

TRAINEE WORKBOOK

PARTICIPATE IN SAFE WORK PRACTICES

SITXWHS001



HOSPITALITY GROUP TRAINING

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ELEMENTS AND PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Work safely | <ul style="list-style-type: none">1.1 Follow organisational health and safety procedures1.2 Incorporate safe work practices into own workplace activities1.3 Follow safety directions of supervisors, managers and workplace safety warning signs.1.4 Use personal protective equipment and clothing or designated uniform1.5 Promptly report unsafe work practices, issues and breaches of health, safety and security procedures1.6 Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise. |
| 2. Follow procedures for emergency situations | <ul style="list-style-type: none">2.1 Recognise emergency and potential emergency situations2.2 Follow organisational security and emergency procedures2.3 Seek assistance from colleagues or authorities during emergency situations2.4 Complete emergency incident reports accurately, following organisational procedures. |
| 3. Participate in organisational WHS practices | <ul style="list-style-type: none">3.1 Participate in WHS management practices developed by the organisation to ensure a safe workplace3.2 Actively participate in the WHS consultation processes3.3 Report WHS issues and concerns as they arise. |

FOUNDATION SKILLS

Skill	Description
Oral communication	<ul style="list-style-type: none"> Report hazards and emergency incidents according to organisational procedures
Reading	<ul style="list-style-type: none"> Interpret workplace safety signs, procedures and emergency evacuation plans
Writing	<ul style="list-style-type: none"> Complete basic template reports about hazard and emergency incidents according to organisational procedures

PERFORMANCE EVIDENCE

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- demonstrate the use of predetermined health, safety and security procedures and safe work practices in work functions on at least three occasions
- demonstrate correct procedures to respond in line with organisational security and emergency procedures during one emergency or potential emergency situation, seeking assistance where appropriate
- participate in one of the following work health and safety (WHS) consultation activities:
 - discussion with, or formal report to, WHS representatives regarding a WHS matter
 - discussion with supervisor or manager regarding a WHS matter
 - staff meeting that involves WHS discussion.

KNOWLEDGE EVIDENCE

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- basic aspects of the relevant state or territory occupational health and safety (OHS) or WHS legislation:
 - actions that must be adhered to by businesses
 - employer responsibilities
 - employee responsibilities to participate in WHS practices
 - employee responsibility to ensure safety of self, other workers and other people in the workplace within the scope of own work role
 - ramifications of failure to observe OHS or WHS legislation and organisational policies and procedures
- specific industry sector and organisation:
 - workplace hazards and associated health, safety and security risks
 - contents of health, safety and security procedures relating to:
 - evacuation of staff and customers
 - security management of cash, documents, equipment, keys or people

- format and use of template reports for hazards and incident and accident reporting
- safe work practices for individual job roles
- procedures for WHS management practices:
 - hazard identification
 - WHS induction training
 - safe work practice training
 - suggesting inclusions for WHS policies and procedures.

Health and safety

The Occupational Safety and Health Act 1984 (WA)

Overview

Before the *Occupational Safety and Health Act* was passed in 1984, a variety of laws existed. These were not sufficient for the changing face of the workplace. Occupational health and safety received increased attention in the early 1980s.

It received attention because of the increased rate of workplace accidents, serious injuries, illness, loss of life and damage to property. These effects impacted not only on the workers who were injured, but also on families and friends, the employer and the economy. There was loss of earnings, lost production and increased costs.

In recent times we have been hearing about workers with asbestos injuries in Western Australia who have developed mesothelioma, a fatal cancer of the lungs, through breathing in asbestos fibres and dust. The affected workers brought the matter before the courts to gain compensation. Members of the Australian Navy have also claimed injury of this type through exposure to asbestos packed pipes in submarines and ships in which they worked and carried out repairs.

Throughout Australia all states and territories have their own Occupational Health and Safety Act. There are minor differences in these Acts from state to state, but the basic principle is the same. The Acts govern the health and safety of all workplaces in Australia. Their purpose is to make legislative provisions to prevent work related injury and illness. In all states the relevant State Government will decide on the material included in their particular state's WHS (Work Health and Safety) Act. The actual WHS Act is a huge volume as it covers different occupations and working environments, so you can imagine just how large it would be.

The Occupational Safety and Health Act 1984 (WA) provides for the promotion, co-ordination, administration and enforcement of occupational safety and health in Western Australia. Its objective is to prevent occupational injuries and diseases by placing certain duties on employers and employees. The Act is supported by Regulations, Australian Standards/Australian/New Zealand Standards and Codes of Practice.

Regulations – Occupational Safety and Health Regulations 1996

Regulations spell out the specific requirements of the legislation. It may be prescribed as the minimum standards. They may have general application, or they may define specific requirements related to a hazard or type of work (i.e. specific to an industry).

Australian Standards and Australian/New Zealand Standards (the standards)

These are developed by an independent organisation called Standards Australia. It prepares and publishes voluntary technical and commercial standards which are sometimes adopted by occupational safety and health regulations.

Where a regulation in the Occupational Safety and Health Regulations 1996 refers to a standard, workplace participants must comply with the standard.

Code of Practice

A code of practice is a document prepared to provide practical guidance on how to comply with a general duty or specific duties under Western Australian occupational safety and health laws.

A code of practice may include explanatory information, recommendations for best practice, or references to occupational safety and health laws. While duty holders must comply with the underlying occupational safety and health laws, the preventative strategies outlined do not represent the only acceptable means of achieving a certain standard.

A code of practice does not have the same legal force as a regulation and is not enough reason, of itself, for prosecution under the Act.

Codes of practice are developed by the Commission for Occupational Safety and Health (the Commission).

Codes of practice:

- should be followed, unless there is another solution which achieves the same or better result; and
- can be used to support prosecution for non-compliance.

Further information can be found at:

<https://www.commerce.wa.gov.au/worksafe/about-occupational-safety-and-health-act-1984>

In 2011 Safe work Australia developed a single set of laws to be put into practice across all of Australia. These are called 'Model' Laws. For these to be legally binding, however, they need to be implemented by the Commonwealth, states and territories separately.

Currently only the following states and territories have implemented them:
Australian Capital Territory,
New South Wales,
Northern Territory,
Queensland,
South Australia,
Tasmania, and the
Commonwealth.

The 'model' WHS law consists of:
The 'model' WHS Act
The 'model' WHS regulations
The 'model' WHS codes of practice

For more information go to: <https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws>

WA have started the process of implementing the 'model' laws by introducing the Work Health and Safety Bill (2019) WA into WA parliament. The Bill proposes a single WHS Act for Western Australian general workplaces, as well as those in the mining and petroleum sectors. The Bill contains most of the provisions contained in the national model WHS legislation with a few notable differences.

Further information can be found at:
[https://www.parliament.wa.gov.au/Parliament/Bills.nsf/8F320741B83643A8482584BF000CF89B/\\$File/EM%2B155-1.pdf](https://www.parliament.wa.gov.au/Parliament/Bills.nsf/8F320741B83643A8482584BF000CF89B/$File/EM%2B155-1.pdf)

The WHS Bill 2019 (WA) will now continue through the WA parliamentary process. It is hoped that the new WHS laws will be enacted within the first half of 2020 in Western Australia.

Until this time though, the current legislation covering work health and safety in WA is The Occupational Safety and Health Act 1984.

Each state and territory are responsible for regulating and enforcing WHS laws. Safe Work Australia is the national body in charge of developing work health and safety and workers' compensation policy. Visit Safe Work Australia to read about the health and safety laws. <http://www.safeworkaustralia.gov.au>

Duty of care

All parties in the workplace – employers and employees have some responsibility for the safety and health of those in the workplace i.e. your manager, supervisor, team members and yourself.

A better understanding of the law helps everyone in the workplace contribute towards achieving safe and healthy workplace environments.

WHS Staff induction

When receiving a WHS induction you should be informed of:

- Emergency procedures
- Security procedures
- Company policies and procedures regarding WHS
- Your responsibilities under WHS
- Designated uniform
- Who your direct line manager is.

Employer and Employee Responsibilities

Duty of care means that both the employer and the employee have responsibilities to ensure WHS standards in the workplace. The following diagram lists the different responsibilities:

Employer Responsibilities	Employee Responsibilities
Maintain equipment in a safe working condition	Taking reasonable care of the occupational health and safety of self and others
Monitor the health and safety in the workplace	Co-operate with the efforts taken by your employer to comply with the preventative requirements of the Act.
Provide employees with protective clothing	Wear protective clothing provided by the employer
Implementing safe work practices	Work in a safe manner
Provide safety equipment	Use safety equipment
Train staff in safety procedures and allow discussion of safety training	Follow safety procedures
Report accidents according to organisational requirements	Report faulty equipment and hazards
	Report accidents according to organisational requirements

The possible consequence if you don't follow your responsibilities:

Your responsibility to co-operate in occupational health and safety measures is vital to preventing accidents. It is worth noting, if you or other workers don't wear employer provided protective clothing (for example; gloves or hats) or otherwise don't follow the safe working practices in which you have been trained in:

- You will be found guilty of breaking the law.
- You may not get any workers compensation if the injury you sustained was a fault of your own.
- You may lose your job
- You may injure or possibly kill someone

Occupational Health, Safety and Security Procedures

Most hospitality and Tourism organisations have policies and procedures in place to meet their legal obligations as duty of care towards their employees and customers.

A **Policy** is the position, plan or course of action a business or organisation takes on an issue. Specific policies are often developed to deal with certain WHS issues such as, armed hold ups, bomb threats, staff training, and recruitment and safety guidelines.

A **Procedure** is how you will either implement or carry out a task, duty or policy. Procedures must be simple and easy to follow.



Here is an extract of an example of a workplace policy and procedure:

*Smiths Restaurant and Grill
Staff Occupational Health and safety Training
Policy and Procedure*

Policy:

Smith's restaurant is dedicated to the occupational health and safety of all their employees. We acknowledge our responsibilities under the WHS act of 1984 and have therefore ensured there are relevant procedures in place. All staff must participate in the induction process and receive training in all our WHS procedures:

WHS Procedures:

1. What to do in an armed hold up
2. Chemical use and storage
3. Fire evacuation
4. Hazard identification

Procedure:

1. What to do in an armed hold up:
 - Stay calm
 - Obey instructions
 - Don't try to be a hero
 - Try and press panic button without endangering yourself
 - Observe as much as possible

Afterwards

- Notify the police
- Complete the incident report form

Hazard identification

What is a Hazard?

A hazard means everything that may result in **injury** or harm to the **health** of a person.

Injuries could result from physical safety issues such as falls, strains, being hit by objects and electrical shock.

Health is a bit broader, it includes work related injuries and diseases such as industrial deafness, dermatitis, occupational overuse injuries (repetitive strain), high blood pressure and stress where the work environment could be shown to be a contributing factor.

Contributing factors that can result in possible work hazards in the hospitality and Tourism industry

Unsafe Working Conditions

Using equipment and machinery without the necessary safety precautions may seem like a short cut at the time, but it could lead to an accident. Not having the guard on a slicing machine in the kitchen, for example, may seem like a time saver. However, you may sustain a serious injury from the machine. Using short cuts or getting into bad working practices can only be described as dangerous to you, your fellow workers and visitors.

Poor Housekeeping

Poor housekeeping can result in many accidents in the workplace. A spillage isn't the only type of incident that could come under poor housekeeping.

- Obstructions in doorways and fire stairs
- Storing of chemicals in wrong containers that are not labelled.
- Unsafe shelving
- Inadequate lighting or wattage of lights
- Poor plant and equipment maintenance.
- Inadequate safety signage

Inadequate Training

This is even more important when you are looking at issues of health and safety. Training must address how to do the task correctly to reduce the risk of accidents, the correct body positions to adopt and what to do if an accident does occur.

Inadequate Supervision

Your supervisors and managers should be watching how things are being done to ensure dangerous working practices are not creeping into the workplace. They should also monitor how you are completing tasks and handling problems. One of their main responsibilities is to provide direction and guidance about occupational health and safety in the workplace.

Personal Factors

Personal factors affecting safety include:

- Stress
- Inexperience
- Fatigue/ tiredness
- Worry, sickness, anxiety or anger
- Boredom
- Carelessness
- Being distracted while working

Environmental Factors

These factors relate to where you work. Not all premises are designed correctly, and this can lead to accidents and injuries. They include:

- Poor lighting or illumination.
- Inadequate ventilation or poor air flow in work areas.
- Improper or inadequate garbage areas.
- Inadequate noise control could cause industrial deafness over a period.
- Inadequate, too small or poorly designed workspace

Reporting Hazards

The above hazards are all occupational health and safety issues of concern and should be raised with your manager or supervisor. However, prior to raising an issue we suggest you do a risk assessment and think of a way to either eliminate or minimise the risk. This will show that you are proactive in Occupational Health and Safety management consultation process.

- Ask your venue what their procedure for reporting workplace hazards is - it could be verbal, in a written handover or more formal report, depending on the severity of the hazard.
- Do they have a hazard report form?
- Hazards must be reported on an ongoing basis.

Risk Assessment

Apply the following three step process to identify assess and control a hazard;

- **Identify the hazard:** Identify hazards and system failures in the work process which may influence the risk of an accident or injury
- **Assess the risk:** Determine the likelihood of an accident or injury occurring related to the hazard
- **Control the risk:** Eliminate or reduce the risk of exposure to the hazard

Factors to assist in the identification of hazards:

- Look at the workplace where recent or past incidents have occurred
- Investigate the job task and or working activities
- Consult with other employees
- When a near miss occurs
- Reviewing procedures

Risk assessment must be done in consultation with managers, supervisors and colleagues. Risk assessments should include:

Probability:

- Likelihood of the hazard causing an injury
- How many people are exposed to the hazard?
- Frequency of possible injury

Consequence:

- What is the type of injuries that might occur from the hazard?
- How severe could these injuries be

Look at the tool below to use as a guide when assessing a hazard:

P R O B A B I L I T Y	Risk Score	Minor	First Aid	Long term injury	Serious injury	Fatality
	Almost Certain	High	High	Very High	Very High	Very High
	Likely	Medium	Medium	High	Very High	Very High
	Possible	Low	Medium	High	High	Very High
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Low	Medium

Ways to incorporate safe work practices

Ergonomics

Ergonomics is the scientific discipline concerned with designing of work stations according to human needs, in order to optimise human well-being and overall system performance.

It is important that your work area is laid out correctly. This will depend on:

- Where and how equipment is laid out
- The height of the equipment or work benches
- The size and weight of mobile equipment
- How far you must carry equipment or goods



Lifting and carrying techniques

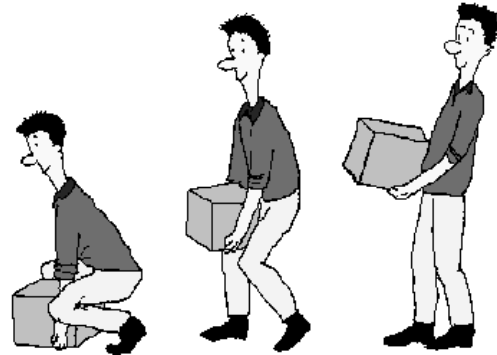
A common workplace injury is to the back, caused by incorrect lifting or handling of heavy or large objects. Often, the injury won't be felt for some time and may be permanent.

There are many safe ways of moving large, bulky and heavy equipment. Cartons or objects that are large and heavy should always be lifted by two people on to a trolley for moving over a long distance. If the carton or object is being lifted from the floor to a table, then two people should lift it together. This is very important if the carton or object is too high for the person lifting to see over the top when carrying, or if the weight of the carton or object is over about 15kg. Large bulky equipment should be treated with care. Not only may you injure yourself, you may also damage the equipment if you drop it. A trolley should be used when moving equipment and at least two people should help lift and move equipment on and off the trolley.

The wrong way to lift



The right way to lift



When lifting bend your knees and keep your back straight to protect your spine.

Personal Protective Equipment (PPE) and Clothing

To protect employees from hazards that cannot be avoided, the employer must provide personal protective equipment. Examples of PPE include:

- Rubber gloves, chemical resistant gloves should be worn when performing cleaning duties and dealing with hazardous materials
- Protective aprons, to protect us against spills and accidents especially in the kitchen, also needed when mixing chemicals according to manufacturer's instructions
- Glasses/ plastic goggles, might need to be used when dealing with chemicals
- Hair nets, must be worn by food handlers, for hygiene purposes, but also to prevent hair getting caught in machinery
- Face masks
- Enclosed shoes

When you are unsure about what PPE needs to be worn when dealing with certain chemicals you should read the label on the chemical container or read the Safety Data Sheet (SDS). By law this sheet must be displayed close to the area where chemicals are stored.

Any **PPE** used in the workplace must be cleaned thoroughly after each use, before being returned to the appropriate storage area, so that it is ready for the next time it is needed.

Clothing (depending on individual organisation procedures)

Uniforms protect employees from many workplace hazards and should always be worn in the workplace.

Uniforms (including hats and aprons) should be kept clean and in good condition

Long sleeves are preferable as they offer protection from spillages and spatters

Appropriate enclosed footwear should always be worn.

Hair must always be kept neat and short or tied back

Nails are to be kept short and clean

Jewellery that may become caught or entangled should not be worn at work, for example; necklaces, bracelets, anklets and the like.

Safe use of Equipment

In the hospitality and tourism industry we use a range of equipment in our day to day work activities. Equipment may include:

- Knives, ovens, gas stoves, deep fryers and meat slicers in the kitchen.
- Vacuum cleaners, floor polishers and trolleys are used in housekeeping.
- Computers, printers and photocopiers are used in front office and tourism departments
- Coffee machines, fridges, ice machines and coffee grinders are used in food and beverage departments.

It is important to use, clean and maintain equipment according to the manufacturer's guidelines.

Regular and routine safety checks should be done on electrical equipment to ensure they are in a safe working condition.

As an employee it is your responsibility to report faulty equipment, you should do this by:

- Verbally informing your manager or supervisor
- Tag the faulty equipment, warning other staff
- Remove from the area if possible
- If no attempt has been made to correct the equipment, report it to your manager in writing.

Safe use and storage of chemicals

Use of chemicals

Within a hospitality venue a variety of commercial cleaning chemicals will be used. It is important that instructions for use are followed including correct dilution and use, what PPE is required when using the chemical, and what to do if an accident involving the chemical occurs.

A great deal of this information can be found in the Safety data sheet (SDS) for the chemical, but just reading this is not enough, full training should be provided on all cleaning chemicals required to complete your job role, and if not trained in how to use it, you shouldn't use it until you have received training.

Storing chemicals

Follow the Safety Data Sheet (SDS) for each chemical for storing information. Most will recommend:

- store in shaded, cool and well-ventilated areas;
- keep away from heat and flammable sources;
- keep away from children;
- store in a 'dangerous goods' area; away from foods;
- store in original container with a tight lid;
- store chlorine-based chemicals away from acid, oil and bleach-based detergents.

Identifying unsafe work practices

It is vital that we can identify unsafe work practices in the workplace and rectify them as soon as possible.

Examples of unsafe work practices are:

- Stacking plates too high in the kitchen wash up area
- Storing heavy equipment on high shelves
- Badly designed work stations
- Not paying attention to safety signs
- Incorrect use and storage of chemicals

Security

If you are working in a large establishment you probably will have a Security Department located on site. Smaller establishments usually do not have a separate department looking after security. It is important; however, to be aware that security is everybody's responsibility. This means that you should always be on the alert and be aware of what is going on around you while you are on the job. Should a problem arise, contact your supervisor, manager or the security department. Don't just ignore it.

Moral Responsibility

While hotels are not required by law to provide any additional protection and security, they have a moral obligation to look after the welfare of guests and their valuables. It's simply good practice and part of providing a high standard of service.

To do this, most hotels provide guests with the use of safety deposit boxes, either in their rooms or at the front desk. The registration card often has a written note, advising guests to make use of these.

Categories of Security

Security doesn't just happen it must be planned. A good security plan can be broken down into four categories:

- Physical Security
- Document security
- Paper Controls
- Personnel

Physical Security

Physical security refers to the actual physical items that generally secure an area. For example, locks and keys, alarms, visual inspections, barriers, lighting, closed circuit television and safety deposit boxes.

- **Locks and key** - electronic locks only accessible by current hotel guests. Card used for entry.
- **Alarms** - fire, emergencies

- **Inspections by security personnel** - physical presence of personnel who patrol premises and make sure everything is as it should be.
- **Barriers** - prohibited entry by unauthorised personnel to restricted areas.
- **Lighting** - adequate lighting for car parks, back of house areas
- **Closed-circuit television** - monitoring movements of staff and guests
- **Safety deposit boxes** - guest valuables can be secured in safety deposit boxes either in their room or at the front desk.
- **Staff lockers** - staff belongings secured while on duty.
- **Signage** – Authorised personnel only

Document security

Privacy Act 1988

An Australian Law that regulates the handling of personal information about individuals. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This would include customer information such as credit card details, and contact details, and details on employees.

Personnel

This refers to the 'people' side of security measures. It is useless to have good locks and a good key system and lots of other security policies and procedures if staff members are not alert and feel a sense of responsibility towards their workplace. This is probably the most important aspect of security.

Emergency Situations

There are a variety of emergency situations, such as armed hold ups, bomb threats and medical emergencies. All staff must be trained in dealing with a fire emergency and evacuation.

All establishments have emergency procedures for management and staff. Knowing what to do is one of the most important aspects of dealing with an emergency.

If you are already working in a hospitality or tourism establishment, you may well have taken part in emergency procedures or fire drills. These should be conducted at regular intervals, so everyone knows what to do in case of an emergency.

Potential Emergency Situations

These are situations that aren't an emergency but could become one if work health and safety procedures are not followed. Examples of potential emergencies include:

- Frayed electrical cords
- Water on the floor
- Boxes left in corridor
- Incorrect use of PPE or not using it at all.

Armed Hold-Up

It is important that you know what to do if an armed hold-up does occur.

Unfortunately, they do happen, particularly in some outlets where cash is often the only form of payment accepted. Not having experienced a hold-up makes it difficult to imagine how you would react to it if it does happen.

Hopefully you will never have to experience it yourself. Nevertheless, it is a good idea to know the correct procedures to follow.

Stay Calm

This may sound hard. However, you should try to remain as calm as possible. Training and knowing what to do next will help.

No Heroics

Do not be heroic and turn the hold-up into a murder. No amount of money or property is worth a life. Insurance should cover monetary losses.

Obey Instructions

Do exactly what the bandit asks you to do but do only what you are told and nothing more. Do not volunteer any information. This is critical, as you do not know what state of mind the person may be in and what could trigger a reaction.

Activate the Alarm

When it is safe for all concerned the alarm be activated. Stay out of danger if you are not directly involved. If you can leave the building safely, do so and then raise the alarm.

Be Deliberate in Your Actions

If you are ordered to hand over money, put it into the bag in the following order: as many coins as possible, followed by smaller denomination notes. Only do this if your safety is not at risk.

Call the Police

If the alarm has not been activated phone the police if you are able to do so without danger. You should have the local police number on hand, or you can use the police emergency number '000'. Keep the line open. Protect the crime scene. Try not to touch anything (or as little as you can) at the actual scene of the crime as you could remove vital clues that may assist the police in their investigations.

Observe

Try to observe as much as possible. Note speech, mannerisms, clothing details, scars or any other distinguishing features such as tattoos.

Fill in Recollection Forms

Ask witnesses to remain until police arrive. Forms with standard questions of what happened generally help in recording details of the crime.



Armed hold up recollection form	
Name/ nick name used:	Gender:
Approximate age:	Nationality:
Height:	Weight:
Complexion:	Build:
Accent:	Voice:
Stature:	Glasses:
Walk:	Facial hair:
Disguise:	Hair colour:
Eye colour:	Hands:
Nose:	Mouth:
Scars/marks:	Weapon:
Method and direction of escape:	

Bomb Threat

Bomb threats are rare in Australia although this type of emergency, in recent times has been on the increase corresponding with terrorism and terrorist threats.

We must treat all threats as real and potentially dangerous. We must still be prepared and have an emergency plan, so we know what to do. Bomb threats can be received by telephone or by mail. There are set procedures to follow if you receive a bomb threat over the *phone* or by *mail*.



Bomb threats are often a hoax. However, they can't be ignored. You can handle this emergency best if you are prepared and know what questions to ask and how to act.

See Record of Bomb Threat/checklist on page 24:

RECORD OF BOMB THREAT	
Details of the Threat	
E.g. location, time, type	
NOTES OF ADDITIONAL DETAILS	
Gender of caller	
Distinguishing accent	
Approximate age of caller	
Length of the call	
Number at which the call was received	
Any noticeable background noise	
Time call came in:	
Date of call:	
CALL REPORTED TO:	
<input type="checkbox"/> Manager <input type="checkbox"/> Police	Manager's Name: Position: Date call reported:
Details of the person who received the threatening telephone call	Name: Position: Date call received: Contact telephone number:

Fire Safety

Establishments must observe strict regulations. Approved building materials and fire-retardant furnishing can be a major factor in fire protection. Unfortunately, not all materials used are fire safe. Strict rules and regulations are enforced in Australia, but fires still happen.

Causes of Fires

There are many potential causes of fire, these can include:

- Oil in deep fryers in kitchens
- Guest negligence
- Staff negligence
- Electrical faults
- Arson

Types of Fires

Fires are classed in **six** categories.

1. A Class: wood, paper, plastics
2. B Class: Flammable Liquids
3. C Class: Flammable gases
4. D Class: Metal fires
5. E Class: Energised electrical equipment
6. F Class: Cooking fats and oils

FIRE EXTINGUISHER SELECTION CHART

Class & Type of Fire	Colours	A	B	C	D	(E)	F	
Type of Extinguisher		Wood, Paper, Plastic	Flammable & Combustible Liquids	Flammable Gases	Combustible Metals	Electrically Energised Equipment	Cooking Oils and Fats	
Water		✓	✗	✗	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires.
Carbon Dioxide (CO2)		LIMITED	LIMITED	✗	✗	✓	✗	Not suitable for outdoor use or large class A fires.
Dry Chemical Powder (ABE/BE)		✓ AB(E) ✗ B(E)	✓	✓	✗	✓	✗ AB(E) ✓ B(E)	Look carefully at the extinguisher to determine if it is a BE or ABE unit.
Foam		✓	✓	✗	✗	✗	LIMITED	Dangerous if used on energised electrical equipment.
Wet Chemical		✓	✗	✗	✗	✗	✓	Dangerous if used on energised electrical equipment.
Fire Blanket		LIMITED	LIMITED	✗	✗	✗	✓	Fire Blankets effective for oil and fat fires within saucepans and are effective for extinguishing clothes that catch on fire. (Ensure you replace after every use).


NSCA
National Safety Council of Australia


FSA MEDICAL

FIRE & SAFETY AUSTRALIA

www.fsaus.com.au | 1300 88 55 30
www.nasca.org.au | 1800 65 55 10

This information comes from Australian Standards AS 2444 & AS3745 – This standard requires that personnel who are trained in the use of portable fire extinguishers must refresh this training within a 2 year period

Fire extinguishers come in all sizes and types to fight the different classes of fire. You should only attempt to use a fire extinguisher if you know how to handle it. Fire extinguishers are only effective on small fires.

Hose and Reel

Large buildings have fire hoses or reels on every floor or in every major area. The length of the hose must reach the furthest part of the floor. This is one of the most common types of firefighting equipment. You have probably seen such equipment installed in many public buildings, schools, office buildings, hotels, clubs, restaurants etc.

Sprinkler System

Sprinklers systems have heat-sensitive devices attached. When a room reaches a certain temperature, the device will set off the system and it will douse the room with water. Sprinkler systems are installed in restaurants, kitchens, bars, function rooms and other public areas.

Smoke Detectors

These operate on the same principle as the sprinkler system. A trigger device will set off the fire alarm. It is activated when smoke is detected in the room. Smoke detectors are installed in guest bedrooms or apartments. Many modern homes have smoke detectors in all rooms. It is compulsory for all new homes to have smoke detectors.

Control Panel

Large buildings usually have a control panel near the main entrance. It will indicate the location of the sprinkler or smoke detector that activated the fire alarm. This helps to locate a fire quickly.

Fire Blankets

Fire blankets are used as a back up to standard firefighting equipment. They are used mainly in kitchen and restaurant areas. They're made of non-combustible material such as fibreglass and work by smothering the fire.

How to Avoid Fires

We mentioned earlier that it is very important in an emergency for everyone to know what to do.

To be prepared for a fire emergency will help to avoid a panic and it can save lives. Wherever you are working you will have probably taken part in regular fire drills. If you have not this may be a good time to remind or suggest it to your supervisor or manager.

All staff should know the following points to ensure the safety of guests and other staff members:

- Know the location of the nearest phone on your floor.
- Know where the emergency exits are.
- Always keep fire-fighting equipment, emergency exits, and landings clear of obstruction.
- Know the location of firefighting equipment on your floor and thoroughly understand its type and operation.
- Find out who your fire warden is for your area or floor.
- Always keep fire doors closed; never prop open a fire door.
- If you discover a fire hazard, report it to your supervisor or manager.
- If you discover a fire, don't panic. Know your duty and carry it out quickly and efficiently.
- Don't use lifts during a fire.
- People should not return to their offices/rooms to collect valuables

Discovering a fire

If you discover a fire you should tell your supervisor or manager, the following important details about the fire:

- The location of the fire
- The size of the fire, it may be a whole room or just a bin that is on fire
- Type of fire (if you know i.e. paper, oil, chemical etc.)
- If there are any injuries, if you noticed anyone had been injured in the fire or you believe that someone still to be trapped in the fire area.

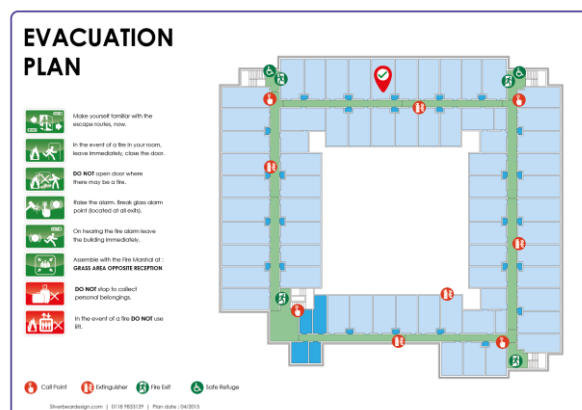
Evacuation Plan

All businesses must have an evacuation plan displayed publicly to inform staff and visitors of their route of exit in the possibility of fire.

The evacuation plan indicates the location of where a person's current location is on a floor plan, indicating the nearest emergency exits. The instructions are often repeated in foreign languages.

Depending on your role you may be required to assist your supervisor/manager in the evacuation of staff and customers. This may vary depending on the workplace but in general the following should be followed:

- Always remain calm
- Follow supervisor/manager instructions
- Leave by the nearest exit
- Assist fellow staff and customers from the building in a calm and polite manner
- Convene at nearest muster point and await further instructions
- Do not re-enter the building until instructed to do so.



Power Failure

We often will be affected by a power failure which will affect important electrical appliances needed for the day to day operation of the business. The best way to deal with these situations is to have back up power generators for lighting and electrical equipment such as fridges.

If the business does not have a generator, alternative forms of lighting can be supplied in the form of candles and torches. However, this can only be a short-term solution.

Dealing with a power failure:

- Ensure customers are informed of what is happening and make sure they are comfortable
- Secure tills or places where money is kept
- Check out the problem; check out the fuse box as it might be a simple problem where a power point has been overloaded and has tripped the switch.
- Locate the appliance which is causing the problem; remove it from the power point. Now switch the fuse box back on. Only do this if it is safe to do so.
- If it is not an internal problem, call the power company to find out if there is a power failure in the area and how long it will take to come back on.

This will then help you make the decision of whether you are able to carry on operating.

Reporting Workplace Incidences

Accident/incident recording is a key component in any accident prevention program, providing valuable information to help identify and manage risk in the workplace.

All incidents, accidents and dangerous incidents should be reported as prescribed by legislation and policy. You would need to report any incident, accident or dangerous incidents that you witness to your direct supervisor or manager. This may be verbally or written depending on the severity of the incident.

Workplace injuries can have a big impact on a business, whether it's due to reduced productivity, lost sales, lower staff morale, or even closure.

If a worker is injured during their employment, they're entitled to make a workers' compensation claim. Accidents usually need to be recorded in an accident log for insurance purposes. It is the employer's responsibility to ensure that all employees understand their rights and responsibilities relating to workplace accidents.

Under state and territory laws, an employer must also report certain events, such as death, serious injury or a dangerous incident that could have caused death or injury.

Under these laws a business must also take reasonable steps to provide an injured worker with rehabilitation or suitable duties while being paid compensation. Reporting immediately to a supervisor/team leader/manager is vital for correct emergency and preventative measures to be put into place.

www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/accidents-and-injuries.aspx

Accident/Incident Investigation

All accidents and incidents are to be reviewed and risk rated to assess the likelihood of the event recurring as part of a risk analysis. All accidents, resulting in injuries, or a dangerous occurrence, must be investigated and appropriate strategies implemented to eliminate or control the risks.

All identified risks, and management actions to address the risks, are to be documented in the business area's Work Safety Risk Register.

All workplaces should ensure that they have documented processes to monitor and review identified risks and their management strategies for controlling or removing those risks.

Example Notification of Injury report form below:



Government of Western Australia
Department of Commerce



Schedule 2 — Forms relating to general provisions
Form 1 — NOTIFICATION OF INJURY

Occupational Safety and Health Act 1984 [Regulation 2.4(2)]

WorkSafe Western Australia Commissioner
Locked Bag 14
CLOISTERS SQUARE PERTH WA 6850
Phone: 1300 307 877 Fax: (08) 6251 2824
Email: wscallcentre@commerce.wa.gov.au

INJURY REPORTING TELEPHONES:
(08) 6251 2200
1800 678 198

PLEASE USE CAPITAL LETTERS			
PLEASE NOTE: ONLY EMPLOYERS CAN REPORT INJURIES TO WORKSAFE			
Section 1: Employer details			
Legal name:			
Trading name:		ABN / ACN:	
Type of workplace:		ANZIC:	
Street address:			
Suburb/Town:		Postcode:	
Phone:		Fax:	
Email:			
Section 2: Details of injured person			
Surname:		Sex: Male <input type="checkbox"/>	
		Female <input type="checkbox"/>	
Given names:			
Occupation:			
Date of birth: / /	Age:	Days unable to work:	
Section 3: Details of injury			
Date of injury: / /	Time of injury: :	<input type="checkbox"/> am <input type="checkbox"/> pm	
WorkCover number:			
Nature of injury:			
Injury code			
Brief description of how injury occurred:			
Address of the workplace where the injury occurred:	Street address:		
	Suburb/Town:		
	Postcode:		
Area of workplace the injury occurred:			
Person removed to:			
Name of person reporting injury to WorkSafe:	First name:		Surname:
	Position:		Phone:
Person for liaison:	First name:		Surname:
	Position:		Phone:

Body Location	
Skull	A
Chest	B
Arm	C
Leg	D
Digit (finger/toe)	E
Pelvis	F
Spine	G
Eye	H
Ankle/Foot	I

Injury Type	
Amputation	1
Fracture	2
Laceration	3
Loss of sight	4
Other 10 days +	5
Fatality	6

Injury Codes

Examples:
1. Head fracture would be an A2
2. Arm amputation would be a C1
3. Toe amputation would be an E1

OFFICE USE ONLY:

DATE: ____ / ____ / ____ TIME: _____ SAVED TO OBJECTIVE: ☐ OFFICER: _____ A3026607



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