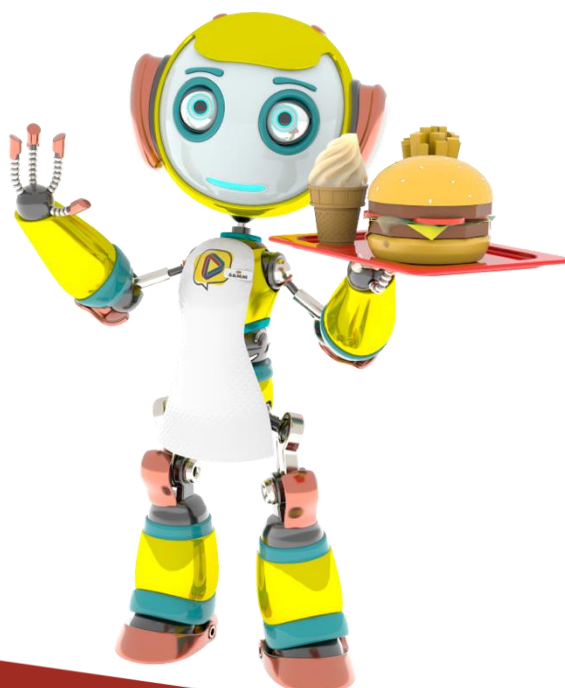




Worksafe SmartMove Certificate

Fast Food and Takeaway Food Industry Module Study Guide



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Fast Food and Takeaway Food Industry

Learning outcomes

In this module you will:

1. Learn about common hazards encountered in the fast food and takeaway food industry
2. Understand how to prevent injuries from common workplace hazards
3. Identify existing and potential hazards at a workplace and learn how to report and record them
4. Learn how to eliminate workplace hazards and reduce risks

Fast food and takeaway outlets provide convenient services with products available for immediate consumption.

Activities within the fast food and takeaway food industry include serving at and operating takeaway shops, juice or bubble tea kiosks and mobile food vans as well as cooking or preparing food such as chicken, hamburgers, pizza, sushi, fish and chips. Some of these food outlets offer drive-through facilities.

Many young Western Australians have their first paid job in this industry. The majority of injuries occurring in this industry happen predominantly to very young workers under 20 years of age and young workers between 20 and 24 years old.

The most common risk factors associated with working in the fast food and takeaway food industry are:

- slips, trips and falls
- working with machinery and equipment
- strain and sprain injuries from manual tasks
- working with hazardous substances
- electrical hazards
- fire hazards
- other health and environmental factors.

Facts:

You must be at least 13 years old to work in fast food or takeaway food business.

If you are 13 or 14, you must have your legal guardian's written permission.

You must not work during school hours, start work before 6am, or finish after 10pm.

Slips, trips and falls

A 16-year-old who worked in a kitchen of a franchised fast food outlet suffered serious burns when he was only a couple of weeks into his first job. He tripped and fell backwards, bumping into a 51-litre vat of hot cooking oil, which had been placed behind him without his knowledge by another worker. He received third degree burns to his entire forearm and across his torso from the 135oC oil.

Slips, trips and falls are the most common cause of injury to young workers in the fast food and takeaway food industry. These types of injuries can also affect young workers in their everyday social and school lives and may mean they cannot play sport or engage in physical activities or hobbies.

A slip, trip or fall may cause injuries, including:

- broken bones when colliding with an object or hitting the ground
- cuts if it occurs near sharp objects

- sprains or strains
- burns if it occurs near hot surfaces or while handling hot liquids.

What cause slips, trips and falls?

- Slippery floors from mud, oil or water spills.
- Wearing unsuitable shoes.
- Objects on the floor such as boxes, bags or equipment left in walkways.
- Unstable, loose, or uneven surfaces like broken tiles or torn carpet.
- Stairs or steps, especially when carrying items that obscures the view of the floor.
- Poor lighting.

What can your employer do to prevent slips, trips and falls?

Your employer should:

- allow safe movement in the workplace, including entries and exits that are free of obstructions
- ensure floors and surfaces in the workplace are well-maintained and installed with task appropriate surfaces
- provide adequate lighting for safe movement
- ensure sufficient space to work
- maintain workplaces to keep them in a clean and tidy condition, for example:
- provide tools and equipment to assist you to work safely, for example if oil or other liquids are transported manually, provide a suitable container such as a bucket with a sturdy handle and secure lid to transport the liquid and use a trolley to move items over longer distances.
- ensure workers wear suitable footwear with appropriate treads that are kept clean
- provide information, instruction, training and supervision so that workers are not exposed to slip, trip or fall hazards.

How can you prevent slips, trips and falls at work?

- Wear suitable shoes with treads that are kept clean – incorrect footwear can cause slips and trips.
- Clean up spillages straight away and dry the floor to ensure the surface is not left wet – don't leave spills for someone else to clean up.
- Don't overfill containers and use lids to prevent spills.
- Remove waste/rubbish regularly from work areas.
- Keep walkways clear of obstacles especially during busy work times.
- Don't use items such as flattened cardboard boxes as floor mats.
- Carry items only at a height that you can safely see over to avoid trip hazards and bumping into things.
- Attend training on how to prevent slips, trip and falls in your workplace.

Quiz – Slips, trips and falls

1. You are less likely to slip if you wear shoes with non-skid soles and flat heels.
 - a. True
 - b. False
2. What safety precautions can help prevent slips?
 - a. Clean up spills right away
 - b. Do not use items such as flattened cardboard boxes as floor mats
 - c. Wear appropriate shoes for work

- d. All of the above
3. Which one of these would NOT cause trips or falls in a kitchen?
- a. Oil spills on the floor
 - b. Leaving boxes in passageways
 - c. Good lighting
 - d. Wearing high heels
-

Machinery and equipment

A worker at a fast food outlet received severe burns when they cooked and removed frozen peas from a microwave oven, which was positioned at approximately 1.43 metres above the floor. The worker used a 6 litre plastic container to cook frozen peas for 10 minutes. The plastic container became very hot and flexible, producing a funnel effect when removed from the microwave oven. Due to the worker's height and the position of the microwave, the contents poured down the front of the worker who received third degree burns to the chest requiring skin grafts.

The worker was not wearing personal protective equipment and a microwave-safe container appropriate for reheating frozen peas was not provided.

Many injuries to young workers in fast food and takeaway food businesses are from working with or near machinery and equipment.

The following machinery and equipment is widely used in the fast food and takeaway food industry:

- ovens, including rotisserie, convection and microwave
- stoves, hotplates, griddles and grills
- deep and shallow fryers
- kettles and mixers
- coffee machines and milk steamers
- knives, cutters and slicers
- pressure streamers and cookers

The most common injuries to young workers are from:

- contact with hot substances such as oil, fat, water and steam that can scald or burn skin
- contact with hot cooking appliances, such as ovens, deep fryers, grills and microwaves, can cause burns
- contact with sharp objects or moving parts that can cause cuts, lacerations and amputations, such as knives, scissors, slicers and mincers
- being hit by mobile machinery and equipment such as forklifts and delivery trucks.

How do you prevent injury from working with or near hot objects?

- Understand safe work procedures for working with hot objects and make sure you pay attention during your induction and training.
- Understand risks associated with working with and near hot objects and find ways to minimise them, for example:
 - take care to avoid splashing hot liquid and make sure food is dry before dipping it in oil to reduce spitting
 - avoid carrying hot water or other hot liquids to prevent spills and burns (e.g. allow oil to cool before draining it into a container)
 - use microwave-safe containers in the microwave



- Open doors and lids of steam heated equipment away from the body to prevent causing steam burns
- Use a dry cloth (not wet or damp) to pick up hot items to avoid steam burns
- Keep pot handles away from the edge of the stove. Whenever a pot or a pan is on the stove, you should assume that it is hot
- wear appropriate PPE such as full-length PVC aprons, oven mitts, potholders, boots and gloves.

How do you prevent injury from using sharp tools and equipment?

- Understand safe work procedures for working with sharp knives, scissors, tools and equipment in the kitchen. You need to understand how to work with these items safely.
- Understand the risks associated with using sharp equipment and tools and find ways to minimise them, for example:
 - keep cutting tools clean and sharp, well maintained and in a good working condition
 - wash knives separately from other utensils and do not soak them in deep water – you may not see a knife that is under the water level and may be cut trying to pick it up
 - cut away from your body when using knives or trimmers, and cut on a suitable cutting board placed on a firm surface
 - always put sharp knives and tools away after use
 - avoid placing knives near the edge of a table or with the blade facing out or upwards
 - never try to catch a knife if you drop it - step out of the way to let it fall to the floor.

Remember:

Make sure you pay attention when receiving training on how to use sharp equipment and tools safely.

What can your employer do to protect you from harm?

- Have adequate guarding on each machine to protect operators from moving parts, pinch points and splattering oil – the guard should always be on when the machine is in operation unless specifically removed when the machine is off for cleaning and maintenance

**A guard may be any shield, cover, casing, or physical barrier intended to prevent contact between a hazardous machine part and any part of a person or a person's clothing. For example, splatter guards installed around deep fryers and guards around hot surfaces.*

- Machinery and equipment must be well maintained – for example, deep fryers should be kept clean, with seals regularly maintained and the sieve to the oil disposal machine kept clear of food particles.
- Have a safe procedure in place – e.g. How to put food in the deep fryer, instructions on correct temperature for the type of oil or fat being used and expected timeframes for the products to reach safe temperatures
- When first using machinery and equipment, you must be supervised until you are competent – you may be buddied up with an experienced worker so skills, knowledge and experience can be shared
- Install a fire extinguisher and fire blanket in an easy to reach location
- Provide workers with information, instruction and training on safe work procedures, including machine or equipment use and the functions of controls and guards
- Provide workers with PPE when it is required.

**Remember:**

If you are unsure about how to use the machine and equipment, or you think the machine is dangerous or not working properly, talk to your employer. Further information about a machine can be found in the manufacturer's instructions, which contain information for safe use and cleaning.

Quiz – Machinery and equipment

4. A guard on a meat-slicing machine was removed during cleaning. Before using the machine again, what should you do?
 - a. Turn the machine on and make sure it is running correctly before replacing the guard
 - b. Replace the guard yourself and test the machine on a few slices of meat
 - c. Get an authorised person to replace the guard before operating the machine
 - d. Check the machine is properly cleaned before testing if it is working properly

 5. Why should you not put knives in the sink with other items?
 - a. Knives can scratch or break dishes and glasses
 - b. Knives cannot always be seen under the water level, and someone could get cut
 - c. Knives are harder to clean and should be washed separately
 - d. All of the above

 6. How should you work safely with knives?
 - a. If a knife falls don't try to catch it - step out of the way to let it fall to the floor
 - b. Cut away from your body
 - c. Always put knives away after use
 - d. All of the above

 7. You are working in a fast food restaurant kitchen and you're about to use the deep fryer for the first time. To use the deep fryer safely, which two options from the following are correct:
 - a. Your employer is ready to train you on how to use the deep fryer safely
 - b. You are supervised until you and your employer are certain you can use the deep fryer safely
 - c. You can make French fries crispy and tasty according to the restaurant's famous recipe
 - d. You can learn as you go.

 8. Which of the following should be attached to kitchen machines to help protect workers?
 - a. Instruction manual
 - b. A warning sign
 - c. Machine guard
 - d. A recipe
-

Manual tasks

A 17-year-old worker collapsed with a sharp pain in her back from lifting a 20 kg bag of onions. Her injuries left him unable to work.

Manual tasks are any activity or sequence of activities that requires a person to use their body (musculoskeletal system) physically to perform work.

The most common injuries and health issues that can arise from performing manual tasks are musculoskeletal injuries, which affect the muscles, bones and/or joints.

Examples of musculoskeletal injuries are:

- sprains and strains of muscles, ligaments and tendons (e.g. back strain)
- joint injuries
- disc protrusion or disc herniation of the back
- nerve injury or compression
- muscular and vascular disorders (e.g. carpal tunnel syndrome or repetitive strain injury)
- soft tissue injuries.

How does performing a manual task result in injury?

Contrary to popular belief, it's not just the weight of an object that creates the risk of musculoskeletal injuries. Workers are at risk of suffering injuries due to overexertion, awkward positions, applying pressure on one part of the body, performing the same action quickly and repeatedly and lifting heavy objects.

Examples of hazardous manual tasks, which may lead to adopting awkward postures, repetitive strain and sprain injuries and add to the effect of fatigue include:

- accessing and storing food, containers, plates and other items above shoulder height, below mid-thigh and away from the body
- excessive reaching, lifting and leaning out of drive-through windows to hand customers their orders or reaching into chest freezers
- cleaning tables, work benches, kitchens and other service areas
- washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
- chopping and cutting food
- lifting or carrying heavy items such as boxes of frozen chips and handling hot pots and dishes
- handling awkward or heavy loads, accessing items stored in awkward places (e.g. on ground or above shoulder height), carrying heavy boxes, trays and (multiple) bun crates
- exposure to prolonged or sustained postures, such as sustained standing at the cash registers and drive through checkouts
- moving chairs and tables

What can your employer to keep you safe?

Your employer has responsibility to provide and maintain a safe workplace. If you are about to perform hazardous manual tasks and you are unsure how to go about it, ask your employer or supervisor for assistance.

Your employer should provide you with ***risk management** and ****task specific training** where hazardous manual tasks have been identified at your workplace.

****Risk management** are the steps taken to manage workplace hazards described as **SAMM** – **S**pot the hazard; **A**ssess the risk; **M**ake the changes; **M**onitor and follow-up.*

*****Task specific training** is the practicing of actual tasks that will be performed.*

Task specific training should be provided:

- during induction to a new task

- as part of your refresher training
- when work tasks are about to be changed or new ones introduced.

After the training, you should be able to:

- recognise the risks and the sources of those risks, and in discussion with your employer or supervisor decide the best way to minimise them
- prepare the workplace layout and surroundings to perform manual tasks safely
- prepare the load for manual handling, where applicable
- organise the task and work flow to minimise the risk of injury
- use relevant mechanical aids and handling devices provided to you
- use tools or equipment provided to you.

There is a variety of ways you can be trained to perform hazardous manual tasks. Training methods include a buddy system, demonstrations, observation, staff meetings, toolbox talks and practice sessions.

Remember:

Speak up if you think the task is too much for you! The effects of injuries from manual tasks can last a lifetime.

Quiz – Manual tasks

9. The most *common* health problems that can arise from hazardous manual tasks are:
 - a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies
10. When should you receive task specific training to perform manual tasks?
 - a. During induction to the task
 - b. As part of refresher training
 - c. When work tasks are about to be changed or introduced
 - d. All of the above
11. Which activity is defined as a hazardous manual task?
 - a. Cleaning tables, which may be repetitive and lead to adopting awkward postures
 - b. Excessive reaching, lifting and leaning out of drive-through windows to hand customers their orders, which may lead to strains and sprains injuries
 - c. Washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
 - d. All of the above
12. What injuries can be a consequence of performing hazardous manual tasks?
 - a. Sprains and strains of muscles, ligaments and tendons
 - b. Nerve injury or compression

- c. Muscular and vascular disorders
- d. All of the above

Hazardous substances

Two chefs received flash burns to their upper bodies when an aerosol can of cooking oil exploded in a kitchen. As a result of the explosion, a large window at the front of the shop blew outwards. Luckily, no patrons or other staff members were injured.

At the time of the incident, the aerosol can was placed on the kitchen workbench next to the lit gas burners. The contents inside the aerosol can heated up, causing it to expand until the can could not withstand the internal pressure. The base of the aerosol can blew out, causing the contents to be released in the atmosphere. The propellant inside the can was ignited by the naked flame resulting in an explosion.

A hazardous substance can be any substance, liquid, solid, dust or gas that may cause you harm. The most common injuries and incidents that you can come across from hazardous substance are examined below.

Chemical burns

A chemical burn happens when skin or eyes come into contact with a corrosive chemical such as an acid or a base.

Some common cleaning agents include corrosive chemicals like bleach or ammonia, and these can be found in oven, sink, drain, glass or metal cleaning products.

Be aware!

Corrosive chemicals can “eat through” clothing, metal, and other materials.

You must be trained and supervised when using corrosive chemicals.

You must wear protective gear and clothing when using corrosive chemicals.

First aid should be given for chemical burns as soon as possible.

Strong acids and bases react very dangerously when mixed together – these can boil and splash anything nearby.

Cold burns

Cold burns can occur if skin makes contact with an object or substance that is very cold. Some chemicals can cause frostbite like injuries, for example:

- Liquid Petroleum Gas (or LPG), which is commonly used in heating and cooking.
- Dry ice, which is widely used in cooling applications such as food freezing, and displays.

Be aware!

Wear thermally resistant gloves when handling those chemicals.

*It is important **not** to remove clothing that has frozen onto the skin until flushing the area with lukewarm water and allowing it to thaw completely. Removing frozen clothing will remove the skin with it.*

Pressurised gases

Gases are kept in cylinders under high pressure. If cylinders are punctured or the valve is broken, the sudden release of gas will propel the cylinder like a rocket.



Signal word: WARNING

Be aware!

Aerosol cans are kept under pressure. Aerosols can explode or turn into dangerous projectiles if overheated (left in the sun or placed next to a hot machine), ruptured, pierced, shaken, or dropped.

Flammability, Fire and Explosion

Fumes of flammable liquids when mixed with air in certain proportions can create an invisible hazardous atmosphere that can ignite. Ignition sources can be obvious like cigarettes or less obvious like static electricity (zapping), hot surfaces (stoves, lamps) or electrical installations (power points, switches and switchboards).

Common flammable products in the kitchen are oil, ghee, alcohol-based cooking products, aerosol cans, flour, lighter fluid, washing liquid and kerosene.



Signal word: DANGER

Be aware!

Do not place aerosol cans next to heat sources or in hot areas in kitchens.

Read the safety information on the aerosol can before use and storage.

Do not reuse "empty" containers that used to contain flammable chemicals. Even if they are properly cleaned, residual fumes can remain inside empty containers and create hazardous atmospheres that can explode if a spark is present.

Keep areas where flammable liquids are used, mixed, or transferred from one container to another well ventilated and separated from other places.

In the case of a flammable substance spill or leak, remove any ignition source if it is safe to do so.

How can you stay safe from hazardous substance?

- Read the label - look for warning pictograms and signs. Always follow the danger safety warnings.
- Read the SDS (safety data sheet) for more information about a product and how to use it safely. Your employer must provide (or have available) safety information documents for any substances or products that are hazardous.
- Check the hazardous substance register at your workplace. It is a legal requirement that your employer keeps a current register of each hazardous substance that may be used or stored in the workplace.
- Make sure you follow safe work procedures.



- Don't eat, drink or smoke when you are using or are near to a hazardous substance or dangerous goods.
 - Don't keep food or drink near the hazardous substance.
 - Always use the PPE and clothing provided by your employer.
 - Know what to do and where to go if a substance affects you. If you don't know, check with your employer
 - Keep ignition sources away from any chemicals that are potentially flammable.
 - Maintain high housekeeping standards – declutter and avoid build-up of combustible materials like wooden pallets, cardboard boxes, dry leaves etc. around any chemical storage.
-

Quiz – Hazardous substance

13. Which of the following is NOT a hazardous chemical substance?
- a. Water
 - b. Oven cleaner
 - c. Floor cleaner
 - d. Degreaser
14. How do you keep safe from a hazardous substance?
- a. Read the label
 - b. Read the SDS
 - c. Follow safe work procedures
 - d. All of the above
15. Which statement about pressurised gas is correct?
- a. Aerosols should not be used near naked flames or ignition sources as this can cause them to explode or turn into dangerous projectiles if overheated
 - b. Gases are kept in cylinders under high pressure. If cylinders are damaged, the sudden release of gas can propel the cylinder like a rocket
 - c. The inhalation of pressurised gas can damage the lungs and cause a stroke, seizures or death.
 - d. All of the above
16. What are the documents that provide information about hazardous substances called?
- a. Safety data sheet
 - b. Label
 - c. Hazardous substance register
 - d. Read me sheet
-

Electricity

Electric shocks happen when a person becomes part of an electrical circuit and the current flows through their body. Electricity passing through the body can cause convulsions (involuntary contractions of the muscles), the heart to stop beating as well as internal and external burns. It can also cause secondary injuries resulting from falls or collisions and fire hazards resulting from an electrical fault.

Incidents with electricity are usually caused by:

- broken equipment or dangerous working conditions such as frayed or broken power cords, plugs or power points
- installation and/or repairs being undertaken by an unqualified repairer
- absence of a **residual current device* (RCD) and lack of testing of RCDs
- a lack of experience, training or supervision.

*A ***residual current device** (RCD) is a safety switch or life-saving device designed to prevent you from receiving an electric shock if you touch something live, such as a bare wire. If you are using portable electrical equipment and extension leads at work it must have an RCD installed at the switchboard, built into a fixed socket or through a portable RCD outlet. The RCD must be regularly tested. This is a legal requirement.*

Lockout procedure

When cleaning, maintaining or adjusting machinery and equipment, a lockout procedure is required to safeguard the workers who carry out the tasks.

Lockout is a safety procedure to ensure that dangerous machines and equipment are properly shut off and are not able to be started up again prior to the completion of the maintenance or repair work.

The lock procedure is used when:

- servicing or repair work places workers in danger
- a machine guard is removed for servicing.

There are three specific steps involved in locking out machines and equipment.

1. Lock

This means the electrical circuits must be shut down and locked.

This is when a lock is put on an ON switch so the machine can't be turned on. Only the person who put it on can remove it. If that person isn't available, strict rules need to be followed to ensure it is removed safely.

There is a wide range of 'locks' that can be used in this process. These can be:

- switches with a built-in lock
- chains
- jaws or hasps

2. Tag

Tag refers to the information tag attached to a power source or piece of equipment warning others not to operate it. Tags have information about the name of the person working on the equipment, the time and date of the work and the equipment that's being isolated. Type of tags which are commonly used in the lockout procedure are danger tags and out of service tags.

3. Test

This means that all power sources need to be checked with proper test instruments to make sure everything is right before going ahead with work.

How can you keep safe around electricity?

- Understand the lockout procedure. Do not operate or use machinery and equipment that is locked and/or tagged.
- Always switch off electrical equipment at the power point before you pull out the plug.
- Use equipment properly – regularly check and clean the equipment that you use and follow the equipment's operating instructions.
- Report any breakdowns or faulty equipment to your employer. It is the responsibility of your employer to make sure equipment is in good working order.
- Leave repairs to the experts. When electrical repairs are undertaken by people who are not qualified, serious and fatal injuries can occur.
- Don't overload power boards with lots of appliances. Only use power boards fitted with overload protection.
- Be aware of the locations of all safety switches and what equipment they cover in case equipment needs to be switched off in an emergency. You may ask this question during your induction.
- Know emergency procedures for electrical hazards.
- Remember water and electricity do not mix:
 - If the area becomes wet, turn off power to electrical equipment that is not designed to be used in the wet conditions.
 - Do not plug in or unplug electrical equipment with wet hands or while touching a wet surface.
 - Do not mop floors around electrical outlets. The wet mop might touch a live outlet resulting in electric shock.

Remember:

Your employer must provide residual current devices (RCDs) or safety switches to reduce the risk of electric shock and electrocution.

Never use a machine that has a lock or a tag on it, which means someone is maintaining or working on it or it is unsafe.

Quiz – Electricity

17. Why it is dangerous to mop floors around electrical outlets?

- a. You could be shocked or electrocuted
- b. The area will not be cleaned properly
- c. You can damage the outlet
- d. None of the above

18. To reduce the risk of electric shock you should:

- a. pull out the plug quickly
- b. tape frayed cords with electrical tape
- c. switch off appliances before you pull out the plug
- d. ask your mate to pull out the plug for you

19. A residual current device (RCD):

- a. can be a circuit breaker
- b. is a safety switch to prevent electrical shock

- c. is required to be installed at the switchboard, built into a socket or the equipment used through a portable RCD outlet
- d. all of the above

20. A lockout procedure is used whenever:

- a. the servicing work to be done places workers in danger
- b. a machine guard is removed for servicing
- c. repair work to be done places workers in danger
- d. all of the above

Fire hazards

There is a significant risk of fire occurring in the kitchens of fast food and takeaway food restaurants.

Potential fire hazards can arise from:

- flames, sparks and hot gases during food preparation
- food preparation equipment being left unsupervised during cooking
- overheated oils leading to combustion
- gas blowtorches used for browning foods
- poorly operating thermostats or lack of thermostat or fault detecting equipment
- oven that require manual ignition
- faulty electrical equipment
- failure to switch off equipment
- poorly maintained/ dirty exhaust systems.

What can my employer do to make me safe?

- 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.
- Ensure exhaust fans and hoods are cleaned regularly to prevent build-up of residue.
- Install gas equipment in a well-lit and draught-free area, with a gas shutoff valve so the supply can be stopped if necessary.
- Store flammable materials appropriately and away from sources of heat.
- Implement fire safety procedures and provide sufficient and appropriate firefighting equipment (e.g. Fire blankets and correct fire extinguishers).
- Practice good housekeeping, such as emptying grease traps regularly as overfilled grease traps can catch fire.
- Provide you with information, instruction and training on fire emergency procedures including how to use a fire extinguisher properly and activate the overhead fire suppression system if applicable.

How can you keep safe?

- Understand and follow the fire safety procedures for your workplace, such as where fire extinguishers are located and where emergency exits are.
- Do not store flammable items near open flames. Aprons, loose clothing and aerosol cans are all examples of flammable material that can easily catch fire or explode if placed near an open flame or heat source.
- Do not use defective equipment or frayed power cords.
- Regularly clean grill surfaces. Grease and food particles can accumulate and easily ignite if not removed
- Participate in fire drills and practice what to do in a fire situation.

- Stop, drop and roll. If you do catch fire, rolling around on the floor is the quickest way to smother the flames.
-

Quiz – Fire hazards

21. Which of the following is a potential fire hazard?
- a. Food preparation equipment being left unsupervised during cooking
 - b. Food preparation using faulty electrical equipment
 - c. Food preparation involving flames, sparks or hot gases
 - d. All of the above
22. What can you do to help prevent a fire at work?
- a. Store aerosol cans near gas stoves
 - b. Clutter the kitchen bench with paper and other combustibles
 - c. Regularly clean grill surfaces to prevent the build-up of food particles
 - d. Use electrical wires near flammable gases and liquids
-

Other health and environmental factors

Safety from infectious diseases

Workers in the food retail industry are at risk of contracting *transmissible diseases when they perform tasks such as cleaning (public) toilets, emptying rubbish bags, removing needles and syringes (sharps), picking up shards of broken glass and equipment etc.

Workers may be exposed to infected blood or fluid accidentally. Needles or syringes may not be clearly visible and hidden amongst other rubbish, products or clothing etc. These tasks could cause needle-stick injuries where the skin is accidentally punctured by a used needle, exposing workers to serious diseases such as tetanus, hepatitis B and C and HIV.

**Transmissible diseases may be viruses, bacteria or fungi that can be spread directly or indirectly from one person to another, for example via blood to blood infection. Once someone has used a needle, viruses in their blood may contaminate it. This includes needles used to inject drugs.*

What can your employer do?

- Your employer should have risk control systems in place so that you are not exposed to the risk of infectious disease (i.e. install blue lights to deter people from injecting drugs in bathrooms; provide a sharps disposable bin in bathrooms).
- They should provide you with training of safe handling of needles and sharps, including what to do if a needle-stick injury occurs.
- They may provide a vaccination program for at risk employees.
- You should be provided with PPE such as puncture resistant gloves when your tasks have a possibility of contact with carelessly disposed needles/syringes, such as when emptying rubbish bins.

What can I do to keep safe?

- If you find used needles or syringes, you should never bend, break, recap or otherwise manipulate the needle or syringe.



- Never place your hands or fingers into areas or objects where sharps maybe concealed, such as rubbish bins or crevices in a wall.
- If changing a bin in a public area where you do not know the contents, to avoid unknown sharp objects that might be inside, do not:
 - manually compress garbage bags
 - hold garbage bags close to your body
 - hold garbage bags by the base of the bag.

Remember:

Never place your hands or fingers into area or objects where you are unable to see their contents. If you are exposed to a sharps injury or needle-stick while working, report the incident to your employer immediately.

Hot conditions

Working in hot conditions, such as 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. This can lead to heat-related illnesses such as heat stress. A person not used to working in hot conditions can react differently to someone who is. Just because your workmates are okay doesn't mean you will be, so take care.

Heat stress

Heat stress occurs when your body cannot cool itself enough to maintain a healthy temperature. Heat stress increases blood flow to the skin, which allows release of heat. Blood is diverted to the muscles if physical work is being performed, resulting in a lower release of heat through the skin. The body must balance the heat transferred into the body, heat generated in the body and heat coming out of the body.

Symptoms of overheating and heat stress include:

- cool, moist skin with goose bumps
- heavy sweating
- faintness
- dizziness
- fatigue
- weak, rapid pulse
- low blood pressure upon standing
- muscle cramps
- headache

What can my employer do?

- Install an efficient ventilation system to remove steam and heat in the kitchen
- Install an exhaust hood to remove heat from stoves
- Locate workstations away from heat sources where possible
- Ensure air conditioning and ventilation systems are serviced on a regular basis
- Provide rest breaks for workers in a cool area, and ensure access to cool drinking water
- Provide information and training on the risks and signs of heat stress.

What can you do to prevent heat stress?

- Drink approximately 250ml of water every 15 to 20 minutes during hot work conditions. Keeping well hydrated is a critical factor in avoiding heat illness
- Take regular breaks. Know your limits. Practice self-pacing when working in hot conditions.
- Do not take salt tablets unless your doctor has specifically advised you to do so



- Inform your employer if you have an underlying health condition that may increase your risk of heat illness
- If feeling tired, dizzy or weak or you're having trouble concentrating, tell your supervisor – rest in a cool, well-ventilated area, remove excess clothing, drink plenty of water and fluids, and apply a wet cloth, cold water or ice packs to the skin (particularly the neck, armpits and groin)
- Although water is generally adequate for fluid replacement, low sugar cordials and electrolyte replacement solutions may be provided to encourage fluid intake – high sugar cordials and sports drinks are not recommended.

Violence and aggression

Workplace violence and aggression are any actions or incidents in which workers and other people are abused, threatened or assaulted at work. Working in customer service puts you at a higher risk of being involved in a violent situation.

Some of violence in the fast food and takeaway food industry can include dissatisfied customers and criminal activity (e.g. robbery).

You are most at risk if you:

- handle money
- provide face-to-face customer service
- deal with complaints
- work alone or have few workers on site
- work late or early (unsocial hours)
- Open and close premises (often lone worker)

What can your employer do to keep you safe?

- Design work areas and work process to minimise physical contact between workers and customers
- Avoid rostering young people alone at night and not leaving young people alone to close the business
- Have a safe work procedure in place including minimising the handling of money and for opening and closing the store.
- Install security lighting and/or video surveillance
- Advise workers to report incidents of violence
- Provide training for aggression emergency situations. Training should be non-generic and tailored for the specific environment.
- Provide information, training and supervision to help workers deal with security issues and aggressive or violent customers

What can you do to be safe?

- Follow emergency procedures for aggression
- Stay calm, be submissive and avoid drawing attention to yourself. Do not risk harm to yourself or others.
- Avoid shouting or provoking the aggressor(s)
- Avoid staring or having eye contact
- Do not confront or pursue the aggressor
- If the aggressor requests money from the cash register, give it to them
- Defend yourself only as a last resort if you cannot safely withdraw from the situation
- If you feel your life or someone else's life is in danger, call the police.

Remember:

Violence is not just a physical attack. It can also be verbal abuse.

Fatigue

Fatigue is feeling of being very tired, drained and exhausted. It can result from little or poor sleep, working long hours, doing work that is physically demanding or requires high concentration.

Fatigue reduces your ability to perform your work safely and effectively. You may experience tiredness even after sleep, having short-term memory problems, an inability to concentrate and blurred vision or impaired visual perception. Fatigue may increase the risk of injuries and accidents and can contribute to your poor health.

People working in the fast food and takeaway food industry are often working long hours, with prolonged standing. This, coupled with the stress of working in a busy environment, can result in injuries.

Causes of work-related fatigue may come from:

- working extended or irregular shifts that are longer than 8 hours
- working night shifts or very early in the morning
- inadequate rest time between shifts.

What can your employer do to reduce fatigue at the workplace?

- Provide time for a regular break
- Have a roster that allows rest and recovery time between shifts
- Avoid allocation of tasks that are high risk during the early hours of the morning (i.e. 3-5am)
- Provide a work environment that has good lighting, a comfortable temperature, and reasonable noise levels
- Vary your tasks by adding different tasks throughout the shift to help reduce fatigue
- Allow you to sit down to do some jobs, preferably on a specially designed stool or chair.

Under some employment awards, penalties can be incurred if staff members are not provided breaks that are outlined in their award.

What can you do to reduce fatigue?

- Have enough sleep before work – you may need at least 7 to 9 hours sleep each day
- Take regular breaks – your employer should allow time for rest breaks depending upon the length of your shift
- Wear low heeled, comfortable, covered shoes
- Keep a healthy lifestyle – eat a balanced diet and exercise regularly
- Avoid caffeine, eating or alcohol before going to bed
- Talk to your employer if you think you're at risk of fatigue.

Remember:

Late nights combined with the use of drugs and alcohol can make you feel tired the next day or damage your concentration and ability to work safely.

Working in a drive-through

One fast food restaurant worker was sprayed in the face by a fire extinguisher while working in the drive-through window. The customers argued with the worker over the price of cheeseburgers before they left and returned 10 minutes later. While leaning out of the drive-through window, the worker was blasted by the fire extinguisher. The worker was taken to hospital after the attack and treated. The restaurant was not equipped with cameras to capture the offending vehicle's licence plate.

Young workers in fast food restaurants are often rostered to work in a drive-through window. This can involve interacting directly with customers and working within a window that has limited space for movement.

Drive-through workers may be exposed to the following hazards:

- loud noise through headsets, which may damage hearing
- strains and sprains from manual tasks
- fatigue from prolonged standing
- toxicity from vehicle exhaust fumes
- violence and aggression from unsatisfied customers.

What can my employer do to keep me safe?

- Provide you with a noise limited headset and good quality microphone in the drive-through to protect your hearing
- Reduce exposure time to loud noises and excessive reaching and lifting by rotating workers in drive-through area
- Minimise reaching by installing a drop box to put orders into to deliver them to customers
- Provide stools or a footrest bar at workstations and anti-fatigue mats to prevent tiredness
- Provide adequate space and ventilation for both exterior and interior drive-through areas
- Use a reverse-flow fan system to prevent exhaust fumes from entering into the interior drive-through window area
- Increase workplace security by installing video surveillance, alarm systems, and door detectors.

What can you do to be safe?

- When using headsets, make sure it fits properly to your head and do not turn the volume up too high
- See your doctor if you are experiencing ringing in your ears (tinnitus) or problems with hearing
- Wear shoes with well-cushioned insoles and soles
- Avoid a stationary posture by continually altering your position. Use a footrest bar or a low stool to help alter your posture by raising one foot and then the other
- Close drive-through windows as much as possible to limit exposure to vehicle exhaust fumes
- Avoid twisting and overreaching. Use drop-boxes if available to deliver food to customers, especially late at night.

Quiz – Other health and environmental factors

23. What should you do to prevent needle stick injuries while emptying a rubbish bin at work?
- a. Never manually compress garbage bags
 - b. Never hold garbage bags by the base
 - c. Never place hands or fingers into garbage bags
 - d. All of the above
24. Drive-through workers can experience hearing loss from:
- a. Wearing headsets with the volume turned up too high
 - b. Customers speaking too loudly
 - c. Sport cars with loud engines
 - d. None of the above
25. What can you do to reduce fatigue?
- a. Have enough sleep before work
 - b. Avoid caffeine, tobacco or alcohol, especially before going to bed
 - c. Wearing low heeled, comfortable, covered shoes
 - d. All of the above



26. If you suspect a person has heat stress, encourage them to:
- a. rest in a cool, well ventilated area
 - b. remove excess clothing and drink plenty of water or electrolytic fluids
 - c. apply a wet cloth, cold water or ice packs to the skin (neck, armpits and groin)
 - d. All of the above
27. Working in the drive-through area can cause injuries from manual tasks because workers:
- a. do a lot of reaching and stretching to deliver food to customers
 - b. stand for prolonged periods of time
 - c. have limited space for movement
 - d. All of the above
28. Which of these is not a sign of fatigue?
- a. Feeling tired even after sleep
 - b. Short term-memory problems and an inability to concentrate
 - c. Blurred vision or impaired visual perception
 - d. Feeling hungry most of the time
29. You are serving a customer at the counter. Another customer in the line is getting agitated and yelling at you and the customer you are serving. What should you do?
- a. Follow your emergency procedure for violence and aggression
 - b. Stay calm
 - c. Do not provoke the aggressor
 - d. All of the above
30. A needle stick can place you at risk of _____. Fill in the blank.
- a. HIV
 - b. Tetanus
 - c. Hepatitis B and C
 - d. All of the above
-

Spot the hazards

McJacks

There are 7 hazards in this area. Try and find them all.



Hazard notebook

Fill in the hazard notebooks

#	Spot the hazard	Assess the risk	Make the change	Monitor and follow-up
1	Workplace aggression. Customer at the counter screaming at the staff member.	Medium	Report to supervisor immediately	Oversee whether the situation has been defused.
2				
3				
4				
5				
6				
7				

Fast food and takeaway food industry – Knowledge quiz

1. You are less likely to slip if you wear shoes with non-skid soles and flat heels.
 - a. True
 - b. False

2. What safety precautions can help prevent slips?
 - a. Clean up spills right away
 - b. Do not use items such as flattened cardboard boxes as floor mats
 - c. Wear appropriate shoes for work
 - d. All of the above

3. Which one of these would NOT cause trips or falls in a kitchen?
 - a. Oil spills on the floor
 - b. Leaving boxes in passageways
 - c. Good lighting
 - d. Wearing high heels

4. A guard on a meat-slicing machine was removed during cleaning. Before using the machine again, what should you do?
 - a. Turn the machine on and make sure it is running correctly before replacing the guard
 - b. Replace the guard yourself and test the machine on a few slices of meat
 - c. Get an authorised person to replace the guard before operating the machine
 - d. Check the machine is properly cleaned before testing if it is working properly

5. Why should you not put knives in the sink with other items?
 - a. Knives can scratch or break dishes and glasses
 - b. Knives cannot always be seen under the water level, and someone could get cut
 - c. Knives are harder to clean and should be washed separately
 - d. All of the above

6. How should you work safely with knives?
 - a. If a knife falls don't try to catch it - step out of the way to let it fall to the floor
 - b. Cut away from your body
 - c. Always put knives away after use
 - d. All of the above

7. You are working in a fast food restaurant kitchen and you're about to use the deep fryer for the first time. To use the deep fryer safely, which two options from the following are correct:
 - a. Your employer is ready to train you on how to use the deep fryer safely
 - b. You are supervised until you and your employer are certain you can use the deep fryer safely



- c. You can make French fries crispy and tasty according to the restaurant's famous recipe
 - d. You can learn as you go.
8. Which of the following should be attached to kitchen machines to help protect workers?
- a. Instruction manual
 - b. A warning sign
 - c. Machine guard
 - d. A recipe
9. The most *common* health problems that can arise from hazardous manual tasks are:
- a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies
10. When should you receive task specific training to perform manual tasks?
- a. During induction to the task
 - b. As part of refresher training
 - c. When work tasks are about to changed or introduced
 - d. All of the above
11. Which activity is defined as a hazardous manual task?
- a. Cleaning tables, which may be repetitive and lead to adopting awkward postures
 - b. Excessive reaching, lifting and leaning out of drive-through windows to hand customers their orders, which may lead to strains and sprains injuries
 - c. Washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
 - d. All of the above
12. What injuries can be a consequence of performing hazardous manual tasks?
- a. Sprains and strains of muscles, ligaments and tendons
 - b. Nerve injury or compression
 - c. Muscular and vascular disorders
 - d. All of the above
13. Which of the following is NOT a hazardous chemical substance?
- a. Water
 - b. Oven cleaner
 - c. Floor cleaner
 - d. Degreaser

14. How do you keep safe from a hazardous substance?
- Read the label
 - Read the SDS
 - Follow safe work procedures
 - All of the above
15. Which statement about pressurised gas is correct?
- Aerosols should not be used near naked flames or ignition sources as this can cause them to explode or turn into dangerous projectiles if overheated
 - Gases are kept in cylinders under high pressure. If cylinders are damaged, the sudden release of gas can propel the cylinder like a rocket
 - The inhalation of pressurised gas can damage the lungs and cause a stroke, seizures or death.
 - All of the above
16. What are the documents that provide information about hazardous substances called?
- Safety data sheet
 - Label
 - Hazardous substance register
 - Read me sheet
17. Why it is dangerous to mop floors around electrical outlets?
- You could be shocked or electrocuted
 - The area will not be cleaned properly
 - You can damage the outlet
 - None of the above
18. To reduce the risk of electric shock you should:
- pull out the plug quickly
 - tape frayed cords with electrical tape
 - switch off appliances before you pull out the plug
 - ask your mate to pull out the plug for you
19. A residual current device (RCD):
- can be a circuit breaker
 - is a safety switch to prevent electrical shock
 - is required to be installed at the switchboard, built into a socket or the equipment used through a portable RCD outlet
 - all of the above



20. A lockout procedure is used whenever:
- the servicing work to be done places workers in danger
 - a machine guard is removed for servicing
 - repair work to be done places workers in danger
 - all of the above
21. Which of the following is a potential fire hazard?
- Food preparation equipment being left unsupervised during cooking
 - Food preparation using faulty electrical equipment
 - Food preparation involving flames, sparks or hot gases
 - All of the above
22. What can you do to help prevent a fire at work?
- Store aerosol cans near gas stoves
 - Clutter the kitchen bench with paper and other combustibles
 - Regularly clean grill surfaces to prevent the build-up of food particles
 - Use electrical wires near flammable gases and liquids
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