

**A handbook for  
the franchise industry**

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# **Managing health and safety in food retail**

Edition No. 1  
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**working  
across  
borders**

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# Introduction

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There are many types of food franchise businesses in Australia, each with their own business models and systems in place.

Some franchisors require their franchisees to follow their systems as precisely as possible, while others are less specific.

This handbook aims to assist franchisors develop an effective health and safety system and help franchisees understand how to implement this system in their workplace.

It outlines the main elements of a simple health and safety system, which include: management commitment, consultation with workers, identifying hazards and reducing or removing risks, training and supervision, reporting on safety, managing workers' compensation claims and the return to work of injured workers.

This handbook also includes practical advice on common hazards in food retail such as manual handling, slips, trips and falls and working with electrical equipment, machinery and chemicals. It also contains an induction checklist, a hazard identification checklist, a training register and an injury report that franchisees can use in their workplace.

## Legal implications

Legislation requires employers to provide a healthy and safe workplace. Where a person has management and control of a workplace, they also have responsibility (in the areas in which they have management and control) for the health and safety of people at that workplace.

Both franchisors and franchisees should be aware of their respective health and safety responsibilities. Franchisors should understand the management and control they have over a workplace through the franchise systems they require franchisees to implement and follow.

This handbook shows one way a health and safety system can be set up in a franchise operation. It should be used as a guide only and professional legal advice should be obtained before implementing a health and safety system. Individual franchisors and franchisees should also contact relevant health and safety authorities in their state/territory for advice about specific legal requirements in each jurisdiction. Contact details are available on the back of this handbook.

## Acknowledgments

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# 1.

# Safety management systems

The following information will help franchisors set up a simple and effective health and safety system. Franchisors can add to the system outlined in this handbook, based on their own requirements.

The health and safety system could also be integrated with quality and food safety systems as there will be some overlap.

The following table shows how the structure of the system can be divided between the franchisor and franchisee.

### Suggested structure of a health and safety management system in a franchise

<b>Franchisor</b>	<p>Provide a <b>statement of intent</b> in franchise agreements which requires franchisees to comply with relevant health and safety legislation and the franchisor's health and safety management system (HSMS).</p> <p>Include an outline of the HSMS as an appendix to the franchise agreement.</p> <p>Provide support to franchisees through:</p> <ul style="list-style-type: none"> <li>▪ developing an Occupational Health and Safety (OHS) policy</li> <li>▪ taking account of health and safety in the design of business systems and premises</li> <li>▪ providing a health and safety manual for all franchisees to use in their workplace</li> <li>▪ training franchisees on the HSMS</li> <li>▪ requiring franchisees to report on OHS</li> <li>▪ working with suppliers to improve OHS performance</li> <li>▪ reviewing how the HSMS is operating across franchise operations at appropriate intervals</li> <li>▪ providing advice to franchisees on health and safety, workers' compensation, claims management and return to work</li> <li>▪ providing regular feedback to franchisees about OHS performance across the franchise</li> <li>▪ establishing Franchise Safety Awards for good OHS performance by franchisees.</li> </ul>
<b>Franchisee</b>	<ul style="list-style-type: none"> <li>▪ Implement the health and safety manual in the workplace.</li> <li>▪ Provide induction training to employees on OHS.</li> <li>▪ Provide specific training to employees on higher risk tasks.</li> <li>▪ Provide good instruction and supervision of employees to ensure implementation of training and procedures.</li> <li>▪ Consider health and safety issues when purchasing goods or fixtures for the workplace.</li> <li>▪ Manage contractors coming into the workplace to ensure they follow OHS requirements and procedures.</li> <li>▪ Consult with employees on OHS issues in the workplace and deal with their concerns in a timely manner.</li> <li>▪ Ensure that emergency management and first aid systems are in place in the workplace and workers know about these.</li> <li>▪ Know how to deal with any claims for workers compensation and return to work in the case of a worker being injured.</li> </ul>

Once a health and safety system has been established, franchisees should have their workplace checked by a suitably qualified health and safety consultant. Health and safety authorities in some states/territories provide free safety consultancies. Contact the relevant authority in your state/territory to see if this service can be provided. Details are on the back of this handbook.

## 1.1 – Management commitment

Through a HSMS a franchisor can demonstrate commitment to safety.

A franchisor can demonstrate further commitment to safety by:

- developing, in consultation with franchisees, a health and safety policy (see Appendix A for an example)
- establishing procedures to remove, or where not possible, minimise, health and safety risks, training workers and addressing safety concerns
- considering safety when designing a food retail outlet (considering amounts of product needed, weight of goods, turnover of goods, shelving requirements, safe access to storage and delivery requirements)
- ensuring the system encourages workers to raise health and safety concerns
- requiring franchisees to report on health and safety performance
- recognising and rewarding franchisees for good health and safety outcomes.

## 1.2 – Consultation

The HSMS should include regular consultation with franchisees on health and safety. The system should also ensure each franchisee implements consultative arrangements to suit their workplace so that health and safety issues can be raised and addressed.

To encourage consultation franchises should:

- develop with workers the mechanisms that will be used in the workplace to consult on health and safety issues
- get workers and health and safety representatives (HSRs), where they exist, involved in decision making that affects their safety
- include health and safety as an agenda item at meetings
- engage workers in identifying health and safety risks and ask for their ideas about how these can be removed or reduced.

Note: Each state and territory has specific consultation requirements so contact the relevant health and safety authority in your jurisdiction about these.

## 1.3 – Managing health and safety risks

A safe workplace requires a systematic approach to removing or minimising risks. This can be done by:

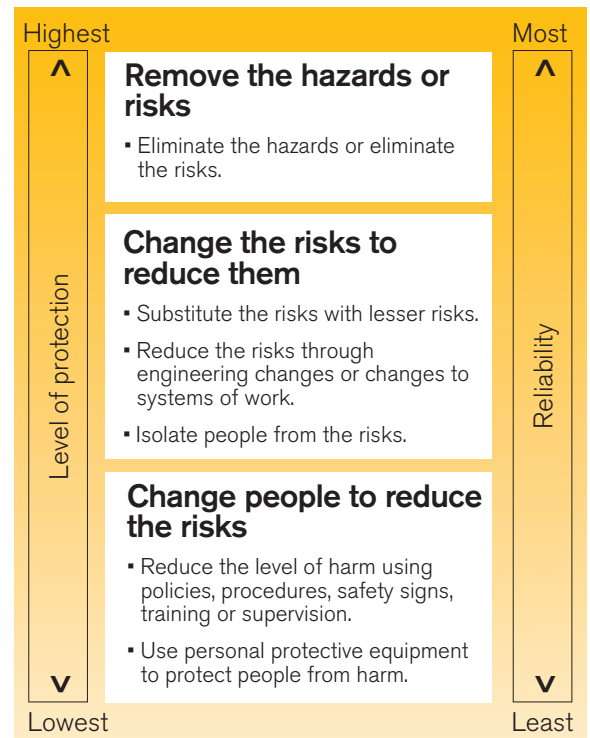
- finding hazards in the workplace
- working out the likelihood of hazards causing injury or death
- fixing the problem by using the most effective risk controls that are reasonably practicable under the circumstances
- reviewing risk controls and checking they work.

Employers should aim for the highest level of control to remove or minimise risks. The hierarchy of controls, in Figure 1, will help you decide in which order to fix safety issues and the type of controls that work best. It is not sufficient to issue personal protective equipment or write procedures, although these may make up part of your approach. Wherever possible, unsafe work activities need to be removed. Chapter 2 and Appendix D provide information about ways to remove or minimise risks at the workplace.

**Figure 1.  
Hierarchy of controls**

The various ways to control risks can be ranked from the highest level of protection and reliability to the lowest.

Aim for the highest level of protection and reliability possible.



Documenting the way work is done safely ensures this process is followed. It can also help you train new workers and ensure the food/service you provide is of a consistent quality.

## 1.4 – Training and supervision

The HSMS needs to ensure all employees, including young and new workers, have appropriate induction, information, instruction, task specific training and supervision to ensure work is done safely. Young workers should be closely and competently supervised.

Induction training should inform new employees of the franchise's commitment to health and safety. It should also outline the health and safety management system and responsibilities of workers to follow safety instructions. Appendix B contains a sample induction checklist that franchisees can use in their workplace when new workers start work.

The training should:

- show employees how to work safely, to recognise hazards on the job and to raise issues of concern
- ensure employees can demonstrate competence before starting work and new tasks
- identify and provide the necessary equipment and protective gear, such as gloves, safety footwear and goggles
- explain health and safety policies and procedures that apply in the workplace
- help employees become familiar with the workplace environment
- introduce supervisors, co workers and HSRs (where they exist).

Training can be done on the job, using computers, classroom based or through external providers. It must be suitable for each worker (taking account of their English language or literacy skills). Keep a training register to track who has been trained and in what areas. Appendix C contains a sample training register that franchisees can use when training workers in their workplace.



## 1.5 – Reporting safety

The franchise system needs to have adequate reporting arrangements in place to identify safety issues before they cause injuries, illnesses or incidents.

Reporting arrangements include internal OHS reports prepared by franchisees and the franchisor about health and safety performance across the franchise; reports to the relevant safety regulator on serious incidents and reports to relevant workers' compensation providers.

Reporting arrangements should allow for issues to be identified as they arise and through regular inspections of the workplace. Appendix D contains a sample hazard identification checklist that can be used in the workplace to identify and deal with hazards. Appendix E provides a sample reporting form that can be used for reporting hazards and or injuries in the workplace.

Near misses should be treated as a potential severe incident. Find out what went wrong, why it happened and how to prevent it happening again.

Keep a notebook for staff to write down the problem, the date it occurred/was found, how it can be fixed and when it was fixed. Share this information with other franchisees as they could have similar hazards.

Note: Check with relevant safety and workers compensation authorities in your state/territory for specific legislated reporting requirements.

Note: Check state or territory regulators, both safety and workers compensation regulators, to ensure you implement specific legislated reporting requirements.

## 1.6 – Workers' compensation and return to work

Each franchisor and franchisee, that employs workers, requires workers' compensation insurance.

Check with the relevant workers compensation authority in your state/territory for specific compensation and return to work requirements.

## 1.7 – Conclusion

These six elements form a simple safety management system. The elements of the system are interlinked and need to be effectively managed for the safety system to work well in the workplace.



## 2.

# Common hazards in the workplace

The information in this section will help franchisees manage health and safety risks common to the food retail industry. It provides tips to reduce the risk of injury to employees from these hazards.

Other hazards could exist in food retail franchises such as shift work, fatigue, dealing with emergencies, needlesticks and gas safety. Contact the relevant health and safety authority in your state/territory for more information about these other hazards and how to deal with them.

### 2.1 – 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.

## 2.2 – Chemicals

Chemicals, or hazardous substances, are used everyday in cafes and restaurants 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?

### 2.3 – 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.

#### Tips 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 safety switches fitted and to have specified electrical equipment inspected and tested. Consult your state/territories Health and Safety authority or electrical safety agency for more information.

## 2.4 – 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.

## 2.5 – 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 airconditioning and ventilation systems are serviced on a regular basis.

Train workers about the risks of heat stress.

Note: An ideal working environment should have a temperature range between 20°C and 26°C. When working in an environment with a comfortable temperature, staff will work more efficiently and the likelihood of heat stress and other injuries will be reduced.

## 2.6 – 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.

Employees should wear protective clothing such as gloves and aprons when handling sharp implements.

## 2.7 – 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 employees 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.



## 2.8 – Manual tasks

Any task that requires a worker to use force, lift, lower, push, pull, carry or otherwise move or restrain an object may cause an injury if the force is excessive. Injuries may be the result of a 'one-off' event, but more often they are the result of stress and strain over a long period of time such as:

- lifting and carrying full pots and pans and drums and bags of food
- lifting and stacking dishwasher trays
- carrying crockery and glass on trays and serving from them and carrying numerous plates
- bending into deep freezers and fryers to clean inside them
- reaching across counters and into storage shelves.

### Tips to prevent injury from manual tasks

Before purchasing, consider how new products, supplies and equipment will be used and handled. Consult employees who will be using these items.

Install self-cleaning units for deep fryers or outsource the cleaning.

Install a rubbish chute system that links the kitchen to an outside bin.

Use mechanical aids, such as trolleys or lifting devices, where possible.

Use lever and wheel trolleys to transport goods from delivery vehicles. Ensure wheels are kept free running and well maintained.

Ensure rubbish bins and buckets for cleaning can be wheeled.

Use trolleys for crockery and utensils when setting up tables.

Buy smaller or lighter cartons of stock from suppliers.

Reduce the size and capacity of pots and pans or split loads.

Ensure that suppliers restock the fridges on a needs basis.

Provide ample storage. Arrange shelves so that frequently used items and heavy items are stored between mid-thigh and shoulder height.

Ensure enough employees are rostered on per shift to allow them to share tasks and rotate jobs.

Ensure employees have comfortable seating for rest and meal breaks.

Provide fixed rubber flooring in areas where employees are required to stand for long periods.

## 2.9 – Noise

It is common for cafe and restaurant employees to have impaired hearing from exposure to noise. Noise is a hazard that can permanently damage hearing and affect health in other ways, such as increase blood pressure, heart rate and stress. Noise can affect workers' morale and concentration and lead to incidents.

A good indicator of a possible noise problem is if you have to raise your voice to be heard when you are talking to someone at about one metre away.

Sources of noise in cafés and restaurants include:

- gas stoves, coffee grinders and other mechanical equipment
- chopping or cutting meat or bones
- noise caused by poor design of ventilation systems such as exhaust cabinets, especially if they are not properly maintained
- clashing of utensils or metal hitting metal
- glass being dumped in metal waste bins
- amplified music systems and patrons talking loudly.

### Tips to reduce noise

Use quieter kitchen appliances. Enclose noisy machines and have safe working procedures to reduce their impact on the entire working environment.

Maintain machines and ventilation equipment.

Incorporate sound absorptive materials into interior walls and ceilings to reduce sound reverberation (where this does not conflict with health regulations).

Use job rotation to reduce the length of time of exposure to noise.

Where noise is a problem\* workers should wear hearing protection. Ear plugs are available in bright colours with some glow-in-the-dark models being available. Workers should be taught how to use the hearing protection properly.

\*Note: Noise levels at an unprotected ear above Leq(8h) 85 dB(A) or 140 dB(C) peak are excessive.

### 2.10 – Slips, trips and falls

Many injuries in cafes and restaurants 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, loading docks and behind bars.

#### 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 employees 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 (e.g. broken or missing tiles are replaced).

Ensure staff wear suitable footwear, and treads are kept clean to provide adequate slip resistance.

### 2.11 – 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 criminal activity (eg 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 counselling.

#### 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.

### 2.12 – Workplace harassment

Workers in cafes and restaurants can be exposed to behaviour which the worker considers offensive, intimidating, humiliating or threatening. The worker can become physically or mentally ill as a result of workplace harassment.

The source of workplace harassment may be an employer, employee, a co-worker or a group of co-workers and can include:

- abusing a person verbally, usually when others are present
- repeated threats of dismissal or other severe punishment for no reason
- constant ridicule and being put down
- leaving offensive messages on email or the telephone
- sabotaging a person's work (eg by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages)
- deliberately getting a person into trouble
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- spreading gossip or false malicious rumours about a person with an intent to cause the person harm.

#### Tips for addressing workplace harassment

Inform employees about workplace harassment; that it is not accepted and what action can be taken.

Take prompt impartial action to resolve any situations which may be perceived as harassment and any reports of workplace harassment.

Provide access to external mediation when management may be perceived not to be impartial.

Provide training particularly for supervisors and managers.

Provide responsible, mature supervision of employees to ensure inappropriate behaviour is not tolerated.

### 2.13 – Young workers

Many young workers are employed in cafés and restaurants. Franchisees 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 policy about zero tolerance of 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.

### 2.14 – Asbestos

Asbestos was commonly used as a building product throughout Australia between 1945 and 1986. It can pose a risk to people's health if airborne asbestos fibres are inhaled and causes a range of lung diseases, some that can be fatal.

Asbestos is likely to be found in insulation materials, around pipes, wall cladding, electrical switchboards, floor tiles and roofing. Legislation requires occupiers and employers of workplaces to determine whether fixed or installed (in situ) asbestos is present and if so to take appropriate action.

#### Tips to identify asbestos and ensure safety for workers

Ask the building owner, before taking out a lease or buying a building, for a report on the building's condition to see if it contains asbestos.

If asbestos is present, consider whether the building is suitable. Clearly agree on any changes which may disturb (in situ) asbestos as well as the responsibilities and costs of the various parties before signing any agreement.

Maintain an asbestos register and make it available to all parties including building maintenance workers, consultants and workers, if asbestos is present in the building.

Install warning signs and labels to indicate the presence of asbestos to avoid accidental exposure to fibres during maintenance.

Check whether any items introduced into the workplace contain asbestos.

Consult with relevant people (eg building owner, HSRs and employees) to consider removing, enclosing or sealing asbestos.

Note: Each state and territory requires a licensed professional to remove asbestos and has specific asbestos requirements in the legislation. Check you meet local requirements.



# Appendices

## Appendix A – Example of a health and safety policy

### Example 1

#### Top Notch Food Pty Ltd – Occupational Health and Safety Policy

Top Notch Food recognises its legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors.

#### Objectives

Top Notch Food will:

- provide safe plant and systems of work
- provide written procedures and instructions to ensure safe systems of work
- ensure compliance with legislative requirements and current industry standards
- provide information, instruction, training and supervision to employees and contractors to ensure their safety
- provide support and assistance to employees.

#### Responsibilities

Each franchisee is accountable for implementing this policy in their workplace.

They will be responsible for:

- maintaining the workplace in a safe condition
- implementing health and safety policies and procedures
- training employees in the safe performance of their tasks
- using resources to meet health and safety requirements.

Employees are responsible for:

- following all health and safety policies and procedures
- reporting all known or observed hazards to their immediate supervisor or manager.

#### Application of the Policy

This policy is applicable to Top Notch Food in all its operations and functions.

# Appendices

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## Consultation

Top Notch Food is committed to consultation and cooperation between management and employees. Top Notch Food will consult with employees and their elected employee health and safety representatives where they exist in any workplace change that will affect the health and safety of any of its employees.

## Policy authorised by

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## Date

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## Example 2

### Business name – Occupational health and safety policy

#### Obligations

Management is firmly committed to a policy enabling all work activities to be carried out safely and with all possible measures taken to remove or minimise risks to the health, safety and welfare of employees, contractors, authorised visitors and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the relevant Health and Safety Act and Regulations, applicable codes of practice and Australian Standards as far as possible.

#### Responsibilities

Management will provide and maintain:

- a safe working environment
- safe systems of work
- plant and substances in safe condition
- facilities for the welfare of employees
- information, instruction, training and supervision that is reasonably necessary to ensure that each employee is safe from injury and risks to health
- a commitment to consult and co-operate with employees in all matters relating to health and safety in the workplace
- a commitment to continually improve our performance through effective safety management.

Employees have an obligation to:

- comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- take reasonable care of their own health and safety and the health and safety of others
- wear personal protective equipment and clothing where necessary
- comply with any direction given by management in relation to health and safety
- not misuse or interfere with anything provided in the interest of health and safety
- report all accidents and incidents on the job immediately, no matter how trivial
- report all known or observed hazards to their supervisor or manager.

#### Application of this policy

We seek the co-operation of all employees, customers and visitors. We encourage suggestions in realising our health and safety objectives to create a safe working environment with a zero accident rate.

This policy applies to all business operations and functions, including those situations where employees are required to work off-site.

#### Policy authorised by

#### Date

## Appendix B – Induction checklist

Worker's name: \_\_\_\_\_

Employment start date: \_\_\_\_\_

Position/job: \_\_\_\_\_

Manager/supervisor: \_\_\_\_\_

Department: \_\_\_\_\_

Section: \_\_\_\_\_

### Explain your company:

- the structure
- the type of work

### List and introduce your key people and their roles:

- manager/owner
- supervisor
- co-workers
- employees' safety representative
- first aid officer

### Explain their employment conditions:

- job description and responsibilities
- leave entitlements
- notification of sick leave or absences
- out of hours enquiries and emergency procedures
- time recording procedures
- work times and meal breaks
- emergency contact details

### Explain their pay:

- name of award or agreement (if relevant) and award conditions
- pay arrangements
- rates of pay and allowances
- superannuation
- taxation and any other deductions (including completing the required forms)
- union membership and award conditions

### Explain your workplace health and safety:

- consultative and communication processes, including the employees' safety representative
- incident reporting procedures, including where to find reporting forms
- policy and procedures
- roles and responsibilities
- workers compensation claims and return to work process

### Show your work environment:

- car parking
- eating facilities
- locker and change rooms
- phone calls and message collecting system
- wash and toilet facilities
- work station, tools, machinery and equipment used for job

# Appendices

## Explain your policies and procedures on:

- equal employment opportunity
- sexual harassment
- violence and bullying
- emergency procedures, exits and fire extinguishers
- first aid facilities such as the first aid kit and room
- information on workplace hazards and controls
- safe use and storage of hazardous substances, including material safety data sheets
- safe use and storage of personal protective equipment

## Conduct a follow-up review:

- answer and ask questions
- repeat any training required or provide additional training if needed
- review work practices and procedures with the worker

## Explain your training:

- first aid, fire safety and emergency procedures training
- hazard-specific training (eg manual handling, hazardous substances)
- on the job training in safe work procedures
- job-specific training (eg if a license or permit is required)

## Explain your security:

- cash
- for each worker and for their personal belongings
- procedures for the workplace buildings

Conducted by (name):

Date:

Signature:

Date:

Position/job:

Workers signature:

Notes:

# Appendices

## Appendix C – Training register

Name of worker	Training required	Who will deliver training and how	Scheduled date	Complete

# Appendices

## Appendix D – Hazard identification checklist

Use the checklist below to identify potential health and safety problems in your workplace. If you answer no to any of the questions you may need to make some changes. Further information about hazards and how to remove or reduce them can be obtained from the health and safety authority in the relevant state/territory.

**Look at the tasks performed in your workplace and for each task ask yourself the questions in the checklist**

### Manual Tasks

	Yes	No		Yes	No
Are workers using minimal force/effort to perform the task?	<input type="checkbox"/>	<input type="checkbox"/>	Are workers necks in a comfortable position when viewing things (ie not bent, tilted or twisted)?	<input type="checkbox"/>	<input type="checkbox"/>
If the task is performed for prolonged periods, can it be performed at an easy pace?	<input type="checkbox"/>	<input type="checkbox"/>	Are workers able to vary their posture throughout the task (ie don't have to stand, sit, kneel or squat for extended periods)?	<input type="checkbox"/>	<input type="checkbox"/>
Are workers able to perform the task with their arms close to their body (ie not reaching away from their body or overhead)?	<input type="checkbox"/>	<input type="checkbox"/>	Are workers able to perform the task with their wrist and forearm in a comfortable position (ie not bent or twisted)?	<input type="checkbox"/>	<input type="checkbox"/>
Are workers able to perform the task in an upright, forward facing position (ie not bent over or twisting/turning their back)?	<input type="checkbox"/>	<input type="checkbox"/>	Are workers protected against vibration when using hand-held power tools or driving trucks/forklifts for long periods?	<input type="checkbox"/>	<input type="checkbox"/>

### Machinery and equipment

	Yes	No		Yes	No
Is your equipment regularly serviced and maintained according to the manufacturer's instructions?	<input type="checkbox"/>	<input type="checkbox"/>	Do operators of equipment have the appropriate 'ticket' where necessary (eg forklifts)?	<input type="checkbox"/>	<input type="checkbox"/>
Are there lock out, tag out or isolation procedures in place when maintenance is performed?	<input type="checkbox"/>	<input type="checkbox"/>	Does all equipment have guarding to prevent operators and others accessing hazardous parts?	<input type="checkbox"/>	<input type="checkbox"/>
Are all operators of equipment trained in how to use it safely?	<input type="checkbox"/>	<input type="checkbox"/>	Is there adequate work space around equipment and is it on a stable foundation to prevent it moving during operation?	<input type="checkbox"/>	<input type="checkbox"/>



# Appendices

## Slips, trips and falls

	Yes	No		Yes	No
Are controls in place to prevent floors from becoming slippery?	<input type="checkbox"/>	<input type="checkbox"/>	Are controls in place to prevent people falling off mezzanine floors or other high areas (eg loading bays)?	<input type="checkbox"/>	<input type="checkbox"/>
Are all floor surfaces even and undamaged?	<input type="checkbox"/>	<input type="checkbox"/>	Are all ladders used stable and in good condition (all ladders should be rated for industrial use and have a load rating of at least 120kg)?	<input type="checkbox"/>	<input type="checkbox"/>
Are ramps and steps clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>	Are all areas well lit?	<input type="checkbox"/>	<input type="checkbox"/>
Are walkways/stairways/ramps kept clear of boxes, rubbish, leads, or other trip hazards?	<input type="checkbox"/>	<input type="checkbox"/>			

## Personal security

	Yes	No		Yes	No
Is a security surveillance system being used?	<input type="checkbox"/>	<input type="checkbox"/>	Are support services available to staff who have been involved in an aggressive incident?	<input type="checkbox"/>	<input type="checkbox"/>
Are workers trained in dealing with aggressive or violent customers, robbery?	<input type="checkbox"/>	<input type="checkbox"/>	Do cash handling procedures reduce the risk of robbery?	<input type="checkbox"/>	<input type="checkbox"/>

## Hot liquids, surfaces or steam

	Yes	No		Yes	No
Are hot parts of equipment guarded or insulated?	<input type="checkbox"/>	<input type="checkbox"/>	Is a gravity-fed chute or automatic oil filtration system used?	<input type="checkbox"/>	<input type="checkbox"/>
Is oil manually filtered when it is cold?	<input type="checkbox"/>	<input type="checkbox"/>	Are fire extinguishers/blankets available?	<input type="checkbox"/>	<input type="checkbox"/>

# Appendices

## Hot conditions

	Yes	No		Yes	No
In hot areas, have steps been taken to minimise the amount of heat produced?	<input type="checkbox"/>	<input type="checkbox"/>	Are cool, shaded rest areas available for employees?	<input type="checkbox"/>	<input type="checkbox"/>
Is cool water made available to employees?	<input type="checkbox"/>	<input type="checkbox"/>	Are employees encouraged to wear light-weight, light-coloured and loose fitting clothing in hot areas?	<input type="checkbox"/>	<input type="checkbox"/>

## Electrical

	Yes	No		Yes	No
Is electrical equipment inspected and tested by a competent person (eg electrician) or connected through a safety switch?	<input type="checkbox"/>	<input type="checkbox"/>	Are outlets and other electrical equipment used in wet areas suitable for that type of work?	<input type="checkbox"/>	<input type="checkbox"/>
Are damaged plugs, leads and sockets immediately removed from service?	<input type="checkbox"/>	<input type="checkbox"/>	Are leads kept away from sources of damage (eg water, heat, vehicles, trolleys)?	<input type="checkbox"/>	<input type="checkbox"/>

## Chemicals

	Yes	No		Yes	No
Have you obtained a Material Safety Data Sheet (MSDS) for all the chemicals used in your workplace?	<input type="checkbox"/>	<input type="checkbox"/>	Have you identified ways to prevent people being exposed to hazardous substances and put those controls in place?	<input type="checkbox"/>	<input type="checkbox"/>
Have you read each MSDS and identified which chemicals are hazardous substances?	<input type="checkbox"/>	<input type="checkbox"/>	Have you identified any hazardous substances for which you have to provide health surveillance?	<input type="checkbox"/>	<input type="checkbox"/>
Have you got a register which has a list of the hazardous substances used and a copy of each substance's MSDS?	<input type="checkbox"/>	<input type="checkbox"/>	Do ALL hazardous substance containers have a label showing what is in it?	<input type="checkbox"/>	<input type="checkbox"/>
Is a copy of each hazardous substance's MSDS available near where it is used?	<input type="checkbox"/>	<input type="checkbox"/>	Have you given workers using hazardous substances training in how to use those hazardous substances safely?	<input type="checkbox"/>	<input type="checkbox"/>
Have you done a written risk assessment for each hazardous substance?	<input type="checkbox"/>	<input type="checkbox"/>			

# Appendices

## Young workers

	Yes	No		Yes	No
Are young workers closely supervised?	<input type="checkbox"/>	<input type="checkbox"/>	Are young workers trained how to perform tasks safely?	<input type="checkbox"/>	<input type="checkbox"/>
Are young workers buddied up with experienced workers?	<input type="checkbox"/>	<input type="checkbox"/>	Do young workers always work with other staff members?	<input type="checkbox"/>	<input type="checkbox"/>

## First aid

	Yes	No		Yes	No
Is a first aid kit available at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	Is the first aid kit regularly checked and items replaced if they are no longer usable?	<input type="checkbox"/>	<input type="checkbox"/>
Are the first aid kit/ s contents suitable for the types of injuries that may be sustained at your workplace?	<input type="checkbox"/>	<input type="checkbox"/>	Are there any trained first-aiders at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>

## Emergency procedures

	Yes	No		Yes	No
Have you identified emergencies that may require an evacuation of the workplace? For example – fire, chemical spill, cyclone.	<input type="checkbox"/>	<input type="checkbox"/>	Are emergency exits clearly marked and kept free from obstructions?	<input type="checkbox"/>	<input type="checkbox"/>
Is there an emergency evacuation procedure?	<input type="checkbox"/>	<input type="checkbox"/>	Are appropriate fire extinguishers available and regularly inspected?	<input type="checkbox"/>	<input type="checkbox"/>
Is the evacuation procedure displayed in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	Is fire fighting equipment easily accessible?	<input type="checkbox"/>	<input type="checkbox"/>
Are workers, and anyone else who is going to be at the workplace for extended periods (eg contractors), trained in the evacuation procedure?	<input type="checkbox"/>	<input type="checkbox"/>	Is there a procedure for responding to and recording incidents/injuries?	<input type="checkbox"/>	<input type="checkbox"/>

# Appendices

## Workplace harassment

	Yes	No		Yes	No
Is there a system for workers to report workplace harassment?	<input type="checkbox"/>	<input type="checkbox"/>	Have managers/supervisors been trained in how to deal with workplace harassment?	<input type="checkbox"/>	<input type="checkbox"/>

## Asbestos

	Yes	No		Yes	No
Does the workplace contain asbestos?	<input type="checkbox"/>	<input type="checkbox"/>	Has the asbestos been labelled and warning signs appropriately placed.	<input type="checkbox"/>	<input type="checkbox"/>
Are contractors and building maintenance workers made aware of asbestos in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	Is asbestos removal conducted by a licensed removalist?	<input type="checkbox"/>	<input type="checkbox"/>

# Appendices

## Appendix E – Hazard/injury report

**Please tick which you are reporting:**

- ☐ Hazard      Complete Sections 1 and 3
- ☐ Injury      Complete Sections 1, 2 and 3
- ☐ Incident      Complete Sections 1 and 3

**Section 1: Hazard/incident details. To be completed by the worker or the person acting on their behalf.**

**If reporting an INJURY, the following information must refer to the injured worker.**

Date of report:

Name:

Workplace:

Telephone:

If applicable – Name of person completing this report on the injured worker's behalf:

**Responsible manager's details:**

Name:

Workplace:

Telephone:

**Where did the hazard/incident/injury occur?**

Location:

Address:

Postcode:

**When did the hazard/incident/injury occur?**

Date:                      Time:                      am/pm

**Who did you report the hazard/incident/injury to?**

Their position:

**When did you report the injury to them?**

Date:                      Time:                      am/pm

**What were you doing immediately before the hazard/incident/injury occurred?**

**Description of how the hazard/incident/injury occurred (the event):**

**What is the major hazard/risk relevant to this event?**

# Appendices

## Section 2: Injury details. This section should be completed by the injured worker or the person acting on their behalf.

Describe the part of the body injured, and the injuries sustained:

Describe exactly how the injury or disease occurred:

If there were any witnesses to the injury, name them below:

Witness one:

Witness two:

Immediate treatment required:

☐ Nil ☐ Dr/Hospital ☐ First Aid – Given By:

☐ Other – Details:

Did you cease work as a result of the injury?

☐ Yes\* ☐ No

\* If Yes – Date: Time: am/pm

Have you resumed work?

☐ Yes\* ☐ No

\* If Yes – Date: Time: am/pm

Did the injury result in a WorkCover claim?

☐ Yes ☐ No

## Section 3: Risk investigation. This section must be completed by the manager responsible for dealing with the hazard/incident/injury.

What factors contributed to the hazard/incident/injury occurring?

☐ Workplace design ☐ Unsafe work practices ☐ Inadequate training ☐ Environmental factors

☐ Manual handling ☐ Lack of protective equipment ☐ Poor housekeeping

☐ Other – Describe:

Has any corrective action been taken?

☐ Yes\* ☐ No

\*If yes - Describe:

\*If no – Describe what steps are to be taken, when and by whom:

ASAP after an incident occurs. This report is required to be returned to:

## Victoria

### WorkSafe Victoria



Phone..... 1800 136 089  
Website..... [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## New South Wales

### WorkCover NSW



Phone..... 13 10 50  
Website..... [workcover.nsw.gov.au](http://workcover.nsw.gov.au)

## ACT

### ACT Work Safety Commissioner



Phone..... (02) 6205 0333  
Website..... [worksafety.act.gov.au](http://worksafety.act.gov.au)

## Queensland

### Workplace Health and Safety Queensland



Phone..... 1300 369 915  
Website..... [worksafe.qld.gov.au](http://worksafe.qld.gov.au)

## South Australia

### SafeWork SA



Phone..... 1300 365 255  
Website..... [safework.sa.gov.au](http://safework.sa.gov.au)

## Tasmania

### Workplace Standards Tasmania



Phone..... 1300 366 322  
Website..... [wst.tas.gov.au](http://wst.tas.gov.au)

## Western Australia

### WorkSafe WA



Phone..... 1300 307 877  
Website..... [commerce.wa.gov.au/worksafe/](http://commerce.wa.gov.au/worksafe/)

## Northern Territory

### NT WorkSafe



Phone..... 1800 019 115  
Website..... [worksafe.nt.gov.au](http://worksafe.nt.gov.au)