

Catering Agency Workers Safety Induction

V1.3 October 2025

Purpose of induction

To provide a basic outline of the requirements to work for Durham University Catering Departments including signing in and emergency arrangements, fire arrangements and general rules of conduct.

Whilst at work we have a legal and moral responsibility to maintain our own health, safety and wellbeing, as well as that of anyone who may be affected by our acts or omissions. Therefore we must all work together in a safe and considerate manner and remember

'If in doubt STOP and ASK'

Emergency arrangements



- Report all incidents and near misses immediately to your University Representative. (Senior Head Chef or Food & Beverage Service Head)
- Activate alarms on discovering a fire and call 999 then contact Security on 43333 (internal line) or 0191 3343333 (external line).
- Familiarise yourself with the location of fire alarm call points, emergency exits and assembly points. (Information will be provided by your site contact)
- In a medical emergency call 999 and then contact security (43333). (Local first aiders may be available to assist via your site contact)



Fire drills and alarm testing



- Fire drills are never publicised but are held annually throughout the University.
- Fire alarms are tested regularly (weekly) and each building has a particular time. (Local alarm information will be provided by your site contact)
- Inductee should know / ask when the alarms are tested for their work location.



Introduction to key contacts

- Meet key members of the catering team. (local detail will be provided by your site contact)
- Meet the key Residential Services Assistant (Porter). (local detail will be provided by your site contact)

Signing in/out



- Always agree site attendance before arrival. (Don't just turn up and expect access)
- Only work in areas that have been agreed with your site contact. (No piggybacking permitted)
- Always sign in / out on a daily basis and every time you leave site
- Always wear your whites / PPE and carry identification.



Rules of conduct – Always.....

- Have permission from your University contact to carry out work within your specified location
- Always follow Durham University's standard recipes, HACCP systems, Food Allergy Policy and safe systems of work (provided by your employment agency) and the Food Safety Act
- **'STOP'** work if there is any doubts or concerns and inform your site contact
- Adhere to local traffic rules
- Display a valid parking permit and only park where instructed
- Treat all staff, students and guests with courtesy and respect



Rules of conduct – Never.....

- Access service areas, laboratories or restricted areas
- Enter confined spaces
- Obstruct corridors, emergency escapes, or leave fire doors open



Illness

- Never come to work if you have an infection that can be passed on through food and report any symptoms before or during the induction.
- Diarrhoea and/or vomiting are the main symptoms of infections that can be transmitted through food. Other symptoms can include Stomach cramps or pain, nausea and fever.
- Skin infections are also a problem. E.g. boils, septic fingers, discharge from eye / ear / gums / mouth.
- The exclusion period is normally 48 hours from when symptoms stop naturally.
- Not all cases of diarrhoea or vomiting are infectious, e.g. morning sickness, so exclusion is not always needed.



Questions.....