

Chapter 2 – Health & Safety

Before you work on the frontline your trainer/store manager should explain the Health & Safety in the unit you are working in. Please ensure you have gone through and understand the following health and safety sign off sheet which you should have done during your induction.

Fire Safety

Fires can happen at any time so it is important to be prepared. Your trainer will show you the fire extinguisher and how to use it. Be sure all fire extinguishers are easily accessible, clearly labelled and ready for use. Fire extinguishers must be wall mounted or on an approved stand. Be aware of the Fire Drill procedures for your store.



No open flame or flame-producing device is allowed in the restaurant.

Do's 	Don'ts 
Know the location of the fire extinguisher	Use of faulty equipment
Know the emergency phone numbers	Overload power outlets
Know where to evacuate	Use unapproved containers in microwave or speed oven
Inspect equipment and outlets before use	

Sharps Safety

To prevent injuries occurring from sharp objects the following should be considered:

- Do not catch a dropped knife
- Do not pick up broken glass with bare hands
- Do not leave sharp edges lying on the countertops and tables
- Do not submerge sharp objects in a sink of water
- Do not use knives to open boxes, instead use the appropriate box knife.
- Wrap broken glass in paper and dispose of properly
- Do not have any glass items such as drinking glasses in the store. Use plastic drinking beakers for employee drinks.
- Do not leave knives near the frontline wrapping station
- Complete Knife count 3 times per day



Slip Hazards

Both slips and trips result from some kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. There are many simple ways to control slips and trips risks and prevent accidents in your workplace.

These include the following:

- Place a wet floor warning sign when the floor is wet (when raining outside)
- Clean all spills immediately
- Mop or sweep debris from floors
- Remove obstacles from walkways and always keep them free from clutter
- Keep work areas and walk ways well lit
- Employees should wear slip-resistant footwear

Accident Reporting

If an accident occurs in the store please make sure you have written evidence of what has happened. You **MUST** follow the steps below:

- Ask the customer/employee who had the accident if they are ok
- Help them if necessary
- Ask them the information needed to complete the accident form such as name/ address/ phone number/ details of incident/ Does injury require emergency services
- Gather information regarding the accident from the eyewitnesses.
- Complete the Incident Report form (book should be available in the store)
- If it is a serious accident or injury it will need to be reported to the authorities (Riddor) Contact head office immediately.
- Inform your manager of what has happened so they can complete the online form to inform Head Office of the incident



First Aid Box

All stores have a first aid box. Your trainer will show you where this is located and will explain what the first aid box contains. It should contain bandages/ safety pins/ eye patch and blue plasters as a minimum.

- **Blue plasters** give high visibility amongst food items therefore should always be used.
- **Never** put medication such as aspirin or paracetamol in a first aid box as employees/customers could be allergic to this medication and if taken it could cause major problems.

Correct Manual Handling Techniques

You may be required to handle heavy goods. Most back injuries are caused by improper lifting. Before lifting a load, please follow these six steps:

1. Size up the load
2. Secure your footing
3. Bend your knees
4. Lift the load
5. Carry the load
6. Lower the load

Safe lifting Tips

- Push, don't pull
- Use your whole hand when lifting a load
- **Never** stand on unstable surfaces
- Ensure pathway is clear of obstacles
- Avoid twisting; change direction by moving your feet
- **Never** lift an object past shoulder height; use a ladder
- Change the size or weight of big loads or ask for help
- Stop and think before you lift

