

Employee Safety Induction

May 2022

Welcome

- As a new employee we welcome you to Melbourne Chef. We consider the employment of every person to be an important factor in the growth of our company and we hope that you will become an enthusiastic and valuable member of our team. We endeavour to provide all our employees with optimal working conditions, on-going support and focused direction.
- We at Melbourne Chef consider our employees to be the most valuable resource available to us and encourage the innovative ideas that come with staff contribution. Your suggestions for continuous improvement will be valued at all times and you are encouraged to actively participate as part of your team.
- We are serious about workplace health and safety and have made every effort to ensure that each employee, customer, contractor and visitor to our workplace enjoys a safe and healthy working environment. Please help us to keep it that way as the success of our health and safety program relies heavily on a team effort all working together to achieve a zero accident rate.
- Melbourne Chef have a Duty of Care to ensure that we provide a safe working environment, safe systems of work, plant and substances in a safe condition and we are committed to carry this out as far as practicable. You also have a Duty of Care to look after your own health and safety and that of others around you and to comply with any direction given with respect to any matter relating to health and safety. Accordingly we expect that you will do this by not placing yourself at undue risk of injury by working in an unsafe manner.
- At times you may be working at client premises and we ask you to treat them with the courtesy and respect that they deserve. You will be expected to observe all their health and safety requirements and we must always keep in mind that customers keep us employed.



Section 1



Amenities

- Various amenities are provided to ensure that you have a high standard of working comfort. It is the responsibility of all users that the amenities are kept clean and tidy at all times.
- You are responsible to ensure that your dishes and cups are washed and put away when used, the fridge is kept clean, benches and sink area cleaned down and the toilets are kept tidy.
- A further explanation of requirements is contained under Housekeeping in the OHS section of the Employee Handbook.

Attendance

- All employees are responsible to ensure that they are aware of their rostered hours of duty and arrive at work in sufficient time to be prepared to commence duty at the appropriate time. All other preparations should be completed prior to commencing.
- It is not appropriate that you arrive late, then spend additional time in preparing for work before you actually commence.

Company Vehicles

- These are provided for work specific functions and must not be abused or used for personal use unless prior approval has been obtained. Further details are provided in the Induction Handbook.

Computer Usage

- Activities relating to matters such as libel, copyright breaches, unauthorised access to other computers, or unlawful advertising is covered by existing legislation.
- Other actions, which may not necessarily be illegal, may nevertheless be offensive to others and are not permitted by Melbourne Chef.

First Impressions

- You would all agree that the first impression of a workplace is a lasting impression which can often mean the difference between a client wanting to do business with us or quickly looking for an alternative provider.
- It is important that we be seen as being business-like, efficient, courteous and “on the ball” in meeting their requirements. If we are seen to be taking a half-hearted, could not care less attitude, the client will soon go elsewhere. It is important that our workplaces are left tidy, rubbish is not left lying around in yard areas or cigarette butts are discarded near entrance doors, etc.

Internet Facilities

- The internet plays an important part of our working lives and is particularly useful for the retrieval of information or other requirements associated with our daily work. The internet however is not for the purpose of wasting considerable time each day just scrolling through various entertainment sites.
- It is not to be used for personal use during working hours nor is any item downloaded permitted to be stored in personal files unless it is for a specific work related use and prior approval has been gained.
- The retrieval, possession, downloading or on-forwarding of pornographic or other objectionable material is strictly prohibited and will lead to disciplinary action or even dismissal. All employees should be aware that the on-forwarding of such material can be constituted as a form of harassment and is illegal under the various State legislation.
- Any inappropriate use of internet facilities will incur three (3) warnings and then loss of access to that facility.

Leave

- All types of leave is to be officially applied for on the Leave Application form and must be formally approved before being taken. Sufficient notice is expected to be given of any proposed leave in order that various arrangements can be made. Instances of emergency leave should be discussed with the employees supervisor as soon as possible.
- It should not be assumed that leave will automatically be granted when requested as various factors will need to be taken into consideration.
- All employees must supply a medical certificate for all sick leave to be paid.

Resignation

- Employees are advised that where possible two weeks notice of impending resignation must be made in writing in order that all administrative and financial matters can be finalised.

Stationery

- Company stationery, including postage stamps, must not be misused or taken from the premises for other purposes.

Use of Telephones

- Employees personal mobiles and office telephones are not to be used during working hours for personal voice calls or for the sending and receiving of SMS messages.
- Work telephones are to be used for work related calls only. Employees may only use work telephones for personal calls in cases of emergencies or where prior approval of their supervisor has been obtained.
- Mobile telephones must not be used whilst driving under any circumstances unless it is a hands free kit.

Safety Management

Section 2



Four Vital Factors

- There are four vital factors affecting our company's survival and these are:
 - **ACCIDENTS** – preferably a ZERO accident rate
 - **PRODUCTION** - efficient delivery of a saleable product or service
 - **QUALITY** – a good standard of product and service to customers
 - **COSTS** – that are well controlled

The Right Attitude

- The most elaborate rules, regulations, legislation, plans and procedures are useless if individuals in the workplace have a poor personal attitude to health and safety. When it comes down to it, you must want to work safely, in a safe and healthy environment. However, having a safe working environment depends not only on having safe plant and equipment but attitudes that support teamwork, co-operation and courtesy are also essential.
- Don't accept the argument that injuries and illness are just part of the job. Most incidents can be avoided. Be aware of situations, conditions and people on the job, if you see something is wrong, fix it or report it.
- Don't look at health and safety as someone else's problem. Remember, apart from it making sound common sense, you have legal obligations to work and act in a way that does not endanger the health or safety of yourself or others at the workplace.

Share What You Know

- If you are an experienced worker in the business, don't let new workers blunder on and find out the hard way about the cost of unhealthy or unsafe work. Share what you know and help prevent them causing or being involved in costly accidents.

What is an Accident?

- Accidents may be caused by many factors and some of these may include:
 - Environmental conditions
 - Human factors
- Basically it can be defined as an unplanned, uncontrolled event that can result in personal injury and/or damage to plant and equipment. It may result in medical treatment, property damage, first aid treatment, a lost time or no lost time injury, or a serious injury to your workmate.

Accident and Incident Reporting

- Prior to commencing work, make sure you know what to do in the event of an emergency.
- **All accidents and incidents must be reported to your supervisor prior to leaving work and the OHSF36 Accident Incident Reporting Form is to be completed as soon as possible** to ensure that action can be taken to prevent a recurrence of what may be a more serious outcome next time.
- If you are involved in an accident which results in medical treatment then you must complete a Workers Compensation Claim Form which is available from your supervisor, as soon as possible.

Drugs, Alcohol and Smoking

- It is an offence under legislation for an employee, by consumption of alcohol or drugs to place themselves in such a state as to endanger their own safety or the safety of any other person at a workplace, accordingly no employee or contractor is to attend for work under the influence of alcohol or illegal drugs.
- Any person taking prescription drugs which could impair alertness, coordination or control must notify their supervisor prior to commencing duty.
- Melbourne Chef do not permit smoking in any part of their buildings, warehouses, in vehicles, on client premises unless in designated areas which are set aside for that purpose. Offenders will be dealt with under the disciplinary process or could face immediate dismissal.

Electrical Safety

- Defective or carelessly used electrical equipment can easily kill.
- Electrical accidents are caused by unsafe equipment and/or improper installation, by unsafe work practices or a combination of these factors.
- Electrical safety starts with the person doing the job and that person's attitude towards safe work.
- Most electrical accidents can be avoided by following basic safe work procedures.

Environmental Issues

- A reduction of pollutants of all types coming from our own facilities, vehicles, or when at client premises must be to the lowest possible levels to minimise the effect on the local community and the environment.
- All spills of chemicals or oils must be cleaned up immediately and oil or fuel is not permitted to enter any drainage system or be drained onto the ground without a container. Emissions to the atmosphere can include noise, smoke, dust, process gases, odour or fumes.
- It is important that we are seen to be leaders in environmental management and are setting a good example at all times.

Gas Cylinders

- Avoid rough or careless handling of cylinders. Damage to valves may cause fire or explosion. Oil or grease must never be used on fittings, gauges etc. which are associated with pressurised oxygen – an explosion may result. Shut-off valves on cylinders must never be released unless the cylinder is properly connected.
- Cylinders must never be placed too close to furnaces, boilers or hot areas as over-heating is dangerous. Flammable gasses must never be transported in an enclosed vehicle unless a special ventilated enclosure is fitted, they must be upright and secured at all times. Spark arrestors must be fitted to both the oxygen and acetylene lines.
- Empty gas cylinders must be kept chained or secured at all times.

Guards and Warning Signs

- Do not tamper with or remove machine guards or warning signs, they are there for your protection.
- Use all safety devices provided.
- Danger tags must never be removed other than by the authorised person who place the tag.
- You must never start or operate a machine while it carries such a tag.

Hand Tools

- Always use the correct tool for the job, do not improvise. Suitable eye protection must be worn to comply with the job requirements. The following should also apply:
 - keep tools clean and in good condition
 - no chisel or bar should be allowed to develop a mushroom head
 - cutting tools should always be kept sharp
 - cut away from your body

Harassment and Discrimination

- Melbourne Chef are committed to maintaining a workplace free from harassment and discrimination through the provision of a workplace where employees can feel safe and comfortable to perform their work free from such concerns. It is important that all employees are treated fairly and equally and are not discriminated against in any way due to their gender, race, skin colour, national extraction, social origin or disability. Discrimination could also occur on the grounds of age, religion, political opinion, marital or parental status etc.
- Harassment is behaviour which is offensive, intimidating or humiliating and may be verbal, written, visual or physical and may be explicit or by innuendo. Sexual harassment could include unwelcome touching, fondling, requests for sexual favours, offensive pictures or graffiti etc. Any behaviour which could be regarded as any form of harassment will not be tolerated and offenders may face disciplinary action or dismissal.

Hazard Reporting

- Always be on the lookout for any hazard that may cause an accident or injury to persons and if it is not within your power to eliminate the hazard, report it to your supervisor or manager.
- **Hazard Report Forms** are provided and you are encouraged to complete one when a hazard is observed which you cannot rectify immediately yourself.

Hazardous Substances and Dangerous Goods

- When using chemical substances it is important to establish whether the item is hazardous or dangerous by first carefully reading the label. Hazardous substances are chemicals which can be dangerous to your health and safety. Some can explode or start fires, others can cause skin rashes, breathing problems or illness that may not become apparent until long after the exposure. Dangerous Goods are those identified by a coloured class diamond.
- You can be contaminated or exposed by swallowing the substance, breathing in the fumes or dust or absorbing through the skin or eyes. You must handle hazardous materials carefully and follow correct procedures to avoid harm to yourself and others.
- Safety Data Sheets (SDS) are held for the hazardous substances/dangerous goods used on site. If you are unsure how to use, store, transport or dispose of a hazardous substance or dangerous goods, consult the SDS for guidance. All SDS's are held in a register in the office – ask your supervisor or manager if you are not sure where to find the appropriate one.

Housekeeping

- Housekeeping is essential for a safe workplace as an untidy work area causes accidents, inefficiency, and creates fire and other hazards.
- Many accidents are caused by slips, trips and falls.
- It stands to reason that a clean workplace is generally a safer workplace.
- Do your bit and keep your work area clean

Issue Resolution

- From time to time health and safety issues will arise in the workplace which require addressing. Any such issues are to be dealt with in the first instance by direct discussion with the relevant supervisor or manager in order that difficulties can be addressed as soon as possible.
- If the issue cannot be resolved at that stage the manager is to discuss it with the Managing Director. Interim measures should be put in place to prevent any adverse consequences until such time as the issue can be satisfactorily resolved.

Isolation, Lock-Out and Tag-Out

- If any employee is required to work on or near equipment in such a way that they could be endangered if the equipment is energised or hazardous substances are allowed to flow, that equipment must be isolated from all energy sources and sources of hazardous materials before work begins.
- At all times a circuit, switchgear, installation or other electrical apparatus must be regarded as being live until a testing device has been used to prove it is isolated.
- Locate, lock out and tag out all power sources using locks and Danger or Out of Service tags provided. **Test the lock-out prior to commencing work to ensure it is effective.** The only person permitted to remove the tag is the employee who placed it there.

Manual Handling

- Your work will often involve handling heavy items and you will be required to exercise care and thought in what you do in order to protect your back. The risk of injury increases if the load is above shoulder or below mid-thigh height. Lifting low-lying objects should be avoided where possible.
- Where possible always use team lifting for heavy items, or use mechanical lifting devices. If lifting with a partner, plan what each will do. Store heavier and frequently used items at waist height and where they are easily reached.

Office Safety

- Generally offices are considered to be quiet places to work where the risk of injury is almost nil. In most cases this is so, but hazards exist in all office areas. Most of them are put there by someone.
- Items to consider include safe access, the stacking of boxes etc., manual handling injuries can occur from carrying boxes and heavy items. Seek assistance or use a trolley. If you spend long periods of time at a desk or computer terminal, you can develop muscular tension resulting in pain and discomfort. By taking a five or ten minute break, walking around for a couple of minutes and doing some stretching exercises will assist your body to feel better.
- Good lighting in an office is essential as well as little exposure to excessive noise. Ensure your chair and desk are correctly adjusted and that the top of your computer terminal is at eye level. Drawers in filing cabinets must be kept closed at all times.
- When filing records ensure that heavy boxes are placed at waist height, do not store these above shoulder level.

Personal Protective Equipment

- Personal protective equipment (PPE) includes eye/face protection, hearing protection, foot protection, head protection, hand, body and skin protection and respiratory protection. Melbourne Chef employees will be given suitable training in the use and maintenance of specific items of PPE used on site. All PPE items provided must conform to the relevant Australian Standard.
- Our workplaces have specific designated areas where personal protective equipment must be worn – there is no exception to this rule. Where you see safety signage displayed to this effect then the designated personal protective equipment must be worn prior to entering these areas.

Plant and Equipment

- Do not operate any machine or item of plant unless you have been trained in its use or you possess a required certificate of competency, you may be seriously injured if you do or you may injure someone else. Do not start a machine until you are sure everyone is clear, be aware of the location of the emergency stop button and know the safe work procedures attached to the machine.
- All defective items of plant and equipment must have a Danger Tag, or items requiring service should have an Out of Service Tag attached preferably at the point where it is highly visible to the operator. Items of plant and equipment carrying these types of tags must not be used for any occasion as they are tagged out for a specific purpose.

Safety Operating Procedures

- Safety operating procedures (SOPs) have been developed for most major work procedures involving Melbourne Chef personnel. These are based on a risk management approach to minimise risks to peoples' health, safety and the environmental.
- These procedures must be followed at all times. Employees are expected to make themselves familiar with the general requirements of the work in which they will be involved.
- Employees failing or refusing to comply with the SOPs will be subject to disciplinary action which may include removal from their current work or dismissal.

Safety Signage

- At ours and at client premises you will notice many signs in and around the buildings that will indicate or instruct safe working requirements such as the wearing of personal protective equipment, authorised access, emergency procedures, hazardous activities, etc. You must observe and abide by the instructions given on all signage at all times.
- There are a variety of signs on site. Some of these signs are cautionary whilst others are advisory. These signs are colour coded and are red, green, yellow or blue.

Toolbox Meetings

- Toolbox meetings involving all personnel are held on a regular basis.
- The meetings provide an opportunity to raise and discuss any issues and ensure everyone is provided with current information on all operations involving health, safety and environmental issues. All employees are required to be in attendance where possible.

Unsafe Acts

- The throwing of objects, horseplay, practical jokes and similar behaviour is the cause of many accidents and is not permitted. Employees found not heeding this requirement will be subject to disciplinary action.

Workers Compensation and Rehabilitation

- If you are injured at work you have the right to claim workers compensation, however you must notify your supervisor as soon as possible after the injury or illness and complete the necessary claim forms. All accidents/incidents will be investigated.
- If an employee is incapacitated for 14 days or more, the company must, within five working days of the initial 14 day period, prepare a return to work plan in consultation with the worker, rehabilitation provider and the treating doctor.

Emergency Management

Section 3



Fire and Evacuation

- In the event of an emergency, the protection of human life is number one priority. As in all emergency situations, protect yourself and others. Never attempt to fight a fire if it puts you at risk of injury.
- It is your responsibility to know the location, identification and use of all fire equipment provided, if you are not sure, ask your supervisor. Portable fire extinguishers and hose reels are provided to extinguish small fires, they are the first line of defence in the event of a fire. Prompt use of the correct extinguisher can prevent serious injury and damage.

Fire and Evacuation (continued)

- Evacuation plans are displayed on notice boards in the office and you should make yourself familiar with the requirements.
- If there is an emergency and it is a minor fire only, use extinguishers only if safe to do so and you have been trained in their use.
- If an evacuation from the building is ordered, cease what you are doing and turn off any machines. Leave via the most appropriate route, closing doors behind you, and assemble at the designated emergency assembly point of the property. Do not return to the building to try and retrieve personal belongings.
- Assist any injured persons without placing yourself in danger. Remain at the assembly point until you are given the all clear to return to work. Supervisors or nominated wardens will be responsible to ensure all personnel are present, and to identify those who are absent.

First Aid

- Remember DR ABCD. You should check the following things in order:
 - D – check for **DANGER** to yourself and the injured person
 - R – check for **RESPONSE** from the injured person to establish their level of consciousness
 - A – check for a clear and open **AIRWAY**
 - B – check that they are **BREATHING**
 - C – check **CIRCULATION** (pulse)
 - D – attach a **DEFIBILLATOR** (if one is available) and follow the voice prompts

Safe Operating Procedures

Section 4



Safe Operating Procedures

- Task specific procedures will be communicated as part of job allocation and roles by the supervisor once arrived on site.

Sign a hard copy of the
Employee Handbook