

Section 1: Outstanding Matters (from previous meeting)		
Details		Action Required
Section 2: Premises & Equipment Issues – detail any current and outstanding issues that the team should be aware of.		
Details		Action Required
Section 3: Food Complaints		
Type of Complaint	How Many?	Details
Foreign Body		

Chemical		
Allergenic		
Quality		
Alleged Food Poisoning		
Section 4: EHO Visits		
Date of Visit & Name of Inspector	Date HSE Team Notified	Action(s) Required
Section 5: Accidents & Reported Near Misses (this month) - detail all accidents occurring on site since the last meeting.		
Type of Accident	Numbers	Near Miss or Accident & Corrective Actions

Section 6: Accident Classifications this month		
Classification	Total	Comments
Number of Near Misses		
HSE Team RIDDOR Notification(s)		
Section 7: Unit Audits		
Type of Audit	Audit Date	Date Action Plan Completed & Comments
ESG Audit – environmental / sustainability		
Client Audit		
Operations Manager Audit		
Monthly Unit Manager Audit		

IMS Audit		
HSE Team Visit		
Other (Please describe)		
Section 8: Safety Training (including Level 2, Management Safety Training, ABC, Discover & Inspire)		
Training Completed (since last meeting)	Comments	
Training Planned	Comments	

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Team Consultation – ask the team if they have any concerns around health and safety, issues, how the system works, ways of working etc and record here.

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UNIT MANAGER NAME & SIGNATURE:		DATE:	
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OUR RISK ASSESSMENTS

ASSESSMENT OF RISK

Likelihood x severity
Rates High /Medium/ Low risk

Table with columns for Risk Assessment, Likelihood, Severity, and Risk Rating. Includes a risk matrix and various assessment tables.

SAFE SYSTEM OF WORK

Lists Hazards and how to avoid

SAFE SYSTEM OF WORK form. Includes sections for Hazards, Control Measures, and Safety Signage. Contains detailed text on risk management and safety protocols.

AVOIDING INJURIES

Training Requirements
PPE requirements

AVOIDING INJURIES form. Includes sections for Training Requirements, PPE Requirements, and Hazardous Activities. Includes icons for safety equipment like gloves and boots.

SITE SPECIFIC ACTIONS

Lists anything specific to your site.

SITE SPECIFIC ACTIONS form. Includes sections for Hazardous Activities, Safety Signage, and Site Specific Actions. Includes icons for safety equipment like boots and gloves.



This pack is to help you facilitate the monthly health and safety meeting for your site in **JUNE 2024**

Please ensure you complete the template [Monthly Unit Safety Meeting.doc](#)

This Months Topic	BURNS & SCALDS
Training that should have been completed by the team.	<ol style="list-style-type: none"> 1. All RA/SSoW relevant to your site which is highlighted on Workplace hazard form. 2. AccessPlanit CH&CO ABC – Burns & Scalds
Relevant risk assessments / SSoW's /SOP's	HS SOP 9 - Kitchen Safety (05.02.2020).doc 019 Burns and Scalds.doc
Lessons Learnt	CH&CO Group Lessons Learnt- Hot Oil Serious Burns.pdf CH&CO Catering Lessons Learnt - RIDDOR Burn from oven steam.pdf

TASK FOR THIS H&S MEETING

Discuss the burns & scalds risks at your CH&Co site. Discussion points:

1. List all the items that could burn or scald you.
2. List all the items that could burn or scald customers.
3. Discuss examples of good practice when handling hot equipment

PREVENTING BURNS & SCALDS

UNDERSTANDING RISKS

Burns & Scalds can occur anywhere, particularly in kitchens and dining areas.


HOT LIQUIDS Spills or splashes from boiling water, hot oil, coffee, or tea.

STEAM Exposure to steam from boiling pots, steam ovens, or espresso machines.

HOT SURFACES Contact with hot equipment such as stoves, ovens, grills, and steamers.

OPEN FLAMES Accidental contact with flames from gas burners.

ADDITIONAL RESOURCES

- ABC Burns and Scalds** – available on AccessPlanit 
- HS SOP 9 - Kitchen Safety** available in your Health and safety Manual.
- Risk Assessment 019 Burns & Scalds** available in your Health and Safety Manual

On The Job Safety Practices:

COMMUNICATE WITH TEAM MEMBERS Clearly communicate tasks and movements in the kitchen to avoid collisions and accidents.

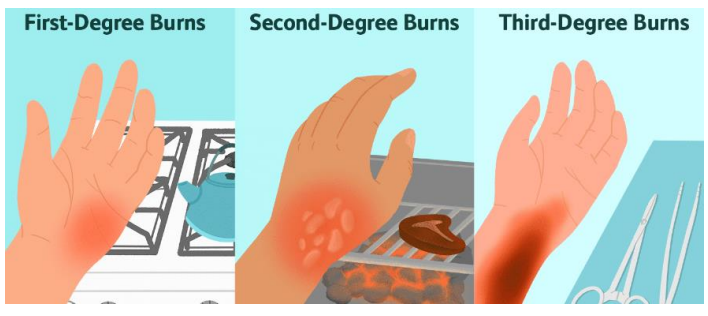
EDUCATE & COACH STAFF Provide comprehensive training on proper handling of hot equipment and liquids.

EMERGENCY PROCEDURES Ensure all staff members are familiar with emergency protocols in case of scalds or burns.

MAINTAINN FIRST AID KITS Keep well-stocked first aid kits readily accessible in case of emergencies.

REGULAR MAINTENANCE Conduct routine maintenance checks on kitchen equipment to ensure safe operation.

TYPES OF BURNS & SCALDS



BURNS & SCALDS KFC CASE STUDY

KFC fined nearly £1m after two workers scalded by boiling hot gravy

TYNE TEES | Friday 20 January 2017 at 10:42am

Failures in KFC case

- ☒ Employees were not properly supervised.
- ☒ A “considerable” lack of training
- ☒ A reluctance to follow the guidance that was provided by the company.
- ☒ inadequate provision of safety equipment such as gauntlets

<https://www.thesun.co.uk/news/2660721/kfc-fined-1million-after-workers-scalded-gravy/>

GOOD SCALS & BURN PREVENTION TECHNIQUES

ALWAYS

- ☑ **USE PROTECTIVE EQUIPMENT** Wear appropriate protective items such as oven mitts, aprons, and non-slip shoes.
- ☑ **BE MINDFUL OF HOT LIQUIDS** Use caution when handling hot beverages or transferring hot liquids to prevent spills and splashes.
- ☑ **AVOID LEANING OVER STEAM** Be cautious around steam-producing equipment and avoid leaning over pots or opening lids quickly.
- ☑ **HANDLE HOT EQUIPMENT WITH CARE** Assume that surfaces such as oven trays, pans, stovetops and oven doors are hot, and use caution when handling them.
- ☑ **KEEP FLAMMABLE ITEMS AWAY FROM FLAMES** Ensure that flammable materials such as towels or disposable gloves are kept away from open flames or heat sources.

TREATMENT

- **immediately get the person away from the heat source** to stop the burning & seek on site First Aider
- **remove any clothing or jewellery** that's near the burnt area of skin, but do not move anything that's stuck to the skin
- **cool the burn** with cool or lukewarm running water for 20 to 30 minutes – do not use ice, iced water, or any creams or greasy substances like butter
- **make sure the person keeps warm** by using a blanket, for example, but take care not to rub it against the burnt area
- **after cooling the burn, cover the burn** by placing a layer of cling film over it – a clean plastic bag could also be used for burns on your hand
- **use painkillers** such as paracetamol or [ibuprofen](#) to treat any pain
- **raise the affected area if possible** – this helps to reduce swelling

ACCIDENT REPORTING

Report all accidents, incidents & near misses on BIONE. If you require login details contact the HSE Team.


hseteam@chandcogroup.com

LESSONS LEARNT

Finally, talk your teams through some real examples of series injury when risk assessments were not completed, and teams not properly trained.



LESSONS LEARNT

Type of Incident:	Burn to upper arm
Classification of Incident:	RIDDOR
Summary of Incident:	<p>IP was taking a tray out from the top oven.</p> <p>At the same time a member of staff opened the door of the bottom oven.</p> <p>Steam rose from the bottom oven and burnt the IP's upper arm.</p>
Photographs of Incident:	
Possible Causes:	<p>Rushing – routine activity without thought Lack of communication between kitchen staff</p> <p>IP not aware that bottom oven was being opened</p> <p>RA for ovens & burns and scalds initially not filled out correctly</p>
Immediate Action Taken:	<p>The IP put arm under cold water for 15 mins. The water didn't feel cold enough, so the IP went to the freezer and used frozen avocado to cool down. The IP went to pharmacy to buy burn cream as there wasn't any available. IP called manager and an accident form was filled out later that day. IP continued working and carried out rest of shift. The IP then went to the hospital to receive treatment for burns after work and received a sick note for 7 days off work.</p>



<p>Lessons Learnt:</p>	<p>Following incident, QHSE reviewed site evidence, documentation and statements made:</p> <p>RA/ SSoW must be assessed and reviewed effectively – the aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimize the level of its risk by adding control measures as necessary. This in turn creates a safer and healthier working environment.</p> <p>RA/ SSoW to identify/ capture all control measures (dual use oven, time sharing)</p> <p>RA/ SSoW to be reviewed annually or prior if/ when required (change in legislation/ incident/ new job role etc.)</p> <p>Staff to review and sign risk assessments.</p> <p>Staff must learn to communicate efficiently when working and using equipment First aid kit must be fully stocked at all times (including burn cream)</p> <p>Remember</p> <ul style="list-style-type: none"> • Communication is key • Never presume – if you are unsure ASK • Report all incidents through BiOne reporting system. • If you are not fully confident on procedure, ASK guidance and further training can be provided.
<p>Actions to be Taken (By Whom)</p>	<p>Operation Manager to communicate the requirements to site level. Operations Manager to support in review of RA/ SSoW</p> <p>Site manager to ensure all staff review and sign RA/ SSoW and training card</p> <p>Site Manager to give awareness of oven use and to highlight incident on next H&S meeting</p> <p>Site manager to ensure staff communicate effectively when working</p>



LESSONS LEARNT

Type of Incident:	Hot Oil Incident
Classification of Incident:	Serious Burns
Summary of Incident:	<p>On Wednesday 10th October 2018, the IP was making doughnuts and cooking them in a medium sized pan, which was filled between one third to a half full of oil, on the stove top. There was another pan of water with five tins of condense milk directly behind the pan of oil, which were being boiled to make caramel. The IP had just removed the last batch of doughnuts and had started to toss them in the tray of sugar located on the work bench opposite the stove. The IP was standing at a slight angle with their back to the stove when the pan of hot oil was dislodged/slid from stove top and splashed the employee on their right inner calf and the left lower calf, ankle and foot.</p> <p>The IP managed to hold them self up by using the trolley and workbench, to prevent them self from slipping in the oil and manage to move away from the area. The IP kicked off their shoes and a colleague removed their trousers and then placed the IP into a sink of cold water where they poured cold water on the affected areas. IP remained in the cold water until taken to hospital and was later referred to the burns unit. The IP has under gone several skin grafts as a result of these burns.</p> <p>At the time of the incident the IP was wearing a slipper style shoes with ankle socks.</p> <p>This resulted in a RIDDOR reportable incident to the Health and Safety Executive. This was a serious incident that caused significant injuries.</p>

**Photographs
of Incident:**





Possible Causes:	It is likely that the vibrations from the boiling pan of condensed milk, situated at the back of the stove and behind the pan of oil, has contributed to the pan sliding off the stove. The stove was not level, causing a slight decline towards the front, which would have also contributed to the movement of the pans.
Immediate Action Taken:	<ul style="list-style-type: none"> • Employee taken to hospital and referred to the burns unit. • Employee has been signed off work due to the nature of the injuries and having to undergo skin grafts.
Lessons Learnt:	<ul style="list-style-type: none"> • Not to use stove top pans of hot oil to cook doughnuts. • Not to boil tins of condense milk on the stove top. • To make sure that equipment is levelled correctly when installed.
Actions to be Taken (By Whom)	<ul style="list-style-type: none"> • The stove unit to be levelled correctly. • All team members to be briefed on the correct procedures on how to cook condense milk, when making caramel. Briefing sheet Cooking Condensed Milk to be used to deliver this training. Once the briefing has taken place, staff should sign to confirm they have received the training. • Doughnuts to only be cooked in a deep fat fryer. • All team members to be enrolled on to the ABC session Burns and Scalds through the Navitas training platform. • All team members to be enrolled on to the ABC session Accidents and Near Misses through the Navitas training platform. • All relevant risk assessments and safe systems of work to be reviewed and signed off by the manager. • All team members to receive risk assessment training along with the safe systems of work. This training to be documented and signed for by the team member. • Team members to wear socks which covers the foot, ankle and lower calf. • Approved safety shoes to be ordered for all team members. • PPE requisition forms to be completed for each team member and signed.