Establish disease endemic levels • Keep records for staff and guests • Preparation and distribution of reports 	Mandatory Illness reporting; valid food handler's permit before employment; medical examination of food handlers. Hand washing steps, hand wash signs. Mandatory reporting of fever, rash, diarrhea, vomiting, sneezing and coughing, boils and sores to the relevant authorities; Adequate supply of first aid supplies equipment/ in accessible location. Trained First Aider on duty.
Good Personal Hygiene Practices:	<ul style="list-style-type: none"> • Develop list of standard good personal hygienic practices that MUST be done • Maintaining personal cleanliness • Wear proper clean, appropriate protective work attire • Following hygienic hand practices : Hand washing stations are adequate and properly located and is provided with germicidal soap, hand-drying device waste bin; sanitizer • Wash hands before and after handling raw foods, immediately after they become soiled or after using the toilet, handling garbage, smoking, touching body parts, coughing, sneezing, handling dirty utensils etc. • Have written policy on bare hand contact with ready-to-eat foods and use of gloves; • Avoid unsanitary habits/actions; e.g. smoking, spitting; • Maintaining good health • Reporting illnesses • Control of visitors and animals, restrict unauthorized persons movement in food handling areas • Screen visitors and ensure visitors to food hand. 	Bathing before work; clean hair; clean healthy mouth; fingernails short, clean and no nail polish. Wear clean appropriate, protective coverall/apron daily; proper hair restraint. Do not wear protective clothing outside of work area; remove all jewelry from hands and no face-strong perfumes; shoes, hair covering, aprons, no acrylic nails jewelry. Use standard 6-step hand washing procedure and 20 second rule. Use warm water temperature of at least 110°F/43°C. Display hand wash signage to illustrate hand washing method. Ensure all hand-washing stations are adequately located and equipped. Change gloves: when they become soiled or torn; before beginning a different task; at least every four hours during continual use; after handling raw meat and before handling cooked or ready-to-eat food.



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19-How to: Practice occupational health and safety procedures

What to do

How to do it

Standard

<p>Identify hazards and risks:</p>	<ul style="list-style-type: none"> • Screen visitors and ensure visitors to food hand. • Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 	<p>Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures.</p>
<p>Evaluate hazards and risks:</p>	<ul style="list-style-type: none"> • Effects of the hazards are determined • OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation 	<p>Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) .</p>
<p>Control hazards and risks :</p>	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed • Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies • Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices 	<p>Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol.</p>
<p>Maintain OHS awareness:</p>	<ul style="list-style-type: none"> • Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 	<p>OHS personal records are completed and updated in accordance with workplace requirements.</p>



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Ministry of Labour and Social Security
2011/002



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20-How to: Report an accident, incident & occupational disease.

INJURED PARTY/COMPLAINANT TO COMPLETE Sections A & B, SIGN, DATE & SUBMIT to your immediate supervisor/department within 24 HOURS of the event.

: General Information (Injured Party/Complainant)

Last Name First Name

Staff number if applicable

Department Position

Daytime Phone Number Evening Phone Number

Section B: Description of the Event

When: Date of Event (MM/DD/YYYY) Time of Event

Date Reported:

Time Reported:

Where: Location of Event (Kitchen, office, stairs, etc.) Building Floor & Room

What happened? (Description of the event and how it occurred)

Were you injured? (Description of injury, including parts of the body)

What factors contributed to the event?

How could the event have been avoided?

Was First aid administered? YES NO If yes, by whom?

Signature of Injured Party/Complainant Date

If form completed by someone other than the injured party, please fill out the following lines:

Form Completed by:

Telephone Number:

Signature

Date:



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21-How to: Check First aid kits

What to do	How to do it	Standard
 <p>Instruments:</p>	<ul style="list-style-type: none"> • 1 pair bandage scissors • 1 pair splinter forceps • 12 safety pins (assorted sizes) 	<p>A first-aid manual.</p>
   <p>Dressings:</p>	<ul style="list-style-type: none"> • 5 sterile bandages (25 mm x 75 mm), individually wrapped • 25 sterile gauze squares (101 mm x 101 mm), individually wrapped • 4 rolls sterile gauze bandage (50 mm x 9 m), individually wrapped • 4 rolls sterile gauze bandage (101 mm x 9 m), individually wrapped • 6 triangular bandages • 4 sterile bandage compresses (101 mm x 101 mm), individually wrapped • 1 roll adhesive tape (25 mm x 9 m) 	<p>Or equivalent sizes.</p>
 <p>Antiseptics:</p>	<ul style="list-style-type: none"> • 25 alcohol swabs 	<p>Individually wrapped.</p>
 <p>Other suggested items:</p>	<ul style="list-style-type: none"> • Gloves • Disposable emergency blanket - Instant Cold pack • Instant Hot pack • CPR pocket mask with O₂ inlet • Blood exposure report sheet • Adrenalin injection report sheet 	



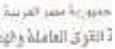
22-How to: Prevent burns and scalds

What to do

How to do it

Standard

Organize work area:	<ul style="list-style-type: none"> Prevent contact with flames and hot objects 	Use the correct gloves for handling hot objects.
Ensure safe levels:	<ul style="list-style-type: none"> Ensure safe levels of hot liquid like oil or boiling water 	Do not use a wet cloth to lift lids from hot pans.
Safety devices:	<ul style="list-style-type: none"> Make use of safety devices like thermostats and interlocking switches in ovens 	Do not overfill pots and pans.
Steam ovens:	<ul style="list-style-type: none"> Ensure cookers and steam ovens that are not under pressure 	Check twice.
Hot water and liquid faucets:	<ul style="list-style-type: none"> Open slowly 	Keep safe distance.





23-How to: Treat burns and scalds

What to do

How to do it

Standard

 <p>Stop the burning process:</p>	<ul style="list-style-type: none"> • Cool the burned area with cool running water for several minutes 	<p>If an ambulance is coming, continue running water over the burned area until the ambulance arrives.</p>
 <p>Look for blistering, sloughing, or charred (blackened) skin:</p>	<ul style="list-style-type: none"> • Blistering or sloughing (skin coming off) means the top layer of skin is completely damaged and complications are likely. Charring indicates even deeper damage to all three layers of skin 	<p>If the damaged area is bigger than one entire arm or the whole abdomen, take the victim to the emergency department immediately.</p>
 <p>Emergency medical assistance:</p>	<ul style="list-style-type: none"> • Victims with burns to the following areas need emergency medical assistance : <ul style="list-style-type: none"> * face * hands * feet * genitalia 	<p>Know the emergency phone number.</p>
 <p>Mild burns:</p>	<ul style="list-style-type: none"> • Mild burns with reddened skin and no blisters may be treated with a topical burn ointment or spray to reduce pain • Cool water (not cold or warm) may also help with pain. 	<p>DO NOT APPLY BUTTER OR OIL TO ANY BURN!</p>
<p>Healing process:</p>	<ul style="list-style-type: none"> • While the burn is healing, wear loose natural clothing like silks or light cottons 	<p>Harsher fabrics will irritate the skin even more.</p>



24-How to: Prevent cuts

What to do	How to do it	Standard
<p>Machinery:</p>    	<ul style="list-style-type: none"> • Refrain from wearing loose or frayed clothing or jewellery that could get caught • Do not remove any safety interlocks and safety guards from machinery • Do not clean blades unless the power has been switched off • Follow operating instructions • Ensure safety guards are in place before operating any machinery • Use a pusher or tool to avoid contact with moving parts 	<p>Always switch off or unplug the machine before removing the safety guards for retrieval or cleaning.</p>
<p>Knives:</p>    	<ul style="list-style-type: none"> • Use the right knife for the job • Use a flat surface or cutting board • Store knives securely in proper racks in a visible place • Cut away from your body when cutting, trimming or de-boning • Curl the finger of the other hand over the object to be cut • Wear protective equipment such as mesh gloves • Wash and clean sharp tools separately from other utensils 	<p>Always make sure knives are sharp.</p>



25-How to: Treat cuts

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
  <p>Check the cut:</p>	<ul style="list-style-type: none"> • Look to see if the cut is very deep, won't stop bleeding after 10 minutes or so using direct pressure or the skin is really split apart 	<p>If you think stitches may be necessary, it's better to contact a doctor sooner rather than later.</p>
    <p>Clean the area:</p>	<ul style="list-style-type: none"> • Clean the area well with warm water and soap. With this cleaning, you want to get rid of any dirt or other things that aren't normally there, so you can get a better look and help it to heal 	<p>Apply an over-the-counter antibiotic cream.</p>
    <p>Check:</p>	<ul style="list-style-type: none"> • Watch for signs of infection like increasing redness, warmth and tenderness in the area, drainage of puss-like fluid, or even a fever 	<p>Contact a doctor.</p>



26-How to: Prevent trips and falls

What to do

How to do it

Standard

 Report:	<ul style="list-style-type: none"> • Report poor lighting 	Including defective lighting.
 Floors and stairs:	<ul style="list-style-type: none"> • Keep floors and steps dry and clean 	Report to housekeeping if not.
 Power cords:	<ul style="list-style-type: none"> • Hang power cords over aisles or work areas to prevent tripping accidents 	Power cords should not hang loose.
  Flooring:	<ul style="list-style-type: none"> • Make use of anti-slip flooring 	In high-risk areas.
 Materials:	<ul style="list-style-type: none"> • Do not leave materials and boxes lying haphazardly around 	Clean as you go.



27-How to: Reduce fatigue

What to do

How to do it

Standard

       <p>Fatigue is a general term used to describe the feeling of being tired, drained or exhausted. Fatigue may be due to mental, physical or emotional reasons. It may affect the ability of an employee to carry out their duties in a safe manner. For example, fatigue has been identified as a major factor in transport accidents. Where fatigue may affect a person's ability to work safely it must be identified, assessed and controlled like other hazards in the workplace. Fatigue can be caused by many factors in the workplace or a person's private life. Often a number of factors combine to increase fatigue to the point where a person may put their own or another person's safety at risk. As a result, both employers and employees have a role to play in making sure any risks associated with fatigue are minimized.</p> <p>Circadian Rhythms (the "Body Clock") are the body's natural rhythms that are repeated approximately every 24 hours. These rhythms regulate sleeping patterns, body temperature, hormone levels, digestion and many other functions. Depending on the time of the day, the body is programmed for varying levels of wakefulness, body temperature, and so on.</p>	<ul style="list-style-type: none"> • Fatigue can result from a number of factors in the workplace or a person's private life. Examples from the workplace include: <ul style="list-style-type: none"> • long or arduous work • physical requirements of the job • irregular and unpredictable working hours • time of day when work is performed and sleep obtained • mental stimulation of the job • continual noise exposure; • poor workplace ventilation, lighting and design • workplace climate e.g. too hot or cold • continual vibration from equipment • constant concentration on a fixed or moving point • shift work • excessive work schedules and • having more than one job. <p>Fatigue levels can also be influenced by health and emotional issues or by several of these factors in combination.</p> <p>Causes of fatigue can be identified by looking for signs and tracking down the causes. Open communication between employers and employees is necessary to help identify fatigue in the workplace.</p>	<ul style="list-style-type: none"> • Continual noise exposure. • Poor workplace design. • Continual vibration from equipment. • Extreme temperatures. • No external stimuli. • Working in isolation. • No means of early identification of signs of fatigue. • Poor ventilation. • Involves movement of vehicles e.g. forklifts. • Poor lighting. • Physically demanding task. • Irregular and unpredictable hours • Requires concentration. • Involves the operation of machinery or plant. • Repetitive. • Duration of jobs or long hours. • Other commitments of the person such as family, social and financial. • Recent illness or injury. • Other work or job.
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28-How to: Provide medical care and services

What to do

How to do it

Standard

     	<p>Insurance:</p> <ul style="list-style-type: none"> • Be aware of the fact that an accident insurance is compulsory 	<p>Check if policy is in conformity with the law.</p>
<p>Provide medical care service:</p>	<ul style="list-style-type: none"> • Provide a well equipped clinic for medical care • If not, make an agreement with a medical institute 	<p>Mandatory visits.</p>
<p>Examinations:</p>	<ul style="list-style-type: none"> • Annual chest examinations must be performed 	<p>Reputable clinic.</p>



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29-How to: Deal with health protection.

What to do	How to do it	Standard
Safety promotion:	<ul style="list-style-type: none"> • Organize OSH training • Organize safety and health campaigns • Organize safety and health exhibitions • Distribute newsletters • Use posters and pamphlets 	Ensure compliance with national laws.
Safety policy and organization:	<ul style="list-style-type: none"> • Implement safety policies, programmes • Establish appropriate safety performance programmes • Involve management in activities • Give recognition to safety in work • Give praise to employees who work safely • Give counseling to employees who don't work safely 	Ensure support of top management.
Responsibilities:	For employee: <ul style="list-style-type: none"> • Follow instructions • Attend safety training • Use safety devices • Report accidents, hazards • Suggest ways to improve OSH at work 	Enforce.
	For employers: <ul style="list-style-type: none"> • Develop and implement programmes • Inform all staff of hazards and training events • Provide proper equipment • Provide welfare facilities like rest areas and first aid boxes • Document the OHS policy 	Keep records of all reported accidents, incidents and diseases.



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30-How to: Re-stock the first aid kit.



Instruments	Quantity	Date (DD/MM/YYYY)							
First-aid manual approved by the Commission de la santé et de la sécurité du travail (CSST)	1								
Bandage scissors	1								
Splinter forceps (tweezers)	1								
Safety pins (assorted sizes)	12								
Dressings									
Sterile adhesive bandages, individually wrapped (e.g. Band-Aid®) 25 mm x 75 mm (1 in. x 3 in.)	25								
Sterile gauze squares, individually wrapped 101 mm x 101 mm (4 in. x 4 in.)	25								
Rolls of sterile gauze bandage, individually wrapped 50 mm x 9 m (2 in. x 30 in.)	4								
Rolls of sterile gauze bandage, individually wrapped 101 mm x 9 m (4 in. x 30 in.)	4								
Triangular bandages	6								
Sterile bandage compresses (pressure dressings), individually wrapped 101 mm x 101 mm (4 in. x 4 in.)	4								
Roll of adhesive Tape 25 mm x 9 m (1 in. x 30 in.)	1								
Antiseptic swabs, individually wrapped	25								
Additional Items Recommended by EHS									
Disposable gloves (preferably non-latex)	2								
CPR pocket mask with one-way valve	1								
CPR pocket mask with one-way valve	1								
Instant cold compress	1								
McGill University Accident, Incident and Occupational Disease Report Form	4								
Blood exposure report sheet	1								
Adrenalin injection report sheet	1								
Initials									

Important: Workplace first aid kits cannot contain medication. First aid providers are not authorized to administer medication unless requested to do so by the victim. Sterile supplies must be changed occasionally in order to ensure their sterility. Contact _____ to replace missing materials.



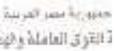
31-How to: Perform computer operations

What to do

How to do it

Standard

Plan and prepare for task to be undertaken:	<ul style="list-style-type: none"> • Requirements of task are determined • Appropriate hardware and software is selected according to task assigned and required outcome 	Task is planned to ensure <i>OH & S guidelines</i> and procedures are followed.
Input data into computer:	<ul style="list-style-type: none"> • Data are entered into the computer using appropriate program/application in accordance with company procedures • Accuracy of information is checked and information is saved in accordance with standard operating procedures • Inputted data are stored in <i>storage media</i> according to requirements 	Work is performed within <i>ergonomic guidelines</i> .
Access information using computer:	<ul style="list-style-type: none"> • Correct program/application is selected based on job requirements • Program/application containing the information required is accessed according to company procedures • Desktop icons are correctly selected, opened and closed for navigation purposes 	Keyboard techniques are carried out in line with <i>OH & S</i> requirements for safe use of keyboards.
Produce/output data using computer system:	<ul style="list-style-type: none"> • Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures • Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 	Entered data are processed using appropriate software commands.
Maintain computer equipment and systems:	<ul style="list-style-type: none"> • Systems for cleaning, minor <i>maintenance</i> and replacement of consumables are implemented • Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 	Basic file maintenance procedures are implemented in line with the standard operating procedures





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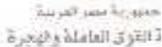
32-How to: Report indoor air quality problems.

What to do

How to do it

Standard

Use this form to report problems related to indoor air quality. Indoor air quality problems can include, but are not limited to, concerns with temperature, humidity, ventilation, odours, or air pollutants that may be causing adverse health effects or discomfort. Any personal information provided will remain confidential. If you are experiencing any medical issues you should submit an Accident/Incident/Occupational Disease Report Form in case there is a reason to file a disability claim.



Section A: General Information		
Last Name	First Name	
Private Phone number	Work Phone Number	
Department	Position	E-mail Address
Section B: Location & Description of Problem		
Where	Building	
	Floor & Room	
Is the problem localized in one area or does it extend to more than one location? If yes, where are these other loons?		
What is the nature of the problem?		
Are you experiencing any symptoms of health problems?		YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes, describe your symptoms.		
When	Date of Event (MM/DD/YYYY)	
	Date the problem was first experienced? (MM/DD/YYYY)	
When does the problem occur or when is it more pronounced (time of day, day of the week, season, etc.)?		
Section C: Actions taken		
Has Maintenance Department been advised?		YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes,	When (date) (MM/DD/YYYY)	
	What is the Call Slip/Work Order Number:	
Has your supervisor been advised?		YES <input type="checkbox"/> NO <input type="checkbox"/>
Has your Department/Unit Safety Committee been advised?		YES <input type="checkbox"/> NO <input type="checkbox"/>
Signature		Date

Return completed form to Environmental Health & Safety Department.



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33-How to: Create a drug-free workplace

What to do	How to do it	Standard
   <p>Developing a policy statement:</p>	<ul style="list-style-type: none"> • What is the purpose/goal of your policy? • Who will be covered by your policy? • When will your policy apply? • What behavior will be prohibited? • Will employees be required to notify you of drug-related convictions? • Will your policy include searches? • Will your program include drug testing? • What will the consequences be if your policy is violated? • Will there be Return-to-Work Agreements? • What type of assistance will be available? • How will employee confidentiality be protected? • Who will be responsible for enforcing your policy? • How will your policy be communicated to employees? 	<p>Involve all parties concerned during the development phase.</p>
   <p>Send a clear message that use of alcohol and drugs in the workplace is prohibited, and encourage employees to voluntarily seek help with alcohol and drug problems:</p>	<ul style="list-style-type: none"> • It is important to base the policy on defensible objectives such as: • Health and safety of employees, customers and the public • Protection of employer assets from theft and destruction • Protection of trade secrets • Maintenance of product quality and integrity • Compliance with applicable Federal and state regulations 	<p>You should also pay close attention to the following legally sensitive areas: Safeguarding employees' confidentiality Communicating the policy to all employees; Establishing procedures to thoroughly investigate alleged violations; Providing due process and ample opportunity for employees to answer allegations; Ensuring quality control of the drug-testing process, including confirmation of positive tests if testing is used Conforming to union contracts; Conforming to applicable Federal and state laws.</p>
<p>Examine the policies surrounding your organization's sponsorship:</p>	<ul style="list-style-type: none"> • Some organizations require that the serving or consuming of alcoholic beverages at organization-sponsored events, whether on or off the premises, have prior formal management approval 	<p>During all working hours whenever conducting business or representing the organization while on call, paid standby while on company property at company-sponsored events.</p>
<p>Participation in searches:</p>	<p>Entering the organization's property constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time</p>	<p>Searches can be conducted of: Pockets and clothing, lockers Wallets, purses, briefcases and lunchboxes, desks and work stations Vehicles and equipment.</p>



34-How to: Design facilities and maintenance

What to do

How to do it

Standard

<p>Design:</p>	<ul style="list-style-type: none"> • All new and newly remodeled food premises shall be of proper design, layout and construction as listed below and shall facilitate easy and adequate installation of services such as potable water, removal of effluent, and waste disposal, electricity, gas and equipment. • Design the layout of utilities to prevent contamination • Arrange equipment/fixtures to comply with sanitary standards • Select materials that will be easy to clean • Have plans reviewed by the local regulatory agency 	<p>Lay out: Enable a logical, continuous, linear workflow with tasks proceeding from raw materials to finished products eliminating any risk of cross-contamination or unnecessary movement.</p>
<p>Lighting:</p>	<ul style="list-style-type: none"> • Suitable and sufficient lighting shall be provided throughout food premises, including storerooms, passageways and stairways • Lighting fixtures in all food preparation, handling or storage areas shall be fitted with shatterproof diffusers or covers • Lighting fixtures 	<p>Minimum Intensity: 10 foot-candles (110 lux) at 75 cm (30 in) for cleaning, walk-in refrigerators, dry stores; 20 ft-candles (220 lux) at 75 cm (30 in) above the floor for displays of fresh produce or packaged foods are sold/served. Areas for hand washing, utensil storage areas, wait stations, rest rooms 50 ft-candles.</p>
<p>Ventilation:</p>	<ul style="list-style-type: none"> • Ventilation of sufficient capacity should be provided to prevent build-up of grease/condensation on walls/ceilings 	<p>Air flow from clean to dirty areas. No dripping from hoods, fans, guards & ducts. Clean hood filters//grease extractors regularly.</p>
<p>Drainage:</p>	<ul style="list-style-type: none"> • Sufficient to carry away the waste. - Cover all openings with a movable metal grid and keep clean 	<p>Protected to prevent the entry of Pests.</p>





OCCUPATIONAL SAFETY & HEALTH



35-How to: Keep the workplace safe and secure

What to do

How to do it

Standard

 Keep keys secure:	<ul style="list-style-type: none"> - Keep on person, e.g.: never leave in door locks - Never give keys to anyone but an authorized person, e.g.: department supervisor or manager 	Report lost keys to supervisor immediately.
 While working in guest rooms:	<ul style="list-style-type: none"> - Always leave door open: - Never allow other employees or friends in room unless authorized by supervisor - Lock door. - Double check to ensure door is locked when leaving guest rooms 	Block door with cart, if applicable.
  Be aware of potential hazards, e.g. glass or needles in garbage:	<ul style="list-style-type: none"> - Never put hands in trash containers 	Dress safely, e.g. wear appropriate safety equipment i.e. gloves, etc. have proper training before using equipment.
  Report potential hazards to appropriate personnel, e.g. torn carpet, loose floor tiles:	<ul style="list-style-type: none"> - Take precautions, and try to solve problems e.g.: tape down cords and warn others of hazards 	Set up signs, remove items that could be hazardous, clean spills immediately, do not use faulty equipment.
  Report suspicious persons and packages to security or supervisor:	<ul style="list-style-type: none"> - Watch for bags or parcels that have been left unattended for no apparent reason - Do not touch or move suspicious packages 	Clear the area until the items have been removed.



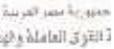
36-How to: Handle machinery

What to do

How to do it

Standard

What to do	How to do it	Standard
<p>General guidelines:</p>	<ul style="list-style-type: none"> • All electrical equipment and machinery shall be properly grounded. Control switches shall be located at the point of operations best suited to control the equipment • Never adjust, repair, clean, or oil machinery or equipment while any of its parts are in motion. Use lock out switches to prevent accidental start-ups and make sure that someone else cannot energize the equipment while the repair work is in progress. Lock-out procedures should be approved by the supervisor prior to commencement of the repair work. To be sure the equipment is effectively locked out, do a test to be sure the equipment cannot be activated. All guards must be replaced after completing repairs • All moving pulleys, shafts, gears or other machine components presenting shear, nip, or pinch points should be adequately guarded to prevent accidental contact with parts of the body • Always perform proper maintenance on all machinery and equipment to prevent premature failure or possible accident • Regularly inspect for cracks, stretching, etc. on cables, chains, clamps, hooks, and other equipment that are frequently placed under stress. Spreading, crimps, or cracks are warning signs of danger • Shop machines, including drill presses and bench grinders, should be securely anchored to the floor or bench • The tool rest on a bench or pedestal grinder should be no further than 3 mm. away from the grinding stone • Compressed air should not be used for cleaning clothing or any equipment • Machines and machinery should be inspected on a regular basis to ensure they are in good working order and that all guards and safety devices are in place. 	<p>Only properly trained individuals should operate power equipment or machinery.</p> <p>Loose clothing, jewelry, or long hair should be restrained before working on moving machinery.</p> <p>Have all safety guards in place while testing repaired equipment.</p> <p>If the equipment is possibly damaged or creating a possible hazard, report this to your supervisor immediately.</p> <p>Supervisors are required to verify that inspections are done and corrective actions are taken on a timely basis.</p>





37-How to: Organize waste management

What to do

How to do it

Standard

Develop policy:	<ul style="list-style-type: none"> • Develop documented Standard Operating Procedures for waste management • Describe storage, collection and disposable procedures • Adequate waste receptacles which shall be covered and otherwise protected from vermin and pest, shall be provided for specific inside and outside collection of waste 	Policy standards based on applicable local, state I laws. Garbage containers: Leak proof, waterproof, and pest proof; Lined with plastic bags or wet-strength paper bags. Easy to clean; close fitting cover; washed and sanitized after emptying; located away from food contact surfaces.
Refuse storage area:	<ul style="list-style-type: none"> • Establish cleaning schedule for refuse storage area 	Ensure waste water from containers is disposed of in a trapped gully basin.
Collection:	<ul style="list-style-type: none"> • Waste material must be removed frequently and must not be kept overnight inside the frequently and must not be kept overnight inside of the food establishment 	Not to be carried above or across food preparation areas or during preparation period. Staff removing garbage should not be handling food.
Disposal:	<ul style="list-style-type: none"> • Such waste must be removed from the compound on a regular basis or handled according to the composting procedure; compound on a regular basis or handled according to composting procedure. • Dispose at approved site 	Schedule for removal; keep record of garbage disposal activities; if disposal is by a contractor, obtain written confirmation of disposal at approved site.



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38-How to: Ensure adequate lightening

What to do

How to do it

Standard

  <p>Make full use of daylight:</p>	<ul style="list-style-type: none"> • Natural lighting is most effective in improving illumination • Using daylight improves morale and it is free • Examine the workplace layout, material flow, then try out these tips on how to make good use of daylight • Provide skylights, for example by replacing roof panels with translucent ones • Equip the workplace with additional windows • Place machines near windows • Move work requiring more light near windows 	<p>Include workers' needs.</p>
  <p>Paint Ceilings and Walls in a Light Colour:</p>	<ul style="list-style-type: none"> • Use white or a very light colour on ceilings • Paint walls white • Use light or half-tone colours on tables and machines 	<p>Quality paint.</p>
   <p>Eliminate Shadows and Glare:</p>	<ul style="list-style-type: none"> • Change the position of light sources • Change the position of the workstation • Use multiple light sources by mixing direct and reflected light • Use lamp shades which reflect light upwards, since reflected light from ceilings provides the best visibility • Provide lamp shades with a white inside and black inside-edges 	<p>Use lamps with a movable stand or a flexible arm to easily change the direction of light.</p>
<p>Maintenance:</p>	<ul style="list-style-type: none"> • Clean all the essential elements in workplace • Replace light bulbs and tubes which have blown or are reduced in brightness • Place light bulbs which have reduced in brightness at another workstation where less light is required • Use open top type lamp shades to prevent dust from collecting on light bulbs and tubes. 	<p>At regular intervals.</p>



39-How to: Fix temperature at the workplace

What to do

How to do it

Standard

<p>Provide reasonable comfort:</p>	<ul style="list-style-type: none"> • The temperature in workrooms should provide reasonable comfort without the need for special clothing. • Where such a temperature is impractical because of hot or cold processes, all reasonable steps should be taken to achieve a temperature which is as close as possible to comfortable. • 'Workroom' means a room where people normally work for more than short periods 	<p>Consider other factors such as air movement and relative humidity.</p>
<p>Achieve reasonable comfort:</p>	<ul style="list-style-type: none"> • By insulating hot plants or pipes • By providing air-cooling plant • By shading windows • By siting workstations away from places subject to radiant heat 	<p>Measure temperature.</p>



وزارة العمل
والضمان الاجتماعي



الضمان الاجتماعي
والعمل



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Ministry of Labour and
Social Security



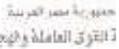
40-How to: Ensure facility cleanliness and safety

What to do

How to do it

Standard

<p>Duties should be scheduled to minimize service interruptions:</p>	<ul style="list-style-type: none"> • Use adequate number of staff for cleaning and maintenance 	<p>Schedule activities at night.</p>
<p>Check if materials are free of marks, chips, cracks, smudges, food debris and grease:</p>	<ul style="list-style-type: none"> • Torn carpet or loose floor tiles • Inadequate or burned out lights • Leaking taps or clogged drains • Insufficient supplies or equipment, e.g.: toilet paper, fire extinguisher, - first aid kit 	<p>Check for proper tools and cleaning agents.</p>
<p>Use cleaning agents:</p>	<ul style="list-style-type: none"> • According to manufacturer's specifications and locations 	<p>Check local legislation for waste and waste disposal are adhered to.</p>
<p>Check for spills and breaks are cleaned immediately and safely, for example:</p>	<ul style="list-style-type: none"> • Clean up and dispose of broken glass, e.g. use damp paper towels • Protect others from hazards, e.g.: post safety sign • Use floor caution signs when needed. 	<p>Conduct spot checks on an ongoing basis and take corrective actions immediately when necessary.</p>





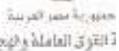
41-How to: Solve pool hazards

What to do

How to do it

Standard

<p>Pool hazards:</p>	<ul style="list-style-type: none"> • Falls on the pool deck due to slippery conditions or from running • Diving accidents often caused by misjudging the pool depth • Drain entrapment caused by malfunctioning pumps or broken drains 	<p>Set pool regulations and signs.</p>
<p>Check:</p>	<ul style="list-style-type: none"> • Is there a lifeguard? • Is the lifeguard responsible for other duties such as picking up towels or glasses? • Is the water clear? • Are drains intact? • Is the hot tub temperature suitable for children? • Is there breakable glassware in the pool area? • Are chemicals left where a child might find them? • Are there any obvious electrical shock hazards? 	<p>Ensure safe pool behavior.</p>
<p>Educate your guests about family pool rules:</p>	<ul style="list-style-type: none"> • Note and follow posted pool rules • Adults must supervise at all times • Avoid mixing alcohol use with supervision -- it often doesn't work! • Shower before entering and after leaving the pool • Don't swallow water -- it could be dirty or contaminated • Take small children on frequent bathroom breaks • Obey signs that say to stay out of water due to contamination issues 	<p>Family type resort can put a brochure in the room.</p>





42-How to: Handle a drowning

What to do

- Shout for help! Send someone to call emergency number
- If it is safe and possible, try to reach the person. Use a long pole, rope, life preserver, etc. Then pull him or her to safety.
- If you must swim to the person, be sure you are strong and capable enough. Take a flotation device with you. Approach the person from behind in a calm manner.
- When getting the person out of the water, support the head and neck. (Suspect a neck injury)
- Check for a response. Give Rescue Breaths and CPR, as needed. If you suspect a spinal injury, use jaw thrust instead of chin-lift for rescue breaths.
- Once out of the water, keep checking the person for a response. Give first aid, as needed.
- Put the person in the [Recovery Position](#). Immobilize the person as much as possible. If the person is vomiting, clear his or her mouth of it.

The recovery position may need to be used in many conditions that need first aid, such as unconsciousness. It should not be used when a person: Is not breathing; has a head, neck, or spine injury; or has a serious injury.

To Put a Person in the Recovery Position

1. Kneel at his or her side.
2. Turn the person's face toward you. Tilt the head back to open the airway. Check the mouth if the person is unconscious and remove false teeth or any foreign matter.
3. Place the person's arm nearest you by his or her side and tuck it under the person's buttock.
4. Lay the person's other arm across his or her chest. Cross the person's leg that is farthest from you over the one nearest you at his her ankles.
5. Support the person's head with one hand and grasp his or her clothing at the hip farthest from you. Have him or her rest against your knees.



6. Bend the person's upper arm and leg until each forms a right angle to the body. Pull the other arm out from under his or her body. Ease it out toward the back from the shoulder down. Position it parallel to the person's back. Make sure the person's head is tilted back to keep the airway open.





OCCUPATIONAL SAFETY & HEALTH



43-How to: Use signs



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الاجتماعية



44-How to: Operate and maintain equipment

What to do

How to do it

Standard

Familiarize self with the operation and maintenance of equipment:	<ul style="list-style-type: none"> As staff, management or service representative 	Read manufacturers' instructions.
Train staff on equipment use:	Including: <ul style="list-style-type: none"> Equipment maintenance Frequency of cleaning Cleaning agents Cleaning procedures Responsibilities of staff on procedures to be followed in case of equipment breakdown 	Train on: Correct operational procedures. Safety precautions, effects of negligence. Equipment operation and on profits. Positive effects of preventative maintenance and cleaning standards.
Ensure adherence to cleaning and maintenance standards for each piece of equipment:	<ul style="list-style-type: none"> To cleaning and maintenance standards for each piece of equipment 	Follow maintenance procedures as per purchase instructions.
Maintenance records are kept including:	<ul style="list-style-type: none"> Maintenance instructions Authorized repair agents for minor and major repairs A copy of the service contract, if applicable. Results of spot checks and preventative maintenance Repair history, e.g.: the date of the problem, cost of repairs, follow up 	Ensure list of service representatives and telephone numbers is readily available in case of breakdown.
Determine adjustments and repairs that can be completed in-house, e.g. check power source, paper feed:	<ul style="list-style-type: none"> Then decide whether equipment should be replaced or professionally repaired 	If to be repaired, then they should be completed as soon as possible: follow up to ensure repairs are completed.





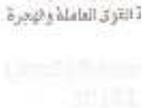
45-How to: Select knives

What to do

How to do it

Standard

<p>Select quality knives:</p>	<ul style="list-style-type: none"> • Blade should be constructed of quality metal 	<p>Carbon steel can be easily honed, but may corrode. Stainless steel will not rust or corrode, but is hard to sharpen. High-carbon stainless steel maintains sharp edge and will not dis-colour or corrode Full-tang knives have metal from blade extending full length of handle. Partial-tang knives have metal from blade extending part way into handle.</p>
<p>Select knife based upon intended use:</p>	<ul style="list-style-type: none"> • French/chef's knife: used for general purpose chopping slicing or dicing. • Blade is wide at heel and tapers to point, blade length is 25-30cm (10-12inches) used for pantry work and salad and vegetable preparation. • Paring knife: blade is long and narrow, blade length is 15-20 cm (6-8inches) used for trimming and paring fruits and vegetables. • Boning knife: blade is small and pointed, blade length 5-7 cm (2-3 inches) used for boning raw meats and poultry. • Slicing knife: blade is long and slender, blade length is up to 35 cm (14 inches) used for cutting breads and cakes, Serrated knife: blade has a serrated edge and is up to 25 cm (10 inches) used for cutting, sectioning and trimming raw meat. • Butcher knife: blade is heavy, broad and slightly curved and used for chopping and splitting raw meats. • Filleting knife: blade is slender, pointed and flexible used for filleting raw fish. It is about 18 cm (7 inches) in length. 	





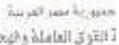
46-How to: Use deep fryer

What to do

How to do it

Standard

<p>To operate deep fryer:</p>	<ul style="list-style-type: none"> • Push power switch to on position: • Ensure correct amount and type of oil/fat is in deep fryer. • Use clean oil/fat, e.g.: no debris • Wait for oil/fat to rise to correct temperature • Place food in rack/basket • Select designated fryer for each food item, for example: French fries, meats, tempura etc. Use tongs for food only • Drop and cook food to desired crispness and colour: • Salt food when it is not over deep fryer and just before plating. Fry frozen food from frozen state and do not let thaw • Do not reify a fried item that has gone cold • Cover fryer when not in use and • Shut down deep fryer • Turn gas service valve to off position and disconnect power cord for service or extended shut down 	<p>Turn gas service valve to on position and connect power cord to power source for unit operation. Do not over or under fill deep fryer, Do not combine different types of oil/fat. Rotate food for even browning and to prevent soft mixtures from bursting through coating. Push power switch to off position.</p>
<p>Filter oil/fat after each shift:</p>	<ul style="list-style-type: none"> • Put filter on suction plate put filter in vacuum and place screen on top • Push in and connect suction plate to safety valve • Open valve to fryolator to be cleaned • Push power switch to on position • Turn power switch to off position when fat • Has been filtered through valve and dispose of grease in proper disposal unit 	<p>If oil/fat is to be recycled back into fryolator, pull red handle towards you.</p>





47-How to: Use steam table/bain marie

What to do

How to do it

Standard

  Chafer or steam pan:	<ul style="list-style-type: none"> • Use to keep food to be served at safe serving temperature 	Close drain tap.
   Fill with clean hot water to designated level:	<ul style="list-style-type: none"> • Place designated containers in the hotel pans of the appropriate size and depth 	Place heated sauces into containers and hot, cooked foods in hotel pans.
  Cover food with plastic wrap:	<ul style="list-style-type: none"> • Place hotel pan and containers in steam table/bain-marie 	Do not heat foods or sauces in steam table. Place hotel pan and containers in steam table/bain marie. Do not leave any open spots and label items when setting up.



48-How to: Use a steamer

What to do	How to do it	Standard
 <p>Use for cooking food:</p>	<ul style="list-style-type: none"> • With steam under pressure 	<p>Exercise caution when using steamer.</p>
 <p>Operate steamer:</p>	<ul style="list-style-type: none"> • Plug in steamer and turn handle on front counter-clockwise • Pull handle on left side of steamer to open door. • Cover food with plastic wrap • Placed on top 	<p>Place 5 cm (2 in) deep pan of food in compartment. Close compartment door turn handle on front clockwise until closed tight.</p>
 <p>Operate steamer:</p>	<ul style="list-style-type: none"> • Pull steam lever, located underneath timer, out • Check pressure • Check gauge on bottom compartment • Steam food to recipe times, once finished shut down steamer • Pull door handle open and remove food • Rinse to clean. 	<p>Ensure indicator is in green operating zone push steam lever in. Allow at least one minute for steam to release from compartment. Slowly turn handle on front counter-clockwise to release remaining steam. Use kitchen cloths to remove food from compartment and clean steamer after use.</p>



49-How to: Lift objects

What to do

How to do it

Standard

<p>Consider action:</p>	<ul style="list-style-type: none"> • Do you need to lift the item manually? • How heavy is it? • Where are you moving the item from? • Where does it have to go? • What route do you have to follow? 	<p>Consider using mechanical help wherever possible.</p>
<p>Remember risk factors:</p>	<ul style="list-style-type: none"> • Lifting with your back bowed out • Bending and reaching with your back bowed out 	<p>Report risks.</p>
<p>Lift:</p>	<ul style="list-style-type: none"> • Squat to lift and lower. Do not bend at the waist • Keep you low back bowed in while bending over • Keep the weight as close to you as possible • Bow your back in and raise up with your head first • If you must turn, turn with your feet, not your body • Never jerk or twist! • Put the weight down by keeping your low back bowed in • Keep you feet apart, staggered if possible • Wear shoes with non-slip soles 	



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2011



50-How to: Follow work traffic guidelines

What to do

How to do it

Standard

 <p>Always look in direction in which you are walking:</p>	<ul style="list-style-type: none"> • Walk 	<p>Do not run.</p>
 <p>Walk on left or right (according to custom) at all times:</p>	<ul style="list-style-type: none"> • Use in/out doors as designated 	<p>Do not back away from person or object.</p>
  <p>Watch for objects on floor and offer to move them if they are hazardous, e.g. purses, briefcases:</p>	<ul style="list-style-type: none"> • Remove items and store in proper place 	<p>Give guests right- a-way at all times.</p>
   <p>Use handrail when climbing or descending stairs:</p>	<ul style="list-style-type: none"> • Ensure your hand is free from items 	<p>Give guests right-a-way at all times.</p>
<p>Announce presence when approaching blind corner or coming up behind someone, e.g. say coming around:</p>	<ul style="list-style-type: none"> • Indicate your presence by speaking or making a noise 	<p>Normal voice, consider guests.</p>



51-How to: Use ladders correctly

<i>What to do</i>	<i>How to do it</i>	<i>Standard</i>
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    	<p>Select the ladder</p> <ul style="list-style-type: none"> • Use the right ladder for the right job • Consider working circumstances and length of height required <p>Check the ladders:</p> <ul style="list-style-type: none"> • The steps: <ul style="list-style-type: none"> -Must not be cracked -Lose -Misassembled -Unduly substituted with metal bars, wires or ropes. -Must not have foreign substances like grease or oil. -The spaces between the steps must be evenly distributed -Handrails must not be cracked • Safety footings: <ul style="list-style-type: none"> - Straight and extension ladders must have footings • Wooden or fiberglass ladders: <ul style="list-style-type: none"> - All parts must be free from cutting edges, chips or any other hazard - They must not be painted; varnish is acceptable. - Steps must have anti-slip paper - There must not be grease on the steps - Metallic parts must be lubricated - Joints between steps and lateral railings must be firm <p>Using the ladder:</p> <ul style="list-style-type: none"> • Take into account their safety and that of their coworkers at all times • Visually inspect the ladder before each use • An extension ladder's base must be approximately one fourth of the length of the ladder that is leaning on the supporting wall. It must also be secured at the top in order to prevent it from falling • Ladders used to reach roofs must protrude three feet from the roof • Always face the ladder when climbing or descending from it <p>Maintain both feet on the steps at all times</p>	<p>Any ladder with defects that affect its structural integrity must be set out of service and marked with a red tag.</p> <p>Ladders must be manipulated and moved with caution and visually inspecting the ladder before each use.</p> <p>Do not stand on the two top steps of a ladder. Do not try to reach something unless it is at your arm's reach from the center of the ladder. Metal ladders must not be used when there is a chance of making electric contact, near electrical lines, when using electric welding, or inside a transformers room. Should it be necessary to place the ladder at an exit or a hallway, the area must be fenced and signs should be placed warning that there is personnel working. Do not use the ladder as a way to access one building from another.</p>
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52-How to: Reduce transport hazards

What to do

How to do it

Standard

<p>Drivers:</p>	<ul style="list-style-type: none"> • Have a valid license appropriate for your vehicle • Drive with due care and attention • Be fit for work • Take annual eye tests (keep records) • Don't smoke in the vehicle • 12 Hour abstinence from alcohol before duty • Don't use illegal drugs and be careful with medication • Be familiar with your emergency procedures • Be trained in 1st Aid (keep records) • Know how to use a fire extinguisher • Take the most direct route • Don't pick up unauthorized passengers en route • Notify us your manager of any prosecutions/convictions relating to driving 	<p>Comply with all national/regional regulations.</p>
<p>The vehicle:</p>	<ul style="list-style-type: none"> • Must meet all the criteria in the pre-journey check form • Must be maintained in line with manufacturer's instructions • Must be regularly serviced • Must be clean, comfortable and in good condition inside and out 	<p>Must comply with all national/regional regulations.</p>
<p>Seat belts for all 'high risk' seats in busses:</p>	<ul style="list-style-type: none"> • The drivers seat • Seat behind the driver • Seats beside or adjacent to exit doors • Back centre isle seat 	<p>Strict enforcement.</p>
<p>Storing Luggage:</p>	<ul style="list-style-type: none"> • Try not to store luggage inside the vehicle • If you must, use the rear seats and strap them securely • Reduce the number of passengers accordingly 	<p>Definitely not in the isles.</p>



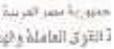


OCCUPATIONAL SAFETY & HEALTH



53-How to: Prevent electrical hazards:

What to do	How to do it	Standard
Preventing electrical hazards:	<ul style="list-style-type: none"> • Electrical accidents appear to be caused by a combination of three possible factors - unsafe equipment and/or installation, workplaces made unsafe by the environment, and unsafe work practices. • There are various ways of protecting people from the hazards caused by electricity. These include: insulation, guarding, grounding, electrical protective devices, and safe work practices 	LOW VOLTAGE DOES NOT IMPLY LOW HAZARD!
Insulation	<ul style="list-style-type: none"> • One way to safeguard individuals from electrically energized wires and parts is through insulation. An insulator is any material with high resistance to electric current. • Insulators - such as glass, mica, rubber, and plastic - are put on conductors to prevent shock, fires, and short circuits. The insulation of flexible cords, such as extension cords, is particularly vulnerable to damage 	Before employees prepare to work with electric equipment, it is always a good idea for them to check the insulation before making a connection to a power source to be sure there are no exposed wires
Guarding	Live parts of electric equipment operating at 50 volts or more must be guarded against accidental contact. Guarding of live parts may be accomplished by: <ul style="list-style-type: none"> • location in a room, vault, or similar enclosure accessible only to qualified persons; • use of permanent, substantial partitions or screens to exclude unqualified persons; • location on a suitable balcony, gallery, or platform elevated and arranged to exclude unqualified persons; or • elevation of 8 feet (2.44 meters) or more above the floor 	Entrances to rooms and other guarded locations containing exposed live parts must be marked with conspicuous warning signs forbidding unqualified persons to enter





OCCUPATIONAL SAFETY & HEALTH



54-How to: Develop a food safety programme

What to do	How to do it	Standard
<p>Factors to consider</p>  	<ul style="list-style-type: none"> • Type of facility: restaurant; hotel; meat/fish shop; bakery; manufacturing etc. • Size of business: small, medium, or large • Type of service: a-la-carte, buffet, processed; take out/away • Type of foods to be served: cooked; packaged, raw and potentially hazardous etc. • Local and International Legislation; standards and regulations. • Availability of support services: Public health, tourism etc. • Associated/relevant cost 	<ul style="list-style-type: none"> • FDA Food Code; • WHO, • ServSafe® • HACCP • Codex Alimentarius Commission. • Local, Regional, International Regulations and Laws.
<p>Components of Overall Food Safety Program</p>       	<ul style="list-style-type: none"> • Document the Food Safety Policy/Protocol: goal, mission, objectives; • Planning: Legal requirements; objectives and targets; program areas. • Food safety programs to include <ul style="list-style-type: none"> • Hygiene and Illness Behaviour • HACCP or other food safety and quality assurance programs • Supplier Selection and Specification • Cleaning and Sanitation Program • Integrated Pest Management • Waste Management • Facilities and Equipment Design and Maintenance • Manager and Employee Food Safety Training • Implementation: structure and responsibility; Training and awareness; Documentation and document control; Communication; emergency response; Operational control; Quality Assurance Program. • Measuring performance; records, audits. • Monitoring: establish monitoring mechanism: • Verification: Verification policy and procedure and mechanism in place. 	<p>Self inspection team Self inspection against local and International regulations, minimum six monthly inspections by Local Regulatory Agency/Body, Tour Operators;</p>



55-How to: Follow general guidelines for storage

What to do

How to do it

Standard

Temperature:	<ul style="list-style-type: none"> • Check location and temperature of thermometer: • Report required repairs as soon as possible, e.g.: door latches or springs that do not tightly seal. • Do not open doors more than necessary. • Use reach-in refrigerators for holding food previously stored in large refrigerated units (walk ins) 	Thermometer should be in warmest part of refrigerator or cooler (usually near door) and in coldest.
Air circulation:	<ul style="list-style-type: none"> • Keep shelves well spaced. • Keep shelves at least 15 cm (6 inches) off floor • Use dunnage racks for floor storage • Do not use lining paper on shelves where air circulation is necessary • Separate foods both horizontally and vertically to allow quick cooling to safe temperatures • Pre-cool large amounts of food at room temperature (e.g.: roasts and stock pots) as they can heat up 	Keep food covered to prevent drying out and contamination.
Stock rotation:	<ul style="list-style-type: none"> • Use first in, first out system. • Check labels for best before dates • Wipe stock to keep shelves clean 	Report low stock levels.
Contamination:	<ul style="list-style-type: none"> • Do not allow foods to drip or run into each other • If possible, use separate refrigerators for: - • Dairy products and eggs, -- raw meat, -- fish, seafood and poultry, -- fresh fruit and vegetables, -- cooked foods 	If not possible: <ul style="list-style-type: none"> - keep uncooked foods away from cooked foods. - Keep hot foods away from cold foods.
Cleaning:	<ul style="list-style-type: none"> • Clean shelves, walls and crevices regularly with disinfectants to prevent mould and bacteria • Clean spills immediately. • Do not store food in cardboard cartons over long periods 	Cardboard absorbs moisture and food will rot.



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56-How to: Apply sanitation guidelines

What to do

How to do it

Standard

  Develop a checklist that includes:	<ul style="list-style-type: none"> - Inspection procedures for: lighting washrooms, waste, rodent and insect infestation 	Equipment/utensils, Products, food handling procedures. Personal hygiene. Non-food supplies. Poisonous substances Ware washing/ sanitizing Critical control procedures for contamination hazards. Equipment temperatures. Facility
  Conduct inspections on a regularly scheduled basis:	Use checklists for infractions	Determine corrective actions
  Conduct spot-checks outside of regularly scheduled inspections.	<ul style="list-style-type: none"> - ensure corrective actions are carried out, e.g.: eradication of insects and rodents in carried out bi-monthly. 	Record and file inspections
  Ensure against food contamination by:	<ul style="list-style-type: none"> - Enforcing good personal hygiene habits, including: - Maintaining clean and sanitized utensils and food contact surfaces - Monitoring handling of non-food supplies, e.g.: linens, toxic materials, single-service items 	Ensure staff wash hands on a regular basis, wear hair nets and keep nails trimmed.
Ensure ware-washing equipment is properly stocked with chemicals	<ul style="list-style-type: none"> - And dispenser is properly stocked with chemicals and dispensing 	At appropriate concentration



57-How to: Receive and store food

What to do

How to do it

Standard

 <p>Make adjustments to requisition forms for items that are not correct:</p>	<ul style="list-style-type: none"> • Notify sous chef of all variances and damaged products 	<p>Never sign invoice without permission of supervisor.</p>
  <p>Mark delivery date on damaged or decaying products (e.g. meats, dairy products) and notify supervisor:</p>	<ul style="list-style-type: none"> • Store items within 30 minutes of receipt of order 	<p>Store food in designated places and keep it organized.</p>
  <p>Follow sequence of storage:</p> <ul style="list-style-type: none"> • keep fresh products separate from leftovers: • Rotate items: 	<ul style="list-style-type: none"> • Perishables first • Frozen foods second • Dry goods last 	<p>Bring supplies up to the kitchen at start of day.</p>



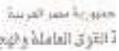
58-How to: Store dry products

What to do

How to do it

Standard

<p>Identify products requiring dry storage:</p>	<ul style="list-style-type: none"> • Canned fruit, vegetables and juices • Canned meats, fish and seafood • Dry ingredients for baked products • Dry pulses, pasta, rice, cereals and grains • Canned or dry convenience foods. • Seasonings 	<p>Store in area without overhead water and sewage pipes to avoid possible leaks.</p>
<p>Keep dry goods:</p>	<ul style="list-style-type: none"> • In dry product storage area dry, cool and well-ventilated 	<p>Keep away from heat and at 21°C (70°F) or lower, out of direct sunlight. Covered to prevent dust, drips, insects and other materials from contaminating products.</p>
<p>Store same products in same area:</p>	<ul style="list-style-type: none"> • Store canned goods by type as well as by packing liquid, if applicable, e.g.: brine, oil, water 	<p>Store food in closed/covered containers: label containers, do not store open cans or bags.</p>
<p>For breads, including Danish:</p>	<ul style="list-style-type: none"> • Store in racks by type. • Bag, tie and date breads. • Store in piles not over two items high 	<p>Keep day old bread for bread crumbs, stuffing or bread pudding.</p>
<p>Rotate product:</p>	<ul style="list-style-type: none"> • Store all new dry goods behind existing product on shelves 	<p>Check packaging before opening product for use.</p>





59-How to: Store food in refrigerators/walk-ins

What to do

How to do it

Standard

 <p>Cool food products properly before refrigerating:</p>	<ul style="list-style-type: none"> • Cover all food products with clear plastic wrap, and then label and date 	<p>Do not store food products in open metal cans.</p>
 <p>Temperature:</p>	<ul style="list-style-type: none"> • Ensure refrigerators have thermometers 	<p>Report problem thermometers to engineering immediately.</p>
   <p>Identify foods requiring refrigeration:</p>	<ul style="list-style-type: none"> • Prepared food products • Fresh and perishable • Fresh or smoked/cured • Opened tinned foods • Thawed and prepared fish, fish products, seafood and seafood products • Prepared convenience foods 	<p>Baking products. Dairy and dairy-based products. Eggs. Pasta. Meat, poultry and game. Iced fish and seafood. Smoked/cured fish.</p>
 <p>Do not stack food in piles:</p>	<ul style="list-style-type: none"> • Store items a minimum of 15 cm (6 inches) off floor 	<p>Do not store food on floor.</p>
<p>Rotate stock and keep shelves, walls and floors clean:</p>	<ul style="list-style-type: none"> • Store all newly delivered stock behind existing product, sweep and mop walk-ins daily 	<p>Ensure products are used on first in - first out basis. Organize refrigerator/walk-ins daily as part of closing duties.</p>



60-How to: Check receiving and storage temperatures

What to do

How to do it

Standard

Poultry, meat, fish:	Refrigerated: 5°C (41°F) Frozen: 10°C (0°F) or below	Refrigerate at: 41°F (5°C) for immediate use. Freeze: 0°F (-18°C) or below.
Shellfish clams, oysters, mussels, scallops:	Live: on ice or at air temp of ≤ 7°C (45°F) Shucked: at an internal temp of ≤ 7°C (45°F) Refrigerated: ≤ 5°C (41°F) Frozen: ≤ 10°C (0°F)	Refrigerate at: 41°F (5°C) for immediate use. Freeze: 0°F (-18°C) or below.
Crustaceans: shrimp, crab, lobster:	Live: must be received alive. Processed: internal temperature of 5°C (41°F) or Frozen: ≤ 10°C (0°F)	Refrigerate at: 41°F (5°C) if to be used immediately If processed frozen store a 0°F (-18°C). Store alive at an air temperature of 7°C (45°F).
Eggs: fresh shell, liquid, frozen, dehydrated:	Whole eggs: 7°C (45°F) Liquid eggs: 5°C (41°F) Frozen eggs: - 10°C (0°F) or below	Refrigerate at: 45°F (7°C) until use. Frozen: 0°F (-18°C) Use eggs within 4-5 weeks of packaging date. Dried egg product: store in dry and cool storeroom, but should be refrigerated at 41°F (5°C) or colder when reconstituted (mixed with water).
Dairy: milk, cheese, cream, ice-cream:	≤ 5°C (41°F) unless otherwise specified by law	Refrigerate at: 41°F (5°C) Freeze (ice cream): -14°C to -12°C (6°F to 10°F).
Refrigerated ready to eat foods (pre-cut meats, salads-incl. salads with potentially hazardous foods):	≤ 5°C (41°F) unless otherwise specified by manufacturer. If labeled frozen, must be received frozen at -14°C to -12°C (6°F to 10°F)	Store refrigerated at: 41°F (5°C) Frozen: -14°C to -12°C (6°F to 10°F).
Frozen processed foods:	Receive frozen at -18°C to -12°C (0°F to 10°F)	Store at frozen: -18°C to -12°C (0°F to 10°F).
ROP foods: MAP vacuum packed, sous Vide :	Refrigerated: ≤ 5°C (41°F) unless otherwise specified by manufacturer. Frozen: ≤ -10°C (0°F)	Refrigerate at: 41°F (5°C) if to be used immediately. Freeze : -18°C (0°F) or below.



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61-How to: Apply minimum internal cooking temperatures and holding times for potentially hazardous foods

What to do

How to do it

Standard

<p>After cooking potentially hazardous foods :</p> <p>check to ensure that its Internal (thickest) portion</p> <ul style="list-style-type: none"> reaches required Minimum Internal Temperature hold that temperature for a specified amount of time (if not, continue cooking): 	Potentially hazardous food	Minimum internal cooking temperature at holding time.
	<ul style="list-style-type: none"> Poultry (chicken, duck, turkey) Stuffing Stuffed fish; stuffed meat; stuffed pasta; stuffed poultry Stuffing containing fish, meat, or poultry Wild game animals Previously cooked pot. hazardous ingredients in the dish 	74°C (165°F) 15 seconds.
	<ul style="list-style-type: none"> Unpasteurized shell eggs that will be Hot Held for Service Ground Meats (ground pork, other meat or fish) Injected meats (incl. brined ham & flavor injected roasts) 	68 °C (155 °F) for 15 seconds.
	<ul style="list-style-type: none"> Unpasteurized Shell Eggs for Immediate Service Pork, Beef , Veal Lamb (Steaks/Chops) Raised game animals Fish 	63°C (145 °F) for 15 seconds.
	<ul style="list-style-type: none"> Pork, Beef , Veal Lamb (Roasts) 	63 °C (145°F) for 4 minutes.
	<ul style="list-style-type: none"> Fruits or Vegetables that will be Hot Held for Service Commercially Processed Ready to Eat Foods 	57 °C (135°F) 15 seconds
	<ul style="list-style-type: none"> Foods in a Microwave (eggs, poultry and meat) 	74 °C (165°F) and let stand for 2 minutes after removing from oven



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62-How to: Prevent rodents

What to do

How to do it

Standard

  	<p>Seal up holes:</p> <ul style="list-style-type: none"> • Inside, under, and behind kitchen cabinets, refrigerators and stoves • Inside closets near the floor corners • Around the fireplace • Around doors • Around the pipes under sinks and washing machines • Around the pipes going to hot water heaters and furnaces <ul style="list-style-type: none"> • - Around floor vents and dryer vents • In the basement or crawl space • In the basement and laundry room floor drains • Between the floor and wall juncture 	<p>Use proper seal materials.</p>
  	<p>Trap up:</p> <ul style="list-style-type: none"> • Choose an appropriate snap trap. Traps for catching mice are different from those for catching rats. Carefully read the instructions before setting the trap • When setting the trap, place a small amount of peanut butter (approximately the size of a pea) on the bait pan of the snap trap. Position the bait end of the trap next to the wall so it forms a "T" with the wall Rodents prefer to run next to walls or other objects for safety and do not being out in the open 	<p>Do not use glue or life traps.</p>
<p>Clean up:</p>	<ul style="list-style-type: none"> • Eliminate possible rodent food sources, store food properly, clean up spilled food, keep outside cooking areas clean 	<p>Eliminate possible nesting sites outside. Keep grass cut short and shrubbery.</p>



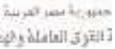
63-How to: Select the best type of gloves

What to do

How to do it

Standard

<p>Protective gloves should be selected on the basis of the hazards involved:</p>	<ul style="list-style-type: none"> • Nitrile gloves protect against most chemicals and infectious agents • Rubber gloves protect against mild corrosive material • Neoprene gloves protect against most solvents, oils, and mild corrosive materials 	<p>Avoid latex gloves as many people are allergic or develop allergies to this material.</p>
<p>When to wear gloves:</p>	<ul style="list-style-type: none"> • Wear gloves when your hands may come into contact with infectious materials like chemicals 	<p>Don't wear gloves when touching common surfaces, such as telephones, computers, door knobs, and elevator buttons, or that may be touched without gloves by others.</p>
<p>Food handling gloves:</p>	<ul style="list-style-type: none"> • Include in selection of gloves the following: • Looser-fitting but less expensive poly gloves which are ideal for frequent glove changing tasks • More durable type which are ideal for use with hotter foods and repetitive tasks (like sandwich making) 	<p>Change to new gloves between different tasks.</p>





64-How to: Label food containers

What to do	How to do it	Standard
 <p>Refrigeration Storage:</p>	<ul style="list-style-type: none"> • Basic rules - cover, label with date 	<p>Always store ready-to-eat (RTE) food above raw food.</p>
    <p>Dry Storage:</p>	<ul style="list-style-type: none"> • Store foods in a clean, dry location • Food in packages and working containers may be stored at less than 6 inches above the floor • Working containers holding food or food ingredients that are removed from their original packages, such as cooking oils, flour, or sugar must be identified with the common name of the food. • The labeling must be on the container or a none-detachable lid. • Food easily identified, such as dry pasta does not need a label 	<p>At least six inches off the floor if stored on dollies, racks, or pallets. The labeling must be on the container or a none-detachable lid.</p>
<p>Transferring Food from Original Containers:</p>	<ul style="list-style-type: none"> • Store food removed from its original container or package in a clean and sanitized covered food container Label and date the product 	<p>With the original expiration date.</p>



OCCUPATIONAL SAFETY & HEALTH



65-Standard temperature guidelines for receiving and storing food

Type of food	Receiving criteria	Storage criteria
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Poultry, meat, fish:	Refrigerated: 5°C (41°F) Frozen: -10°C (0°F) or below	Refrigerate at: 41°F (5°C) for immediate use Freeze: 0°F (-18°C) or below
Shellfish clams, oysters, mussels, scallops:	Live: on ice or at air temp of ≤ 7°C (45°F) Shucked: at an internal temp of ≤ 7°C (45°F) Refrigerated: ≤ 5°C (41°F) Frozen: ≤ -10°C (0°F)	Refrigerate at: 41°F (5°C) for immediate use Freeze: 0°F (-18°C) or below
Eggs: fresh shell, liquid, frozen, dehydrated	Whole eggs: 7°C (45°F) Liquid Eggs: 5°C (41°F) Frozen eggs: -10°C (0°F) or below	Refrigerated at: ≤ 7°C (45°F) until use. Frozen: ≤ -18°C (0°F) Use eggs within 3 weeks of packing date - Dried egg products: store in a dry and cool storeroom, but should be refrigerated at ≤ 5°C (41°F) when reconstituted (mixed with water).
Dairy: milk, cheese, cream, ice-cream	≤ 5°C (41°F) unless otherwise specified by law	Refrigerator: ≤ 5°C (41°F) Freezer (ice cream): -14°C to -12°C (6°-10°F)
Refrigerated ready to eat foods (pre-cut meats, salads incl. salads with potentially hazardous foods)	≤ 5°C (41°F) unless otherwise specified by manufacturer. If labeled frozen, must be received frozen at -14°C to -12°C (6°F to 10°F)	Store refrigerated at: ≤ 5°C (41°F) or Frozen: -14°C to -12°C (6°F to 10°F)
Frozen processed foods	Receive frozen at -18°C to -12°C (0°F to 10°F)	Store at Frozen: -18°C to -12°C (0°F to 10°F)
Produce: (fruits, vegetables, ground provisions)	Cut melon (a potentially hazardous food) must be held at 41°F (5°C) or lower	Fruits and vegetables at: 4-6°C (40-44°F) or lower. Ground provisions (potatoes, etc): 7°C to 9°C (45°F to 50°F)
Canned foods/ Dry foods (flour, sugar, rice, spice pasteurized and aseptically packaged foods (puddings, juices, creamers, milk)	Room temperature Aseptically packaged: room temperature. Not aseptically packaged: follow manufacturer's directions or ≤ 41°F (5°C)	Store between 10°C-21°C (50°F-70°F) Relative humidity at 50-60% Aseptically packaged: room temperature. On opening, store at ≤ 5°C (41°F) Not aseptically packaged: store at ≤ 5°C (41°F)
Baked goods	Receive at the temperature specified by the manufacturer	Follow manufacturer's instructions or store baked goods at ≤ 5°C (41°F)
Potentially Hazardous	Hot at 135°F (57°C) or higher	Store refrigerated at: ≤ 5°C (41°F)
Foods, raw or cooked	Cold 5°C (41°F) or lower.	Frozen: -14°C to -12°C (6°F to 10°F) Hot at 135°F (57°C) or higher;
Catering and Vending	Hot at 135°F (57°C) or higher Cold 5°C (41°F) or lower	Hot hold at: 57°C (135°F) or higher for no more than 2 hours. Cold hold at: 5°C (41°F) or below



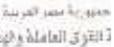
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66-Guidance chart for receipt of food supplies

Food	Accept	Reject
Meat	Temperature: 41°F (5°C) or lower. If frozen, must be at least 10°F (- 12°C) Beef Colour: bright cherry red Lamb Colour: light red Pork Colour: pink lean meat, white fat Texture: firm and springs back when touched Odour: none Packaging: Clean & Intact	Temperature: >41°F (5°C) Colour: brown or greenish; brown, green, or purple blotches; white or green spots Texture: slimy, sticky, or dry Odour: sour odour Packaging: broken cartons, dirty wrappers, or torn packaging
Poultry	Temperature: 41°F (5°C) or lower. If frozen, must be at least 10°F (- 12°C) Colour: no discoloration Texture: firm and springs back when touched Odour: none Packaging: surrounded by crushed, self draining ice	Temperature: > 41°F (5°C) Colour: purple or green discoloration around the neck; dark wing tips (red tips are acceptable) Texture: stickiness under the wings or joints Odour: abnormal, unpleasant odour
Fish	Temperature: 41°F (5°C) or lower. If frozen, must be at least 10°F (- 12°C) Colour: bright red gills, bright shiny skin Odour: mild ocean or seaweed smell Eyes: bright, clear and full Texture: firm flesh that springs back when touched Packaging: surrounded by crushed, self draining ice	Temperature: > 41°F (5°C) Colour: dull grey gills, dull dry skin Odour: strong fishy/ammonia smell Eyes: cloudy, red-rimmed, sunken Texture: soft, leaves an imprint when touched
Shellfish	Live: on ice on/at air temp of 45°F (7°C) or lower Shucked: at internal temp of 45°F (7°C) or lower Odour: mild ocean/seaweed smell Shells: closed and unbroken Condition: If fresh they are alive	Live: Air Temperature: > 45°F (7°C) Shucked: internal temp > 45°F (7°C) Texture: slimy, sticky, or dry Odour: strong fishy/ammonia smell Shells: broken, open, don't closed when tap Condition: Dead on arrival
Shell Eggs	Temperature: Air temp. of 45°F (7°C) or lower Odour: none Shells: clean and unbroken	Temperature: Air temp > 47°F (7°C) Odour: sulphur smell, off odor Shells: dirty or cracked
Dairy:	Temperature at 41°F (5°C) or lower unless otherwise specified by law Milk: sweetish flavour Butter: sweet flavour, uniform color, firm texture Cheese: typical flavour, texture uniform color	Temperature: > 41°F (5°C) Milk: sour, bitter, or mouldy taste Butter: sour, bitter, or mouldy taste , uneven color, soft texture Cheese: abnormal flavour, uneven color, unnatural mold
Fresh Produce	Conditions: Vary according to produce item; must show no sign of spoilage	Vary according to produce item; signs of spoilage include: insect infestation, mold, cut, mushiness, discoloration, wilting, dull look, unpleasant odor or taste
Canned Food	Can: can and seal in good condition Product: normal color, texture, odor	Can: swollen ends, leaks & flawed seals, rusts, dents, no labels Product: foamy, milky, abnormal color, texture or odor





67-How to: Provide off-site service/catering

What to do

How to do it

Standard

     	<p>Packaging/Holding/Delivery:</p> <ul style="list-style-type: none"> • For foods where no further cooking is required: • Wash before and after preparation • Use clean, sanitized work areas, utensils, equipment covered and clearly labeled pans • Ensure enough trained staff are available to promptly receive, sort and package food • Check to ensure the correct quantity of products ordered is prepared • Get the Chef/sous chef to check the conditions of the catered food • Schedule deliveries to coincide with events or food service time for events • All ready to eat foods should be in temperature controlled containers during transportation. • Monitor and record internal temperature of the ready to eat foods • Maintain/Store hot or cold, away from raw foods • Apply proper pest control 	<p>Apply FIFO for use of stock. Refrigerate (5°C or 41°F) items not to be used immediately. Chef/sous chef should supervise Hot, potentially hazardous food must be properly cooked as required by local or international codes. As a supplier of hot, potentially hazardous food there must be a HACCP/other plan documenting proper cooking methods and temperatures Label: name of food item; storage requirements, and re-heating instructions. Observe holding and handling guidelines and standards for individual products. Only rigid, insulated food containers should be used to ensure temperatures of >57°C (135°F) or <5°C(41°F) are achieved and maintained. - Minimize time in temperature danger zone [5°C-57°C (41°F-135°F)] between preparation and packaging in insulated containers. Use Calibrated thermometers, inspection records Delivery vehicles: clean, personnel: practice good personal hygiene.</p>
  	<p>Preparation/Holding/ On Site Cooking</p> <ul style="list-style-type: none"> • For foods where there will be some further cooking at the venue • Ensure adequate supply of potable water for cooking, cleaning and hand washing • Use insulated containers to hold potentially hazardous foods e.g. wrap raw meat and store on ice; store milk and dairy products on ice • Separate raw foods from ready to eat foods • Place garbage containers away from food preparation area 	<p>Label: name of product; date received, expiration date/use by; location on shelf; Hot hold at: 57°C (135°F) or higher for no more than 2 hours. Cold hold at: 5°C (41 °F) or below Store approx. 15cm (6 inches) off floor. Allow at least 3 cm (1.2 inches) between products and between wall and products. Record temperature every 30 minutes during storage. Proper pest control measures should be in place.</p>



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68-How to: Design a supplier assessment and selection form.

Company name		
Managers Name		
Address of Premises		
Telephone Number		
Description of activities carried out at the above address		
Person Responsible for food safety		
Position in the organization		
Date completed		
Question	Yes	No
Is there a documented food safety policy?		
Do they operate a hazard analysis critical control point (HACCP) scheme?		
Do they evaluate their suppliers?		
Do they have documented product recall procedures?		
Do they have a formal complaint procedure?		
Do they provide food-handling training for staff on induction?		
With-in 3 months of commencing employment are staff trained in food safety?		
Are internal audits conducted to verify food safety and hygiene standards are being maintained?		
Are written reports produced from these audits?		
Have any organizations or customers externally audited the company? If yes attach copies of the audits.		
Does the company belong to an association which has accredited them?		
Provide the details of the association and the accreditation they have issued the company.		
Is a 'goods in' control procedure in place?		
Is there a stock rotation system in place?		
Are ready to eat products kept separate from raw products?		
Is the temperature of the storage areas for the chilled and frozen products monitored and recorded?		
Has the company been inspected by legal enforcement agency in the last 12 months?		
Have all the requirements been completed from this Assessment?		
Completed by:.....	Received by:.....	Date:.....
Job Title:.....	Job Title:.....	Date:.....
Signed:.....	Signed:.....	





OCCUPATIONAL SAFETY & HEALTH



69-How to: Reduce the noise level at the workplace.

What to do

How to do it

Standard

What to do	How to do it	Standard
<p>Consider</p>	<ul style="list-style-type: none"> • Important factors to consider in the selection and use of hearing protection include: <ul style="list-style-type: none"> * types of protector, and suitability for the work being carried out; * noise reduction (attenuation) offered by the protector, including taking account of 'real-world' factors, and also ensuring that not too much protection is provided; * compatibility with other safety equipment; * pattern of the noise exposure; * the need to communicate and hear warning sounds; * environmental factors such as heat, humidity, dust and dirt; * cost of maintenance or replacement; * comfort and user preference; * medical disorders suffered by the wearer. 	<p>The use of personal hearing protection should be managed through the provision of appropriate information, instruction and training for employees, supervision and the use of appropriately defined and demarcated Hearing Protection Zone</p>
<p>Limit exposure</p>	<ul style="list-style-type: none"> • Restriction of the time spent in noisy areas, or doing noisy tasks, can be effective in reducing noise exposures, as can ensuring that noisy devices are only used when they are actually needed. • Where some employees do noisy jobs all day or week, and others do quieter ones, job rotation should be considered. This might need you to train employees to carry out other jobs. This system will reduce the noise exposure of some employees while increasing that of others, so care and judgement is needed. • Employees will need to be rotated away from noisy jobs for a significant proportion of time to make an appreciable difference to their daily exposure. 	<p>The noise exposure ready-reckoner and exposure calculators can be used to indicate the reductions in exposure that can be achieved by reducing the duration of exposure to noise</p>



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التعاون والتنمية
المجلس الوطني
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OCCUPATIONAL SAFETY & HEALTH



70-How to: Reduce chemicals hazards

What to do

How to do it

Standard

 <p>Replace:</p>	<ul style="list-style-type: none"> • Use less harmful substances 	<p>Ensure that all chemicals are properly labeled.</p>
 <p>Ventilation:</p>	<ul style="list-style-type: none"> • Provide ventilation through open windows or mechanical air vents 	<p>Measure air quality frequently.</p>
 <p>Clothing:</p>	<ul style="list-style-type: none"> • Wear suitable protective outfits 	<p>Ensuring prevention of skin contact.</p>
  <p>Inspect:</p>	<ul style="list-style-type: none"> • Inspect chemical stores regularly to check for deterioration or leakage 	<p>Ensure that every chemical has a material safety data sheet.</p>
<p>Staff:</p>	<ul style="list-style-type: none"> • Arrange for annual medical examinations for staff exposed to dry cleaning materials 	<p>Keep records.</p>



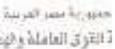
71-How to: Handle chemicals

What to do

How to do it

Standard

<p>General:</p>	<ul style="list-style-type: none"> • Read the labels. Learn the hazard warning symbols which are displayed on the labels of all newly ordered chemicals • Take care to avoid spillage • Always wash the hands thoroughly after handling any chemical regardless of its present hazard rating. Some chemicals have a delayed or cumulative effect • Always inform the "Safety Officer" and safety representatives if any vague feeling of being unwell occurs regularly when using any chemical 	<p>Never transfer a chemical to a plain, unlabelled container.</p>
<p>Storage:</p>	<ul style="list-style-type: none"> • Care must be taken when transporting chemicals throughout the Department. • Winchester bottles must ALWAYS be carried in proper bottle carriers and not in the arms nor by the neck or cap of the bottle • Particular care must be taken when carrying bottles of flammable solvents and strong acids and alkalis in public places such as corridors, lifts and staircases • It is advisable to carry a pair of rubber gloves in case of an accident • If an accident does occur in which there is a chemical spillage, do not leave the spillage unattended but summon assistance from the nearest room or via a passerby 	<p>Seek professional advice if you are unsure of how to deal with the spilled chemical.</p>
<p>Disposal of Chemicals:</p>	<ul style="list-style-type: none"> • Chemicals must not be disposed of by indiscriminate washing down a sink 	<p>Consult the appropriate hazard data sheet and follow the instructions therein.</p>





OCCUPATIONAL SAFETY & HEALTH



72-How to: Planning the application of pesticides.

What to do

How to do it

Standard

 The applicator	<ul style="list-style-type: none"> • Make sure the applicator is in good working order at all times, completely free from leaks and, as far as possible, any external contamination • Make sure spares and accessories are available: replacement nozzles, seals, washers, maintenance tools and calibration equipment 	Make sure spares and accessories are available: replacement nozzles, seals, washers, maintenance tools and calibration equipment
 Emergency procedures	<ul style="list-style-type: none"> • Ensure a designated and responsible person knows the daily work programme and agree with them a suitable emergency contact procedure. Where reasonably practicable use a mobile phone or radio and a pre-arranged call-in system • Ensure the operators can provide the emergency services with enough detail for them to be found if there is an accident, eg the grid reference, the distance from the main road, the type access (suitable for car/four-wheel drive/emergency service vehicles) 	Ensure information about the pesticide being used is readily available in a form that can accompany a person requiring medical attention (e.g. a hazard data sheet).
  Planning to spray	<ul style="list-style-type: none"> • Always plan thoroughly and in good time • Always use the pesticide product that presents the least risk to health and the environment while achieving effective weed or pest control • Check the precise location of any domestic water supply, rivers, streams, ditches or ponds. Plan to leave a suitable buffer strip (see product label) to avoid contamination • On all reasonably foreseeable approaches to the worksite, erect warning signs • Identify safe areas for diluting and mixing pesticides and for filling applicators. Make arrangements to deal with accidental spillage, e.g. absorbent material, a shovel, plastic sacks • Identify an area for washing protective clothing and applicators. Make provision for safe disposal/removal of washings 	Do not use a pesticide if there is a suitable alternative control.
 Fresh water supply	<ul style="list-style-type: none"> • Ensure supplies of fresh water will be available for dilution and washing 	To prevent contamination of water sources, water should not be taken directly from a natural supply, nor should a domestic supply be connected into any spray solution.



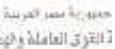
73-How to: Apply pesticides.

What to do

How to do it

Standard

Preparing to spray:	<ul style="list-style-type: none"> • Read the pesticide product label carefully (or the text of any off-label approval) and fulfill the legal requirement to comply with its contents regarding the crop or pest which may be treated 	When in doubt about content, ask supervisor.
Spraying:	<ul style="list-style-type: none"> • When putting on a filled knapsack sprayer, stand it on a support or get assistance to avoid injury or spillage • Stop if you see anyone approaching from the downwind side • Constantly monitor the workings of your applicator for leaks, mechanical defect, pressure setting and spray quality • Depressurize sprayers before carrying out maintenance. • Do not suck or blow through the nozzle or any other part of the applicator to clear blockages • Do not take off gloves when removing nozzles • If you feel unwell, report the symptoms and seek medical advice as soon as reasonably practicable, giving details of the work concerned and the full name of the pesticide product used 	Minimize walking through treated areas.
After spraying:	<ul style="list-style-type: none"> • If there is surplus dilute pesticide at the end of the day, put it into a clearly labeled secure container and return it to the store for subsequent use or disposal • Wash out empty applicators and empty spray solution containers, and dispose of washings on site. Ensure that washings do not contaminate watercourses. Wipe applicators with clean paper towels and put used towels in plastic bags for safe disposal • Dispose of surplus pesticide, empty containers and cleaning materials 	If you are an employee who uses anti-cholinesterase compounds, you should be under health surveillance arranged by your employer.





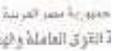
74-How to: Design an integrated pest management system

What to do

How to do it

Standard

Develop a system:	<ul style="list-style-type: none"> • Aim to prevent, control or eliminate pest from the establishment 	Work with a licensed pest control operator.
Prevention:	<ul style="list-style-type: none"> • Prevent pests from entering food preparation and storage areas. • Inspect deliveries for pests/pest infestation • Inspect screens/windows/vents; • Seal cracks in floors/walls • Keep exterior openings tightly closed • Fill holes around pipes • Install door sweeps/self-closing doors 	Record and report all sightings of pests and pest damage.
Control of pest:	<ul style="list-style-type: none"> • Regular inspections of food premises • Deal with infestations immediately, utilizing a pest control operator where available. • Monitor and keep up-to-date records. 	Manage refuse properly. Store foods away from floors and walls. Use FIFO rotation; clean regularly. Have written documents of chemicals and pesticides used as part of a pest control program. Keep reports records of dates and locations of chemicals used.
Elimination:	<ul style="list-style-type: none"> • Use electrical killing devices; chemicals should be used as last resort 	Keep electrical insect killing devices clean, in good working order; place away from food preparation/handling areas. Keep them in original containers.





75-How to: Manage hazardous materials.

What to do

How to do it

Standard

<p>Develop a Standard Operating Procedure for the Management of Hazardous Material:</p>	<ul style="list-style-type: none"> • Use a Licensed Pest Control Operator 	<p>MSDS must be available and accessible to all users of chemicals. MSDS contains information: Safe handling and use, Physical, health, fire and reactivity hazards Precautions; First Aid information; Protective equipment to wear, Manufacturer's Name, address and phone number, Hazardous ingredients and identity information.</p>
<p>When handling chemicals:</p>	<ul style="list-style-type: none"> • Handling only purchase those approved for restaurant/foodservice use • Follow manufacturer's instructions/local regulations when discarding • Protect foods and food contact surfaces from chemical contamination during application; • If chemicals are transferred to a new container, it must be properly labeled 	<p>Cover immovable equipment and surfaces; wash, rinse and sanitize surfaces after application.</p>
<p>Storage and disposal of Hazardous Materials:</p>	<ul style="list-style-type: none"> • Store chemicals separately from foods • Keep copy of Material Safety Data Sheets (MSDS) for each chemical in storage areas. • Lock in-use cleaning chemicals in cabinets away from food-storage and food-preparation areas; • Dispose of them as per local regulations 	<p>Label containers with: Chemical's name; Manufacturer's name/address; Description of potential Hazards.</p> <p>Storage area must be ventilated and away from food handling or storage areas. Clearly identified as storing "hazardous" material.</p> <p>Store empty chemical containers separately from regular garbage. Dispose of them.</p>

