

Induction Handbook

Developed by



SAFETY

"MAKE IT HAPPEN"

ABN: 19 140 138 307

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WHAT IS WORKPLACE HEALTH & SAFETY?

03

WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

In essence, workplace health and safety is the systems and processes we put in place to define how we do things whilst ensuring we provide a safe workplace. This is supported by the culture of the workplace. This culture needs to be supportive of our aim to minimise harm to ourselves and others whilst we undertake our daily work activities.

We all expect to go to work each day and return safely home to our families. However, statistics show that this does not always occur. About 800 claims are filed with WorkCover Queensland annually by employees in the hotel industry for injuries sustained whilst at work. It is therefore important that people working in the hotel industry are aware of some of the inherent safety issues. The provision of a safe workplace is directly governed by legislation here in Queensland, and in each state / territory in Australia. The *Workplace Health and Safety Act 1995* (the Act) sets out the laws relating to the health and safety requirements affecting all workplaces and work activities in Queensland. The Act seeks to protect your health and safety and the health and safety of everyone at the workplace. The Act is supported by subordinate legislation, Regulations and Codes of Practice, which give practical guidelines on how to manage health and safety issues. Under the Act we all have obligations that we must comply with.

What are your employer's obligations?

Under the Act, your employer must provide a safe workplace for you and other workers. Your employer must ensure that your health and safety is not placed at risk by how business operations are conducted.

What are your obligations?

You also have obligations under the Act to ensure health and safety standards of your workplace are met. Essentially, your obligation is to ensure you follow all reasonable directions given to you by your employer with regard to the provision of a safe workplace. You are also required to do nothing, either intentionally or accidentally, that is likely to compromise either your health and wellbeing or the health and wellbeing of others whilst at work.

HOW CAN I FIND OUT ABOUT SAFETY ISSUES IN MY WORKPLACE?

04

WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

The Act fosters a cooperative spirit in the workplace to encourage employers and employees to work together for a healthier, safer workplace. The ability to raise safety issues or find out safety information is at the core of this process.

This can be undertaken in many ways, including:

- Team meetings / toolbox sessions
- Training and induction sessions
- Health and safety committee meetings
- Talking to your nominated safety representative
- Notices placed on the staff notice board
- Staff newsletters.

You can also talk one-on-one with your supervisor / manager about health and safety issues that may concern you. It must be remembered, however, that communication is a two-way street. Whilst the Act states that employers must communicate with employees, employees should do the same with their employers. This is done by promptly reporting any health and safety issues you may observe or be aware of to your supervisor / manager. This way, all parties are informed of health and safety matters that have or may affect our ability to ensure a safe working environment for everyone.

HOW DO WE IDENTIFY & CONTROL WORKPLACE HAZARDS?

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Risk management is a process we follow in order to identify, assess and manage workplace hazards. A hazard is defined as something that has the potential to cause harm, eg. exposed electrical wires have the potential to injure a person if they were to touch them. When managing workplace hazards, a simple process can be followed to identify, assess and control exposure to the hazard. An easy way to remember this process is **S.A.M**:

Spot the hazard
Assess the risk
Make the changes

THE RISK MANAGEMENT PROCESS (S.A.M)

06

WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Spot the hazard

Identify the problem jobs/tasks or workplace conditions which are likely to, or have caused injury / illness. Your employer should do this in consultation with employees. The people actually doing the job are inherently aware of the risks associated with the tasks they routinely undertake and will often have good suggestions for solving the issue.

Assess the risk

In this part of the process, we are looking at ranking the hazards identified in order of greatest risk posed to our health and safety. These are the hazards for which your employer will need to act on immediately to ensure the provision of a safe workplace for all. There are different tools you can use to assess a hazard. Check with your employer as to which tool they use to assess hazards within your workplace.

Make the changes

Once we have assessed the hazard and found our top priorities, we now need to fix those hazards. We can utilize the “hierarchy of controls” to help us work out how we are going to fix the hazard. The hierarchy of controls includes:

1. Elimination – can we remove or do away with it?
2. Substitution – can it be changed for something safer? eg. a corrosive chemical cleaner changed for a non-corrosive cleaner
3. Engineering and isolation – can we redesign the work area? eg. sound proofing areas where live bands play
4. Administration – follow hotel policy and procedures, or undertake training
5. Protective clothing – what protective equipment is suitable for our employees to use? eg. non-slip shoes for working in wet areas. By following this simple process, we are able to minimize our exposure to hazards, ensuring we meet our obligations under the Act to provide a safe and healthy workplace.

WH&S PRACTICES

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Evacuation procedures

An evacuation procedure outlines what you are to do in the event that you have to suddenly leave the workplace due to an emergency situation.

This process happens in three stages:

1. Preparation for evacuation
2. Evacuate from the workplace
3. Meet at the assembly point.

At each stage of this process you will take directions from your supervisor / manager who will tell you what to do. Please refer to your supervisor / manager for specific information relating to your workplace, as each is a different configuration. You will be shown the location of the nominated assembly point for your workplace as part of your orientation tour. If there is an emergency evacuation, always ensure your patrons are aware of what is happening and provide appropriate assistance where required.

WH&S PRACTICES

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Example evacuation procedure:

On becoming aware of an emergency

- Stay calm and alert
- Prepare for possible evacuation by shutting down all non-essential equipment
- Follow any directions given by the Area or Chief Warden
- Do not attempt to enter the affected area
- Know the location of emergency exits in your building, especially those in close proximity to your work area
- Plan an escape route from your work area to each exit
- Note the location of fire extinguishers and hose reels.

On becoming aware of an emergency evacuation

- Stay calm, immediately proceed to the nearest safest emergency exit
- Do not attempt to obtain personal effects, as this action could contribute to confusion and/or delay the evacuation of the building
- Follow any directions given by the Area or Chief Warden
- Once outside the building proceed immediately to the assembly point
- Assist people with disabilities to the nearest safe emergency exit
- If delivery drivers and visitors are driving into or transiting around the building immediately advise them of the evacuation.

Once out at the Assembly Area

- Once out, stay out. Do not attempt to re-enter the building until notified
- Stay in a group, do not walk away from the assembly area
- Fire Wardens to conduct a head count to ensure all people are accounted for
- If you are aware someone is missing, immediately advise the Area or Chief Warden.

GENERAL EMERGENCY RESPONSE

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

These procedures are your guide on how to respond to particular emergencies that may arise in the workplace. Typical emergencies you may experience whilst working in the hotel industry include:

- Fire
- Medical
- Armed hold up / robbery
- Bomb threat.

For those persons working in regional or northern Queensland, natural disasters are also possible. Please refer to your supervisor / manager for specific information relating to your workplace. In the event of any emergency, always remember your safety is paramount.

Fire extinguishers – selection and use

As part of your response to a fire emergency you may have to use a fire extinguisher or other type of fire fighting equipment, e.g. fire blanket. Throughout your workplace you will see a number of different types of fire extinguishers. Your employer will highlight these to you as part of your orientation tour. In hotels, fires are most commonly experienced in the kitchen area. This, of course, does not prelude a fire occurring elsewhere. So, how do you select the right fire extinguisher to use? First you have to identify the class of fire you are facing, and then you select the type of fire extinguisher that is best suited to the fire. There are five classes of fire and six types of fire extinguishers:

Class A: Fire involving ordinary combustible materials, e.g. wood, paper, and many plastics. A WATER extinguisher is best suited for this application.

Class B: Fire involving flammable and combustible liquids, such as grease and oils. A DRY CHEMICAL POWDER or FOAM extinguisher is best suited for this application.

Class C: Fire involving combustible gases. A DRY CHEMICAL POWDER extinguisher is best suited for this application.

Class E: Fire involving energised electrical equipment. A CARBON DIOXIDE, DRY CHEMICAL POWDER or VAPOURIZING LIQUID extinguisher is best suited for this application.

Class F: Fire involving cooking oils and fats. A DRY CHEMICAL POWDER B (E) or WET CHEMICAL extinguisher is best suited for this application. Note: Often, the appropriate type of fire extinguisher is located in the area that a particular class of fire is likely 789

FIRE EXTINGUISHERS

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Water and Carbon Dioxide extinguishers are the two you will commonly find conveniently located throughout a hotel. Using a fire extinguisher is easy. All you have to remember the PASS principle:

- Pull the pin
- Aim the extinguisher at the base of the fire
- Squeeze the handle
- Sweep back and forth across the base of the fire.

Always remember to read the directions on the extinguisher prior to use. As previously stated, in the event of an emergency your safety is paramount. Therefore, do not attempt to attack a fire if it is unsafe to do so. After you have used an extinguisher, do not return the extinguisher to where you got it from. Notify your manager so that the extinguisher can be recharged by the service company.

PERSONAL SECURITY & SAFETY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Sometimes within the hospitality industry there are increased risks to your personal safety and security. This could be due to a variety of reasons including patrons affected by alcohol, situations where some form of occupational violence occurs or on very rare occasions, a robbery may take place. These situations do not generally happen on a regular basis but it is something all employees need to be aware of.

Should you undertake the Responsible Service of Alcohol (RSA) course, you will gain practical tools on how to refuse service to an intoxicated or disorderly patron. This section does not override this training, but adds to it. From a safety perspective, an intoxicated or disorderly patron is a hazard, not only to you, but also to other employees and patrons in the hotel. Your employer may provide specific training on how to respond to personal safety and security situations. In the meantime, here are some ways of reducing the risk or responding to these types of situations as they arise.

Personal safety

Location, environment, cliental and time frames are all relevant factors in the level of your personal risk profile. Personal safety strategies could include:

- Where possible, avoid working on your own, especially at night
- Avoid placing yourself in a situation where you feel uncomfortable or unsafe
- If possible, park your vehicle close to where you are working or leave the premises as a group
- Avoid poorly lit car parks, walkways and rear areas
- Ensure you know how to quickly communicate with other staff members if a problem arises ie. mobile communications system, duress alarm, regular checks etc
- Know where the workplace first aid kit is located.

PERSONAL SECURITY & SAFETY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Intoxicated or disorderly patrons can pose a risk to your personal health and safety. Intoxication typically influences people to become increasingly hostile or aggressive, especially when they are refused service. When dealing with patrons always remember the customer is always right. Also remember that these individuals are not attacking you personally, they are angry at the business for not meeting their expectations. When dealing with hostile and aggressive patrons, follow these basic strategies to ensure your safety:

- Remain calm, polite and attentive regardless of the patrons level of aggression or hostility
- Do not become personally involved in an argument with the patron
- Do not turn your back on the patron as this will leave you vulnerable to potential attack
- Politely ask the patron to cease the aggression and hostility. If this request is ignored or the patron's level of aggression or hostility increases, request the patron to leave the venue
- Where possible, avoid a physical confrontation with the patron by recognizing these signs
- Do not do anything that can further antagonize the patron
- Attempt to raise an alarm if the situation becomes serious enough to warrant it
- Where possible, remove yourself from the situation
- Comply with the demands of the robber – no more or no less
- Never attempt to stop the robber or in any way intervene while the crime is being committed
- Make mental notes – names if more than one, speech, height, clothes, distinguishing marks (scars, tattoos, and facial features), physical features, weapon etc
- Immediately raise the alarm or call the police
- Secure the premises so the offender cannot return.

PERSONAL SECURITY & SAFETY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Employers/ clients usually deal with potential high-risk situations by employing security officers or using other strategies eg. security surveillance equipment or introducing certain preventative procedures. This reduces the risk to you by:

- Increasing the likelihood an offender will be apprehended
- Making it more difficult to commit the offence
- Reducing the reward available to an offender from the proceeds of crime.

Security

One of the common responsibilities generally undertaken by hotel employees is the handling and safekeeping of cash. Your hotel will have a policy and procedure in relation to cash handling which will be designed to:

- Ensure that risks associated with cash handling are assessed and consequently reduced
- Provide safe systems of cash handling
- Ensure that cash handling does not provide a threat to the safety of employees or others present on the premises
- Ensure that emergency and post – incident procedures are in place. Some actions that you can adopt to reduce cash handling risks include:
- Try not to be distracted by customers when handling cash
- Ensure you receive suitable information and instruction to enable you to handle cash safely and confidently
- Never leave a cash register unattended if at all possible
- Never leave too much money in the register at any time – have your supervisor / manager remove larger notes and store them away for safekeeping.

A quick look at crime trends shows that businesses are at greater risk of victimization at the time of opening or closing. Do not allow anyone into the premises after you have closed. Before leaving the workplace you should take the time to check for any suspicious activity in the vicinity of the premises. Ensure that rear doors, access points and windows are locked when not in use. Promptly report to your supervisor / manager any issues you may have concerning your personal safety and security in the workplace.

WHAT IS WORKPLACE HARASSMENT?

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

A person may feel they are being harassed if they are subjected to repeated behaviour (other than that defined as sexual harassment) by another person that:

- a) Is unwelcome and unsolicited, and
- b) The person considers to be offensive, intimidating, humiliating, or threatening, or
- c) A reasonable person would consider being offensive, intimidating, humiliating or threatening.

Examples of workplace harassment include:

- Abusing a person loudly, usually when others are present
- Repeated threats of dismissal or punishment for no reason
- Constant ridicule or being put down
- Leaving offensive messages on email or the telephone
- Sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- Maliciously excluding and isolating a person from activities
- Persistent and unjustified criticisms, often about insignificant matters
- Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other employees
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

Note: This is not an exhaustive list.

Situations not considered workplace harassment include:

- Single incidents
- Reasonable and legitimate management actions
- Discrimination and sexual harassment, which are covered by antidiscrimination legislation.

If you believe, you have been harassed you should first approach the other party and tell them you do not like what they are doing and request it stops. If you are uncomfortable with this, or nothing changes after this request, you have the right to lodge a complaint with your supervisor / manager. All complaints of bullying or harassment should be treated seriously, confidentially and impartially and action taken to ensure that any harassment stops immediately.

MANUAL HANDLING IN HOSPITALITY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Manual handling is seen as those jobs you do that require you to exert force to physically move an object or load. This exertion can be seen as you lifting, lowering, pushing, pulling, carrying, holding or restraining any object, or indeed, person. Examples include pouring a beer, setting up furniture for functions, changing kegs and carrying trays or trays of glasses.

In Queensland, approximately 50% of all occupational injuries recorded happen as a result of a person undertaking a manual handling related task. An average of 400 claims are made annually by employees in the hotel industry for musculoskeletal related injury.

Mechanical aids are used to minimize the impact of the risks associated with undertaking a manual handling task. There is a wide variety of mechanical aids available on the market, therefore, consideration must be made as to the type of task undertaken when selecting and purchasing equipment.

The types of injury you could experience include:

- Muscle Strain – muscles can be strained by sudden or unexpected overloading which may result in tears to all or some of the muscle tissue or its tendons
- Ligament Sprain – ligaments can be sprained by overloading or prolonged loading. Scar tissue may occur resulting in joint tightness and loss of flexibility
- Herniated Disc – discs can rupture, causing the nucleus to break through the wall of the disc and place pressure on the nerves that branch out from the spinal cord. This results in a herniated disc accompanied by back or neck pain
- Hernia – manual handling (usually involving a sudden effort) may contribute to the rupture or separation of some part of the abdominal wall enabling protrusion of an organ through the wall from its normal position
- Carpal Tunnel Syndrome – is a painful disorder of the hand caused by pressure on the main nerve that runs through the wrist.

MANUAL HANDLING IN HOSPITALITY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Manual handling injuries can have a negative impact on both the individual and the workplace.

For the individual a manual handling injury can result in:

- Lost income
- Reduced output and performance, incapacity to work, loss of employment
- Disruption to family life, social and recreational activities
- Loss of morale
- Increased medical expenses related to the injury
- Ongoing pain and discomfort associated with the injury
- Psychological and emotional stress.

For the workplace the impact is as follows:

- Increased absenteeism
- Lost productivity
- Possible damage to equipment
- Increased training costs
- Increased WorkCover premiums
- Damaged public image
- Potential breakdown of teams and individual relationships.

For the worker undertaking a manual handling task, once you have assessed the load, the following considerations must be made when selecting which mechanical aid to use:

- Consider the nature of the load – is the mechanical aid suited to the task?
- Is the worker trained in the use of the equipment? Ensure workers are appropriately trained in the use of available mechanical aids
- Is the preferred mechanical aid in good working order and available for use?

Ensure the equipment is well maintained and any faults are immediately reported.

GOOD MANUAL HANDLING TECHNIQUE

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

To assist in minimizing the impact of manual handling risks, you should follow the correct manual handling technique.

Individual lift

1. Assess the load - think before you lift

- Plan the lift
- Where is the load going to be placed?
- Do you need help with the load?
- Check path and remove obstructions.

2. Keep the load close to your waist and adopt a stable position

- Have the feet slightly apart with one leg slightly forward to help maintain balance (alongside the load if it is on the ground)
- Be prepared to move your feet during the lift to maintain a stable posture.

3. Keep the curves of the spine neutral at the start of the lift and bend with the knees

- Keep the back straight so as to keep the spine in its neutral position where it is most effective in supporting the body
- Bend your knees not your back when picking up a load
- Do not flex the spine as you lift. This can happen if you begin to straighten your legs before starting to raise the load.

4. Ensure a firm hold on the load and keep the load close

- Try hugging the load close to the body if possible. This may be better than gripping it tightly with your hands.

5. Move smoothly

- Avoid jerking or snatching at the load as this can make it harder to keep control of the load and can increase your risk of injury.

6. Turn with your feet and not with your hips

- Keep shoulders level and facing same direction as the hips
- Turning, by moving the feet, after lifting is better than twisting and lifting at the same time.

GOOD MANUAL HANDLING TECHNIQUE

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Team lifting

Planning the lift and having a good hold is particularly important for team lifting. After you have assessed the load, how will you decide if you require help to lift the load? Ask yourself the following questions:

- Is the load an awkward in shape?
- Is the load very large in size, even though it may be light?
- Will the load obscure your vision when you are carrying it?
- Is the load too heavy in weight to lift and carry without assistance?

Once you have decided you need assistance, choose someone to help you with the load:

- Someone who is approximately the same height as yourself
- Whoever is available to help you.

How do you complete the lift?

- Communicate when lifting and carrying the load
- One person to control the lift
- Apply the Individual Lifting Procedure for Team Lifting.

Promptly report to your supervisor / manager any concerns or issues you have with regard to manual handling tasks undertaken within your workplace.

7. Keep your head up when travelling

- Look ahead, not down when you start moving the load. This ensures you are able to see where you are going and prepare you for any sudden obstructions that may have been incurred in your chosen path after you have commenced travelling with your load, e.g. another person suddenly crossing your path.

8. Place the load down and then adjust

- If the load shifts whilst you are carrying it, put it down first, and then adjust it into the right position.

SLIPS, TRIPS AND FALLS

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Slips, trips and falls are common and can occur in any workplace. Anyone can experience a slip, trip or fall regardless of whether you are an employee or customer.

There are various factors that contribute to increasing the likelihood of this hazard. Slips usually occur when there is a loss of grip between an individual's footwear and the floor. In a hotel environment, this commonly occurs when there is liquids or oil on the floor typically around bar and kitchen areas.

Trips occur when an individual's foot hits a low obstacle in the person's path, causing a loss of balance, e.g. a broken tile or raised edge of carpet or flooring. Often, the obstacle is not easily visible or noticed, e.g. a carton of beer placed near a doorway.

The types of injuries an employee may experience as a result of a slip, trip and fall include:

- Sprains or strains
- Broken bones when trying to break the fall
- Back injury due to the sudden and forceful impact during a fall
- Cuts and bruises as a result of contact with other surfaces.

This small, generally overlooked hazard can have a large impact on both the workplace and the employee. In addition to workers' compensation costs, there are financial, physical and emotional costs for the injured employee and their family. A workplace injury often restricts employees' home and leisure activities. The easiest way to manage this hazard is to ensure your work area, and the workplace as a whole is kept clean and tidy, eg. good housekeeping.

Other ways to manage this hazard include:

- Selection and use of appropriate footwear
- Maintain high levels of workplace cleanliness
- Promptly clean up any spills
- Avoid placing obstructions, eg. extension cords across walkways.

Promptly report to your supervisor / manager any slip or trip hazards you are aware of or have observed within your workplace.

KITCHEN HAZARDS

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Slips and trips are one of many hazards faced by people working in and around hotel kitchen areas. Other hazards faced by hotel employees include:

- Hot and cold working environments
- Naked flames of gas cookers
- Hot oil from fryers
- Various chemicals used for cleaning
- Kitchen utensils.

Hot and cold working environments

It is easy to associate a hot working environment with kitchen areas due to the use of cookers and fryers in these areas. What you may not realize that there are hidden dangers in this type of environment. Prolonged exposure to a hot environment can result in you suffering from heat related illness. Heat related illness occurs because your body is constantly absorbing heat from the surrounding environment at a quicker rate that it is able to get rid of it.

Heat related illness includes:

- Dehydration
- Heat cramps
- Heat exhaustion
- Heat stress.

Some of the common signs of heat related illness includes:

- Nausea
- Dizziness
- Profuse sweating leading to flushed dry skin
- Headaches
- Weak but rapid pulse
- High body temperature
- Muscle cramps
- Feeling fatigued / faint.

KITCHEN HAZARDS

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

It should be noted that hazards also exist for those persons who are required to work outdoors, eg. loading and unloading vehicles. You should ensure you drink plenty of water whilst working outdoors, especially in the Queensland climate. Where possible minimize your exposure to heat by working in a cooler part of the workplace, if possible. Other precautions, such as avoiding working outdoors during the hottest part of the day and wearing appropriate protective equipment should be implemented, eg. hat and sunscreen.

Like a hot environment, cold working conditions also hide hidden dangers. Prolonged exposure to this environment can result in hypothermia, especially if you are not wearing any protective equipment. Prolonged exposure to the cold in a freezer can result in frostbite. When working in cold rooms or freezers, ensure you use the protective clothing supplied by your employer. Limit your exposure to the cold if appropriate protective equipment is not available.

Burns

Burns are an injury commonly associated with exposure to gas cookers, oil fryers and hot surfaces. A significant number of injuries are reported annually in Queensland. This type of injury can range from minor scalds to serious third degree burns. The severity of the injury is dependent upon the cause of the injury, eg. hot oil from the chip basket, and how quickly appropriate treatment for the injury is rendered.

Injuries at the lower end of the scale tend to go unreported as employees generally feel it is not important enough to bother their supervisor / manager with and is seen as part of the job. In this case, they are also reluctant to seek treatment for the injury. This is associated with the culture of the workplace. A small burn can still be serious if not promptly attended to.

To avoid this type of injury, do not rush to undertake any tasks in the kitchen area, and do not leave hot elements, eg. gas burners, unattended whilst in use. Ensure you promptly report all injuries to your supervisor / manager.

SAFE CHEMICAL HANDLING

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

The use of chemicals is common in all hotels for cleaning equipment and the general workplace. Many of the chemicals we use are classified as hazardous substances due to their harmful nature. Exposure to these substances can have either an immediate or a latent effect on a person. Many chemicals, if not stored or handled correctly, can cause harm to persons, property and the environment due to their physical, chemical or biological properties. Some of the health effects of exposure to hazardous chemicals include skin irritation, occupational asthma and chemical burns.

Your employer will train you in the correct procedure for safely storing, decanting, diluting (where required) and using the chemicals used in your workplace. Here are some basic rules we can all follow to safely handle chemicals in the workplace:

1. Always consult the Material Safety Data Sheet (MSDS) for the chemical you are using as the MSDS contains valuable information on the safe handling of the particular chemical
2. Always handle chemicals with caution and don't take short cuts
3. Try to minimize direct contact by wearing appropriate protective clothing.

Protective clothing includes:

- a. Chemical resistant gloves
- b. Goggles / safety glasses
- c. Face shield
- d. Chemical resistant apron

4. Do not mix different chemicals as they can have a violent reaction
5. Do not transport leaking containers. Leaking containers should be replaced. New containers must be properly labelled if the contents are known
6. Always ensure containers are clearly marked as to identify the chemical contained within
7. Never decant chemicals into food containers
8. Always ensure chemicals are stored as specified in the MSDS. Some chemicals are incompatible with others and need to be stored a certain distance away from each other
9. Promptly clean up spills following the instructions outlined in the relevant MSDS.

ELECTRICAL SAFETY

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

Electricity can kill you if you give it the chance. This hazard is common in both homes and workplaces. In the hotel industry, there are many types of electrical equipment that you may use, including electric carving knives, toasters, sandwich presses, ovens, food warmers, and coffee machines. This equipment operates on either standard 240v power, the same as your household appliances, or 415v 3 Phase power (more common in industrial equipment such as those you will find in the hotel kitchen). The most common cause of electric shock is as a result of coming into contact with damaged electrical cords associated with equipment. Even if you survive an electric shock, you could suffer other serious side effects, such as:

- Burns, both internal and external
- Eye damage
- Partial loss of limb function
- Neurological disorders such as confusion and memory loss
- Injuries caused after the shock (eg. falling from a ladder or contact with moving machinery).

Whilst injury statistics associated with this hazard are quite low, this hazard should not be ignored or treated lightly. To ensure your safety when using electrical equipment you should:

- Carefully inspect electrical equipment prior to use to identify any signs of damage, eg. frayed power cords
- Do not use any equipment that shows signs of damage
- Do not attempt to repair the equipment yourself
- Ensure all equipment is maintained in a safe operational condition
- Isolate and place a notice or 'Out of Service' tag on the equipment to inform others of the problem
- Immediately report any problems to your supervisor / manager so that the equipment can be promptly repaired.

CLOTHING & DRESS CODES

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

The use of protective clothing is a common way of minimizing exposure to different hazards. There is a wide variety of protective clothing available on the market.

For example, ear plugs can be used to protect from excessive noise when live bands are playing (if your venue has live entertainment) or gloves and aprons to protect from chemical spillage when cleaning work areas.

In principle, the use of protective clothing is also incorporated into the dress codes of many hotels.

Commonly you will find workplace dress codes require you to be appropriately dressed and groomed, wearing non-slip and closed toed shoes, especially when working in bar areas.

These policies are put in place not only to promote the image of the hotel but also to aid in ensuring the health and safety of workers.

Wearing inappropriate clothes and footwear can increase the likelihood of injury eg. long sleeved apparel is essential in kitchens to protect from oil/fat splashes and proper footwear to protect against broken glass, which is a common hazard in a hotel environment.

Your employer should provide protective clothing for certain hazardous tasks which workers are required to wear if directed.

SAFETY QUIZ

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

1. _____
What is the name of the legislation that governs health and safety in Queensland?
2. _____
What are your health and safety obligations?
3. _____
What is the three step process used to identify and control workplace hazards?
4. _____
What is the four-step process for using a fire extinguisher?
5. _____
What are the two common types of fire extinguishers found in a hotel?
6. _____
Identify two tasks undertaken in a kitchen that require you to follow an appropriate manual handling technique?
7. _____
Give an example of how a slip or trip can occur in a kitchen environment?
8. _____
What are the two things you should not do if you find that a electrical equipment has a damaged power cord?
9. _____
What does MSDS stand for?
10. _____
What does HACCP stand for and what is its significance in hospitality and food?

EMPLOYEE DECLARATION

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WORKPLACE HEALTH & SAFETY INDUCTION FOR CONTRACT CHEFS

EMPLOYEE DECLARATION

I acknowledge that I have read the Safety Induction Handbook and understand all the information contained herein. I undertake to follow and adhere to these instructions and any other related directions in the provision of a safe workplace and agree to comply with my health and safety obligations under the Act.

Employee Name: (Please Print)

Signature:

Date:
