

**REGULATIONS ON OCCUPATIONAL SAFETY AND HEALTH (OSH) IN
HOSPITALITY**

MINISTRY OF PUBLIC SERVICE AND LABOUR

REGULATIONS ON OCCUPATIONAL SAFETY AND HEALTH (OSH) IN HOSPITALITY

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REGULATIONS ON OCCUPATIONAL SAFETY AND HEALTH IN CATERING

The Minister of Public Service and Labour;

Pursuant to Law N0. 66/2018 of 30/08/2018 regulating Labour in Rwanda, especially in its Article 78;

Pursuant to Law N0.86/2013 of 11/09/2013 establishing the General Statute for Public Service, especially in its Article 68;

Having realized that there is a need to have specific sectorial Regulations to ensure Occupational Safety and Health;

Regulates the following:

CHAPTER ONE: PREVENTING EXPOSURE TO CARBON MONOXIDE FROM USE OF SOLID FUEL APPLIANCES IN COMMERCIAL KITCHENS

Article One: Scope

These regulations establish a best practice guide for facilitating and encouraging continual improvement in the management of health and safety of employees in Hospitality sector in Rwanda.

Article 2: Solid fuel

The employer shall ensure that when solid fuel is burned, products of combustion, including carbon monoxide gas, are released. Carbon monoxide is a highly poisonous gas with no taste, smell or color. Moderate exposure can lead to serious permanent ill-health effects or death. Children, pregnant women, smokers and people with heart or breathing problems are particularly at risk.

Article 3: Installation and use

The employer shall seek competent advice on all technical matters relating to installation, ventilation, extraction and maintenance, when considering obtaining a solid fuel appliance.

Article 4: Design

The employer shall ensure that:

1. When buying a solid fuel appliance, determine whether your flue/extraction system is designed and constructed from suitable material. Stainless steel, for example, can withstand the corrosive nature of products released during the combustion of solid fuel;
2. If extraction system is constructed from galvanized steel and do not intend to replace it, seek competent advice on how this will impact on the nature and frequency of maintenance and inspection work;

3. The extraction system and its component parts, including any induction fans, is designed to withstand the high temperature and corrosive effects of any intended flue gases from the cooking appliance;
4. There is minimal risk of heat being transferred to any combustible materials close to the flue/ductwork;
5. There is not attempt to alter a gas or electrical appliance to burn solid fuel;
6. Only use appliances that are designed for indoor use. If the employer intends to use a solid fuel appliance at an outdoor event he/she shall be aware that using it inside a tent or gazebo can expose people to the risk of carbon monoxide poisoning. Ventilation is crucial and the employer shall seek competent advice when deciding where to site barbeques and other portable solid fuel appliances.

Article 5: Positioning your appliance

The employer shall ensure that:

1. When deciding where to site a solid fuel appliance, there shall be a consideration where fresh air is going to enter the room. Avoiding areas where there is slow-moving or stagnant air;
2. If the appliance is suitable for use under a canopy, ensure that the products of combustion can be effectively and safely removed (ie the canopy is not so high that it does not collect the combustion gases), and that monitoring equipment is in place to warn of any danger from products of combustion.

Article 6: Ventilation and extraction

The employer shall ensure that:

1. The termination point for the discharge of flue gases shall not present any risk to employees or occupants of neighboring properties. The flue is located outside the building and terminated at a safe level;
2. If there is use of solid fuel appliance that has a natural draught flue in a commercial kitchen with a mechanical extraction system fitted, there will be a risk that the products of combustion will be drawn back down the chimney or flue into the room. If he chooses to have both systems it is very important that they have an equal supply of make-up air to compensate for combustion and removal of combustion products etc. A competent engineer will be able to advise on how this can be achieved in premises.

Article 7: Maintenance, testing and cleaning

The employer shall ensure that extraction systems for commercial solid fuel appliances must be thoroughly examined and tested at least once in a year. He must also have an appropriate regular cleaning and maintenance programme to ensure that extraction system continues to function properly. Maintenance, examination and testing shall be carried out by a competent person.

Article 8: Monitoring

The employer shall ensure that Carbon monoxide gas is build up very quickly and people can be overcome without warning. the employer shall fit a functioning audible carbon monoxide alarm suitable for use in a commercial kitchen and have procedures in place to deal with evacuation if it goes off. Repeated activation of the alarm indicates a problem which shall be investigated by a competent person before the appliance is put back into use. Carbon monoxide detectors shall be

used and sited in accordance with the manufacturer's instructions. If employer opt for a battery- rather than mains-operated device he shall ensure that the battery is tested periodically, as advised by the manufacturer. If possible, the appliance/alarm shall be interlocked with any mechanical ventilation that is fitted.

Employer shall introduce robust procedures to make sure that the extraction system fan remains switched on until all solid fuel has been extinguished, even if there is nobody on the premises. This will ensure that people in neighboring properties are protected from any carbon monoxide that may be leaking from your premises. It will also ensure that the building is safe to enter for the next shift and can be safely accessed out of hours for example, in the event of an emergency. If the employer does not wish to keep extraction equipment fans running 24 hours a day, the easiest way to make sure they remain switched on for a sufficient period of time is to interlock them to carbon monoxide detector.

Article 9: Selection and storage of fuel

The employer shall ensure that

1. Responsible suppliers/manufacturers are able to advise on the type of fuels suitable for appliance. Only use recommended fuel unless are certain that extraction system can safely remove the products of combustion from alternative fuels;
2. Solid fuel shall be stored in a dry and ventilated area. Requirements may vary depending on the quantity and type of fuel. Refer to the manufacturer's or supplier's storage instructions for specific advice.

Article 10: Information, instruction and training

Everyone who works needs to know how to work safely and without risks to their health.

Employer shall provide clear instructions, information and adequate training for workers on:

1. the risks they face;
2. measures in place to control risks;
3. how to follow any emergency procedures.

It is particularly important to consider the training needs and supervision of:

1. new recruits and trainees;
2. young people who are particularly vulnerable to accidents;
3. people taking on new jobs or new responsibilities;
4. health and safety representatives.

Employer shall ensure that employees are made aware of the risks and control measures required to operate the appliance safely and make sure that they are aware of the signs and symptoms of carbon monoxide exposure.

CHAPTER II: SAFETY FOR BAKERS

Article 11: Protect yourself

Employer shall ensure that workers check that any extraction equipment is switched on and working and Wear the right mask for dusty work.

Article 12: Avoid spillages – work carefully

Employer shall avoid damage to ingredient bags, clean up any spillages straightaway and Use a scoop to transfer flour.

Article 13: Avoid raising dusts when loading and mixing

Employer shall that workers Load ingredients into mixers carefully and start up mixers at a slow speed.

Article 14: Avoid dust clouds when folding and disposing of empty bags

Employer shall ensure that workers Roll bag downwards and away from theirself.

Article 15: Avoid creating clouds of flour dust

Employer shall ensure that It is best to use dredgers or sprinklers to spread dusting flour.

Article 16: Clean up safely

Employer shall ensure that It is best to use a wet mop or high-efficiency vacuum cleaner and Avoid use of compressed airlines for cleaning.

Article 17: Reporting symptoms to the employer

Employer shall ensure that workers Report early symptoms of ill health, runny nose, runny eyes, wheezing, shortness of breath, sneezing or cough.

CHAPTER III: SAFE USE OF CLEANING SUBSTANCES

Article 18: Health risks

The most common risks are likely to be through the substances contacting the skin or eyes, breathing in or swallowing cleaning substances.

Many cleaning substances are hazardous because they are corrosive and can cause skin and eye burns if splashed onto the body. Without proper controls, some may cause dermatitis (dry, sore, flaky skin) or other skin irritations, asthma and breathing problems.

It is highly unlikely that any adult would ever think of drinking a cleaning substance intentionally, but it is still common to find food or drink containers being used to store hazardous cleaning substances. This shall not be done.

Touching the face, eyes or skin after handling a cleaning substance can cause irritation, inflammation or chemical burns.

Article 19: Controlling risks-General

Employer shall:

1. Assess the risks from working with hazardous substances. This will include any arrangements to deal with accidents, incidents or emergencies, such as those resulting from serious spillages. The assessment must also include the health and safety risks from storing, handling or disposal of any of the substances;
2. Prevent or if this is not reasonably practicable, control the exposure to such substances;
3. Provide staff with information, instruction and training on the risks and the precautions the employer has taken to control these risks, eg providing appropriate protective gloves or appropriate eye protection.

Article 20: Specific risks control measures

Employees have a duty to take reasonable care for themselves and others who may be affected by their actions and to co-operate with their employer in complying with their legal duties. Employers shall:

1. Consider whether there is a need to use each substance in the first place. Stop using those that are not required.
2. Consider where and how the substances are used or handled. Avoid pouring from and using bulk containers, as these can be heavy and hard to hold. Minimize handling, eg by using appropriate syphons, pumps etc, smaller containers and lidded containers when carrying solutions, especially if floors are wet or slippery.
3. Keep substances in their original labelled containers where possible. If decanting, ensure that the decanting containers are made of a suitable material, are clean and clearly marked with the manufacturer's instructions for use. The label shall clearly identify the hazards of the substance. This will help prevent any confusion about the contents.
4. Consider safe storage arrangements, which shall be away from heat, sunlight, foodstuffs and members of public, especially children. Containers shall all have lids and be clearly labelled. Cleaning and disinfecting substances shall be securely stored. Always check manufacturers' storage instructions, as some products may need to be stored separately from others. Have procedures in place to clear up spillages.
5. Make sure all your employees are informed, trained, and supervised in using cleaning substances. It will not be enough just to issue safety data sheets; you must make sure your employees understand the hazards and the control measures needed to control any risks.
6. Make sure that the instructions are clearly understandable. Posters or graphics can help as reminders of how to carry out the job safely.
7. Remember to consult employees and their safety representatives about health and safety issues, including using cleaning substances. They may have experienced problems or come up with solutions that you may not have considered.
8. Make sure appropriate protective clothing is available when using the cleaning substance. This could include eye protection, various types of gloves, facemasks and visors etc. Where mains tap water is not readily available for eye irrigation, at least a liter of sterile water or sterile normal saline (0.9%) in sealed disposable containers shall be provided. Avoid latex gloves as they are known to cause reactions. Employees must be trained when and how to use and replace such protection.
9. Have a procedure for employees to report adverse health effects such as skin or respiratory problems.
10. Have a procedure for clearing spillages. Keep safety data sheets in a place known to staff in the event that they need to refer to them in case of a spillage or accident.
11. Check first-aid arrangements. Staff shall be trained in first-aid actions to take in the event of accidental contact with skin or eyes, and appropriate first-aid provision shall be available, eg eye wash bottles.

CHAPTER IV: SLIPS AND TRIPS IN CATERING

Slips and trips are a particular problem in catering.

Article 21: Key points

1. Most slip injuries happen on wet floors or floors contaminated with food debris or oil.
2. Most trips are due to poor housekeeping.

3. Plan ahead to deal with any such problems during busy periods, when the pace of work increases.

Article 22: Preventing slips

Employer shall:

1. Stop the floor getting wet or contaminated in the first place:
 - Maintain equipment to prevent any leaks of oil, water etc.
 - Have a system for promptly reporting and dealing with equipment faults.
 - Use splashguards or edged work surfaces to contain spillages.
 - Use lids and covers for pans and containers, especially when they are being carried.
 - Have good extraction and ventilation to remove steam and grease before it can be deposited.
 - Use drainage channels and drip trays to carry water, steam drips and waste
 - Site any 'messy' operations away from walkways and thoroughfares.
 - Stop water being walked into the kitchen or service area on people's shoes from outdoors or indoors by providing suitable floor mats.
2. Put safe systems of work in place:
 - Don't allow things to boil over and contaminate the floor.
 - Avoid contaminating the floor with dry materials (like plastic bags or flour dust), as they can create a very slippery surface.
 - Organize the work to remove or reduce the need for people to rush, to take long strides or to turn sharply.
 - Reduce the need for staff to carry, push or pull heavy or bulky loads by providing trolleys, carts or other manual handling aids.
 - If staff are carrying items, ensure their hands are free to grasp a handrail to break a fall.
3. Ensure that the floor has enough grip:
 - The floor keeps its grip when wet if it has enough surface roughness. If you don't clean it properly or often enough it loses that grip – good cleaning can bring it back.
 - Proper floor surfaces can have enough slip resistance even when wet and oily, and can be cleaned to meet food hygiene requirements.
 - If these steps don't deal with the slip risk then you might need to use stick-on anti-slip strips, or surface treatments to improve the slip resistance.
 - Make sure that anti-slip strips don't cause new tripping hazards.
 - Instruct staff how to use the right cleaning methods and materials for your particular floor surface. Ask the floor manufacturer about the best cleaning method, suitable detergents and the correct concentrations to use when cleaning. The time the detergent is on the floor has been shown to have the biggest effect on cleanliness.

Article 23: Lay a new floor with better slip resistance

Employer shall ensure the following:

1. Where it is not possible to improve slip resistance through other means it may become necessary to replace flooring;
2. Specify a floor that will meet your needs, including sufficient slip resistance for normal working conditions, ease of cleaning and hygiene.
3. If you are considering a particular type of floor, enquire about its suitability for the environment.
4. Check that the floor if it is installed properly and matches the specification.

5. When replacing a floor, it is an ideal time to design out any previous hazards that had been controlled by additional measures.

Article 24: Check that steps, slopes and changes in level are safe

Employer shall ensure that:

1. Changes of level are easily visible.
2. Steps and slopes are always having good grip, Slopes require a higher degree of grip than level floors.
3. Fit a handrail where necessary.

Article 25: Visibility and distractions can have a big effect on slip and trip risks

Employer shall make sure that places where people walk are properly lit.

Article 26: Deal with any wet or contaminated floors that do occur

The employer shall ensure the following:

1. Clean up spillages immediately. This includes spills on any areas on the customer side (if applicable to your business).
2. Don't use cardboard to soak up spillages, deal with them properly.
3. Don't leave floors wet after cleaning – clean them to a completely dry finish.
4. If 'clean-to-dry' is completely impossible then use barriers and 'wet floor' warning signs to keep people off the wet area.
5. Use cleaning methods that don't spread the problem. It is often better to deal with small spillages using a paper towel instead of a mop that wets the floor.
6. Choose the timing of routine floor cleaning so people are not put at risk and hygiene is not compromised.

Article 27: Selecting footwear

The employer shall ensure the following:

1. Footwear can be important in preventing slips in the workplace and selecting the right shoe sole can have a big effect on reducing slip injuries. As a minimum, there shall be a 'sensible shoe' policy in force.
2. Different types of footwear can perform differently in different situations. Slip resistance of footwear does not scale with price, some inexpensive shoes can perform very well.
3. Rubber soles offer more slip resistance on wet floors than polyurethane soles. But choose footwear after considering the environment, types of contaminants and work being carried out.
4. Sole tread patterns make a difference to the slip resistance, finer cleats are better, though they shall not become clogged with any waste or debris on the floor. If they do, that design of sole is unsuitable for your situation or you need to control the contamination that gets on the floor.
5. If 'anti-slip' footwear is needed to properly control slip risks, the employer has to provide and pay for it.

Article 28: Preventing trips

Obstructions on the floor and uneven floor surfaces cause most trip injuries. These can be prevented by properly organizing the workplace, good housekeeping and good design and maintenance of floors, steps and walkways.

Article 29: Organize the workplace

The employer shall:

1. Organize the workspace so everything has a place.
2. Arrange any workflows to avoid 'bottlenecks' in the work process.
3. Ensure well-organized goods in (or out) system that may help, so that deliveries are not placed where they will obstruct where people walk.
4. Make sure that there is enough storage space for ingredients and equipment in daily use. Again, consider traffic patterns to heavily used items.
5. Provide enough waste bins in convenient locations so that packaging, waste etc can be disposed of straight away.
6. Ensure that In large areas, mark out walkways to make it easier to see that they are being kept clear.
7. Never allow cables or pipes to trail across the floor.
8. Remember to check the customer side of the counter (if applicable to your business).

Article 30: Good housekeeping

The employer shall ensure the following:

1. Don't allow articles to cause obstructions. Avoid putting pans, packages or wrappings on the floor where someone can trip over them.
2. Instruct and train staff in good housekeeping practices.
3. Periodically inspect the workplace to ensure traffic routes are unobstructed.
4. Keep fire routes and exits clear at all times.

Article 31: Uneven surfaces and changes in level

Employer shall:

1. Inspect floors for holes, damage or unevenness (such as loose or broken tiles) where someone could trip.
2. Highlight any changes in level and steps.
3. Make any slopes on walkways gradual and clearly visible.
4. Use high-visibility nosing strips on the edges of steps. (Make sure that they are securely fixed and not slippery).

Article 32: Other anti-trip measures

Employer shall:

1. Ensure external areas of the building (such as bin stores and delivery areas) are free from tripping hazards.
2. Ensure the workspace is properly lit.
3. Ensure external areas, particularly traffic routes, are properly lit, so that obstructions and changes in level are visible.
4. Get everyone involved
5. Involve employees at all levels when looking at risks and agreeing the safety measures needed. With this approach, he shall more likely to successfully tackle the hazard and get employees to comply with any necessary action.

6. Consult safety representatives, as they may identify problems or come up with solutions he may not have considered.
7. Share the results of the risk assessment with employees.
8. Make sure everyone working in an area has a good understanding of the right way to work and the precautions needed.
9. Supervise staff to make sure they are following instructions about safe practice.

Article 33: Training

Employer shall Train, inform and supervise staff on important points, such as the significance of spillages, 'cleaning as you go', reporting equipment defects, how to use and care for safety measures (including footwear), the importance of thorough cleaning and drying of floors, and reporting incidents as soon as they happen.

Article 34: Employers responsibilities

Employers shall:

1. take action to prevent or minimize this type of injury.
2. recognize that preventive measures are cost effective.
3. involve staff as key to success.
4. train staff in proper lifting techniques and the use of handling aids and raise awareness of the risks to reduce the likelihood of injuries in future.
5. ensure early detection and reporting of aches and pains is crucial.

Article 35: Avoid the risk

1. Employer shall always avoid the risks entirely, if reasonably practicable. Examples of ways to avoid risks include:
 - reorganizing the layout of the kitchen to avoid unnecessary stretching and/or lifting;
 - using a dish washing machine;
 - where a job may be a risk, look at having breaks or using job rotation to minimize the time each individual spends on it.
2. If the risk cannot be avoided employer shall improve workplace conditions. For example:
 - replace or repair uneven or slippery floors;
 - provide trolley ramps at changes in floor level;
 - keep all catering equipment well maintained;
 - ensure shelving is not overloaded;
 - install automatic doors if staff have to carry things through them frequently.
3. Employer shall use mechanical aids to make it easier, including:
 - four-wheeled trolleys (with adjustable height or lockable castors, if needed);
 - large mixer bowls on wheeled dollies;
 - sack trucks;
 - providing false bottoms in deep sinks to reduce awkward bending at the waist.
 - He can redesign individual tasks.
 - He shall try to reduce the amount of twisting, bending, stooping, stretching, pushing and pulling;
 - reduce the number of times it is necessary to do the task (but without increasing the load each time);
 - store heavy items on shelves at waist height;
 - use team working for tasks such as moving heavy pot.

4. Employer shall also make loads easier to handle. For example:
 - buying cooking oil in easier-to-handle cardboard boxes with sturdy handles/grips;
 - breaking down trays of A10 size cans before loading onto storage shelving;
 - using smaller containers for cleaning chemicals and/or appropriate siphons or pumps to avoid handling bulk containers;
 - putting heavy equipment such as chest freezers on (lockable) castors to make cleaning routines easier.

5. Employer shall provide appropriate tools, equipment and protective clothing.

For example:

Dishwashing

- Provide dishwashers.
- Provide rollers or conveyors.
- Provide trolleys to move large quantities of dishes.
- Provide cleaning tools with good grips when heavy duty cleaning is required.
- Provide appropriate gloves and non-slip shoes where required. Gloves shall have extra grip on palms and fingertips to reduce the gripping force needed to handle greasy dishes.
- Provide foot rails or a step to shift body weight and reduce stress on employees' lower back and legs, when standing for long periods.

Pot washing

- Provide pot-washing dishwashers if possible.
- Provide false bottoms in deep sinks to reduce awkward bending at the waist.
- Provide water jet sprays.

Food preparation

1. For chopping and cutting

- provide utensils and knives with ergonomic handles designed for comfort and those that allow for power grips;
- make sure knives are in good condition and kept sharp to reduce the force required by the user;
- provide chopping machines for vegetables to reduce manual chopping or buy in pre-prepared vegetables;
- where practical, consider workbenches of different heights.

2. For mixers

- make sure large mixers are placed at a height that allows access to the mixing bowl handles between knuckle and elbow height. This will reduce bending at the waist;
- if a mixer is on a raised platform, ensure that the platform is fixed firmly to the floor and can handle the weight of the mixer;
- provide dollies designed for mixing bowls to transport heavy bowls to other areas of the kitchen. These shall have handles for pushing and be high enough that workers do not have to bend excessively to reach the bowl. Encourage two workers to lift and lower the bowl together, each holding the handle on one side.

3. For ovens and steamers

- use ovens with side-hinged doors rather than bottom-hinged doors, as these allow easier access to items in the oven;
- where possible, use oven racks between waist and elbow height to minimize awkward posture.

4. For soup kettles and heavy pots

- large soup kettles with extended handles make it easier to tip the kettle when pouring soup into smaller containers.

5. For storage areas

- store areas shall be as close to the working area as possible to reduce carrying distances;
- consider keeping food localized, eg installing chilled storage under working surfaces;
- buy bulk goods in smaller, easier to handle containers;
- consider the height and situation of shelving or racks.

6. For cleaning

- provide long-handled brushes where reaching is required;
- provide cleaning tools that have soft rubber-like handles to reduce gripping force;
- provide a platform of adequate size to minimize excessive reaching.

7. Removing waste

Waste removal will involve lifting heavy rubbish bags, which carries the risk of forceful exertion:

- provide smaller refuse bags;
- put up signs near bins to remind staff not to overfill them.

Article 36: Thermal comfort

1. Heat and humidity

High temperatures and humidity can affect the health and comfort of kitchen staff and contribute to heat stress.

Reduce the risks by:

- providing good ventilation systems and maintaining air quality by regular cleaning and maintenance of cooker hoods and fume extraction/ventilation systems;
- installing air conditioning, or using fans to increase airflow;
- educating workers on the symptoms of heat stress;
- providing cool water or soft (non-fizzy) drinks for employees and instructing them to drink small amounts frequently during and after work;
- providing rest breaks in a cool place;
- ensuring employees' clothing and footwear is suitable for working in a kitchen environment, eg slip-resistant footwear and clothing that is not restrictive.

2. Working in the cold

Kitchen workers may be exposed to cold if they store or retrieve food supplies from large walk-in freezers. Cold temperatures can increase the risk of muscle strain and loss of manual dexterity.

Reduce the risks by providing:

- protective clothing, such as thermal gloves and jackets where appropriate;
- sufficient and suitable breaks to regain warmth.

Article 37: Individual capability

Employer shall need to consider an individual's physical capability to do a particular task, he must pay attention to:

- the age and size of an individual;
- the pace and intensity of the work: if the pace is too high, this can increase the risk of injury through fatigue and can be stressful for that individual;
- those who have existing health issues or a physical weakness;
- pregnant workers who have increased risks of postural problems, limitations of ability, fatigue and heat stress.

Article 38: Training

Employer shall train, inform and supervise staff on important points such as:

- the risks associated with manual handling and repetitive tasks involving twisting and stretching, and how injuries can occur;
- correct use of any lifting aids or other equipment;
- safe lifting and handling techniques;
- reporting procedures and early detection of symptoms.

Article 39: Pot (Dish) washing

Employer shall ensure the following:

1. Most pot washing will be done manually in large deep sinks. Risks associated with these tasks are:
 - lifting heavy pots;
 - awkward bending and twisting when leaning over sinks for long periods;
 - repetitive wrist and shaller movements when scrubbing pots;
 - repetitive reaching into pots;
 - forceful arm exertions when scrubbing pots.

2. Reduce the risks by:
 - using water jet sprayers to remove baked-on food and avoid the need to hold the pot under the tap;
 - using false bottoms provided by your employer in deep sinks to reduce awkward bending at the waist;
 - using foot rails to shift body weight and reduce stress on workers' legs and lower back when standing for long periods;
 - using your arms for support;
 - resting your free arm on the surface of the pot to reduce the gripping force needed to hold it securely;
 - placing your free hand on the side of a soup kettle to support your upper body and reduce stress on your lower back;
 - keeping items close to your body;
 - moving large diameter pots as close as possible to the front of the sink and rotating them during washing to reduce reaching across the pot;
 - using long-handled cleaning brushes to prevent awkward reaching into soup kettles or pots;
 - using strong-bristled brushes for scrubbing to remove baked-on food stuck to pots. Strong-bristled brushes help reduce the amount of force required;
 - wearing any appropriate protective clothing your employer has provided, eg non-slip shoes;
 - wearing the gloves provided by your employer. These shall fit properly, have extra-long cuffs and be properly insulated to protect skin from hot water. Gloves shall also have

extra grip on the palms and fingertips to reduce the gripping force needed to handle greasy pots;

- keep floors dry and free from contamination by cleaning up spills immediately.

Article 40: Lift and carry pots safely

Employer shall ensure that when lifting and carrying:

1. try to assess the weight of a pot before lifting it;
2. use any relevant lifting or moving aid, eg a trolley;
3. keep pots close to your body when lifting and bend your knees rather than bending your back;
4. point your toes in the direction you are reaching to avoid twisting your back;
5. avoid unnecessarily lifting large pots with water in them;
6. take extra care in looking for slip and trip hazards when carrying pots.

Article 41: Preparing food

Employer shall ensure the following:

1. The risks may include all or some of the following:
 - repetitive motion of the hands, wrists and shoulders;
 - forceful lifting or carrying of heavy bowls or pots;
 - awkward bending and twisting of the back;
 - awkward reaching.
2. Reduce the risks:
 - a) **Chopping and cutting**
 - Make sure knives are in good condition and kept sharp to reduce the force required by the user.
 - Where possible, use chopping machines for vegetables to reduce manual chopping.
 - b) **Mixers**
 - Use dollies designed for mixing bowls to transport heavy bowls to other areas of the kitchen.
 - c) **Ovens and steamers**
 - Where possible, use oven racks between waist and elbow height to minimize awkward posture.
 - d) **Soup kettles and heavy pots**
 - If moving heavy soup kettles/pots is unavoidable, two workers shall move them.

Article 42: Storage

Employer shall ensure the following:

1. Dishes, pots and food will all be stored on shelves in the kitchen in dry storage or cold storage areas.
2. Risks associated with storage are:
 - forceful lifting of heavy items;
 - repetitive and awkward reaching or bending to either higher or lower shelves.
3. Reduce the risks by:

- using lifting aids such as trolleys or carts to move dishes or foods into storage areas;
- arranging the storage area so that heavy items are easier to deal with, eg not up high or down low.
- label areas to make it easy to locate items;
- store frequently used, heavier items within easy reach, ie between knuckle and elbow height;
- store frequently used lighter items between elbow and shaller height;
- store infrequently used heavy items on lower shelves;
- store infrequently used lighter items on higher shelves;
- keep storage areas clear and free from obstructions;
- storage shall take account of manual handling needs, eg allow enough space to use mechanical aids;
- use adjustable-height handling aids during shelf stacking and stocktaking.

Article 43: Cleaning

Employer shall ensure that:

1. Cleaning tasks in the kitchen will involve scrubbing the kitchen and dish areas and sanitizing.
2. Risks associated with these tasks are:
 - forceful exertions;
 - awkward shaller or back postures;
 - cuts, bruises, pressure injuries and sore skin.

CHAPTER V: GAS SAFETY

Article 44: Installation and repair work on gas appliances

Employer shall ensure that everyone who does this type of work must be competent.

Article 45: Maintenance and inspection by employers and the self-employed

Employers and the self-employed must ensure that gas appliances, flues, pipework and safety devices are maintained in a safe condition.

Article 46: Equipment: Use of gas and routine tasks

All catering and hospitality staff that use gas equipment shall be trained in how to use it and in how to carry out visual checks for obvious faults. This will include such things as damaged pipework and connections, inoperative flame supervision devices (these shut off the gas supply automatically if the flame disappears), missing restraints on equipment, inoperative locks on castors of mobile equipment and smells of escaping gas. All staff shall be familiar with what to do in these situations.

Article 47: Effective kitchen ventilation systems

Employer shall ensure that:

The objectives of an effective kitchen ventilation system are to:

- remove cooking fumes at source, ie at the appliance;
- remove excess hot air and bring in cool, clean air, so the working environment is comfortable. Inadequate ventilation can cause stress, contributing to unsafe systems of work and high staff turnover;

- make sure that the air movement in the kitchen does not cause discomfort, eg from strong draughts;
- provide enough air for complete combustion at fired appliances, and prevent the risk of carbon monoxide accumulating;
- be easy to clean, avoiding build-up of fat residues and blocked air inlets, which lead to loss of efficiency and increased risk of fire;
- be quiet and vibration free.

The ventilation system design needs to take account of the:

- cooking load;
- amount of cooking equipment used;
- layout and shape of the kitchen;
- number of staff;
- need for easy cleaning and maintenance.

Article 48: Gas storage

Gas shall be stored in magazines which, as far as possible, shall meet the following requirements:

1. be structurally sound;
2. be made of non-combustible material, or the exterior covered with fire-resistant material;
3. be lined with non-sparking material;
4. have ventilation holes at the upper and lower part of the building to control dampness and excessive heating;
5. have appropriate warning signs that indicate the contents;
6. be kept clean and dry inside;
7. be locked when unattended;
8. be used exclusively for the storage of explosive material;
9. be electrically grounded when made of metal.

CHAPTER VI: CANOPIES

Article 49: Design

The canopy hood needs to be designed and operated to ensure effective removal of cooking fumes. It needs to be a suitable size and have enough extraction to minimise fume spillage into the kitchen. There shall be a canopy hood for every appliance and other sources generating fumes and heat. The canopy hood shall be as close as possible to the source, taking into account the work requirements.

The airflow into the canopy shall be uniform and constant, and meet the appropriate design flow for the appliances and room ventilation rate. Canopies and ductwork need to be constructed from non-combustible material and made so they discourage accumulations of dirt or grease, and condensation. There shall be suitable access to the ductwork, to allow regular cleaning to prevent accumulation of fat etc. Grease filters need to be readily removable for cleaning/replacement.

Article 50: Performance

The extraction rate is best calculated from the information supplied with the appliances. It shall also take account of air change rates required for kitchens.

Where canopies are not used, eg where extraction is through ventilated ceilings, consult a competent heating and ventilation engineer to calculate the appropriate ventilation rates.

The design shall avoid draughts where the kitchen is subdivided (eg wash-ups, vegetable preparations).

Article 51: Maintenance

Mechanical ventilation systems shall be maintained in efficient working order in accordance with the manufacturer's/installer's instructions.

Article 52: Replacement air

The ventilation system design shall take into account the need to replace extracted air. Mechanical and/or natural means can provide make-up air, but it shall be fresh and unadulterated from the outside.

In smaller kitchens, there may be sufficient replacement air drawn in naturally via ventilation grilles in walls, doors or windows.

Where air is drawn in naturally, some means of control over pest entry is usually needed. A fine mesh grille will restrict the ventilation, and a larger grille area can compensate. However, for larger installations, a mechanical system using a fan and filter is more suitable.

The 'clean air' shall not be taken from 'dirty' areas, eg waste storage, smoking areas etc. The make-up air shall not impair the performance of flues serving gas appliances.

Article 53: Cooling air

Balancing incoming cool air and extracted hot air effectively shall help prevent the kitchen becoming too hot. For mechanical make-up air systems, direct the cooler air towards hot work positions. Otherwise, consider air conditioning or fixed fans that do not affect the efficiency of fume extraction.

Local freestanding fans may cause air currents or turbulence, affecting the efficiency of fume extraction. They are not normally an effective way to provide make-up air. They may also introduce other hazards, such as tripping and electric shock hazards from the trailing cable.

Article 54: Discharge

High-level discharge of extracted air is often needed to prevent nuisance to neighboring properties. Avoid rain caps and other devices that impede upward vertical velocity. Never use devices that direct the discharge downward as they encourage down draught and re-entry of fumes into the building. Fume discharge shall also be away from wet cooling towers.

CHAPTER VII: MAINTENANCE PRIORITIES IN CATERING

Article 55: Accidents

There are five main types of accident caused by poor maintenance in the catering industry:

1. slips;
2. exposure to hot or harmful substances;
3. electrical injury;
4. fire and explosion;

5. machinery accidents.

Article 56: Guidance on how to prevent these types of accidents

Employer shall ensure the following:

1. Slips

- Ensure that all equipment and receptacles are in good condition and inspected regularly
- Have procedures in place for prompt repair of leaking equipment.
- Clean up spillages immediately, dry floors immediately after cleaning and repair damaged areas.

2. Hot or harmful substances

- Inspect and maintain steam plant, dishwashing machines and other equipment.
- Regularly check the condition of electrical equipment and fittings. Inspect and maintain electrical equipment and fittings

3. Fire and explosion

- Regular inspection and maintenance of appliances by competent people is essential. To help prevent fires, regularly clean ventilation filters and ducting.
- Ensure machinery and guards are periodically inspected and maintained. Replace guards following cleaning and maintenance. Check guards before use.

Article 57: Managing maintenance

During maintenance work, the employer has safety responsibilities. The employer shall make sure the equipment is safe to work on, eg by keeping the surrounding area clear.

When organizing a maintenance programme, the employer shall identify the equipment or elements of building fabric to be maintained, the work needed the frequency of maintenance and the competencies of the people doing it.

Preparing the programme can usefully be linked to the health and safety risk assessment of all work activities.

Article 58: Types of maintenance

There are five types of maintenance that employer shall consider:

- cleaning;
- routine checks to detect wear and tear or damage;
- planned maintenance;
- breakdown maintenance;
- inspections and tests.

Article 59: Cleaning

Cleaning is an essential task in all catering businesses. The following steps are the most important to prevent injury or ill health to staff so the employer shall:

- establish safe methods of cleaning, including high level cleaning;
- pay particular attention to the safe use of cleaning chemicals and materials;
- train and supervise staff;

- clean spills up immediately. If a liquid is greasy, make sure a suitable cleaning agent is used. Rinse detergent off floors. After cleaning, the floor can be wet for some time dry it where possible. Use appropriate barriers to tell people the floor is still wet and arrange alternative bypass routes. If you clean the floor once a day, where possible do it last thing at night, so it is dry for the start of the next shift.

Article 60: Routine checks

Employer shall check routinely for obvious visible wear, tear and damage to:

- machine guards;
- gas appliance controls;
- electric plugs, cables and appliances;
- ventilation systems;
- equipment causing leaks onto floors.

Staff need to be trained in what to look for, what needs inspection and how to report faults.

Article 61: Planned maintenance

Employer may need to routinely service some appliances to ensure their continued safe operation. This must be done by competent personnel, such as appropriately qualified service engineers.

Article 62: Breakdown maintenance

Safety-critical repairs must be carried out only by a competent person using the correct components. It is important that functional and safety tests are made before putting equipment back into use.

Sub-standard, temporary repairs to keep equipment in use may cause accidents and could contravene health and safety legislation.

Article 63: Inspections and tests

Periodic thorough examination is legally required for such things as steam/pressure appliances and hoists.

For thorough examination, inspection and test intervals for these and other items.

Article 64: Food safety

The employer shall ensure food safety implications when selecting, installing, using, maintaining and cleaning any catering equipment.

CHAPTER VIII: SAFETY DURING EMPTYING AND CLEANING OF FRYERS

Article 65: Key responsibilities

- Burns from hot oil can be very serious.
- Oil takes only 6-7 minutes to heat up but can take 6-7 hours to cool down again.

Whichever type of fryer is used, it is essential that employer shall:

- make sure that fryer is well maintained and any attachments used are suitable for their purpose, as recommended by the manufacturer;
- have a procedure for reporting faults;

- clean up oil spillages immediately, and ensure floor areas around equipment are completely clean and dry to avoid slip risks;
- train staff in safe procedures for emptying and cleaning;
- provide staff with suitable protective equipment, where required by the risk assessment, eg eye protection, heat-resistant gloves, aprons.

Article 66: When to empty and clean

Employer shall ensure that many catering establishments are closed overnight. For fire safety and economy, switch off fat fryers when unattended. Carry out oil filtering and cleaning as a first task of the day rather than as part of the closing-down procedure.

Article 67: Hazards

The employer shall ensure the following:

1. The hazards in emptying and cleaning fryers include:
 - fire;
 - burns from hot oil;
 - contact with hot surfaces;
 - fumes from boiling cleaning chemicals;
 - boiling chemicals overflowing;
 - eye injuries from splashes;
 - slips from oil spillage;
 - strains and sprains from lifting and moving containers of oil.

2. If the catering service runs for 24 hours and the appliance is required continuously, there are two safe options:
 - use more than one fryer and clean them in rotation;
 - use an automated filtering system or a semi-automated portable filtering unit that removes the hot oil directly from the fryer, filters the oil and holds it safely.

3. To drain oil safely and in the correct sequence, follow these guidelines:
 - Turn off the appliance and the power supply at the wall socket for electric appliances, and the on/off control for gas appliances.
 - Allow the oil to cool, ideally for at least six hours, and check the temperature, using a suitable probe thermometer before draining. Do not drain if the temperature is above 40 °C.
 - Follow the manufacturer's instructions and use the correct equipment (eg a detachable spout for the type of fryer you are emptying), making sure to bring any equipment you need to the fryer before you start.
 - Depending on the type of fryer, drain the oil by drain valve, removable spout, lifting container or by tilting.
 - If the oil is too cold to drain easily, reheat it briefly and agitate with the fryer basket (for no more than one minute). Switch the appliance off and check the temperature again before emptying.
 - Using a filter, run the oil into a suitable metal holding or heat-resistant, hard, plastic container. These containers will generally need carrying handles and a cover or lid. Before moving, make sure that the lid or cover is secure.
 - Make sure the container is empty and big enough to take the volume of oil being drained at any time.

- When you are draining large volumes of oil, it is safer to drain off in smaller amounts. This avoids overfilling the container and will reduce the chance of spillages when you move it. Smaller amounts will also be easier to carry.
- Place the container in a safe place where it cannot be contaminated with chemicals, water or foreign bodies. Place the container on top of a drip tray to avoid any floor contamination.
- Do not dispose of waste oil down the drain: disposal must comply with environmental legislation.
- Clean up any spillages immediately.
- Make sure floor areas around equipment are completely clean and dry to avoid slip risks.

Article 68: Other precautions

Employer shall:

1. Make sure the design of the drain-off tap prevents it being turned on accidentally;
2. mark clearly on it that the tap shall not be touched;
3. place warning signs near the tap;
4. if possible, remove the tap handle when the fryer is switched on.

Article 69: Cleaning procedure

This section applies to all types of fryers:

1. Turn off the appliance, and the power supply at the wall socket for electric appliances and the on/off control for gas appliances.
2. Wear suitable protective equipment, including eye protection (if appropriate).
3. Check that other activities will not be put at risk by the cleaning activity.
4. Check that the oil has been thoroughly drained and that there are no spillages that may cause slipping.
5. Remove loose debris from the internal surfaces.
6. Thoroughly wash all internal and external surfaces with suitable cleaning chemicals and check for any leaks.
7. For stubborn residues, fill the fryer with your recommended cleaning agents and leave or simmer according to instructions.
8. Do not leave the fryer unattended or allow it to boil as this may cause it to cascade liquid onto the floor, causing additional scalding and slipping hazards.
9. Drain the appliance and rinse thoroughly with plenty of water.
10. Dry all internal surfaces and make sure there is no water left in the fryer.
11. Check the drain valve is closed and working properly, then refill and switch on as required.
12. When refilling the fryer with oil, the oil container may be too large or heavy for one member of staff. Where possible, use smaller containers.
13. Do not overfill the fryer. Follow the manufacturer's guidelines.
14. Clean up any spillages immediately.
15. Make sure floor areas around the equipment are completely clean and dry to avoid slip risks.

Article 70: Training

This section applies to all types of fryers:

1. Make sure only staff trained in the safe use of the cleaning chemicals and cleaning procedures for the fryer do this task.

2. Train staff in reporting procedures, if they find the equipment is faulty, or if they have experienced any practical difficulties with cleaning the fryer in their specific work environment.
3. Make staff aware of the reasons for using suitable protective equipment, ie gloves, eye protection.
4. Complete risk assessments for hazardous chemicals and make staff aware of the correct procedures for using cleaning chemicals.
5. Make safety data sheets available to staff.

A short, written procedure can act as a reminder to staff for both draining and cleaning operations.

CHAPTER IX: SWIMMING POOL, AEROBIC AND FITNESS

The employer shall ensure the following:

Article 71: Swimming pool

1. Adequate number of safety equipment for persons using swimming pool shall be provided
2. First Aid box with medicines and equipment shall be provided at swimming pool
3. A qualified lifeguard is necessary at a public swimming pool. That person must be on duty when people are swimming
4. There shall be maintenance system and daily supervision of water quality
5. The retention time for swimming pool water shall not exceed 4 hours
6. Showers and footbaths shall be provided. Signs must be posted asking bathers to shower before using the pool
7. Swimming pool must be provided with toilets and changing facilities for both women and men
8. Depth of water shall be plainly marked on the edge of the deck and pool wall at maximum points
9. A deck equal to or more than the pool area shall be provided. The deck shall have a non-slip surface, sloped so that surface water cannot enter and contaminate the pool
10. Pool users shall have a drainage system at the deck where to blow their noses and spit in order to avoid water contamination
11. The pool occupant load (Number of people entering the pool at the same time) shall be controlled taking into account the size of the pool
12. Privacy of pool users shall be taken into consideration.

Article 72: Aerobics & fitness

1. Facility

Daylight and views, Floors, Walls, Mirrors, Ceilings, and Acoustics shall be appropriate.

2. Occupant Load

The facility occupant load (Number of people entering the facility at the same time) shall be controlled taking into account its size.

3. Equipment

- Availability of enough equipment including: a punching bag, a rowing machine, an air bike, an elliptical machine, a treadmill, adjustable dumbbells, a weight-lifting bench, medicine balls, an exercise mat, a foam roller, a pull up bar, a jump rope, an ab wheel, an elliptical trainer, a minimalist treadmill;
- The correct maintenance in accordance with Manufacturer's guidelines;
- The immediate removal of damaged and unsafe equipment;
- Ensure equipment is suitable for the level of participation.

4. Coached / Organized exercise sessions / classes

The following shall be ensured:

- Quality of coaching and support arrangements
- Qualifications of instructors, appropriate instructor to member ratios maintained
- The facility shall set criteria for appointing Instructors and provide the appropriate training and guidance notes, where necessary, to ensure that they are able to effectively discharge their duties.

5. Duty to take general fire precautions

In accordance with national standards on fire safety, the employer must:

- take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of any of his employees; and
- in relation to relevant persons who are not his employees, take such general fire precautions as may reasonably be required in the circumstances of the case to ensure that the premises are safe.

CHAPTER X: EMERGENCIES

Article 73: General provisions

A system that deals with emergencies shall be in place and have been communicated to everyone on the site.

Employees shall be given opportunity to participate in the development of this system.

This system shall clearly state the methods and process to be used in the tasks of the emergency. It shall cover but not be limited to the following:

1. emergencies that may be encountered;
2. general emergency procedures including evacuation to assembly areas;
3. provision for the transport of sick or injured persons;
4. isolation and control of access to the incident area;
5. appointment of duties to be carried out by designated individuals;
6. the supply and maintenance and training in the use of emergency equipment;
7. provision and supply of water storage and reticulation for firefighting;
8. reporting and replacement of damaged equipment;
9. liaison and working with Emergency Services, including guidance to the site, as appropriate;
10. methods of communication between all parties involved in an emergency;

11. the emergency response system for permanent sites shall be tested and reviewed in a live simulation at least once per year.

Article 74: Duty to take general fire precautions

In accordance with national standards, the employer must:

1. take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of any of his employees; and
2. in relation to relevant persons who are not his employees, take such general fire precautions as may reasonably be required in the circumstances of the case to ensure that the premises are safe.

CHAPTER XI: FIRST AID

Article 75: General requirements

Workers and supervisors shall be able to respond quickly to incidents and accidents and provide basic first aid and treatment to injured persons.

Rapid first-aid treatment can prevent further serious health damage or even loss of life to injured persons.

The employer shall ensure that suitable, regularly replenished and properly maintained first-aid kit is provided at a strategic location where activities are performed. The first-aid kit shall be easily accessible and ready for use at any time while any person is at work.

The minimum equipment required to ensure adequate first-aid treatment shall include:

1. a stretcher for transporting persons unable to walk;
2. a blanket for persons in shock;
3. sufficient bandages and sterile dressings for open wounds on limbs, body and head;
4. splints for fractures of limbs;
5. disinfectants;
6. any other first-aid material that may be required due to the nature of work and recommended by a competent physician.

Every effort shall be made to ensure that at least one employee is trained in first-aid applications

Article 76: Action following an accident

The employer shall ensure that:

1. Any time where there has been an accident, the necessary measures is immediately taken to:
 - a. Remove injured workers to a safe place for first-aid treatment.
 - b. Eliminate further danger arising from the event.
2. Any worker involved in rescue operations has took reasonable care for the safety and health of him or herself and not endanger themselves by rash action where there are unknown risks.
3. No person is allowed to enter the area where there has been an accident, except when it has been made safe and express permission is given by a competent person.

4. Every injury to a worker, however small, have been reported to the person in charge of first for checking up and treatment before the injured person returns to work or leaves the site.
5. Arrangements have been made for transporting injured or sick persons to a hospital or other suitable medical facility.

CHAPTER XII: CHAPTER XIII: FINAL PROVISIONS

Article 77: Authorities responsible for the implementation of these Regulations

The Minister of Public Service and Labour and the Minister of Health are entrusted with the implementation of these Regulations.

Article 78: Specific guidelines

The Minister having occupational safety and health in his/her responsibilities may issue further specific guidelines on specific occupational safety and health matters.

Article 79: Commencement

These Regulations shall come into force on the date of its signature by the Minister having occupational safety and health in his/her responsibilities.

Kigali, on...*11/10*...2019

Kayirangwa
RWANYINDO KAYIRANGWA Fanfan
Minister of Public Service and Labour

