

WORKPLACE

# Safety

*in the*

## FAST FOOD SECTOR

*An Introduction to the  
Law in Queensland*

For Employers, Managers,  
Supervisors and Employees



**Queensland Government**  
Department of Employment and Industrial Relations

Funded by Workplace Health and Safety Queensland, Department of Industrial Relations



Helping Australian Business Grow



Funded by Workplace Health and Safety Queensland, Department of Employment and Industrial Relations  
Printed January 2007

# INDEX

- Section A – The Law**
- Section B – Who’s Responsible?**  
Small Business Owners, Managers & Supervisors  
Business Safety Check List  
New Employee Check List  
Fines & Penalties  
Employees are Responsible
- Section C – Accidents Have Happened Before and Can Happen Again**  
Examples of Accidents
- Section D - What has to be done to prevent workplace injuries?**  
Identify Hazards or Dangers & Take Preventative Measures  
Safety Rules for Employers, Managers and Supervisors  
Look out for Young and Inexperienced Workers!  
Additional Safety Rules for Shift Supervisors  
Safety Rules for Employees  
Training is a Must
- Section E - Danger Areas**  
Common Hazards in the Fast Food Industry  
Electricity  
Slips, Trips and Falls  
Burns and Scalds  
Tools, Equipment and Machinery  
Lifting, Moving and Handling  
Chemicals
- Section F - Accidents and Emergencies**  
How should I Prepare for and Respond to an Accident  
Post Emergency Contacts  
The Causes of Accidents and Near-Misses  
Fire  
Hold-Ups
- Section G - Employee Test**  
Employee Acknowledgment
-

# section **A.** *The Law in Queensland*

## **IN THIS SECTION:**

### **How To Find:**

- Copies of the Act, Regulations, and Codes of Practice
- Work Place Safety Information and Advice

This booklet sets out the basics of our health and safety laws. For a more comprehensive understanding of these laws please refer to the following material at:

Employers Managers Supervisors Employees
---------------------------------------------------

**<http://www.dir.qld.gov.au/workplace/law/index.htm>**

- **Workplace Health and Safety Act**
- **Workplace Health and Safety Regulations**
- **Codes of Practice:**
  - First Aid 2004
  - Risk Management 2000
  - Hazardous Substances 2003
  - Plant 2005
  - Personal Protective Equipment
  - Supplement 1 of Risk Management
  - Workplace Harassment

**For FREE HELP, GUIDANCE, or more INFORMATION contact either:**

- **WHS Small Business Advisor on 1300 369 915**
- **NRA on 1800 738 245**

**OR Go to the website for small business:**

**[www.dir.qld.gov.au/workplace/business/  
smallbusiness/index.htm](http://www.dir.qld.gov.au/workplace/business/smallbusiness/index.htm)**

# section **B.** *Who's Responsible?*

## **IN THIS SECTION:**

- Small Business Owners, Managers and Supervisors are Responsible
- Business Safety Self Assessment
- New Employee Introduction Checklist
- The Financial Cost of Accidents - Fines Imposed by Courts
- Employees are Responsible

## **Small Business Owners, Managers and Supervisors are Responsible:**

Employers  
Managers  
Supervisors

- You have a moral and legal obligation to do everything you can to prevent workplace accidents occurring. Note this obligation extends to contractors and customers who are on your premises.
- You must be aware of the hazards or dangers in your operation – you must consider the possibilities – if someone is going to get injured in your workplace – how and where will it happen?
- You must do what is necessary to eliminate the hazard or reduce the chances of an accident happening
- Making sure that your employees know what the hazards are and training them to do the job safely is an important part of reducing the risk of accidents

Employers  
Managers  
Supervisors

## HOW WELL AM I MEETING MY OBLIGATIONS?

- I have read this safety booklet and understand my obligations  YES  NO
- I know where to access further information if I need it  YES  NO
- I regularly inspect my workplace to identify any safety problems  YES  NO
- If safety problems exist I fix them as quickly as possible  YES  NO
- I make a list of the items in my workplace which can cause injury and do everything possible to reduce the risk  YES  NO
- All boxes are checked on the New Employee Checklist before a new employee starts work  YES  NO
- I have instructed my managers and supervisors to read this safety booklet and to apply and enforce safety rules  YES  NO
- I have instructed my managers and supervisors to closely monitor the work of young and inexperienced employees  YES  NO
- I have posted accident and emergency procedures and made sure that everyone is familiar with the procedures  YES  NO

**THIS CHECKLIST WILL HELP  
YOU MEET YOUR SAFETY  
OBLIGATIONS TO NEW  
EMPLOYEES**

Employers  
Managers  
Supervisors

Employee Name:.....

First Day at Work: .....

Employee has read the safety booklet and completed the test  YES

Employee has been shown hazards or potential hazards in the workplace  YES

Employee knows what protective equipment is available, when to use the equipment, and how to use it  YES

Employee has been given clear instruction in how to do each job, and how to do it safely  YES

Employee has been informed of first aid and emergency procedures  YES

Employers  
Managers

## **TAKE-AWAY FOOD COMPANY FINED \$20,000 FOR SEVERE BURNS**

The worker was cleaning an open chip fryer and spilt hot cooking oil over his neck, chest and hands, resulting in severe burns to his skin. The man was cleaning the fryer for the first time unassisted. He was not wearing any protective equipment such as gloves, or an apron.

## **CAFÉ FINED \$4000 FOR SEVERE BURNS**

An apprentice chef was emptying hot oil in the restaurant. Due to limited space in the kitchen the chef transferred scalding oil from one container to another on the floor, resting containers on a stool. He then slipped on the slippery floor, fell into the scalding oil and suffering severe burns to a hand, wrist and calf.

## **PIZZA MAKER FINED \$10,000 FOR AMPUTATION**

A 21 year old worker had to have parts of three injured fingers surgically amputated. The worker was pushing dough down the throat of a dough divider machine with his right hand when three of his fingers came into contact with the moving knife. The company had failed to provide safe machinery, a safe system of work or adequate instruction, and supervision.

## **FAST FOOD COMPANY FINED \$18,000 FOR HOT OIL BURNS**

A worker suffered burns to his right arm from hot oil. The worker had not been trained in how to dispose of oil.

## **PIZZA SHOP FINED \$15,000 FOR SEVERE CUTS**

A 15 year old employee received severe cuts to several fingers on his left hand while cleaning a dough-rolling machine. He had not been trained to operate or clean the machine and had not been supervised. During cleaning, the roller had started to pull his fingers into the machine. The employee was left handed and it appeared that his left elbow had accidentally touched the start button, which was not shrouded to prevent accidental operation.

## **FAST FOOD COMPANY FINED \$17,500 FOR SEVERE BURNS**

The injured worker required skin grafts to his right leg and wore pressure garments for almost 12 months. The court heard that it was common practice to use hot water from the chicken warmer to clean the floors after closing. This water could be between 80 and 100 degrees Celsius. The tub filled with the hot water had been placed in a narrow corridor ready for cleaning. The worker tripped on the tub and fell into the scalding hot water.

**Don't Take the Risk!**  
**Make Safety a Priority Today!**

# **EMPLOYEES ARE RESPONSIBLE TOO!**

Employees are required by law to ACT SAFE and THINK SAFE when they are at work

Employees

- **Don't fool around while at work!**
- **Don't take short-cuts!**
- **Follow work rules and procedures!**
- **Think before you Act!**

Do not forget that there are hazards at work that can cause serious injury such as:

- **SEVERE BURNS**
- **ELECTRICAL SHOCK**
- **AMPUTATIONS**
- **CRUSHED LIMBS**

**Take Safety at Work Seriously or  
You May Regret it for the Rest  
of your Life!**

# section C

## *Accidents Have Happened Before & Can Happen Again*

### **IN THIS SECTION:**

- How Injuries Commonly Happen in the Fast Food Industry
- Examples of Accidents that have Harmed Workers in the Past

# ACCIDENTS HAVE HAPPENED BEFORE AND THEY CAN HAPPEN AGAIN

Employers  
Managers  
Supervisors  
Employees

***A review of accident records in the fast food industry tells us that the most common injuries are a result of:***

- Careless and stupid behaviour
- Weariness and/or a loss of concentration
- Burns from hot oil, hot water, steam, or hot objects such as ovens and grills

### ***BURNS RESULTING FROM THE USE OF ESPRESSO MACHINES ARE COMMON***

- Electric shock, burns or electrocution from electrical equipment
- Unsafe lifting - sprains and strains from lifting heavy objects



### ***MANY INJURIES RESULT FROM CUTS FROM KNIVES AND OTHER SHARP OBJECTS OR FROM THE EDGES OF STAINLESS STEEL BENCHES***

- Tripping and falling over objects left lying in passageways & in other work areas
- Slipping and falling due to wet and slippery floors
- Having parts of the body being caught in equipment or machinery resulting in amputations or crushed body parts

# Examples Of Accidents

Employers  
Managers  
Supervisors  
Employees

## EXAMPLES OF ACCIDENTS THAT HAVE HARMED FAST FOOD INDUSTRY WORKERS IN THE PAST:

TYPE OF INJURY	THE ACCIDENT THAT HAPPENED	
<b>BURNS</b>	Employee was distracted and picked up metal basket in deep fryer with bare hands – both hands burned	Burns from spillage from coffee machine
	Burns and cuts (employees mucking around not using protective equipment)	Burn from pizza sauce; 2nd degree oil burn – employee returned prematurely and burn became infected
	Boiling water emptied into tub which was left on floor – employee then tripped on tub and fell into hot water – second degree burns	Incorrect footwear led to slip and arm placed in deep fryer – serious burns
	Burns from oven after slipping while sweeping floor which had not been dried following mopping	Burns – removing racks from chicken oven while still hot
	Employee dropped item in hot oil – without thinking put hand into oil to recover item – severe burns resulted	Burns when removing oil from fryers
	Employee received burns from handling hot pizza pans without wearing gloves	Burns from steam while cleaning coffee machine
<b>CUTS</b>	Employees mucking around – one threw the sharp lid of a beetroot can across the room – another employee caught and lost finger	Hands through slicer results in severe cuts;
	Employee cut by sharp metal rim while opening a tin of pineapple	Lack of attention while using unguarded slicer led to loss of tops of fingers
<b>SLIPS, TRIPS &amp; FALLS</b>	Employee slipped in freezer and cracked head – water left lying on the floor had iced over and created a very slippery surface	Slip on floor resulted in bruised tail bone
	Fall from roof storage area – roof space used for storage	Twisted ankle from slip and fall
	Employee suffered head injuries when he fell after slipping on a wet soapy floor	Slip in cold room resulted in broken arm
	Employee fell while clearing leaves from roof of building	Fall after ankle caught on obstacle in freezer
<b>ELECTRICAL</b>	Employee suffers electric shock while washing electric knife with electrical lead plugged in and power still on	
<b>CHEMICAL</b>	Employee dropped container of cleaning agent on floor - contents splashed up into eye	An employee suffered burns to the skin after spilling a caustic chemical
<b>CRUSHING INJURIES, AMPUTATIONS &amp; STRAINS</b>	Arm caught in dough mixer – lost two fingers; broke arm in 12 places	Fingers slammed in door – loss of fingertip
	Severe bruising after hitting elbow against freezer door	Broken arm falling out of window
	Broken arm and ribs following contact when could not control a dumpster on uneven slope	
	Tennis elbow caused by repetitive lifting of 15kg chip bags	Back injury results from incorrectly lifting soft drink cartons

# section D

## *What Has To Be Done To Prevent Workplace Injuries*

### **IN THIS SECTION:**

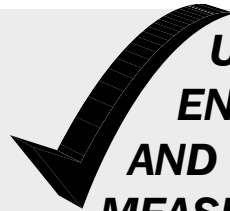
- Identify Hazards or Dangers and Take Preventative Measures
- Safety Rules for Employers, Managers and Supervisors
- Look out for Young and Inexperienced Workers
- Additional Safety Rules for Shift Supervisors
- Safety Rules for Employees
- Training is a Must

# Ensure That Hazards Are Identified

Employers  
Managers  
Supervisors  
Employees

## EMPLOYERS, MANAGERS AND SUPERVISORS MUST ENSURE THAT HAZARDS ARE IDENTIFIED

*(Definition of hazard: A source of potential harm)*



**USE THE FOLLOWING CHECK LIST TO ENSURE THAT HAZARDS ARE IDENTIFIED AND THAT ALL REASONABLE PREVENTATIVE MEASURES ARE TAKEN**

- 1. INSPECT THE WORKPLACE REGULARLY**
  - Walk around and look at your workplace and at how the work is done. Think about what could possibly go wrong
- 2. TALK TO EMPLOYEES**
  - Ask your employees what they consider unsafe
- 3. KEEP THE WORKPLACE TIDY**
  - Keep walkways clear
  - Keep floors clean and dry at all times
  - Clean up spills and dropped food immediately
- 4. MAKE SURE GLOVES AND OTHER PERSONAL PROTECTIVE EQUIPMENT ARE AVAILABLE**
  - Make sure that you have sufficient stocks of gloves and other protective equipment you and your employees use
- 5. TAKE CARE WITH CHEMICALS**
  - Establish whether the chemicals you are using are classified as “hazardous substances”.
  - If you are using hazardous substances you must obtain material safety data sheets (MSDS) and follow the instructions provided
  - Check that chemicals are appropriately stored and correctly labelled

**THE HAZARDS IN MY WORKPLACE WHICH COULD CAUSE SERIOUS INJURY ARE:**

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

4 \_\_\_\_\_

\_\_\_\_\_

**6. BEWARE OF ELECTRICITY**

- Establish whether a safety switch is installed. Testing and tagging of electrical items is necessary if a safety switch is not installed
- Check the condition and location of cables and leads, plugs, sockets and switches
- Keep all electrical items away from water, including wet hands

Employers  
Managers  
Supervisors  
Employees

**7. MAKE EQUIPMENT SAFE**

- Make sure moving parts are guarded, hazards are clearly marked, and equipment is well maintained.
- Make decisions about particular items of equipment which should not be touched or used by inexperienced and untrained workers.

**USE SIGNS PROHIBITING THE USE OF CERTAIN EQUIPMENT BY YOUNG OR UNTRAINED STAFF**

**8. KNOW WHAT IS THE BEST RESPONSE IF AN ACCIDENT OCCURS**

- Decide whether to dial 000 or, as an alternative, take the injured person to a nearby medical centre or hospital
- Post phone numbers and addresses and inform all employees of the best course of action

**9. BE PREPARED FOR FIRE AND EMERGENCY**

- Check the first aid kit and update emergency contacts and addresses
- Look at access and exits, fire fighting equipment, and alarm systems
- Check manufacturers or suppliers information for warnings

**10. MAKE A LIST OF THE HAZARDS - THIS IS THE LIST OF HAZARDS YOU MUST POINT OUT AND DISCUSS WITH YOUR EMPLOYEES**

**THE HAZARDS IN MY WORKPLACE WHICH COULD CAUSE SERIOUS INJURY ARE:**

5 \_\_\_\_\_

\_\_\_\_\_

6 \_\_\_\_\_

\_\_\_\_\_

7 \_\_\_\_\_

\_\_\_\_\_

8 \_\_\_\_\_

\_\_\_\_\_

Employers  
Managers  
Supervisors

# **SAFETY RULES FOR EMPLOYERS, MANAGERS, AND SUPERVISORS**

## ***EMPLOYERS, MANAGERS AND SUPERVISORS MUST:***

- Conduct safety checks of the workplace to make sure you know what the hazards are
- Tell employees what the hazards are before they start work
- Tell employees how they may be injured and what the consequences may be if they do not follow procedures
- Clearly explain to employees how to complete tasks safely and make sure that they understand
- Make sure that new and inexperienced employees are closely supervised
- Instruct everyone to report hazards in the workplace
- Enforce safety rules
- Give employees a copy of this safety booklet before they start work with you
- Tell the employee that they must read and understand the booklet, and complete the test, before they will be offered a job

# LOOK OUT FOR YOUNG AND INEXPERIENCED WORKERS

Do not presume anything – many young people are over-confident and will suggest they understand when, in reality, they do not.

Remind yourself how young workers behave and the things that they do which indicates they may be at greater risk of injury. Remember that they do not have the life or work experience to recognise hazards like older and more experienced workers.

### **YOUNG WORKERS TYPICALLY:**

- **DO NOT RECOGNISE DANGER** as quickly as older and more experienced workers. Make sure that you point out even the most obvious of hazards to young people
- **ARE RELUCTANT to ASK QUESTIONS** for fear of appearing ignorant or stupid. Encourage them to always ask questions when they are not sure about something
- **TAKE RISKS AND SHORT CUTS** – They have a tendency to make changes to the work procedures in unexpected and possibly risky ways. Try to ensure that they are closely supervised, and that they stick to recognized and safe work procedures
- **ARE DISTRACTED** by other things going on in their lives
- **ARE OFTEN TIRED** from juggling other responsibilities such as school, homework and social life
- **OFTEN FEEL RUSHED** to get things done
- **MAY AVOID WEARING** protective equipment
- **THINK THEY ARE “BULLET- PROOF”** or indestructible. This mistake may lead to reckless or unsafe behaviour while at work.  
Take care to warn employees about the dangers and the consequences

Employers  
Managers  
Supervisors



**MANY OF YOUR EMPLOYEES WILL BE YOUNG AND INEXPERIENCED. THESE EMPLOYEES ARE AT GREATER RISK OF BEING INJURED.**

**THESE EMPLOYEES MAY NEED MORE TIME, MORE HELP, AND MORE SUPERVISION.**

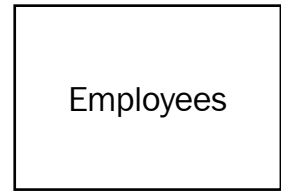
Supervisors

# **ADDITIONAL RULES FOR SHIFT SUPERVISORS**

## ***SHIFT SUPERVISORS MUST:***

- **Walk through the workplace and do a safety check at the start of each shift (look for hazards identified in this safety book) take immediate action if problems exist**
- **Lead by example – make sure that you follow procedures and apply safe work practices**
- **Take more time, give more help, and provide more supervision when inducting young workers**
- **Never assume that a worker will be aware of a hazard because “it’s common sense”. What is obvious to you may not be obvious to a new or inexperienced employee.**
- **Always provide immediate feedback to an employee who is completing a task in an unsafe manner**
- **Make sure that new employees commencing work for the first time on your shift:**
  - Have read this safety booklet
  - Have been taken through the workplace and shown the hazards
  - Know the correct way of completing any job you give them
  - Have been told not to operate specific machines or equipment
  - Know accident and emergency procedures

# **SAFETY RULES FOR EMPLOYEES**



## **EMPLOYEES MUST COMPLY WITH THE FOLLOWING SAFETY RULES:**

- **Read this safety booklet before you commence work**
- **Complete the test at the end of this book before you start work**
- **Do not cut corners and take risks**

### ***ALWAYS GIVE THE JOB YOU ARE DOING YOUR FULL ATTENTION!***

- **Always do the job the way you were shown do not try to invent or make up your own way of doing things. If in doubt – Ask Questions**
- **Do not use equipment or operate machinery unless and until you have been fully trained to do so**
- **Think about your own safety and the safety of those you work with**
- **Immediately notify your supervisor of any accidents or injuries.**
- **Do not work if you are affected by drugs, alcohol, or medication as you might put your own and others safety at risk**
- **Wear all appropriate personal protective equipment (PPE)**

**Safety on the Job  
Is Everyone's  
Business**

**IMMEDIATELY NOTIFY YOUR SUPERVISOR OF ANY UNSAFE EQUIPMENT, CONDITION OR ACTIVITY**

# Safety Rules For Employees

Employees

**ALWAYS WEAR  
SUITABLE FOOTWEAR**



**DIFFERENT TYPES OF  
GLOVES SHOULD BE  
USED IN DIFFERENT  
SITUATIONS**

- **Use gloves to protect your hands**
  - For food handling operations use light weight plastic disposable gloves
  - For handling hot or slippery objects or when moving frozen stock in the cold room - use fabric gloves to improve your grip and protect yourself from burns
  - For protection from chemicals used for cleaning use gloves recommended by the supplier (this information will be included in the MSDS)
  - For protection from accidental cuts and scratches use metal mesh gloves
- **Follow the rules of personal hygiene**
  - Avoid touching your hair, face, nose, ear and mouth

## **ALWAYS WASH YOUR HANDS:**

- **Before and after handling food**
- **After smoking or eating**
- **After using the toilet**
- **After coughing or sneezing**
- **After wearing gloves**

## TRAINING IS A MUST

Employers  
Managers  
Supervisors  
Employees

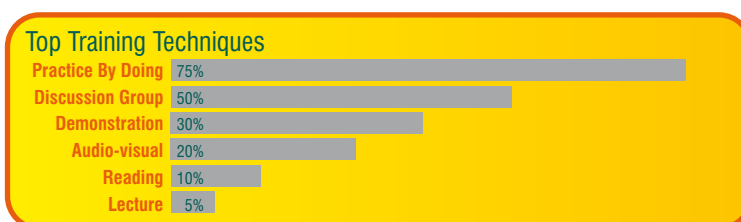
**THE PROSPECT OF INJURY AT WORK IS  
DRAMATICALLY LOWER FOR EMPLOYEES:**

- **WHO WERE GIVEN THOROUGH TRAINING  
IN THE SAFE WAY TO DO THE JOB; AND**
- **WHO WERE THOROUGHLY INFORMED  
ABOUT WORKPLACE HAZARDS**

**FOLLOW THESE STEPS TO MAKE SURE YOUR EMPLOYEES  
CAN COMPETENTLY AND SAFELY DO THE JOBS YOU WANT  
THEM TO DO**

### TRAINING STEPS

1. Tell the employee what has to be done
2. Tell the employee about hazards associated with the job
3. Tell the employee when it is necessary to wear protective equipment
4. Demonstrate the task – go through what has to be done step by step. Include safe work practices
5. Regularly check to establish that the employee understands what you have told them – get them to repeat back the correct procedure
6. Watch the employee do the job and give further instruction if necessary



# section E

## ***Danger Areas***

### **IN THIS SECTION:**

- Common Fast Food Hazards
- Electricity
- Slips, Trips and Falls
- Burns and Scalds
- Tools, Equipment and Machinery
- Lifting, Moving and Handling
- Chemicals

# Common Fast Food Hazards

Employers  
Managers  
Supervisors  
Employees

THE DANGER	SOME OF THE HAZARDS		THE CONSEQUENCES
<b>BURNS</b> Exposure to hot surfaces or equipment, hot oil, or boiling water	Hot toasters, grills, ovens or hot surfaces in general	Handling of hot oil; hot water, hot pans, hot trays	First, second or third degree burns
	Failure to wear protective equipment - No gloves provided for removal of basket from deep fryer	No filtration unit for hot oil; Failure to let hot oil cool before changing	
<b>SLIPS, TRIPS AND FALLS</b> Slips, trips and falls from uneven, wet or greasy floor surfaces; cluttered aisles	Incorrect footwear can cause slips	Unstable ladders can cause falls	Fractures, bruises, cuts, dislocations, concussion, headaches, dizziness, sprains/strains
	Employees mucking around washing dishes causing spills and wet floors	Failure to dry floors after spills or after mopping	
	Poor housekeeping – aisles and corridors not kept clear	Cracked tiles or uneven surfaces	
<b>MANUAL HANDLING</b> Unsafe lifting and moving, repetitive task	Lifting heavy soft-drink cartons; not lifting correctly	Trolleys not used to assist in moving heavy loads	Back sprains and strains; shoulder, arm and hand strains
	Inappropriate storage, poor layout	Repetitive tasks (eg making pizza dough)	
<b>CUTS</b> Lack of care when using knives, equipment or other items	Failure to wear protective equipment; Carelessness when using equipment	No training in the use of dangerous equipment;	Amputations; lacerations
	Cuts from equipment – dough sheeter, cutting blade	Stainless steel edges; sharp edges; can lids, opened cans	
<b>ELECTRICAL</b> Wet floors near electrical equipment; frayed and worn cords	Exposed electrical leads or plugs; Cleaning with water near electrical equipment; cleaning electrical equipment while power still connected	Brittle cords; damage through constant movement of equipment or exposure to heat	Electric shock, burns, loss of consciousness
<b>HAZARDOUS EQUIPMENT</b> Working with moving machinery; operator distractions; equipment needs maintenance	Fingers may get caught in dough mixer, dough sheeter, or dough divider	Getting hand stuck in roller; Incorrect operation of machinery	Cuts, lacerations, amputations, crushing and bruising, entanglement
	Guards removed from equipment or not installed in the first place	Slicers; mincers	
<b>HOLD-UPS</b>	Exposure to violence during robberies		Trauma, assault
<b>CHEMICALS</b>	Exposure to chemicals used in cleaning	Failure to wear protective equipment	Dizziness, vomiting, dermatitis, breathing problems, burns to skin and eyes
<b>INFECTIONS</b>	Moist hands combined with untreated cuts; re-using gloves		Infected wounds; warts
<b>DELIVERY DRIVERS</b>	Work environment for drivers; road accidents; working alone	Deliveries to unfamiliar and poorly lit neighbourhoods Working alone at night	Serious injury from road accidents

Employers  
Managers  
Supervisors  
Employees

## ELECTRICITY

Damaged or faulty electrical equipment can be lethal. Electric shock can be fatal – be careful when around or using electrical appliances.

### ***ELECTRICAL ACCIDENTS AT WORK ARE USUALLY CAUSED BY:***

- ***USING FAULTY EQUIPMENT***
- ***WORKING WITH DAMAGED LEADS***
- ***UNSAFE WORK PRACTICES***

### ***HOW CAN I PREVENT ACCIDENTS?***

#### **The law requires you to either:**

- Install safety switches (they should be tested regularly and checked by a qualified electrician every 12 months);

OR

- Ensure that electrical tools, equipment and leads are inspected and tagged every 12 months by a qualified person

***“A PROPERLY INSTALLED AND MAINTAINED SAFETY SWITCH CAN CUT THE POWER.....TO SAVE A LIFE”***



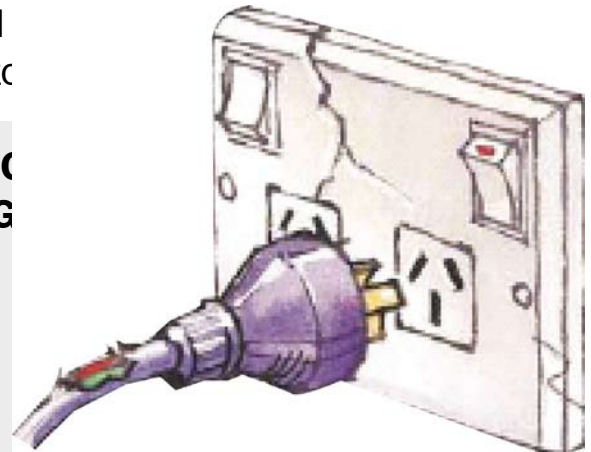
- If leads are damaged, stop them being used until an electrician can fix it, or until the lead can be replaced with one that is in safe working order
- Always turn appliances off prior to cleaning  
Keep leads away from hot plates, hot equipment, walkways, and wet areas

Employers  
Managers  
Supervisors  
Employees

- Electrical equipment and water are a dangerous combination. Always keep electrical equipment and appliances away from water including wet benches or floors. Never place wet cloths or wet hands near electrical appliances.
- Check that electrical leads are not frayed damaged and that there is no exposure to

**IT IS DANGEROUS TO KEEP WORKING WITH FRAYED, PERISHED OR DAMAGED ELECTRICAL LEADS**

**BROKEN SWITCHES AND POWER POINTS ARE A CONSTANT RISK**



- Check that all electrical connections are intact and are not exposed to water
- Ensure that all power points, light fittings and switches are located in a safe place and free from obvious defects (eg loose covers or wires, broken or damaged fittings, signs of overheating)
- Keep the electrical switchboard enclosed, in a safe condition, and with parts clearly labelled?



*Do not overload power points (one appliance to one power point), have no piggy back leads, and ensure that double adaptors are not in use. Use power boards if possible.*

Employers  
Managers  
Supervisors  
Employees

## SLIPS, TRIPS, AND FALLS

**FOLLOW THESE GUIDELINES TO REDUCE THE POSSIBILITY OF ACCIDENTS OR INJURIES:**

- Tell employees never run or rush when doing a job
- Constantly monitor the condition of floor surfaces (including the floor of the cold room)
- Clean up spills and dropped food immediately – keep floors dry and clean at all times
- Use floor cleaning products that remove oil and grease
- Check that floor surfaces are even (no loose, cracked, or uneven tiles)
- Apply an effective slip resistant cover to floor surfaces
- Insist that employees wear suitable footwear (eg non-slip soles)
- Keep ladders secure and stable



Use warning signs if floors are freshly mopped. Do a dry mop after wet mopping to reduce the amount of water left on the floor



Keep aisles and passageways free of clutter



# BURNS AND SCALDS

Employers  
Managers  
Supervisors  
Employees

### **IMPLEMENT THE FOLLOWING PREVENTATIVE MEASURES TO REDUCE THE RISK OF INJURY:**

- Take action to prevent burns from hot oil
- If possible, eliminate the need to handle hot oil by using an oil filtration system
- Cleaning and oil filtering should be planned as the first task of the day rather than during the closing down procedure as this allows time for the oil to cool



### **HANDLING OR ACCIDENTAL CONTACT WITH HOT OIL IS A COMMON CAUSE OF SERIOUS BURNS**

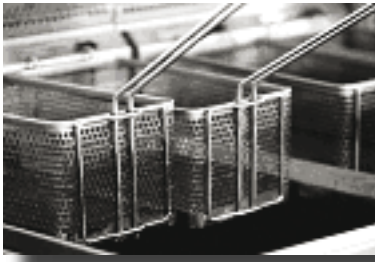
- Use vegetable oil instead of animal fat for frying as it remains in liquid form when cool (can be replaced when cool) and reduces the risk of workers being burnt
- Maintain seals regularly on deep fryers
- Use covers on deep fryers when not in use
- Pat food dry before dipping in fat (reduces spitting)

# Burns & Scalds

Employers  
Managers  
Supervisors  
Employees

- Place warning signs or stickers near hot equipment or surfaces

## ***Tell workers how to handle hot items eg:***



- Opening doors and lids of steam heated equipment away from the body
- Placing pans so that handles are not over hotplates
- Using dry cloths to pick up hot items to avoid steam burns

- Ensure heat resistant gloves and aprons are available and worn

## **TELL EMPLOYEES OF THE IMMEDIATE FIRST AID TREATMENT FOR BURNS AND SCALDS:**



- Flush affected area with cold running water for 15 minutes
- Do not remove any clothing sticking to the skin
- Remove jewellery as quickly as possible before swelling occurs (the jewellery may still be hot)
- Cover the burn with a dry sterile bandage
- Seek medical treatment as soon as possible

***MAKE SURE DEEP FRYERS AND GRILLS ARE TURNED OFF BEFORE CLOSING TIME***

# TOOLS, EQUIPMENT AND MACHINERY

Employers  
Managers  
Supervisors  
Employees

- Make sure that employees are trained in the safe use of tools, equipment or machinery **BEFORE** they are asked to use the tools or operate the equipment or machinery

### **SLICERS ARE A COMMON FAST FOOD INDUSTRY HAZARD – USE GUARDS AND TRAIN EMPLOYEES HOW TO USE SLICERS SAFELY**



- Make sure that safety guards are installed on all operating equipment to protect operators from moving parts
- Ensure that emergency stop buttons are clearly marked and operational
- Ensure that the area around machines and equipment is kept clean, tidy and free from obstruction
- Make sure hazards are clearly marked
- Where appropriate prohibit young employees from operating machinery or equipment
- Where necessary make sure that personal protective equipment is provided to your employees

Employers  
Managers  
Supervisors  
Employees



## LIFTING, MOVING AND HANDLING

Injuries at work often happen when lifting, moving, and handling objects (manual tasks). Most of these injuries could be prevented if:

- **WORKPLACES WERE BETTER DESIGNED OR THE LAYOUT CHANGED;**
- **EMPLOYEES WERE TRAINED IN SAFE LIFTING TECHNIQUES;**
- **TASKS WERE ROTATED TO AVOID REPETITIVE WORK; AND**
- **EQUIPMENT TO ASSIST LIFTS AND MOVES WERE AVAILABLE**

### DESIGN AND LAYOUT

Locate storage areas in a place that allows for the efficient movement of goods to work stations



**Arrange storage areas to minimise lifting problems – eg store heavy items between shoulder and knee height**

### SAFE LIFTING

Make sure all employees know how to move and lift objects safely. Follow these steps:

1. **BEFORE LIFTING, MAKE SURE YOUR PATH IS DRY AND CLEAR OF OBJECTS THAT COULD CAUSE A FALL**
2. **MAKE SURE YOUR FEET ARE STABLE**
3. **BEND YOUR KNEES AND KEEP YOUR BACK STRAIGHT**
4. **LIFT WITH YOUR LEGS – NOT YOUR BACK**
5. **KEEP THE LOAD CLOSE TO YOUR BODY**
6. **DON'T TWIST YOUR BODY – IF YOU MUST TURN, MOVE YOUR FEET IN THE DIRECTION OF THE TURN**



## CHEMICALS

You may be using chemicals for cleaning purposes. You must establish whether these chemicals are classified as “hazardous substances”.

If the chemicals are hazardous your supplier must provide you with a Material Safety Data Sheet (MSDS). The MSDS will provide you with information which you must read, understand, and act on to ensure that the use of chemicals does not cause harm to you or your employees.

### The MSDS will:

- Identify the hazards associated with the use of the chemical;
- Describe how the chemical can make people sick;
- Tell you what to do in the event of an accident;
- Show you how to use the chemical safely; and
- Tell you what protective equipment should be worn

You should ensure that employees are familiar with this information and given training in the safe use of chemicals including storage, use and disposal.

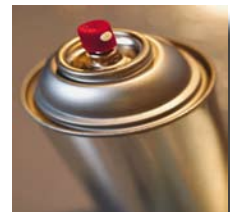
You should ensure that employees are provided with personal protective equipment (eg glasses, disposable gloves etc) and told when to use this equipment

Employers  
Managers  
Supervisors  
Employees



## WHEN USING CHEMICALS ALWAYS OBSERVE THE FOLLOWING RULES:

- Always follow the manufacturers instructions
- Make sure that all containers which hold chemicals are labelled with information about the product’s safe use
- Take care that decanted chemicals are stored in a labelled container
- Always store chemicals in a safe place. Never store chemicals near or above food storage, preparation or serving areas
- Never store chemicals in old food or drink containers
- Never leave chemical containers uncovered



### Take Care with AEROSOL CANS:

- Never store aerosol containers near heat – they may explode
- Never spray aerosols near eyes or in the vicinity of an open flame

# section **F**

## ***Accidents & Emergencies***

### **IN THIS SECTION:**

- **Planning a Response to Accidents**
- **Post the Important Information**
- **Find out the Cause of Accidents and Near-Misses**
- **Reduce the Risk of Fire**
- **What to do if there is a Hold-Up**

# ACCIDENTS

Employers  
Managers  
Supervisors  
Employees

**Make sure you have an emergency plan which explains what should be done if there is an accident in your workplace. (This response may vary from store to store)**

Communicate the plan to all employees

Post the plan in a suitable place (eg near store phone)

In order to ensure you plan the best response to an accident:

- Make contact with the nearest medical centre and ask them what urgent assistance they are prepared to provide in the event of an emergency
- Establish the location of the nearest hospital with an accident and emergency department

**IF POSSIBLE, ARRANGE FOR SOME ONE WHO HAS A REGULAR PRESENCE IN THE BUSINESS TO COMPLETE AN ACCREDITED FIRST AID COURSE**



- Ensure that the first aid kit is always well stocked and its contents are within the expiry date

# Emergency Numbers

Employers  
Managers  
Supervisors  
Employees

***POST THE FOLLOWING INFORMATION  
IN A SUITABLE LOCATION:***

**THE EMERGENCY  
SERVICE PHONE  
NUMBER**

EMERGENCY SERVICES  
**DIAL 000**

**THE PHONE NUMBER AND  
ADDRESS OF THE NEAREST  
MEDICAL CENTRE WHICH  
HAS AGREED TO PROVIDE  
ASSISTANCE IN THE EVENT  
OF AN EMERGENCY**

(IF APPLICABLE)

**THE ADDRESS OF THE  
NEAREST HOSPITAL  
WITH AN ACCIDENT AND  
EMERGENCY DEPARTMENT**

(IF APPLICABLE)

**THE NAME OF ANY  
ACCREDITED FIRST-AIDER  
WHO IS AVAILABLE TO  
PROVIDE ASSISTANCE**

**THE PHONE NUMBER AND  
ADDRESS OF YOUR STORE  
(NEW EMPLOYEES MAY  
NOT KNOW)**

**THE PHONE NUMBERS OF  
THE STATE EMERGENCY  
SERVICE**

# **FIND OUT WHAT CAUSED AN ACCIDENT OR NEAR-MISS**

Employers  
Managers  
Supervisors  
Employees

**IF AN ACCIDENT OCCURS IN YOUR WORKPLACE YOU HAVE AN OBLIGATION TO DO WHATEVER IS NECESSARY TO MAKE SURE THE ACCIDENT DOES NOT HAPPEN AGAIN**

### ***FOLLOW THIS SIMPLE THREE STEP PROCESS:***

1. Establish what happened – get the facts
  2. Find out the underlying cause of the accident (eg the obvious cause may be employee carelessness BUT the underlying cause may be the absence of a hazard or warning sign or a failure to instruct the employee how to do the job correctly)
  3. Take action to make sure the accident will not happen again – eg eliminate the hazard; use warning signs; change you new employee induction or training material.
- Follow the same procedure with near-misses
  - Encourage employees to tell you about accidents that nearly happened
  - Keep a record of accidents and near-misses

[Note: You have an obligation to report serious bodily injuries (injuries resulting in more than four days off work) to Workplace Health & Safety Queensland]

Employers  
Managers  
Supervisors  
Employees

## FIRE

# *IF IN DOUBT GET OUT!*

**Take the following steps to reduce the risk of fires in the workplace:**

- Make sure all electrical equipment is protected
- Ensure equipment is kept clean and in good operating condition
- Store flammable and combustible materials in appropriate containers away from heat sources
- Check your obligations in terms of types of fire extinguishers and fire blankets to be used in response to particular types of fires.



Information about the various types of fire extinguishers and when to use them is available from the Community Safety Office of the Queensland Fire and Rescue Authority

- Train employees in how to use extinguishers
- Keep work areas clean and free of debris. Keep passage ways and emergency exits clear
- Never leave an open flame unattended
- Establish store emergency procedures setting out what employees should do in the event of fire or other emergency

# **HOLD-UPS**

Employers Managers Supervisors Employees
---------------------------------------------------

In the event of a robbery follow these procedures:

### ***DURING THE EVENT:***

REMAIN CALM – the average robbery takes less than two minutes

OBEY THE ROBBERS ORDERS – robbers seldom hurt people who co-operate with them – let the robber know you will do what they want

DON'T ARGUE – Always comply with the robber's requests (eg if they ask for money – give it to them)

DON'T BE A HERO – Do not try to prevent the robbery

DON'T CHASE AFTER THE ROBBER – this will invite violence and put you at risk

### ***AFTER THE EVENT:***

TRY TO REMEMBER DETAILS about the robber (eg height, facial hair, tattoos etc); AND WRITE THEM DOWN

GET HELP from a counsellor who has experience in helping people recover from traumatic experiences.

# section G

## *How Well Do I Understand? (Employee Test)*

### IN THIS SECTION:

- Employee Quiz
  - Questions and Answers
  - Matching Statements
  - True and False
  - What's the Word?
- Employee Acknowledgement

**Note for Employers:**

A copy of the completed test and the employee acknowledgement form should be kept on the employee's file



## Part B - Matching Statements

Employees

### PART B – MATCHING STATEMENTS

The statements in the column below do not match. Place the number from the left column in the centre column against the correct second half of the statement:

No.	Start of Statement	Enter No. to make correct match	End of Statement
<b>1</b>	Many accidents are caused		if we wear protective gloves
<b>2</b>	We would be less likely to trip or fall over objects		and they can happen again
<b>3</b>	It is very important not to delay		lost two fingers and broke his arm in 12 places
<b>4</b>	Some cuts and burns could be prevented		was spilt while being carried without a lid
<b>5</b>	Never place wet cloths or wet hands		spills and dropped food immediately
<b>6</b>	Employees working in the fast food industry		If aisles and passage ways were always kept clear
<b>7</b>	In a past accident an employee got his arm caught in a dough mixer and		reporting any unsafe conditions or equipment
<b>8</b>	An employee sustained second degree burns when hot gravy		by carelessness or foolish behaviour
<b>9</b>	Accidents have happened before		near electrical appliances
<b>10</b>	Everyone is expected to clean up		have been seriously injured in workplace accidents in the past

**PART C – TRUE OR FALSE?**

Employees

Before I start my new job my employer will make sure that I have been given a tour of my new workplace and will point out hazards that may be harmful to me

**T**

**F**

Workplace safety is the responsibility of my employer alone

**T**

**F**

It is important that I be thoroughly trained before being asked to do a job

**T**

**F**

Many accidents in the workplace are caused by fooling around and carelessness

**T**

**F**

I could not be seriously injured while working in the fast food industry

**T**

**F**

## Part D - Whats The Word?

Employees

### **PART D – WHAT’S THE WORD?**

**Select the correct word from the box below and write into the blank space in each statement.**

It is important to be ..... to what is going on around me when I am at work

If I notice a ..... dangerous situation developing I will take positive steps to intervene and ..... the problem from occurring

There have been serious accidents in the past resulting from contact with .....

An ..... is posted near the store phone telling me what to do in the event of an accident

I am much less likely to be injured at work if I am shown the hazards and ..... how to do the job safely

I won't attempt to operate machinery unless I have been given the necessary .....

I will make sure that I don't..... acts that are dangerous to me or to those I work with

It is important that I do the job the way I was told to do it and avoid taking.....

<b>TRAINED</b>	<b>SHORT CUTS</b>	<b>ACCIDENT PROCEDURE</b>
<b>PERFORM</b>	<b>ALERT</b>	<b>PREVENT</b>
<b>HOT OIL</b>	<b>TRAINING</b>	<b>POTENTIALLY</b>

**EMPLOYEE  
ACKNOWLEDGEMENT:**

Employees

- I have read and understood this safety booklet
- I have completed the assessment
- While I am at work I undertake that I will act safely and follow the safety rules set out in this booklet
- While I am at work I undertake that I will do the job as I have been shown how to do it (I will follow the correct procedures.)

.....  
**Name**

.....  
**Date**

.....  
**Signature**





**Queensland Government**  
Department of **Employment and Industrial Relations**



Helping Australian Business Grow