SafeWork

Hospitality safety basics

WHS Talks for preventing burns

NSW GOVERNMENT

Hospitality safety basics

This guide will help you hold safety talks with your hospitality workers about how to prevent:

- Chemical burns.
- Burns from electric shock.
- Burns from hot surfaces/substances.

When it comes to working safely, businesses are responsible for the health and safety of workers, contractors, volunteers and visitors.

These three safety talks will help you to start a safety conversation with your workers about preventing burns in your workplace.

We have resources and guides about working safely in the hospitality industry, including the Young Workers e-Toolkit specifically developed to support young workers' work safely. We also provide free safety advisory visits. Further information is available from the SafeWork NSWwebsite at www.safework.nsw.gov.au or by calling 13 10 50. Scan for further information.

How to support safety behaviour in your workplace

To encourage worker safety behaviour:

- Talk about safety – hold regular safety talks, ask workers for feedback on hazards and safe work practices, and when you give work instructions include safety advice and directions.
- Provide and maintain a safe and healthy workplace.
- Establish safe work practices.
- Reward safe behaviour – set safety goals together, praise your workers when you see them working safely, give out a regular safe worker award.
- Address unsafe behaviour.
- Make it visual – hang safety posters, put safety guides in the lunch room or toilets, put up a safety chart to track incidents and near misses.
- Lead by example – make sure you always work safely.
- Keep training – show your workers how to work safely, remind them of safe work practices, give refresher training at least annually and following an incident or near miss, enrol them in a course.
- Don't forget about visitors – make sure you also talk about safety with delivery drivers, contractors and other visitors to your workplace.

The model Work Health and Safety (WHS) laws require employers to take care of the health, safety and welfare of your workers. It also includes yourself and other staff, contractors, volunteers, and others (clients, customers, visitors) at your workplace.

Safety talk one

Chemical burns

Case study

A 25 year old worker attempted to pour undiluted beer line cleaner into a keg using a funnel connected to a keg coupler. The keg was still pressurised and as the worker depressed the coupler handle, the beer line cleaner was blown back out of the funnel, splashing onto the worker's face and eyes. The worker received burns to the face, permanent loss of vision in one eye, and significant impairment in the other, after being splashed with beer line cleaning chemicals.

Ensure the beer line cleaning system is the most appropriate for the delivery system used

Ask your workers: What should be done?

- Develop and implement safe systems of work.
- Make sure your workers are appropriately trained to clean the beer lines.
- Ensure the handling and storage of chemicals are in accordance with manufacturer/supplier recommendations and the instructions provided on the SDS.
- Provide appropriate PPE such as long sleeves/pants, enclosed shoes, aprons, gloves, eye-wear or face shields and train workers in how to use them correctly.
- Provide appropriate first aid facilities and staff, advice, and assistance – e.g. eye wash and shower facilities, easy access to emergency contact numbers.
- Avoid working alone.

Record of safety talk one

Workplace:

Name of supervisor or presenter:

Date: Time:

People present:

Name:	Signature:	Name:	Signature:

Topics discussed:

Comments/feedback

Safety talk two

Burns from electric shock

Case study

A 19 year-old part-time restaurant employee was electrocuted when he touched a live electrical cable while cleaning a clamshell grill.

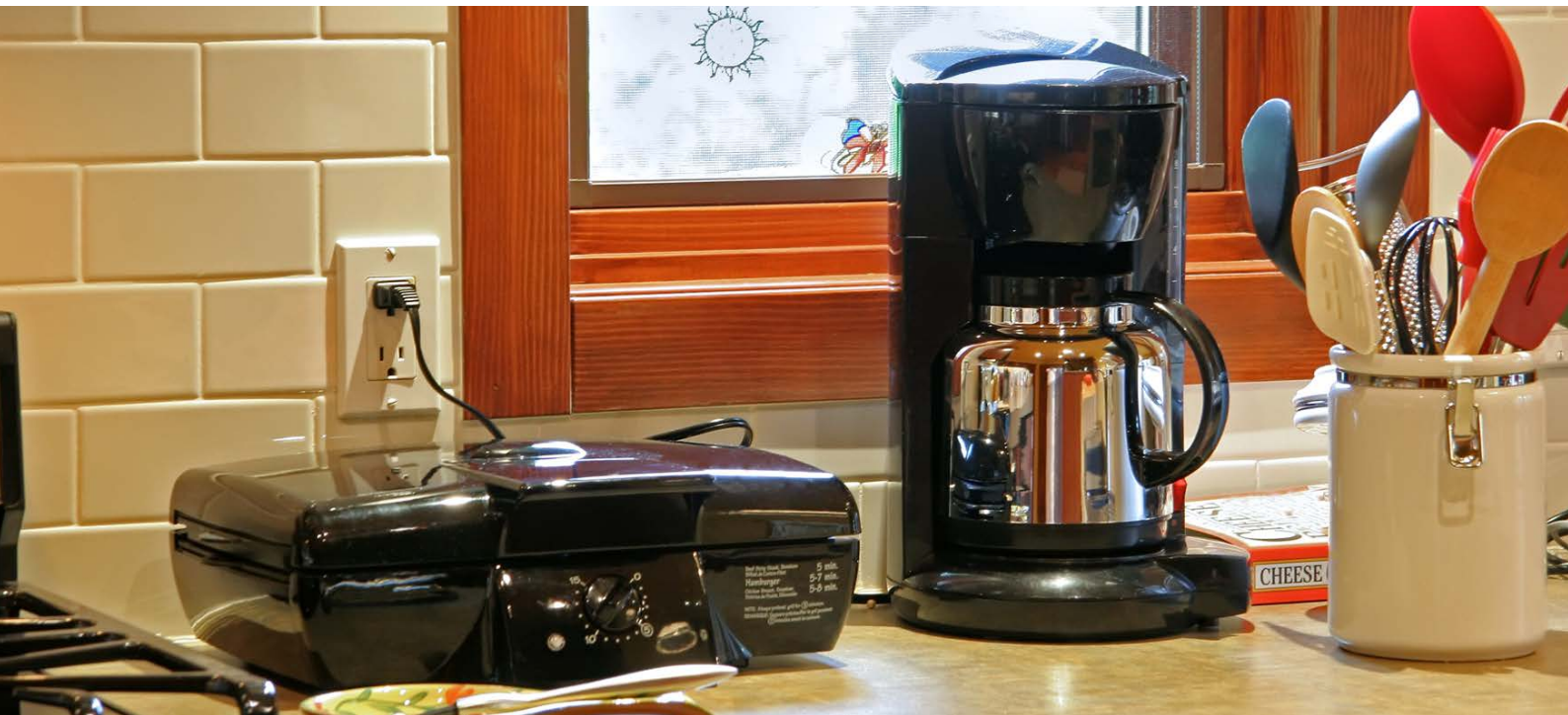
Since installation, the grill had been pulled away from the wall every night for cleaning, and over time the cable attaching it to the power outlet had become damaged. There was no isolation switch within reach and when the worker touched the cable the power was still connected.

The company was fined $120,000 and, according to the judgment, simple remedial steps would have prevented the accident.

Do not clean electrical equipment with flammable or toxic solvents

Ask your workers: What should be done?

- Report broken, frayed and cracked leads and plugs.
- Complete regular inspections and checks.
- Isolate any electrical equipment or appliances if faulty or issues identified.
- Isolate all sources of electricity either by disconnecting orswitching off.
- All electrical appliances connected to power must be tested and tagged annually by a competent person.
- Hire a licensed electrical contractor to install and repair electrical equipment.
- Kitchen and other hostile environments must have electrical supply protected by Residual Current Devices (RCDs), alsoinspected annually by a competent person.



Record of safety talk two

Workplace:

Name of supervisor or presenter:

Date: Time:

People present:

Name:	Signature:	Name:	Signature:

Topics discussed:

Comments/feedback

Safety talk three

Burns from hot surfaces or substances

Case study

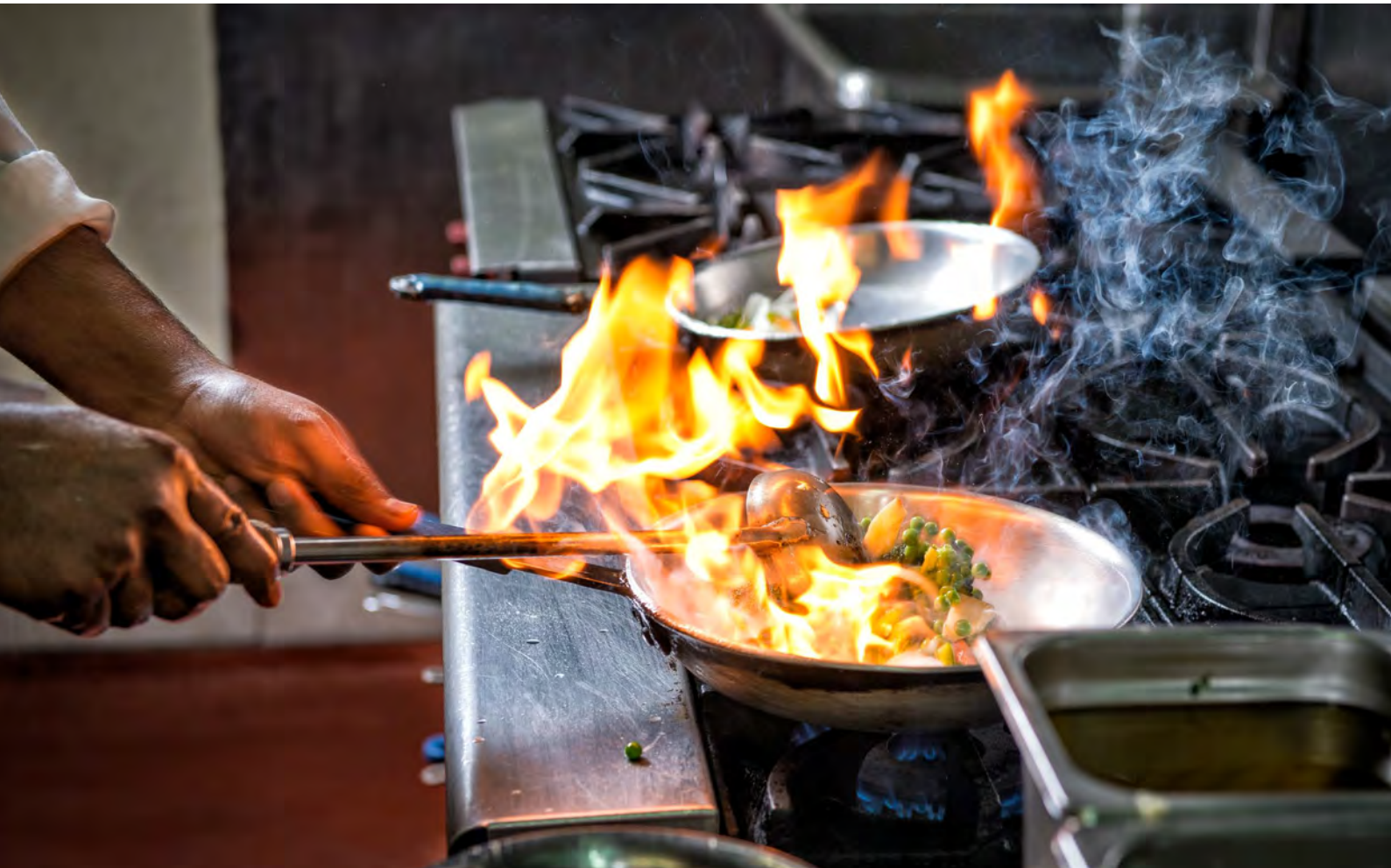
A 24 year old male slipped and stepped into a pot of hot cooking oil when he was cleaning the canopies of a commercial cooking unit. He also sustained third degree burns up to his knee and required skin grafts.

Watch this safety video with your workers and discuss how your workers can work safely with hot oil in your workplace.

Always allow hot oil to cool before you move it.

Ask your workers: What should be done?

- Provide information, instruction, training and supervision to workers on how to safely use your fryer.
- Consider the type of oil used, does it remain in liquid form when cool or does it form a solid?
- Make sure your workers understand how to prevent burns in your kitchen.
- Plan your work and use equipment appropriate for the task.
- Make sure a first aid kit is accessible.
- Ensure appropriate personal protective equipment (PPE) is available such as aprons, closed shoes and heat proof gloves.



Record of safety talk three

Workplace:

Name of supervisor or presenter:

Date: Time:

People present:

Name:	Signature:	Name:	Signature:

Topics discussed:

Comments/feedback

Additional case study

LPG Gas cooking appliances

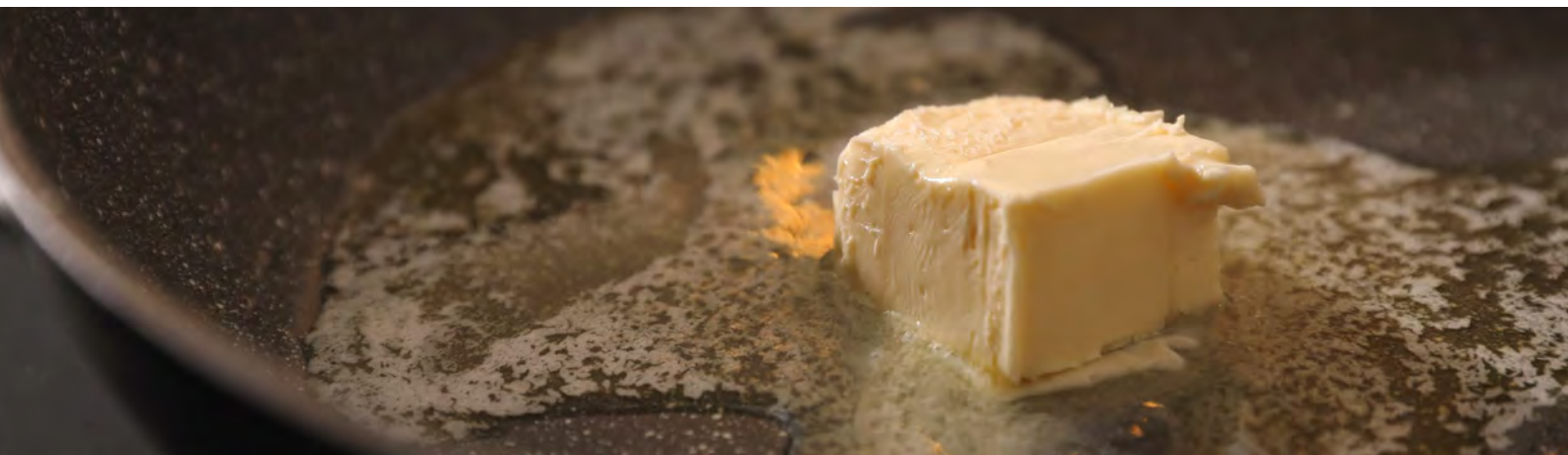
Case study

A 20 year old worker was melting butter with a portable LPG gas appliance when the gas escaped causing a large flash fire. As well as extensive damage to the property, the worker was hospitalised with serious burns.
Watch this safety video with your workers and discuss how to keep your workers safe.

Only use gas appliances that have been designed and approved by the manufacturer for indoor use and are marked with an Australian recognised certification label.

Ask your workers: What should be done?

- Only use LPG cooking appliances designed for indoor use and their intended purpose.
- All indoor portable LPG cooking appliances must be connected to an external gas supply by a licenced gas fitter.
- Ensure any spare portable gas cylinders are stored outside, make sure the valves are firmly turned off; and keep the cylinders cool, away from flames, sparks and heat.
- Keep gas appliances clean and well-maintained by a competent person.
- Inspect and maintain indoor portable gas appliances, if you smell gas turn the gas off at the source.
- Always use the type of gas specified by the manufacturer and never modify an LPG appliance.
- Make sure your indoor gas appliances are approved and certified to Australian Standards.
- Gas cylinders are required to be tested and stamped every 10 years if it is less than 100 litres. If it is 100 litres or more, it must be retested every 15 years. Always return dented or corroded cylinders for re-certification.
- Train your workers on how to test for gas leaks and how to change LPG cylinders.



Record of additional case study

Workplace:

Name of supervisor or presenter:

Date: Time:

People present:

Name:	Signature:	Name:	Signature:

Topics discussed:

Comments/feedback