

Introduction to Safety at Work:

There are common hazards that exist in the hospitality industry. It is really important to learn about these hazards and how to control them so you and your team mates are not exposed to danger in the workplace. The hospitality industry employs a large number of people and the work can be hectic, fast paced and demanding. Statistics show there are a high number of injuries within this industry, despite most of them being largely preventable. With training and supervision we are confident you will be able to work safely and return home safely at the end of your shift.

Incident / Near Miss / Hazard Reporting

Before we discuss reporting, here are some definitions of the above to help you to understand the difference:

A **Hazard** is a situation that poses a level of threat to life, health, property or the environment. Most hazards are dormant, or in other words have the potential to cause harm. When a situation changes, the hazard may become active and pose a higher level of threat. For example, poor housekeeping has the potential for trip hazards when things are not put away correctly. **Report hazards to your supervisor immediately.**

A **Near Miss** is an unplanned event that did not result in injury, illness or damage, but had the potential to do so. Someone slipping in the kitchen, but not injuring themselves is an example of a near miss - when the hazard becomes clear, but there was no resulting incident. **Report near misses to your supervisor immediately and to Emprevo/Octopus within 24 hours.**

An **Incident** is an event that has caused an injury, illness, damage to property or the environment. Every employer will have a procedure regarding incidents, near misses and hazards in the workplace. One thing that you can be sure of for each different workplace is the **immediate reporting of incidents to your supervisor AND to Emprevo/Octopus.** Once you have done that, you will be instructed what to do and it's important you follow the directions given to you. If you see a hazard in workplace, it's important to communicate this to your workmates as well. That way, you are keeping them safe too.

Spot the hazard! Communicate to the people around you! Report to your supervisor.

Emergency Procedures

Much like the previous paragraph, each employer will have their own emergency procedures specific to their venue. However, there will always be certain similarities that you should be aware of and be sure to follow in the event of an emergency:

1. Stop what you are doing immediately if you hear a siren and report to your supervisor.
2. Always follow the directions of the fire warden (who will make themselves known to you), or your supervisor.
3. Never leave the muster point until you have been checked off and accounted for, and told you may leave.

PPE (Personal Protective Equipment)

Your PPE is designed to protect YOU. We require you to wear fully enclosed leather shoes at all times as part of an OH&S requirement. However, there are several other forms of PPE that are relevant to the hospitality industry. Some are preferential and others are mandatory. PPE that is mandatory will be communicated via a blue & white sign and a picture of the PPE itself e.g. Goggles. Here are some examples of PPE and where/when you would use them:



Slips, Trips and Falls (STF)

Together with injuries caused by manual handling, slips, trips and falls are the most common source of injuries in the hospitality industry. But with the right procedures in place, they are just as easily avoidable. Housekeeping and common sense are the best defence in preventing STF's. Simple measures such as keeping your work area free of clutter, neat and tidy, clean and dry are enough to alleviate potential hazards developing. Rectifying trips hazards as you see them is common sense that we encourage. For example, if you see a chair that is knocked over, pick it up and put it in its rightful place. If you see a spill on the floor, get a caution sign to alert your workmates and then alert your supervisor. Remember, you are looking out for your safety and the safety of others around you.

Hazardous Substances

The Australian Safety and Compensation Council (ASCC) define a hazardous substance as: "a substance which has the potential, through being used at work, to harm the health or safety of persons in the workplace" So for hospitality, this would include mostly cleaning materials such as detergents for cleaning (e.g. floor, dishes or ovens), polishes and air fresheners. All substances have an MSDS (**Material Safety Data Sheet**) which will outline how to handle and work with chemicals, what PPE is suggested to be worn, the first aid procedures that are recommended for each individual chemical and what grading of danger it is. Your employer will keep an up to date MSDS for each chemical in your workplace for employees to refer to.

Manual Handling - www.worksafe.vic.gov.au/forms-and-publications/misc/?a=9426

What is Manual Handling? The Manual Handling Code of Practice tells us that it is: "A wide range of activities that include lifting, pushing, pulling, holding, throwing and carrying". So, in other words most of the activities you will perform on the job.

What injuries can result from Manual Handling? Incorrect manual handling techniques have the potential to cause a wide variety of injuries that include minor general muscles strains to major permanent damage. By following the correct techniques, majority of injuries can be avoided. **As an Octopus employee, you are required to use the below techniques when manual handling:**

- › Use your legs and keep you back straight and vertical.
- › Do not twist your torso when you are carrying the load.
- › Keep the load as close to your body as possible.
- › Only carry the weight you are comfortable with. There is no legal min/max (Please see Code of Practice).
- › Source the use of a trolley or lifting aid if the load is too heavy.
- › Consider a team lift. Ask one of your team mates to help you.
- › Consider lightening the load. Can it be split in half and done in two trips?
- › Always check your surroundings before you begin a lift. Is there anything you can trip over whilst you are carrying a load?
- › And finally, know where you are putting down what you are picking up. Is there space for it? Do you need to move another object out of the way first?

