Participate in Safe Work Practices

Work Health and Safety

Meaning of health, safety and security

* Health: The state of being free from illness or injury.

* Safety: The condition of being protected from or unlikely to cause danger, risk or injury.

* Security: The state of being free from danger or threat.

Implications of the cost of workplace injury (The 'HOSE')

* Human: A workplace injury can have permanent effects on the quality of life of the worker, which can also cause a strain on family, friends and co-workers.

* Organisational: When an employee is injured, it may mean they cannot work. Whether this is for a day, a month or a year, the time off can cost the company money through sick pay obligations and a loss of productivity.

* Social: An employee who has been injured at work often has to be supported by the community through treatment, in some cases for quite a long time.

* Economic: Economic costs, including costs for medical and injury rehabilitation consultations needed as a result of injury, as well as loss of wages, may affect the individual and their family and cause a dramatic change in their lifestyle and living arrangements. Each year, workplace injuries and deaths cost Australians $2 billion.

Responsibility of WHS

Workplace safety is everyone's responsibility. When the PCBU (employer), workers and visitors to a site do not participate in safe work practices, they are putting themselves and others at risk of serious harm. Carelessness or not working safely can lead to damage to plant and equipment, injuries to self and others, deceased productivity, lowered staff morale, increased absenteeism and high staff turnover.

Concept of 'participation' and 'consultation' in relation to WHS

Participation and consultation are the essential elements of work health and safety and they benefit everyone in the workplace. Participation and consultation allows employees to understand their rights and responsibilities in regards to WHS and gives an employer the ability to work closely with employees to ensure work health and safety is consistently enforced and routinely checked, updated, maintained and evaluated.

Primary role/function of key bodies involved in WHS

There are different key bodies that can help keep employers and employees up-to-date with work health and safety legislation, regulations and codes of practice.

WorkCover NSW

This is a part of the Safety, Return to Work and Support Division of the NSW Government. The role of WorkCover NSW is to oversee work health and safety, workers' compensation insurance and benefits and return to work strategies for injured workers. WorkCover NSW provides employees and employers with up-to-date, relevant information on best practice for WHS, insurance and claims, training, law and policy. They also provide information on training, assessment and licensing.

Safe Work Australia

This is a federal government statutory agency which aims to improve the work health and safety and workers' compensation agreements across Australia. Some of the work they do includes raising awareness of WHS issues in the community creating improvements to WHS, regulating work health and safety laws across Australia and developing and improving workers' compensation.

Local governments

They are able to provide hospitality enterprises with WHS information that relates directly to council guidelines and expectations. These expectations may include design of outdoor eating areas, particularly those that occupy pathways, or the design or layout of a building.

Unions

They are groups representing workers in different industries. Workers in the hospitality industry are represented by the union United Voice. The role of the union in work health and safety is to provide advice on WHS issues to workers. To obtain advice, workers who are members of the union can call and talk to their union representative.

Professional associations

Organisations such as the Australian Hotels Association, Restaurant and Catering NSW and Clubs NSW provide information on WHS issues for the PCBU, including risk management, training, hazardous chemicals and WHS consultation.

Internal and external sources of WHS information

* Internal sources: Workplace or organisation policies, emergency plans, training documents, operations manuals.

* External sources: WorkCover NSW, Australian Safety and Compensation Council (ASCC), legislation, regulations and codes of practice and manufacturers' specifications.

Authority and responsibility for WHS

It is important to remember that WHS is everyone's responsibility and all workers are encouraged to actively participate in the WHS process. Qualities such as taking initiative, problem solving and decision making are an essential part of the WHS process. When faced with a WHS issue all workers are encouraged to address it within their level of authority and scope of responsibility.

Reporting can be formal or informal and either written or verbal. All informal report would be mentioning a wet floor to a colleague. Informal reporting should only occur when a WHS issue can be quickly rectified. For issues that require immediate attention or action, steps should be taken to secure an area, item or piece of equipment to prevent accident, illness or injury and then a formal report regarding the identified issue should be made to a team leader, supervisor, health and safety representative or union representatives.

WHS Compliance

Difference between an act, regulation, code of practice and industry/workplace standard

* Act: Is a bill passed through parliament to become a law.

* Regulation: Is a government law detailing the precise behaviour or practices needed to comply with the Act.

* Code of practice: Include written details on how to meet minimum standards within an industry or enterprise.

* Industry/workplace standards: Quality assurance principles followed by workers and owners in the hospitality industry to ensure hygiene standards are met and rules are followed.

Purpose and intent of WHS legislation and codes of practice

This is mentioned below.

WHS legislation

In NSW, the safety is governed by the Work Health and Safety Act 2011 (NSW) (as amended). The main objective of this Act is to provide for the health and safety of workers and workplaces by the following.

1. Protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks.

2. Providing for fair and effective workplace representation, consultation, cooperation and issue resolution in relation to work health and safety.

3. Encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices.

4. Promoting the provision of advice, information, education and training in relation to work health and safety.

5. Ensuring compliance with the Act through effective and appropriate compliance and enforcement measures.

6. Ensuring appropriate security and review of actions taken by persons exercising powers and performing functions under this Act.

7. Providing a framework for continuous improvement and progressively high standards of work health and safety.

8. Maintaining and strengthening national laws relating to work health and safety by ensuring a consistent national approach to work health and safety in NSW.

The Work Health and Safety Regulation 2011 (NSW) (as amended) is also a law which the PCBU and workers should follow. A regulation such as this sets out the general requirements of the legislation in more detail and in a form that is easier to understand.

Codes of practice

A code of practice is a practical guide to help businesses achieve the standards of WHS required under the Work Health and Safety Regulation 2011 (NSW) (as amended). A code of practice applies to anyone who has a duty of care in the workplace and only covers the direct content of the code. WorkCover NSW provides codes of practice on dangerous goods and substances, manual handling, risk management and WHS consultation.

Dangerous goods and substances are covered by the codes of practice 'Managing risk of hazardous chemicals in the workplace', 'Preparation of safety data sets for hazardous chemicals' and 'Labelling of workplace hazardous chemicals'.

Manual handling is covered by the code of practice 'Hazardous manual tasks'.

Risk management is covered by the code of practice 'How to manage health and safety risks'.

WHS consultation is covered by the code of practice 'Work health and safety consultation, cooperation and coordination'.

Rights and responsibilities of PCBU, officer and workers in WHS

A PCBU has a primary duty of care to its workers, visitors and customers in the workplace. To fulfil their duty of care, a PCBU must:-

* Provide safe systems of work and a safe work environment.

* Eliminate or minimise workplace risks as far as reasonably practicable.

* Ensure workers are trained in the safe use of plant, structures and substances.

* Provide facilities that are adequate for the welfare of workers.

* Provide adequate information, training, instruction and supervision.

* Comply with the requirements covered under the work health and safety regulation.

Under the Work Health and Safety Act 2011 (NSW) (as amended), a worker must:-

* Take reasonable care for their own health and safety.

* Take reasonable care for the health and safety of others.

* Comply with all reasonable instruction from the PCBU.

* Cooperate with any reasonable policies and procedures from the PCBU.

WorkCover NSW has several functions under the WHS Act. These include providing inspectors to help with information and advice about complying with the WHS Act, to investigate breaches of WHS, and to issue notices and assist in resolving WHS issues in the workplace.

Ramifications of failure to observe WHS policy

Failure to comply with WHS legislation and regulations can result in issuing Provisional Improvement Notices (PINS), prohibition notices, legal action, fines, injunctions and training orders.

Safety signs, symbols and barricades used in the hospitality industry and their use in the workplace

A PCBU has a duty of care to all workers, visitors to a worksite and customers to ensure their health and welfare is maintained. Safety signs, symbols and barricades play an important past in health and safety and are a part of legislative requirements as mandated in the WHS Act.

All signs should positioned in areas where hazards are likely to occur and al health and safety signs should be placed in the appropriate area and be highly visible and easily identifiable. Common safety signs used in the hospitality industry are outlined below.

Stop and prohibitive signs are usually a red circle with a cross bar on a white background. The most common stop and prohibitive signs used in the hospitality industry include no smoking, no access, cleaning in progress and restricted areas.

Caution and warning signs are a black triangle on a yellow background with a black symbol. Common warning signs used in the hospitality industry include slippery surface, hot surface and watch your step.

Emergency signs are a green rectangle with white text and symbols used to indicate emergency procedures. Common emergency sings include exit, emergency exit and first aid.

Protective equipment signs indicate when personal protective equipment (PPE) must be work and are white rectangles with blue symbols. They may also indicate when other protective measures must be taken, such as hand washing. Common protective signs used in the hospitality industry may include protective footwear, hand washing, ear protection or correct manual handling techniques.

Monitoring and reporting WHS issues

This is mentioned below.

Purpose and importance of monitoring and reporting

It is the duty of all workers and the PCBU to ensure that work health and safety practices are monitored in the workplace. Any breaches of work health and safety should be reported and all accidents and incidences should be recorded. Monitoring of WHS issues should occur regularly. All reports of accidents, illness or injury should be passed on to the appropriate people within a workplace and to WorkCover NSW if the incident is considered dangerous.

Reporting to appropriate persons

When reporting an accident or incident in the workplace it is important to act within your level of authority. Reports should be made to a:-

* Supervisor or team leader.

* Manager.

* Trainer.

* Health and safety representative.

* Union representative.

The types of reports that can be logged include:-

* WorkCover NSW accident reports and monitoring forms.

* Incident forms.

* First-aid registers.

* WorkCover NSW certificates.

Each establishment will have their own policies and protocols when reporting and regarding WHS incidents and all staff must be trained on how to follow these policies and protocols.

WHS Consultation & Participation

Opportunities for workers to provide input

Consultation between the PCBU and workers allows all parties to engage in a meaningful and purposeful discussion on WHS. The opportunity for all parties to meet to discuss matters of concern, issues that need to be addressed or areas for the improvement of WHS help to make the workplace a safer environment for all. Work health and safety discussions can be formal or informal and can occur during WHS committee meanings, official training or in general discussion in the workplace. Two examples of formal WHS consultation and participation are outlined below.

WHS audits

These are safety management activities that provide an enterprise with a way of identifying potential WHS problems and the likely impact on a business. Audits are designed to assess the effectiveness of WHS management systems, policies and procedures, and to identify strengths and opportunities for improvement.

WHS inspections

Work groups within a business are able to appoint a health and safety representative to inspect a work environment for WHS compliance provided they give reasonable notice to he PCBU. WHS inspections may also be a carried out by bodies such as WorkCover NSW after any accident, 'near miss' or serious incident deemed severe enough to warrant reporting.

Health and safety committees and representatives

A health and safety committee is a combination of workers and management and is designed to help develop and review the WHS policies and procedures within a workplace. The role of the health and safety committee is to help facilitate cooperation between the worker and PCBU on WHS issues and assist in developing standards to ensure the health and safety of all workers.

Health and safety representatives (HSR) are elected by workers after the establishment of work groups. A work group is made up of workers who perform similar takes within the workplace. The role and responsibilities of the HSR is:-

* To investigate health and safety concerns expressed by workers in their work group.

* To investigate any issue that may pose a health and safety risk to the workers in their work group.

* To monitor the health and safety actions taken by the PCBU.

* To assist workers and the business to resolve any health and safety issues.

* To represent the workers in their work group appropriately and only on health and safety matters.

Roles and responsibilities of relevant personnel

PCBU	Is responsible for providing a safe and healthy working environment for all workers and visitors to the site. This includes providing workers with the correct PPE to do their job, being responsible for ensuring that all work equipment is safe and in good working order and complying with all aspects of WHS legislation.
Team leader, manager or supervisor	As a person in a position of responsibility, is required to monitor the workplace for any health and safety issues, ensure all workers are following correct procedures and act upon any worker concerns or complaints.
Worker (either in a group or as an individual)	Must ensure that they work in the safest manner possible, report any health and safety issues to the appropriate persons, and not put themselves or others in harm's way.
Union	Can help a worker with advice on health and safety matters and provide them with the requirements of a PCBU under the legislation. They can also provide representation in matters of health and safety if the situation warrants it. Union legal staff will often represent workers in workers' compensation claims. Workers must be members of a union to access direct help.

Importance of identifying and reporting health and safety issues

The identification of health and safety issues is essential to avoid accidents and incidents that can lead to injury or illness in the workplace. All workers must ensure they report all witnessed breaches of health and safety policy, procedures or regulations.

WHS issues and concerns

These must be raised with the appropriate persons, such as a team leader, supervisor, manager, health and safety representative or the PCBU. An example of a WHS issue or concern may be inadequate or damaged PPE, broken plant or equipment, or a prevalence of injury or illness within a workplace.

Workplace hazards

These are a direct cause of injury and illness in the workplace and must be reported. These include hazards such as poorly lit storerooms, inadequate equipment for manual handling, unsafe storage procedures and trip or fall hazards.

Unsafe work practices

Engaging in unsafe work practices will lead to workplace illness and injury. Reporting unsafe work practices should be immediate and within the scope of authority. Unsafe work practices include failure to use PPE, incorrect manual handling, broken plant or equipment and workers not adhering to health and safety policies and procedures.

Breaches in health, safety and security

These contraventions can lead to serious consequence for a hospitality establishment. Breaches such as a lack of suitable signage, inadequate health and safety training or damaged property and fittings must be reported to the appropriate person, such as a team leader, supervisor, manager, HSR or PCBU.

Risk Management

Difference between a risk and a hazard

* Risk: Is a chance of harm.

* Hazard: Is the potential to cause harm.

The application of risk management in the hospitality workplace

Hazard	Definition	Examples
Biological	Hazards are invisible to the naked eye and refer to micro organisms.	* Bacteria, viruses, infection. * Contaminated air conditioning.
Human factors (self and others)	Hazards that are the result of self or others acting in an unsafe manner.	* Carelessness, taking shortcuts, playing practical jokes or ignoring safety procedures. * Lack of training, information, instruction or supervision. * Using incorrect equipment or the wrong techniques or poor personal health or hygiene.
Manual handling	Hazards associated with moving, pushing or lifting an object.	* Objects that are too heavy or there are obstructions. * No trolleys available to transport objects.
Materials	The incorrect use of resources during production or storage.	* Inappropriate storage of food. * Incorrect use of plant and equipment.
Tools and equipment	Using equipment that doesn't meet safety standards.	* Faulty equipment, lack of maintenance, electrocution vibration, noise from machinery.
Work environment	An unsafe work environment can include physical factors such as noise, physical dangers or harassment and bullying.	* Poor layout and design. * Inadequate lighting. * A lack of manual handling training. * Incorrect equipment for manual handling. * A lack of safety signage.

Work processes and practices	Hazards associated with systems of work or how the work is carried out.	* Failure to provide training, information and adequate supervision.
Working with electricity and gas	Hazards associated with electricity include electrical shock and fire.	* Damaged cords. * Gas leaks.

Risk assessment

A risk assessment is carried out as a preventative measure to ensure that all work practices, plant and equipment are as safe as possible for the workers. There are 5 steps in a risk assessment.

1. Identify Hazards.
2. Assess risks.
3. Decide control measures.
4. Implement control measures.
5. Monitor and review.

Risk control (hierarchy)

Eliminate	Where possible, take steps to eliminate risk in the work process.
Minimise	If elimination of a risk is not a possible substitute, modify, isolate or engage engineering controls.
Other controls	Engage administrative procedures, safe work practices and personal protective equipment.
Monitor and review	Regularly review all health and safety procedures to ensure maximum safety and compliance within the workplace.

Safe Work Practices and Procedures

Purposes of safe work practices and procedures

This is mentioned below.

WHS induction and training

On beginning work in a new environment, a worker must undergo the appropriate work health safety induction and training. An induction is usually carried out by a supervisor or team leader and will help the new worker understand and become familiar with the policies and procedures of the workplace.

Adherence to instructions, workplace policy and standard operating procedures (SOPs)

Following instructions from your supervisor, team leader or manager, adhering to workplace policy and ensuring that standard operating procedures are a part of your work routine may help to eliminate and prevent any possible workplace injury you could receive.

Selection and maintenance of personal protective equipment (PPE)

Personal protective equipment (PPE) is an essential part of protecting yourself from injury or illness in the workplace. When selecting PPE it is essential to ensure it fits properly, is suitable for the past and is well-maintained and free from damage. Failure to wear PPE or wearing PPE that doesn't fit the criteria stated can lead to workplace illness and injury.

Manual handling techniques

* This may involve lifting, pushing or pulling an object and carrying and placing items down.

* Bending and twisting can be reduced by raising work station levels, positioning all work at the same level, eliminating long reaches in work stations and using lifting aids to lift items from low levels, such as the floor and low shelving.

* Repetitive tasks - Taking regular breaks and changing tasks can reduce the risk of injury and permanent damage such as occupational overuse syndrome (OOS).

* Legal weight limits are designed to prevent injury when lifting items in the workplace.

* Mechanical aids and lifting equipment are regularly used in the hospitality industry and include hand, lever and service trolleys.

Ergonomics and posture

* Correct ergonomics and posture can be adopted by correctly placing equipment when working, adopting good posture when sitting or standing for a task, rotating tasks so that different parts of the body are being used, and the implementation of adjustable furniture in the workplace so that people of all heights and sizes are able to work ergonomically.

* Standing positions - When standing at a workstation, the height of the station should be suitable for the height of the worker.

* Sitting positions - When working in a sitting position, the desk and chair should be at the correct height and computer screens should be adjusted to suit the user.

Hazardous substances

There are many hazardous substances used in the hospitality industry, particularly in the areas of cleaning and maintenance. It is essential that all hazardous substances are stored in a well-ventilated area, away from food and beverages and in well-labelled or original containers. A safety data sheet (SDS) will provide information on the identity and use of chemical, health hazards, and safe handling, storage and disposal requirements. PPE is an essential part of working with hazardous substances.

Tools and equipment

Tools and equipment should be appropriate for the task, used according to manufacturers' instructions, well maintained and stored correctly. WorkCover NSW recommends that electrical equipment be checked and tagged regularly to ensure that workers aren't using damaged, faulty or dangerous equipment.

Working with electricity, liquid petroleum gas (LPG) or inert gases

Each of these substances can be highly volatile and can cause serious injury or even death if used incorrectly. Some of the safety concerns with these substances are outlined below.

* The equipment connections in inert gas systems can result in leaking, causing a build-up of inert gases.

* Faulty cords and plugs, working near water and failing to maintain equipment can lead to electric shock.

* LPG gas is heavier than air, so any leaks in pipes or fittings can cause a difficult to disperse build-up of gas in low-lying areas.

Housekeeping

Good housekeeping in all areas of the hospitality industry will go a long way towards preventing illness and injury. Cleaning up spills, keeping walkways and corridors free from debris, well-maintained work areas and following general hygiene procedures are essential. Waste should be disposed of regularly. Staff should ensure they follow guidelines and wear the correct PPE. Recycling program and re-using items should also be incorporated.

Security

Potential beaches in security

Breaches in security can occur in all areas of the hospitality industry. Cash, documents, equipment, keys and security passes, records, stock and supply, people and the workplace or building itself are at all risk.

Workplace security policy, procedures and strategies

This is mentioned below.

Cash

Cash should be handled carefully and by as few people as possible. Cash registers should be balanced regularly and minimal amounts of cash kept on the premises.

Documents and records

Documents and records, including staff records, business records and customer information, should be kept in a password-protected computer system or a locked paper filing system. Only authorised people should access this information and confidentiality should be a priority.

Equipment

Types and quantities of equipment should be recorded in a database and all instructional information should b filed and within easy access. All equipment should have serial numbers engraved on it so it is easy to identify in case if it was stolen.

Staff, customers and others

* Staff should be required to sign in and out for each shift and be mindful of their obligations to behave ethically and with confidentiality.

* Customers should be treated respectfully, but any suspicious behaviour should be monitored carefully.

* All other visitors to the workplace should also be required to sign in and out and their business within the establishment should be legitimate.

Stocks and supplies

Careful records of purchases should be kept and an inventory of stock regularly taken.

Workplace and building

Control of kets is essential and passwords or security codes should be kept confidential. Keys and access passes provide an employer or employee with a degree of secure access to an establishment. Areas such as administrative offices will have restricted access to protect private information and valuables.

Reporting breaches in security

All breaches in security should be reported to your team leader, supervisor, manager or PCBU as soon as they occur if possible or as soon as workers notice them.

Incidents, Accidents and Emergencies

Difference between an incident, accident and emergency

* Incident: Is an event or occurrence that is small in nature and doesn't usually result in serious injury.

* Accident: Is an event that occurs unintentionally and unexpectedly, usually resulting in damage or injury.

* Emergency: Is a serious, unexpected and often dangerous situation requiring immediate action.

Common incidents, accidents and emergencies in the hospitality industry

Bomb threats	This is usually made over the telephone.All staff should be notified on the steps to follow the bomb threat. Listen very carefully to the caller and don't abuse the caller. Remain cooperative, and remember as much information about the call as you can.
Angry or irrational customers	Everyone who deals with the public will later be faced with a customer being angry or upset. Good customer service plays an essential role in building a network of loyal customers who will return to the business and recommend it to other people. A good business will try to minimise customer complaints through good customer service.
Accidents, injuries and illness	Act calmly and quickly. Examine the extent of the injury and call an ambulance if needed. Under WHS legislation, every workplace must have a first-aid box accessible to staff. Emergency phone numbers should be displayed near every telephone.
Armed robbery	In an event of a robbery, stay calm and follow the intruder's instructions at all times. Try to remember the intruders appearance. Minimise the risk of a robbery by never keeping large amounts of cash on the premises and displaying signs. Always clear our cash registers and put case in the bank or a safe.
Suspicious persons	Management and security must be notified about any suspicious behaviour and unusual occurrences immediately. Strange and suspicious customers can be difficult to handle, and the security procedures should be followed.

Distinguishing between manageable and emergency situations

Simple accidents should be reported by a first-aid officer. Serious injuries should be treated as an emergency and ambulance officers should be called to attend.

Potential injuries in the hospitality industry

Injury	Cause	Basic first aid
Sprains and strains	* Poor housekeeping. * Inappropriate manual handling techniques. * Poor ergonomics. * Time pressures and carelessness.	* RICE technique (Rest, ice, compress and elevate). * Patient should seek medical attention.
Burns and scalds	* Dry or moist heat. * Failure to use or using damaged PPE. * Hot oil coming into contact with water. * Electrical burns. * Chemical burns.	* For superficial burns, run affected area under cool, running water for 20 minutes; continue this treatment until pain begins to subside; seek medical attention if needed. * For serious burns, apply cold water to affected areas and call 000 immediately.
Cuts and abrasions	* Cuts usually occur when using sharp objects in kitchens or offices. * Abrasions are usually the result of a fall.	* For cuts, apply pressure to the wound, remove clothing around cut, raise the injured area above the level of the person's heart to help stem blood flow, for serious cuts call 000. * For abrasions, clean the would to remove any excess or embedded dirt and disinfect the wound with a solution such as Betadine and cover with a sterile, non-stick bandage.
Severe allergic reactions	* Exposure to an allergen in food or the environment.	* Look for the symptoms of, shortness of breath, wheezing and coughing, swelling of the tongue, tightness of the throat and reddening of the skin and/or hives. * Immediately call 000 and if available, correctly administer an adrenaline shot via an EpiPen. If no EpiPen, follow DRSABCD.

Strategies to reduce workplace accidents, injuries and impairment

Workplace accidents, injury and impairment can be minimised through safe work practices, provision of PPE, correct maintenance of equipment and adequate health and safety training.

Procedures for responding to incidents, accidents and emergencies

The most important emergency number to remember is 000, but an establishment may have a list of other emergency information, which should be kept near a telephone for easy access. All staff should be familiar with evacuation procedures and should be aware of the location of appropriate alarms, exits and signals for various emergencies. The most important thing in an emergency situation is the safety of staff and customers. In any situation that involves an incident, accident or emergency, workers should be aware of their responsibilities when it comes to administering first aid.

Reporting incidents, accidents and emergencies

When reporting incidents, accidents and emergencies, workers should:-

* Follow workplace procedure such as recording treatment in a first-aid register and completing accident or incident reports.

* Alert supervisors of the incident, accident or emergency.

* Alert WorkCover NSW in the event of a serious incident, accident or near miss.

Basic process for fighting a fire

There are many 'dos' and 'don'ts' when it comes to fighting a fire and doing the wrong thing can often make the situation worse. There are information on the procedures to follow when faced with a fire, what to do in case of a fire, fire extinguishers, blankets and information on hazardous materials.

Firefighting equipment

Two pieces of equipment used to fight a fire include a fire blanket and a fire extinguisher. All establishments should have proper evacuation plans in place in the event of a fire or other emergency.

Applying workplace policy, protocols and regulatory requirements

Case Study: Jack has been given the task of cleaning the deep-fryer after a service period. Jack found a container that would be suitable to hold the oil so it could be thrown away safely. However, Jack didn't check to see if the container was dry before he began to empty the hot oil into it. As the hot oil hit the water in the bottom of the container, it began to spit, causing burns to Jack's face, hands, arms and neck.

* Breaches in workplace policy and procedure in this incident: Failing to train Jack in proper cleaning techniques for emptying the deep-fryer.

* Workplace protocols that could have been implemented to prevent this accident from occurring: Staff training, supervision of apprentice staff when undertaking dangerous cleaning tasks and providing staff with appropriate receptacles for holding items such as hot oil.