



Occupational Health & Safety

Workplace Health and Safety

- under the Workplace Health and Safety Act 1995, the company has a legal obligation to ensure the health and safety of everyone in the workplace, including employees, customers and visitors
- it is the responsibility of the company to identify hazards in the workplace and assess their potential to cause harm. Some hazards pose a significant threat to health and safety; others are relatively low risk
- where hazards are identified, we will take steps to control the risk, either by eliminating it or reducing it to an acceptable level
- as an employee, you are legally obliged to follow instructions given by the company and to report any workplace hazards or risks that you identify
- you must not put your health and safety at risk, or deliberately injure yourself, or deliberately misuse anything that has been provided for health and safety
- you must use personal protective equipment if it is provided and if you have been trained how to use it
- as well as the Workplace Health and Safety Act 1995, our venues comply with the Workplace Health and Safety Regulation 1997 and Codes of Practice (or prior to 18 November 2004, advisory standards)
- These instruments may all be accessed via
“www.legislation.qld.gov.au”:<http://www.legislation.qld.gov.au/>

Employee Safety

Employees are legally responsible for the safety of themselves and others and must comply with:

- company policy and procedures and co-operate with management when carrying out their work
- participate in health and safety training activities and meetings
- report hazards to their manager
- report any accident, incident or near miss, which occurs in the workplace

You should not

- operate machinery or equipment if you haven't been trained
- operate machinery or equipment that is faulty
- operate machinery or equipment without guards

You should

- access the material safety data sheets (MSDS) for any chemical product, prior to use
- use the provided personal protective equipment (PPE)
- share health and safety information with others
- stop work and immediately report unsafe work practices
- examine all cables / electrical plugs / equipment for signs of damage prior to use
- understand the fire safety and emergency evacuation procedure for your venue
- report all hazards, accidents and incidents to your manager immediately

Identifying Hazards

- physical hazards are health and safety hazards that are derived from the work environment, such as noise, heat / cold, radiation, microwaves etc
- chemical hazards are derived from chemicals used in the workplace including toxic gases, noxious fumes and flammable / corrosive liquids
- ergonomic hazards are related to physical dimensions of equipment, the placement of equipment and the way in which equipment use impacts on the worker such as the height of a workbench, the accessibility of a storage area, the weight of equipment or the support of furniture
- movement hazards are caused by manual handling such as lifting or moving loads and repetitive movement.

Physical Hazards

HEAT

- wear heat resistant gloves when carrying hot utensils and equipment
- avoid burns or scalding when cooking or removing food or making hot drinks
- working conditions with poor ventilation may lead to heat stress

Things you can do to minimise the risk.

- use Personal Protective Equipment provided (aprons, gloves, utensils)
- make sure all equipment that contains hot fat is covered when not in use

ELECTRICITY

- electricity is a serious hazard because electric shock can be fatal!

Things you can do to minimise the risk.

- don't use frayed or damaged electrical leads
- don't overload power outlets with double adapters and extension leads
- keep leads away from hot surfaces, walkways or other places where they could be damaged
- wear rubber soled shoes but don't rely on them to provide protection

Chemical Hazards

GAS

Gas is a quick, efficient energy source, but you are at risk from:

- burns from naked flames
- gas leaks
- gas bottle explosions

Things you can do to minimise the risk.

- follow safe work practices
- make sure you know where the gas shut-off valve is
- make sure you know the emergency drill for gas leaks
- keep cooking equipment clean
- make sure you know where the maintenance shut-off valve is on every gas appliance

CHEMICALS

- a number and range of chemicals are used in the workplace
- chemical burns and exposure can cause considerable harm and even be fatal

Things you can do to minimise the risk.

- ***read the material safety data sheets (MSDS) and ensure compliance in use.***

Manual handling

Manual handling is not simply lifting items. It concerns all aspects of manually maneuvering:

- loads, e.g. pushing, pulling, lifting, carrying, tilting, etc

Severe and sometimes permanent injuries can be caused by incorrect manual handling of materials and loads. Some of the injuries sustained include:

- acute or chronic muscle strain
- ruptured discs
- fractured bones
- damaged ligaments or tendons
- hernias
- wounds or bruises
- sprains and strains
- poor posture and excessive repetition of movement can be important factors in their onset

MANUAL HANDLING

When you are lifting and carrying boxes, stacking shelves, and taking items off shelves, you are at risk of back injury and repetition injury.

There is a right way and wrong way to lift things regardless of the weight of the load, personal strength or frequency of activity.

Adherence to the following guidelines will assist you to lift safely:

- test the load (if uncertain) to ensure that you can handle it safely – IF NOT, ASK FOR ASSISTANCE
- use a wide stance and make sure you have a firm footing
- for improved balance, keep heel down and feet turned straight outwards
- tighten your stomach muscles
- DO NOT hold your breath – exhale at the moment of greatest exertion
- make sure you have a firm grip on the load
- keep the load close to your body to reduce strain and keep the heaviest side of the load next to your body
- keep your head level and trunk tall to maintain the spines natural curvature
- lift steadily with your legs – NOT YOUR BACK
- keep your shoulders level and facing in the same direction as your hips
- point your feet in the direction of the move – DO NOT TWIST
- place the load down by squatting, keeping the spine correctly aligned
- if precise positioning of the load is necessary, put it down first then slide it into its required position

Things you can do to minimise the risk:

- store items that you handle most often in the middle shelves
- store lighter goods on the top shelves
- follow instructions provided on safe lifting methods
- when lifting, apply most of the effort through your legs, not your arms or back
- ask deliverers to unload their vehicles

IN THE KITCHEN

In a kitchen, you are at risk when you are handling equipment, for example:

- lifting and carrying full pots and pans
- carrying hot liquids and hot utensils
- cleaning deep fryers, for example:
- bending to clean inside fryers

- pushing fryer cleaning equipment
- stretching into the fryer
- taking rubbish away, for example:
- bending to pick up bags or bins
- carrying a load of rubbish
- stretching to place the rubbish into an outside bin

Things you can do to minimise the risk:

- use a rubbish chute if one is available
- push trolleys and bins instead of pulling them

Machinery and Tools

Knives and machines with moving parts cause many injuries in the hospitality industry.

Things you can do to minimise the risk:

- use the right knife for the task, and the food that you are cutting
- keep knives sharp
- always cut on a stable surface, like a cutting board
- always cut away from your body
- store knives safely in a rack or knife block
- don't leave knives in washing-up water
- always carry knives with the blade pointing downwards

Fire

There is a high risk of fire in a commercial kitchen.

Things you can do to minimise the risk:

- know the fire safety and emergency procedures
- make sure you know how to use fire fighting equipment such as fire extinguishers and fire blankets
- make sure you know where the fire fighting equipment is kept
- don't use water on oil, fat or electrical fires
- get rid of rubbish which may cause a fire hazard

Slipping injuries

As the vast majority of slip injuries happen on floors that are wet or contaminated (e.g. with food debris, cooking oil etc), the best prevention is to 'Stop the floor getting wet or being contaminated in the first place'. To prevent accidents, part of your duty is to:

- maintain equipment as per standards and procedures
- prevent any leaks of oil, water or other liquids
- clean up spillages immediately
- pick up everything that falls onto the floor
- promptly reporting faulty equipment
- routine floor cleaning should be done during quiet times
- people are not put at risk and hygiene is not
- use lids and covers for pans and containers, especially when they are being carried
- don't leave floors wet after cleaning – clean them to a completely dry finish if at all possible
- if 'clean-to-dry' is completely impossible then use barriers and 'wet floor' warning signs to keep people off the wet area

In a kitchen, you are at risk of slips, trips and falls when you are:

- walking on slippery floors
- working in a cluttered area
- going up and down steps
- things you can do to minimise the risk.
- use floor cleaning products that remove oil and grease
- mop up spills straight away
- go into the kitchen only when necessary
- keep walkways clear of clutter
- wear non-slip shoes

Use cleaning methods that don't spread the problem

- small spillages are often better dealt with using a paper towel instead of a mop that wets the floor

Emergency and Control Procedures

The procedures described below have been established to provide a system of safety for each person employed and visitors should a building emergency eventuate.

YOUR RESPONSIBILITY

It is the responsibility of all persons to report immediately to their Manager incidents of:

- fire
- accident
- injury
- medical or any other matters concerning health and safety emergencies

In case of fire keep calm, move out of the danger zone and await instructions from your warden

- assist members of the public with special care for children, the aged, injured and mobility impaired.

EVACUATION PROCEDURE

1. if unsafe circumstances prevail evacuate the building immediately
2. obey the instructions of your warden.
3. proceed to designated exits and evacuate. WALK – DO NOT RUN – KEEP CALM AND ORDERLY
4. keep in section groups. Proceed to the designated assembly area
5. be prepared to move as instructed, and assist Emergency Service on arrival
6. Confirm the appropriate emergency service has been notified.
FIRE BRIGADE/POLICE/AMBULANCE PHONE 000
7. report to your warden and account for injured or missing persons
8. DO NOT RE-ENTER the building unless instructed to do so by the Warden or Commanding Officer

EMERGENCY KNOWLEDGE

For your own safety, familiarise yourself with the 'emergency knowledge' as soon as you commence to work in a new outlet, you must know:

- where the fire extinguisher are kept
- where emergency equipment relevant to your work is kept, (fire blanket)
- who the first aid officer is
- where the first aid kit is kept
- where the nearest emergency exits is
- what to do in case of an emergency

EMERGENCY AND FIRST AID

In an emergency situation, immediate action: SAVES LIFE

- assess the situation
- ensure that you are not placing yourself in danger when approaching the casualty
- if possible, immediately advise your Manager, otherwise;
- ensure someone calls for help and/or an
- ambulance if required.
- DO NOT move the casualty unless there is immediate danger to life, e.g.
- potential for obstructed airway

REPORTING ILLNESS

It is your responsibility to report all work related accidents, illnesses and injuries to the manager as soon as they occur.