



Introduction

Since 2010 WorkSafe has conducted focused inspection campaigns in both take away food and restaurant industries.

During these campaigns inspectors saw instances where workers had suffered serious burns while performing everyday tasks such as, cleaning chicken rotisserie trays, transferring hot oil and removing food from a microwave. Scalds and burns can occur anywhere skin comes into contact with hot surfaces, flames, substances, steam, oil or liquid. WorkSafe has produced three safety alerts on these incidents which are available on their website.

WorkSafe will be visiting restaurants to identify any common safety risks and provide employers with information on how to comply with occupational safety and health requirements.

This newsletter has been developed to identify safety issues in your industry and to assist you in meeting the requirements of the Occupational Safety and Health Act and regulations.

What are the RISKS

The most common causes of injury in the restaurant industry are: manual tasks; lacerations from knives; burns; and slips, trips and falls.

What is a RISK ASSESSMENT?

The occupational safety and health laws require risk assessments to be carried out.

A risk assessment is the process of determining whether there is a risk associated with an identified hazard, that is, whether there is any likelihood of injury or harm. The process should include consultation with people involved in the task, as well as consideration of the, experience and training of the operator, individual tasks to be performed and the length of time the operator is exposed to the identified hazards

Fatigue

People working in the restaurant industry are often working long hours. This coupled with the stress of working in a busy kitchen can result in injuries. It is important that staff receive adequate breaks. Under some employment awards penalties can be occurred if staff are not provided breaks which are outline in their award. Under the Occupational Safety and Health legislation the employer has a responsibility to ensure that employees are not exposed to hazards and risks that could arise from their working hour arrangements and to address them through a systematic risk management process.

What can you do to prevent fatigue?

Breaks during work period

If work is organised so there are long work periods without breaks, then the risks of employees developing fatigue, as well as muscle and soft tissue injuries, and cuts and burns may increase.

Potential control measures to implement include:

- ensuring there are adequate and regular breaks; and
- providing some flexibility and encouraging employees to take breaks as required.

Breaks between work periods

Where the recovery time between work periods is insufficient, fatigue may arise.

Potential control measures to implement include:

- ensuring breaks allow adequate time for recovery; and
- considering whether the recovery time between shifts or schedules may be affected by employees working overtime in addition to normal hours;

Based on Working hours code of practice Commission for Occupational Safety and Health

What can you do before an inspector visits?

The following are some things which you can do before an inspector visits.

- Work through the checklists at the back of this publication to identify safety issues, then, using the risk rating table above, rate the risk, prioritise the issues and work out a plan to resolve any issues identified;
- Ensure your workers have received training for:
 - manual tasks (see training package on www.worksafe.wa.gov.au);
 - knife skills;
 - hazardous substances;
 - slips, trips and falls; and
 - safety procedures;
- Ensure you have:
 - cleaning procedures in place;
 - footwear policy for workers (stable, rubber soled, enclosed heel and toe, supportive, well fitting) for slips/trips risks; and
 - material safety data sheet for chemicals used in your workplace.

Injury Hotspots

Psychological system

Work-related stress from bullying, harassment, workplace conflicts, and work pressure. Work-related violence such as assaults and robbery.

Arm

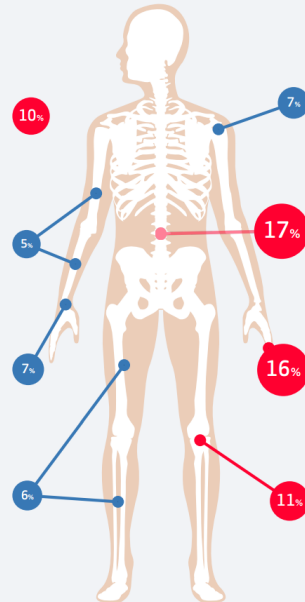
Muscle strain from repetitive arm actions (e.g. operating espresso machine, lifting products). Fractures, wounds and lacerations from slipping on wet or soiled floors or tripping over objects.

Forearm/wrist

Fractures from slipping on wet floor or tripping over objects. Muscle strain from repetitive hand actions (e.g. scooping ice-cream, kneading dough, lifting chip baskets).

Leg

Fractures, muscle strains or traumatic muscle injuries from falls and trips on slippery wet surfaces or stepping from ladders onto other objects.



Shoulder

Traumatic joint/muscle injury and strains from lifting and handling bulk products and equipment, and lifting/working above shoulder height.

Back

Muscle strain from lifting and handling boxes, bulk products and cleaning equipment or from slipping on wet floors/tripping over objects.

Hand/Fingers

Open wounds and lacerations from food preparation (e.g. using knives, mincers and slicers). Burns and fractures from contact with hot oil and crushing/jamming incidents.

Knee

Knee injuries from falls, slips and trips on slippery surfaces (e.g. wet, greasy, soiled).

Safety Solutions

Hotspots	Solution
Burns	
<ul style="list-style-type: none"> Hand/fingers Forearm/wrist 	<ul style="list-style-type: none"> Place splatter guards around deep fryers, and guards around hot surfaces. Fit and use lids or covers. When removing fried foods from deep fryers, allow the oil to drain for several seconds. Ensure employees do not work above hot fat, hotplates or oil (e.g. allow oil to cool before changing). Ensure that employees working near flames or oil wear appropriate protective clothing (long-sleeved fire-resistant shirts, aprons and gloves).
Lifting, pushing, pulling and handling of items, equipment and trolleys	
<ul style="list-style-type: none"> Back Knee Shoulder Arm 	<ul style="list-style-type: none"> Provide appropriate mechanical aids and equipment (e.g. height-adjustable trolleys to move stock) and ensure they are used properly and maintained in accordance with manufacturer specifications. Ensure building layout/design limits the need to push, pull or carry equipment or loads (e.g. good path design, floor surfaces allow pallets to be moved directly to storage areas). Position shelving and racking in storage areas at accessible heights. Ensure service counters and food preparation surfaces are between hip and waist height (e.g. around 90cm). Order stock in smaller containers that are easier to store and lift. Ensure employees are not exposed to repetitive work for long periods (e.g. by using job rotation, work variation, providing sit-stand stools and anti-fatigue mats) or work that requires a significant amount of high force
Power equipment and sharp objects	
<ul style="list-style-type: none"> Hand/Fingers 	<ul style="list-style-type: none"> Ensure guards on powered equipment are in place and function properly. Ensure all machinery complies with the Australian Standard for machine guarding. Use pre-sliced, pre-peeled or pre-cut food. Ensure electrical and cutting equipment is de-energised before cleaning or maintenance. Supervise new and young workers when working directly with or near machinery or blades. Provide personal protective equipment (e.g. steel mesh gloves) when using knives or cleaning sharp equipment.
Repetitive work and awkward postures	
<ul style="list-style-type: none"> Back Knee Shoulder Forearm/Wrist Leg Arm 	<ul style="list-style-type: none"> Provide appropriate mechanical aids and equipment (e.g. food processors, electric can openers) and ensure they are used properly and maintained in accordance with manufacturer specifications. Reduce repetitive movements (e.g. purchase prepared food such as peeled potatoes and sliced cheese). Design food preparation and customer service areas to limit twisting, bending and over-reaching (e.g. position frequently used equipment, food and supplies between shoulder and mid-thigh height, use sliding trays to improve access in display cases). Ensure employees are not exposed to repetitive work (e.g. operating espresso machines) or static positions (e.g. standing at service counter) for long periods (e.g. by using job rotation, work variation, providing sit-stand stools and anti-fatigue mats), or work that requires a significant amount of high force. Train employees in the selection and use of any mechanical equipment and aids and safe handling methods (e.g. work is done between shoulder and mid-thigh height and with the elbows close to the body, work upright where possible)
Slips, trips and falls	
<ul style="list-style-type: none"> Back Knee Forearm/Wrist Leg Arm 	<ul style="list-style-type: none"> Ensure work areas and access areas are free of debris, level, well-lit and in good condition. Apply good housekeeping practise (e.g. remove unnecessary items, provide sufficient storage, ensure items are put away, doors and drawers closed after use). Ensure employees wear appropriate footwear (e.g. non-slip). Ensure procedures are in place to handle spills and wet cleaning (e.g. warning signs barriers and immediate clean up). Provide appropriate height access equipment (e.g. platform ladders and mobile step platforms). Ensure ladders are in good condition and are used safely (e.g. three points of contact at all times).

Work-related stress, bullying, harassment and work-related violence

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| <ul style="list-style-type: none"> ● Psychological System | <ul style="list-style-type: none"> ● Develop and implement appropriate policies and procedures for workplace bullying and harassment. ● Encourage a positive workplace culture, including reporting of bullying and harassment. ● Ensure all employees understand what bullying and harassment is, and the procedures for reporting incidents (e.g. policies and procedures should be promoted during employee induction and workplace bullying prevention or training). ● Provide access and encourage employees to use employee counselling/support services, where possible. ● Encourage employees to report any workplace stress factors (e.g. work demand, low control, poor support, lack of role clarity, organisational culture) and control appropriately. |
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Source: *Injury Hotspots – Fast food industry WorkSafe Victoria*

Hot liquids, surfaces or steam

Burns are common injuries in the food industry. Workers are at risk from burns and scalds when cooking food or removing food from elements such as ovens, deep fryers or grillers. Urns and espresso machines can also cause burns.

Tips to prevent workers coming into contact with hot liquids and surfaces or steam

- Maintain seals regularly on deep fryers.
- Train workers in safe work procedures (eg patting food dry before dipping in fat to reduce spitting or allowing fat to cool before draining it into a container).
- Use vegetable oil instead of animal fat – it remains in liquid form when cool.
- Where possible, use alternative cooking methods to deep frying (eg microwaving, grilling or baking).
- Install wheeled containers to receive spent grease from deep fryers. These can be safely rolled from the kitchen to the grease bin.
- Maintain equipment to ensure lids are fitted and handles are secure.
- Post signs to warn workers about hot equipment and use stickers for stainless steel utensils.
- Open doors and lids of steam heated equipment away from the body.
- Keep pot handles away from the stove's edge.
- Use dry cloths to pick up hot items to avoid steam burns.
- Remove trays from hot ovens with care.
- Keep a first aid kit accessible.
- Install a fire extinguisher for fat fires in an easy to reach location.
- Design the workplace or work processes to avoid carrying around hot liquids.
- Appropriate personal protective equipment such as aprons, boots and gloves.

Source: *Managing health and safety in food retail*

Electrical equipment and appliances

Electrical equipment is widely used in cafes and restaurants. Frequent, long-term use or use other than that intended by the manufacturer can make electrical equipment unsafe and cause serious injury such as burns, electric shock, eye damage, partial loss of limb function or memory loss. to prevent injury and death from electrical equipment

- Remove faulty electrical equipment immediately from service and attach a warning label to it.
- Install safety switches to guard against electric shock.
- Always hire a licensed electrical contractor to install or repair electrical equipment.
- It's dangerous, illegal and could be fatal to attempt this work yourself.
- Provide enough power points for each work area. Only use power boards fitted with overload protection. The use of extension leads or double adaptors is not recommended.
- Be aware of the locations of all safety switches and what equipment they cover.
- Only use electrical appliances designed for use in the workplace environment (eg splash-proof or waterproof).
- Turn off power to electrical equipment not designed for the workplace environment if the area becomes wet.
- Ensure electrical equipment is regularly inspected, tested and maintained by competent people.
- Report faulty electrical equipment (eg when cords are frayed or bare wires are exposed, smoke is coming out of the equipment or the equipment cuts out for no obvious reason).
- Store extension cords and electrical leads away from water, chemicals, hot surfaces and walkways.
- Use childproof plastic plug covers.
- Ensure workers wear appropriate footwear and are trained in working safely with electrical equipment (eg correct ways to use electrical equipment, function of controls and guards).

Note: There may be legal requirements about the need to have to have safety switches fitted and to have specified electrical equipment inspected and tested.

Source: *Managing health and safety in food retail*

Manual tasks

Injuries from hazardous manual tasks (Musculoskeletal disorders) are the highest cause of lost time injury to employees working in cafes and restaurants. While many injuries are caused by using force to lift, carry, push or hold objects, repetitive actions and sustained or awkward postures are also significant risk factors.

Examples of common hazardous manual tasks include:

- accessing and storing food, plates and other items above shoulder height, below mid-thigh and away from the body may lead to repeatedly adopting awkward postures;
- cleaning tables, work benches, kitchens and other service areas which may be repetitive and may lead to adopting awkward postures;
- washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing;
- chopping and cutting food which can be repetitive and may lead to adopting awkward postures;
- lifting or carrying heavy, fragile and hot plates, food dishes or pots;
- lifting or carrying containers with liquids that may be hot (eg out/into fryers, bain marie, stock);
- handling awkward or heavy loads (including moving deliveries or stock, accessing stored items);
- moving chairs and tables requiring repetitive actions and awkward postures;
- reaching into chest freezers which can lead to adopting awkward postures; and
- exposing employees to prolonged or sustained postures can have a cumulative effect and lead to physical and mental fatigue and injuries.

Tips to control the risks

Your first priority should always be to eliminate the hazardous manual tasks entirely, if reasonably practicable. Examples of ways to eliminate a hazardous manual task include providing a fluid pump to transfer liquid between containers rather than handle the containers full of liquid; or providing pot-washing dishwashers. If the task cannot be eliminated then modifying or redesigning the source of the risk will be the next level of control to consider. Control measures that could be implemented to reduce the risk of injury are listed below.

Environment, space and lay-out

- design the restaurant and kitchen for ease of movement, work flow and work activity;
- replace or repair uneven or slippery floors;
- provide trolley ramps at changes in floor level;
- install automatic doors if staff have to carry things through them frequently;
- provide foot rails or a step to shift body weight and reduce stress on employees' lower back and legs, when standing for prolonged periods;
- consider workbenches of different heights particularly for chopping and food preparation to reduce the risks associated with bending forward or reaching;
- connect the bain marie to the plumbing to eliminate manually moving containers of water;
- place large mixers at a height that allows access to the mixing bowl handles between knuckle and elbow height - this will reduce bending at the waist;
- organise storage areas as close to the working area as possible to reduce carrying distances;
- consider keeping food localised, e.g. installing chilled storage under working surfaces;
- purchase bulk goods in smaller, easier to handle containers;
- consider the height and location of shelving or racks, including the height of a microwave; and
- to avoid reaching into a chest freezer use baskets or other storage options and ensure clear access around the chest freezer for easy access.

Equipment and mechanical aids

- provide a wheeled dolly to move heavy items stored at floor level – dollies should have handles for pushing and/or be high enough that workers do not have to bend excessively to reach the item;
- use sack trucks;
- use mechanical aids or pumps to transport liquid waste such as oil;
- provide false bottoms in deep sinks to reduce awkward bending at the waist;
- where practicable, eliminate the task of reaching to access plates by using mechanical equipment such as a spring-loaded, heated plate dispenser in kitchen and or dining areas;
- transfer food straight from a pot to the plate or into smaller containers to carry to the serving area;
- provide rollers or conveyors to transport items within a set process;

- provide trolleys to transport food or large quantities of dishes (eg use four-wheeled trolleys with adjustable height or lockable castors, if needed);
- provide personal protective equipment such as appropriate gloves and non-slip shoes where required - gloves should have extra grip on palms and fingertips to reduce the gripping force needed to handle greasy dishes;
- provide utensils and knives with ergonomic handles and those that allow for power grips;
- provide machines and tools to reduce manual chopping of vegetables or buy pre-cut vegetables; and
- provide long-handled brushes to reduce awkward postures when cleaning items or equipment.

Nature of load

- purchase cooking oil in containers that minimise force and awkward postures to handle (eg with sturdy handles/grips);
- ensure used oil is cooled down and moved in small containers with a secure lid and sturdy handle;
- break down trays of products before loading onto storage shelving;
- use smaller containers for cleaning chemicals and/or appropriate siphons or pumps to avoid handling bulk containers;
- put heavy equipment such as chest freezers on lockable castors to make cleaning easier;
- consider reducing the size of bins to reduce the weight of refuse bags;
- put up signs near bins to remind staff not to overfill them; and
- reduce carrying large amounts of plates and crockery manually by using lighter weight plates and crockery and/or by providing appropriate trolleys for the movement of crockery in the workplace.

Work organisation and practices

- arrange delivery of goods close to the storage area;
- where possible, limit repetitive tasks such as cutting and cleaning by having varied tasks, job rotation and frequent breaks;
- keep a maintenance schedule of equipment such as knives and trolleys;
- store heavy items on shelves at waist height – consider the use of bulk storage bins on casters for items such as flour and rice;
- reorganise the layout of the kitchen to avoid twisting, reaching and other awkward postures;
- ensure employees' clothing and footwear is suitable for working in a kitchen environment, eg slip-resistant footwear and clothing that is not restrictive;
- to avoid adverse effects of working in cool temperatures provide protective clothing, eg thermal gloves and jackets in cold storage areas; and
- provide manual task training to all staff, including staff that can influence how manual tasks are performed – training should include the risk management approach and task specific training.

Further information

- [WA Manual tasks - Code of practice](#)
- [Training package](#)
 - Manual tasks training package - Presenters guide
 - Power point presentation
- VIDEO: [Manual tasks risk management](#) - Running time: 11:32 mins
- WORKSHEET: [Manual tasks incident investigation](#)
- WORKSHEET: [Manual tasks risk management tool](#)
- [Risk management checklist for manual tasks](#)
- [Industry checklist for restaurants](#)

Slips, trips and falls

Many injuries in take away food outlets are caused by slips, trips and falls. These are often due to poor housekeeping practices in the workplace such as water or oil spilt on the floor. The inappropriate placement of materials such as using passageways for storage can also cause slips, trips or falls.

When assessing the potential for slips, trips and falls, make sure you also look at out of sight areas such as freezers, cool and storage rooms and loading docks.

Tips to stop slips, trips and falls

- Prevent grease, water and foodstuffs from lying on floors – this can be done by installing splash guards and ensuring equipment is maintained to prevent leaks.
- Install drainage to prevent pooling of water and grease.

- Minimise the need to carry full pots or pans.
- Introduce a spill procedure that requires immediate clean up of all spills followed by a 'dry mop' to ensure the surface is not left wet.
- Install non-slip flooring when renovating or building new premises.
- Improve slip resistance of the floor by using methods such as acid etching, adhesive strips and slip resistant paint. The best method will depend on your existing floor surface.
- Use the appropriate floor cleaning products to clean floors, remove oil and grease.
- Agree on written standards with contract cleaners to ensure that polishes/ cleaning agents leave the floor in a non-slip condition.
- Reduce the number of people who walk through kitchen areas.
- Use storage areas for equipment and supplies and alert workers to the dangers of leaving boxes, rubbish, bags and furniture in passageways, entrances and exits.
- Provide umbrella and coat stands to prevent water dripping across floors.
- Provide adequate lighting.
- Ensure floor surfaces stair and ramps are well maintained (eg broken or missing tiles are replaced).
- Ensure staff wear suitable footwear, and treads are kept clean to provide adequate slip resistance.

Source: Managing health and safety in food retail

Knives and sharp tools safety

Cuts from knives and sharp instruments are common in food retail and can cause serious injuries to workers. Make sure all workers are trained to use knives and sharp tools safely.

Tips to use knives and sharp tools safely

- Knives should be sharp, maintained and in a good working condition.
- Ensure slicing machines and butchers' steels for knife sharpening have hand guards.
- Provide the correct knife for the task and only use knives for cutting purposes.
- Cut on a suitable cutting board placed on a firm surface.
- Avoid placing knives near the edge of the table or with the blade facing outwards.
- Keep knives on a suitable knife shelf, in a knife block or sheath or on a suitable magnetic strip mounted against the wall when not in use.
- Knives should not be washed together with other utensils or instruments.
- Wash knives separately.
- Provide mesh gloves and use them when working with knives.
- Provide knives with handles that are comfortable to use.
- Train and instruct workers to use and sharpen knives safely. Provide workers with training in first aid.
- Workers should wear protective clothing such as gloves and aprons when handling sharp implements.

Source: Managing health and safety in food retail

Hot conditions

Working in hot conditions, such as bakeries and kitchens, can lead to heat stress, especially if there is a low level of air movement or poor ventilation.

When working in a hot environment, the body needs to disperse heat more effectively. A person not used to working in hot conditions can react differently to someone who is. This can lead to heat-related illnesses such as headaches, weakness, nausea and vomiting.

Tips to keep workers cool

- Install an efficient ventilation system to remove steam in the kitchen.
- Install an exhaust hood to remove heat from stoves.
- Advise staff to drink plenty of non-caffeinated drinks to replenish fluids in their bodies.
- Locate work stations away from heat sources.
- Provide rest breaks for workers in a cool area, and ensure they have access to cool drinking water.
- Ensure air conditioning and ventilation systems are serviced on a regular basis.
- Train workers about the risks of heat stress.

Source: Managing health and safety in food retail

Young workers

Many young workers are employed in take away food outlets. Employers should pay specific attention to the needs of young workers in their workplace because they can be more vulnerable to injury because of limited experience and reluctance to raise safety concerns. Young workers must be properly trained and supervised, and be provided with sufficient information so they can work safely.

Tips when employing young workers

- Provide induction training when young workers start and make them aware of health and safety issues in the workplace.
- Train young workers on how to complete all tasks safely.
- Provide clear instructions to young workers about tasks to be performed.
- Provide close and competent supervision to young workers and lead young workers by example.
- Buddy young workers with experienced workers so skills, knowledge and experience can be shared.
- Enforce a zero tolerance policy for harassment, skylarking, intimidation, offensive language and behaviour, initiations and practical jokes.
- Make sure young workers know how to report unsafe conditions. Address any health and safety issues that young workers raise.
- Provide appropriate rostering which allows for sufficient rest between and during shifts.

Note: These solutions are in addition to the solutions you use for your other workers.

Source: Managing health and safety in food retail

Chemicals

Chemicals, or hazardous substances, are used every day in take away food outlets and often have the potential to cause injury or illness. Some common chemicals used include cleaning products, oven and toilet cleaner and dishwashing detergents.

Tips to identify, control and safely use hazardous substances

- Ensure chemical containers have a label to identify the chemical and the safety information about the chemical (eg flammable, toxic if swallowed and avoid contact with skin).
- Store chemicals in approved containers; do not use old drink or food containers.
- Use a material safety data sheet (MSDS) from the chemical supplier for all hazardous substances at the workplace. Place in a folder with a list of all chemicals used and stored at the workplace. Keep this in an easily accessible place for workers to refer to.
- Do a risk assessment for all hazardous substances to determine how to use the chemicals safely.
- Make the MSDS and risk assessments available to people who use the chemicals at all times so they can refer to them.
- Train staff to use chemicals safely and to administer first aid.
- Post emergency numbers, including poison information numbers, beside the telephone.

Questions to ask when doing a risk assessment for each hazardous substance

- Can the chemical be removed altogether?
- Can the chemical be substituted for something less harmful?
- Can you prevent people coming in contact with the chemical?
- Do you have adequate ventilation to remove chemical fumes? (Some chemicals have no or little odour so can be difficult to identify through smell)
- Are there work procedures that limit people's exposure to the chemical?
- Have people using chemicals been provided with the right personal protective equipment (PPE) and been trained on how to use it properly?

Source: Managing health and safety in food retail

Fire

There is a significant risk of fire in the food retail industry, particularly in kitchens.

All franchises should have plans to prevent fires and help the business recover should an unforeseen emergency occur.

Tips to reduce fire risk

- Put gas equipment in a well-lit and draught-free area and install a gas shutoff valve so the supply can be stopped if necessary.
- Install, use and maintain electrical appliances properly.
- Inspect and maintain gas equipment and the fuel supply system regularly.
- The switch for the gas supply should be accessible and clearly labelled.

- Clean exhaust fans and hoods regularly to prevent build-up of residue.
- Store flammable materials, clothes and paper appropriately and away from sources of heat.
- Fire safety installations (sprinkler systems and fire alarms) should be regularly maintained by qualified personnel.
- Implement fire safety procedures and provide sufficient fire fighting equipment appropriate for the kitchen (eg fire blankets and correct fire extinguishers). Staff should be trained in the use of all fire protection equipment issued.
- Emergency plans should include a procedure to provide prompt treatment for burns and smoke inhalation.

- Source: Managing health and safety in food retail

Machinery and equipment

Caterers, chefs and kitchen staff often use machinery and equipment such as slicers, mincers, knives or mixers that can cause cuts, lacerations and amputations

Tips to operate machinery and equipment safely

- Guard sharp edges and moving parts and ensure workers use guards when operating equipment.
- Consider re-designing the machines so they can't be operated without guards.
- Ensure interlock guards are fitted to the front edge of all compactor units.
- Ensure off buttons are easily accessible.
- Make sure pressure vessels, such as coffee machines, are fitted with a low level cut-off device.
- Make sure equipment is fitted with safety valves, water level and pressure gauges where required.
- Ensure equipment is securely fixed to the bench.
- Under-counter compactors should have a safety switch that prevents operation until a bin or trolley is in place.
- Regularly inspect and have your equipment serviced to make sure it has not been damaged (this may also improve productivity by reducing downtime of equipment).
- Provide appropriate safety instructions and signs for equipment.
- Develop safe systems of work and train workers in them (eg explaining why workers should not wear jewellery when operating machinery and equipment).
- Ensure workers know what to do if someone gets caught in a machine.
- Have a system for reporting and fixing equipment that is not working properly.
- Provide accessible first aid equipment and trained first aid officers.
- Follow manufacturers' instructions for cleaning equipment.
- Train workers in the safe use of machinery, including what equipment is used for specific tasks and the functions of controls and guards.

Source: Managing health and safety in food retail

Personal security at work

Occupational violence is when a worker is physically or verbally attacked or threatened in the workplace or while they are working. Sources of violence in the cafe and restaurant industry include dissatisfied customers and robbery.

Tips to prevent occupational violence

- Install security lighting or video surveillance.
- Improve workers' ability to see potential offenders.
- Reduce background noise.
- Put locks on doors and windows.
- Improve cash handling procedures and roster enough staff to handle cash. Avoid rostering young people alone at night and don't leave young people alone to close the business.
- Roster enough staff to keep delays to a minimum, reducing potential for customer aggression (this may also help to improve customer satisfaction).
- Provide information, training and supervision to help workers deal with security issues and aggressive or violent customers. Advise workers to report incidents of violence.
- If workers are in the workplace during a robbery or violent incident, arrange for them to access counseling.

Tips to manage cash more safely

- Make cash less visible or less accessible. Only open the cash drawer when in use and install an audible device to indicate opening of the cash drawer.
- Store cash in a safe and count cash in a secure room.
- Encourage cashless purchasing (eg credit cards or EFTPOS).
- Use a bank that is close to the workplace and make frequent, random deposits.
- Avoid using public transport when carrying money. When going to the bank, let someone know when you are expected to return.
- Use signs such as 'no cash kept on premises'.
- Make sure the point of sale worker is visible from the outside of the café or restaurant.

Electricity base and venue safety checklist

Check	yes	no	n/a
Electrical installations are installed, constructed, maintained, protected (cover) and tested to minimise the risk of electric shock or fire. Evidence of maintenance and testing in place. Components clearly marked and switchboard free from obstructions.			
Hand held portable equipment is protected by RCD (not construction) Switchboard or fixed sockets marked whether RCD protected. Maintenance program in place			
Flexible cords and extension cords are used in a safe manner Connection moulded or transparent plug Plugs, sockets and extension leads in good condition and protected from damage			
Electrical installations are protected from damage that would increase the risk of electrical shock or fire			
The work is organised for the safety of workers and others at the workplace Work in the vicinity of power lines and plant			
Travel adaptors must have insulated pins, must not have holes in the pins and bear the Regulatory Compliance Mark (RCM) or approval number.			
Glass washers which have the control panel at the lower part of the front panel, should not get wet, if they do as a result of water overflowing due to a blockage; ensure the machine is isolated from power supply and controls allowed to be dry before use. Ensure training is provided, operators manual available.			

Hazardous substances safety checklist

Check	yes	no	n/a
The register of hazardous substances is complete and current. The register includes a contents list and material safety data sheets (MSDS) for all hazardous substances, such as cleaning products, used from time to time at the workplace. The MSDS are < 5 years old			
The register of hazardous substances is readily available for workers			
The outcome of the risk assessment for all hazardous substances is recorded in the hazardous substances register			
Decanted bottles containing hazardous or other substances are labelled			
Practical control measures are in place to reduce risks relating to hazardous substances For instance, substitute hazardous substances for non-hazardous substances, use substances in accordance with MSDS eg. do not use oven cleaner in spray bottles, ensure adequate personal protective equipment (PPE) is provided and used			
PPE for use with hazardous substances is maintained and in good working order			
Training has been provided to workers working with hazardous substances or is likely to be exposed. Training includes potential health risk and toxic effects, control measures to minimise risk, correct use of methods to reduce exposure, correct care and use PPE			
A record of hazardous substance training is kept at the workplace			
If drain cleaner is used at the workplace, a pre-purchase risk assessment been carried out Note: Sulfuric acid based drain cleaners should be avoided / substituted for a less hazardous substance			

Falls from height safety checklist

Check	yes	no	n/a
Practical control measures have been implemented and maintained to eliminate or reduce the risk associated with work at heights – for instance no heavy items stored or frequently used items stored on top shelves, safe use of steps and ladders are available			
Portable ladders comply with AS 1892.1 (metal) or AS 1892.2 (wooden) – NO standing on milk crates			
There is safe means of access and egress to the work being performed at heights, for instance ladders, stairs, walkways, mechanical lifts are available and used			

Manual tasks safety checklist			
Check	yes	no	n/a
Access to shelves, chest freezers, etc. is not obstructed			
Store rooms and cool rooms are organised to reduce risks, ie heavier items stored at waist height or bottom (as appropriate), lighter and infrequently used items stored at top shelves			
Work benches, dishwashers and other work surfaces are at good height to reduce poor posture			
Adequate access is provided to contents of cupboards. Contents can be accessed easily. No heavy items (eg drums of oil) are stored high			
Adequate systems are in place to ensure heavy pots of liquid such as water or oil are not carried, eg contents is transferred into smaller containers and trolleys are in place			
Microwaves not placed above shoulder height (eg not above 135cm) to prevent the risk of burns and musculoskeletal injuries			
A risk assessment in relation to manual handling has been conducted where chairs and tables are moved for cleaning			
Where practical, trolleys are available and used where tables and chairs are moved			
Ramps are in place in areas where trolleys are used to go from one level to another level			
Clean plates are carried in small numbers and over short distances. Where practical spring-loaded trolleys are in use			
Plates are stored in an adequate position (consider reaching, twisting, bending postures)			
Trolleys are available and used for carrying and lifting beer kegs			
Beer kegs are never lifted by one person			
Practical control measures are in place to reduce or eliminate handling heavy items such as bags of flour, rice. For instance smaller bags are purchased, bins with wheels are in place			
Boxes and crates containing bottles and cans are stored below shoulder height to reduce manual handling risk			
Workers, supervisors and managers have received adequate training in manual tasks, covering all the requirements in the Code of Practice for Manual Tasks			

Slips and trips safety checklist			
Check	yes	no	n/a
Floors, stairs and ramps have unbroken and slip resistant surface			
Floors, stairs and ramps are free from obstructions that may cause a person to trip or fall			
Outside floor surfaces are free from uneven surfaces, potholes and other trip hazards			
Adequate drainage is in place in wet areas			
Frequency and standard of cleaning is adequate to eliminate slip hazards in work areas: <ul style="list-style-type: none"> • clean as you go policy is in place to reduce slip hazards • systems are in place for cleaning floors (mopped last, so no-one walks over wet floor), • warning signs are available and erected near wet floors and spills • area around fat disposal drums / oil drums is kept in clean condition 			
Drains and plumbing is not leaking causing slip hazard - check under sinks, dishwasher			
Access and egress to and from work areas is safe - for instance, the risk of collision is reduced through a window in the door, or doors are marked as "IN - OUT", staff are trained			
Small changes in floor levels at edge of tiles, at doorways, exiting bar areas etc do not create a slip or trip hazard and are readily visible – eg. high visibility strip at edge			
Hand rails and guard rails are provided on stairs and ramps			
Slip resistant and enclosed footwear is required in kitchen and bar areas (dress code)			

Kitchen safety checklist

Check	yes	no	n/a
Adequate guarding has been provided to plant or equipment, including: <ul style="list-style-type: none"> • Food preparation mixer is provided with an interlocked guard • Double roll blades meat mincer is provided with an interlocked guard • Cool room fans have been provided with adequate guards 			
Written instructions (or operators manual) are provided in relation to the safe dismantling of the meat slicer and cleaning of the slicer blade Cut resistant gloves are provided when dismantling the meat slicer or cleaning the blade			
Oil, used in deep fat fryers, is cooled down before handling for disposal – to reduce slip hazard, smaller containers or buckets are used and covered with a lid while handling			
Baffle system is in place between the hot plate and the deep fryer			
Cleaning of range hoods/extraction equipment is conducted on regular basis (fire risk)			
Arrangements in place with contractors for allowing maintenance of range hoods/ extraction systems at adequate times (not during cooking of foods, etc.)			
Safe knife handling procedures are in place (eg. storage of knives, carrying knives, sharpening of knives, cutting on stable surface, carrying knives with blade downwards)			
Workers are trained in the safe use of knives and safe working practices when sharpening knives			
Aerosol cans containing cooking oil or fly spray are kept clear of ignition sources and heat sources such as lit gas burners, ovens, on top of range hoods, naked flames, direct sun light			
Portable butane cookers “lunchbox” type are unsafe and prohibited from sale. If these products malfunction they can potentially cause serious injuries. Currently only portable butane cookers certified for sale are Gasmate (model name), description: Gasmaster single burner portable cartridge stove (model numbers: CS170 & CS175, Certificate no: AGA 8177)			

Machine guarding safety checklist

Check	yes	no	n/a
The highest level of guarding that is practical is provided			
Adequate safe work procedures are provided and documented to set, test and use machinery during all cycles of production and maintenance – for instance look for: <ul style="list-style-type: none"> • Pre-operational checks are carried out • Appropriate isolation and lock-out procedures are provided for maintenance • Where fixed physical guards are provided, adequate provision is made for cleaning, maintenance, adjustment and repair • Where setting, testing and start-up of machinery is required with the final means of safeguarding removed, interim safeguards have been provided • Where it is not practical to guard machinery, a safe system of work is in place for people operating or passing in close proximity • Where a presence sensing system is in place: safe system of work are documented, a clearly identified warning is provided when the guard is muted, and inspection and maintenance records are maintained 			
Operators and maintenance personnel are properly trained, and are familiar with the operation and the set-up of the machinery and able to demonstrate safety features			
Manufacturers decals, manuals and operator instructions are readily available and in the English language			

Asbestos safety checklist

Check	yes	no	n/a
<ul style="list-style-type: none"> • The presence and location of asbestos at the workplace has been identified • Where asbestos has been identified, an assessment of risks has been conducted in accordance with the <i>Code of Practice for the Management and Control of Asbestos in Workplaces [NOHSC:2018 (2005)]</i> • Asbestos register is available and used at the workplace where asbestos has been identified • Where an asbestos register is present at the workplace, relevant people have received information and training on the contents and use of the asbestos register 			

Noise safety checklist			
Check	yes	no	n/a
<ul style="list-style-type: none"> A risk assessment on noise has been conducted where it is likely that workers are exposed to noise levels > 85dB(A) Where practical, control measures have been put in place to reduce the risk of injury as a result of noise, where exposure levels exceed 85 dB(A) Where practical, hearing protection has been provided to workers that are exposed to noise levels > 85dB(A) Workers have received information and training in relation to noise at the workplace 			

Emergency procedures safety checklist			
Check	yes	no	n/a
An evacuation procedure and a diagram (showing the exits) are provided and displayed in a prominent place at the workplace			
Emergency egress enables safe egress in event of an emergency (doors not obstructed) Exit signs have been provided and are maintained			
Adequate portable fire extinguishers have been provided and maintained A fire blanket is available where deep fat fryers are in use			
An adequately stocked first aid kit is provided at a central location			
An adequate number of people have been trained in first aid, having regard to the types of hazards and number of people in the workplace			
Procedures are in place for isolated workers (means of communication are available and procedures for regular contact are in place with isolated workers)			

Violence and aggression safety checklist			
Check	yes	no	n/a
Workers have received information, instruction and training in relation to dealing with violence and aggression (including hold ups, cash handling, difficult customers)			
Procedures are in place in relation to violence and aggression Procedures are in place in relation to cash handling and hold-ups (including post hold-up)			
Security staff are provided and trained where applicable			

Induction and new workers safety checklist			
Check	yes	no	n/a
Induction and training is provided in relation to emergency/evacuation procedures			
Information and training is provided in relation to hazard and accident reporting			
Safety induction training is provided to new and young workers in relation to hazards in the workplace			
Information and training in the use, maintenance and storage of personal protective equipment (PPE) is provided			
Adequate supervision is in place to ensure that new and young workers are working in accordance with safety instructions			
The risk of injury or harm to (young) visitors is reduced by means appropriate for the workplace and the type of work activity			

Other issues safety checklist			
Check	yes	no	n/a
Reportable injuries and diseases have been notified to WorkSafe			
Lost time injuries or diseases and hazards notified by workers have been investigated			
Workplace facilities (eg toilets, wash basins, other facilities) are in a clean condition			
Gas cylinders are secured Gas cylinders are not stored near ignition sources Safe work procedures are in place for changing gas cylinders			
Outdoor gas patio heaters and LPG cylinders are not used indoors			
Personal protective equipment is provided without any cost to workers, including personal protective clothing and equipment (eg broad brim hats, long sleeve shirts and pants, sunscreen) to reduce exposure to UV radiation			



First Aid for Burn Injury

Remove clothing and jewellery

Cool for **20** minutes

with running **water - NO ICE**

Cover loosely with wet towel or cloth

Keep patient **warm** and
seek medical help

