

Workplace Health and Safety Hotel Induction Handbook




Developed by the
Queensland Hotels Association



In partnership with, and funded by

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Workplace Health and Safety Queensland **Updated:2016**



It is recommended that the Work Health and Safety Hotel Induction Handbook is read in conjunction with this presentation.

What is work health and safety?

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About 800 claims are filed with Workcover Queensland annually for injuries sustained in the hotel industry

Essentially work health and safety is the systems and processes we put in place to define how we do things – whilst minimising our exposure to risk

The culture of the workplace needs to be supportive of the aim to minimise harm





Queensland health and safety legislation

Safety legislation structure in Queensland

Work Health and Safety Act 2011



The Act sets out the laws relating to health and safety requirements in all workplaces and work activities in Queensland

Work Health and Safety Regulation 2011



The Regulation tells us how the law is to be implemented and administered in Queensland



Work Health and Safety Act 2011

The objective of the Act is to protect workers against harm to their health, safety and welfare through the elimination or minimisation of risks from work

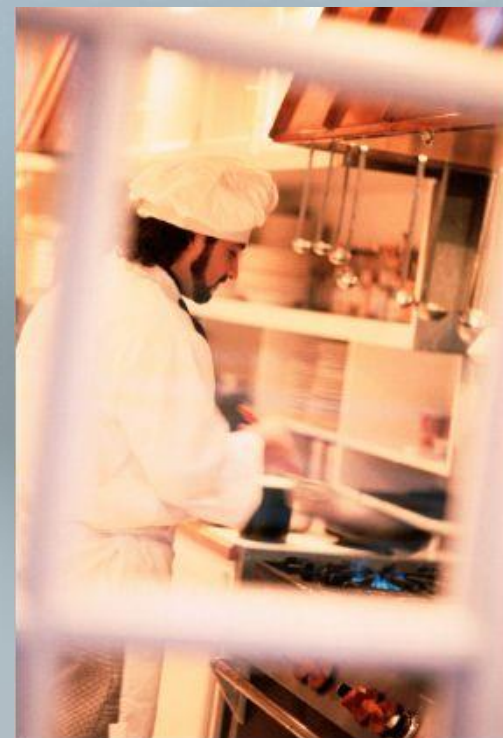
Under the Act we all have a duty of care to ensure the health and safety of ourselves and others is not put at risk



Employer duty of care in the workplace

Under the Act, your employer must provide a safe workplace for you and other workers

Your employer must ensure that the health and safety of yourself and others is not placed at risk by how business operations are conducted



Your employee obligations for safety in the workplace

Your primary duty of care is to take reasonable care for your own health and safety and to ensure that your actions do not affect the health and safety of others

You must comply, so far as you are reasonably able, with any reasonable instruction that is given by your employer and co-operate with any reasonable health and safety policy or procedure.





Information sources for health and safety issues

How can I find out about workplace safety issues?

The Act fosters a cooperative spirit which encourages employers and employees to work for a healthier and safer environment

This is achieved by open communication between both parties

You can find out information on safety issues by:

- Attending team meetings
- Training and induction sessions
- Reading company newsletters, flyers or staff notices
- Talking to your supervisor / manager or other staff



Identifying and controlling workplace hazards

How do we identify and control workplace hazards?

This is the legislated process for dealing with hazards:

Spot the hazard

Identify the jobs or tasks which are likely to or have caused injury or caused harm

Assess the risk

Identify which of the hazards pose the greatest risk to us

Make the changes

Decide on appropriate controls i.e. eliminate, substitute, engineer or isolate, administer (implement policy, procedure or training) or use protective clothing

Monitor and review implemented controls to ensure they are effective



Work health and safety practices

General emergency procedures

Evacuation procedure

There are three stages to follow if you have to leave the workplace due to an emergency:

1. Preparation for evacuation
2. Evacuate from the workplace
3. Meet at the Assembly Point

Take directions from your supervisor / manager who will tell you what to do

He / she will show you the location of the nominated assembly point for your workplace

During this process, always ensure your patrons are aware of what is happening and provide appropriate assistance to them where required

General emergency procedures continued

Emergency response procedures

On rare occasions you may experience an emergency whilst working in a hotel, such as:

- Fire
- Medical
- Armed hold up / robbery
- Bomb threat



For those persons working in regional or northern Queensland, natural disasters are also possible

Please refer to your supervisor / manager for specific information relating to your workplace

In the event of any emergency always remember your safety is paramount

Selection of fire extinguishers

To select the right fire extinguisher:

- Identify the type of fire you are facing
- Select the extinguisher best suited to fight the fire

There are five classes of fire and six types of fire extinguishers:

Class A: fire involving ordinary combustible materials, e.g. wood, paper and many plastics

- A WATER extinguisher is best suited for this application

Class B: fire involving flammable and combustible liquids, such as grease and oils

- A DRY CHEMICAL POWDER or FOAM extinguisher is best suited for this application



Selection of fire extinguishers continued

Class C: fire involving combustible gases

- A DRY CHEMICAL POWDER extinguisher is best suited for this application

Class (E): fire involving energised electrical equipment

- A CARBON DIOXIDE, DRY CHEMICAL POWDER or VAPOURIZING LIQUID extinguisher is best suited for this application

Class F: fire involving cooking oils and fats

- A DRY CHEMICAL POWDER B (E) or WET CHEMICAL extinguisher is best suited for this application

Water and Carbon Dioxide extinguishers are the most common

How to use a fire extinguisher

Pull the pin

Aim the extinguisher at the base of the fire

Squeeze the handle

Sweep back and forth across the base of the fire

Ensure you have the correct extinguisher for the type of fire you are fighting

Do not replace the extinguisher in its holder after use – it has to be recharged by a service agent



Personal safety

Sometimes there could be an increased risk to your personal safety and security

Location, environment, clients and time are all relevant factors in your safety risk profile:

- Avoid placing yourself in a situation where you feel uncomfortable or unsafe
- Avoid working on your own, especially at night
- Park your vehicle close to where you are working or leave the premises as a group
- Avoid poorly lit carparks, walkways, rear areas
- Know how to quickly communicate with other staff members i.e. mobile phone, radio, duress alarm, regular checks etc

Personal security

One of the common responsibilities generally undertaken by hotel staff is the handling and safekeeping of cash

Some actions that you can adopt to reduce cash handling risks include:

- Try not to be distracted by customers when handling cash
- Ensure you receive suitable information and instruction to enable you to handle cash safely and confidently
- Never leave a cash register unattended if at all possible
- Never leave too much money in the register – have your supervisor remove larger notes and store them away for safe keeping

Workplace harassment

A person may feel they are being harassed if the person is subjected to repeated harassment, by another person, that:

- Is unwelcome and unsolicited, and
- The person considers to be offensive, intimidating, humiliating, or threatening.

You should first approach the other party and tell them to stop

If you are uncomfortable with this, or nothing changes after this request, you have the right to lodge a complaint with your supervisor / manager

All complaints of bullying or harassment will be treated seriously and action will be taken to ensure it stops

Manual handling is those tasks that require you to exert force to physically move an object, load or body part

This exertion can be seen as lifting, lowering, pushing, pulling, carrying, moving, holding or restraining any object, animal or person

There is a multitude of tasks undertaken by employees in the hotel industry that meet this definition

Follow the good manual handling technique guide to minimise the possibility of injury



Slips, trips and falls

Slips, trips and falls are relatively common and can occur in any workplace

Slips usually happen when there is a loss of grip between an individual's footwear and the floor

In a hotel environment, this commonly occurs when there is water, beer or oil on the floor, typically around bar and kitchen areas

Trips occur when an individual's foot hits a low obstacle in the person's path, causing a loss of balance eg. a broken tile, raised edge of carpet or beer carton on the floor

Ensure your workplace is well maintained and kept tidy to minimize exposure to this hazard

Kitchen safety

Hazards faced by employees in this area include:

- Hot and cold working environments
- Naked flames from gas cookers
- Hot oil from fryers
- Various chemicals used for cleaning

Your handbook highlights the specifics of these hazards

Whilst working in and around this area you should always be aware the hazards associated with it



Electrical safety

Electricity can kill if you give it the chance

In the hotel industry there are many types of electrical equipment that you may use e.g. glass washers, coffee machines, vacuum cleaners etc

The most common cause of electric shock is damaged electrical cords. Working in wet areas can also increase the risk of electric shock

Do not use any equipment if there are signs of damage to the power cord

Promptly report any damage to your supervisor / manager for repairs



Bottleshop drive thru safety

Most hotels operate an attached or detached bottleshop

The most obvious hazard with working in bottle shops relate to manual handling risks e.g.. lifting and moving product

Another hazard associated with these work areas can be the movement of vehicles in the drive-thru

In larger hotels, forklifts can also be an issue

Always be aware of the movement of vehicles in these areas



Hotel keg / cool rooms

Hotel workers face a potential hazard in the form of gas, which is utilised to dispense beverages

Pressurised Carbon Dioxide (CO₂) is used to pump beer and post mix. This gas is a known asphyxiant

CO₂ is a colourless, odourless gas and is undetectable without the correct equipment

It is mandatory in certain circumstances that cool rooms using this product are fitted with an atmospheric monitor and alarm system

Your employer will show you during your induction how this system works



Protective clothing

The use of protective clothing is a common way of minimizing exposure to different hazards

For instance, wearing rubber soled, closed toe shoes reduces the risk of harm to you and your feet

Wearing gloves when handling cleaning chemicals is another common recommended practice

Sometimes the use of protective clothing is also incorporated into the hotel's dress code





Summary

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Ensuring work health and safety is everyone's business

Effective management of workplace hazards ensures we all go home safe

Reporting problems to your supervisor / manager is just one step in that process

What you have just been introduced to is a snapshot of likely hazards that exist in the hotel industry

If at anytime you are unsure about something, always ask your supervisor / manager for assistance

