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Safety Conversations

FOH Team
Daily Briefing Pack
For 7-day Events

ALWAYS FOLLOW THE SAFETY BEHAVIOURS AND BRIEF YOUR TEAMS ON THE KEY SAFETY BEHAVIOURS AS BELOW:



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Your health and safety and the safety of our customers, clients and partners is important to us. That is why we turn to See Care Share and our Key Safety Behaviours. These apply to you, we will all stand up for safety together as one team.

This behaviour is about positive two-way dialogue about safety. In the workplace this would be expressing safety concerns to your supervisor or manager.

COMMUNICATION



SPEAK OUT

RISK ASSESSMENT



BE MINDFUL

This behaviour focuses on the hazards in the workplace and how we control them. This is as simple as taking the time to plan how to do the job safely.

Finally this behaviour is about being proactive to help keep safety front of mind. We can do this within the workplace by sharing our safety knowledge with others.

INVOLVEMENT



GET INVOLVED

PLEASE USE THE SAFETY CONVERSATIONS ON THE FOLLOWING PAGES TO BRIEF YOUR TEAM DURING THE EVENT AND ENSURE ALL TEAM MEMBERS SIGN THE BRIEFING RECORD

FOOD SAFETY CONVERSATION

Good Hygiene Practice No: 2 – Personal Hygiene

WHAT YOU'RE GOING TO LEARN

In this safety conversation you will understand the importance of good personal hygiene and hand washing which is an essential part of preparing, cooking and serving food

HOW IT WILL HELP YOU IN YOUR JOB

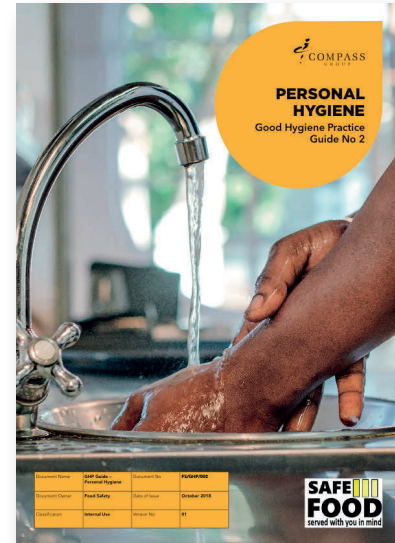
Good personal hygiene can help minimise cross contamination and ensure the food you prepare, cook and serve to your customers is safe to eat

WHAT YOU NEED TO KNOW

- Hands must be washed before handling ready to eat foods
- Hands must also be washed after visiting the toilet, handling rubbish, handling or preparing raw food, cleaning, smoking or eating.
- Effective Handwashing Technique:
 - Wet your hands with warm or cold water
 - Apply hand soap (recommended Ecolab Epicare 5c)
 - Lather and scrub hands for no less than 20 seconds
 - Rinse for 10 seconds
 - Turn off the tap using a paper towel
 - Use additional paper towel to dry hands



- Hair must be clean, neat and tidy, and kept covered if handling open food
- With the exception of plain wedding rings and plain sleeper earrings, jewelry must not be worn while preparing food
- Uniform (if provided) must be clean and not worn until arrival at work
- Wearing gloves has not been proven to be a safer method of handling food compared to the use of effective hand washing techniques as cross contamination from raw to high risk food can still occur
- Hand to mouth contact must be avoided while carrying out food handling activities and eating, drinking and smoking must be avoided while on duty
- All food handlers must report signs of illness immediately to their line manager. All food handlers suffering from symptoms of nausea, stomach cramps, vomiting or diarrhea must be excluded from work and not return until 48hr symptom free



RELATED HAZARD ANALYSIS RECORDS

- All stages

YOUR VALIDATION

- Give examples of when hands must be washed
- How long should hands be washed to be effective at removing bacteria
- When should hair be covered
- What type of jewellery is permitted
- What time period must food handlers remain symptom free before returning to work

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Always wash your hands when entering the kitchen
- Always wash your hands before and after any food preparation

MORE INFORMATION

More information can be found within Good Hygiene Practice Guide No: 2 Personal Hygiene





SAFETY



CONVERSATION

**Deliver on
Day 2**

Topic: Hot Beverage Service

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn about the safety precautions to take when preparing and serving hot beverages. This will reduce the risk of burn and scald injuries to yourselves, colleagues or customers.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Know the visual checks to carry out when preparing hot beverages
- Understand the hazards associated with hot beverages
- Be aware of the safety precautions to take when serving hot beverages

WHAT YOU NEED TO KNOW

Visual Checks

It is vital that we carry out visual checks to identify defective equipment and damaged cups that are used when preparing hot beverages. Ensure that equipment is safe before using it. If you are using crockery, check that cups have no chips or cracks. If you are using disposable cups, check for any damage to cups or lids. Any damaged items should be disposed of.

Using Hot Beverage Dispensers

There are several types of hot beverage machines that we use, but in most cases the hazards and associated risks are the same: burns from contact with hot surfaces and scalds from hot water or steam.

- Hot water/beverage dispensers vary, and it is important that you have been trained on the specific equipment you are using.
- Most of the surfaces on equipment will be hot to touch - it is safer to treat all surfaces as if they are hot.
- It is important to focus on the task you are doing to ensure you do not spill or overfill containers, which can result in scalds.
- Remember there may be steam generated when using the equipment, and this can cause scalds too.
- Be mindful of your working environment; most incidents occur in the area immediately around the hot beverage dispensers when people preparing hot drinks are knocked by others.

Serving Hot Beverages

Whether you are serving hot beverages for sit down or for take-away there are hazards associated with the task. Although these aren't always within our control, we can take some precautions to avoid injury to ourselves and our customers.

- Do not over-fill the cup; check if the customer is having milk with their drink, and if yes, don't pour as much into the cup.
- Ensure that you fit the lid onto a take-away cup properly - check the lid is secure around entire top of the cup.
- If the customer will be taking the lid off the cup to add their sugar, milk etc, ensure there is appropriate signage in place to remind them to securely fit the lid back onto the cup.

Self-service Hot Beverages

- Make sure there is suitable signage in place to warn customers that surfaces and beverages will be hot.
- Appropriate cups and equipment must be available for the customer to use; this will reduce the likelihood of spillages.
- Ensure that any spillages are cleaned up immediately according to company procedure.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Check that all hot beverage equipment is in working order and securely positioned
- Identify areas where additional space is required around the hot beverage equipment to ensure it is a safe working environment
- Ensure correct signage is displayed where appropriate



BE MINDFUL

- Be mindful of your surroundings when using hot beverage service equipment and focus on the task you are carrying out.
- Be aware of the people around you and that they don't knock you whilst handling hot beverages.
- Keep checking the area is clear of trip and slip hazards.

SPEAK OUT

- Ask your supervisor or manager if you unsure of how safely use the equipment in your venue.
- If you see any faulty equipment or spillages warn your colleagues of the hazard and deal with it or report it.

GET INVOLVED

- Be careful around hot beverage dispensers to avoid knocking into people using the equipment.
- Give customers and colleagues walking with hot drinks plenty of space, as they may not be focusing on where they are going.

YOUR VALIDATION

- What checks should be taken on the equipment, crockery and disposable cups before use?
- Where should signage be displayed to warn customers of the hazards associated with hot beverages
- How should we secure the lid on a disposable cup?

MORE INFORMATION

- CAT 5 and 5a Risk Assessments
- Equipment Manufacturer's Guidance
- HSE Website



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SAFETY



CONVERSATION

**Deliver on
Day 3**

Topic: Broken Glass and Crockery

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn about the safety precautions to take when clearing and disposing of broken glass and crockery. This will ensure that we reduce the risk of cut injuries to yourselves, colleagues or possibly customers.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Know the hazards associated with clearing up broken glass and crockery
- Be aware of the procedure that should be followed in this situation
- Understand the safety precautions to take when clearing up broken glass and crockery

WHAT YOU NEED TO KNOW

When you think of injuries relating to sharp objects in catering and hospitality jobs, what do you think causes the most injuries? Most people would think it is knives but for us, it is actually broken glass and crockery. Most injuries occur when cleaning up or disposing of broken glass and crockery. In fact, there is an average of 166 cut injuries each year within our business, 40% of these are when clearing up or disposing of broken glass or crockery. For this reason, it is important to ensure that we follow rules when it comes to dealing with breakages in the workplace.

Firstly, when a breakage occurs it is important to make sure the area is made safe and not left unattended. In this situation you may need to ask a colleague for assistance and to get a dustpan and brush to clear up the breakage. Once broken, glass and crockery are only to be handled with a dustpan and brush. At no point should you be picking up broken glass or crockery with your bare hands. Once you have collected all the broken pieces with the dust pan and brush it is important to dispose of them correctly.

Where broken glass or crockery forms a significant part of the general refuse, separate broken glass and crockery bins must be provided. The bin should be clearly identified for its purpose and only glass and crockery should be disposed of in that bin. In these bins we should not use bin liners and the contents should be emptied directly into the appropriate bulk refuse container.

If you only deal with a small amount of breakages these should be securely wrapped before placing in a bin liner. However, we would advise that designated bins for broken glass and crockery are available at convenient locations throughout your venue. This also assists in ensuring the correct waste goes into the correct waste streams as part of our environmental commitment to reducing landfill.

Now check that your venue has everything in place to deal with any breakages.

- Are there dustpans and brushes in areas where breakages are likely to occur e.g. bars or hospitality areas?
- Is there a designated bin to dispose of broken glass and crockery that is clearly labelled for use?
- If there is no designated bin available, is there a procedure in place that ensures that any broken glass and crockery is securely wrapped before being disposed of in the general waste bin.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Check that your venue has enough dustpans and brushes to deal with breakages
- Identify areas that would be suitable and convenient locations for designated broken glass and crockery bins
- Ensure correct signage is displayed where appropriate



BE MINDFUL

- Be mindful of your surroundings and stay vigilant of broken glass and crockery potentially on the floor
- If breakages occur consider those around you and make sure you make the area safe before continuing to work

SPEAK OUT

- Let your supervisor or manager know if you require additional dustpans, brushes or bins in your venue

GET INVOLVED

- If you see any of your colleagues picking up broken glass and crockery with their hands, stop them. Encourage them to work safely and use a dustpan and brush

YOUR VALIDATION

- Where are dustpans and brushes kept in the venue?
- Is there broken glass and crockery bins available, if there are where are these positioned?
- If there is not a designated bin in place, how should broken glass and crockery be disposed of safely?

MORE INFORMATION

- COM 6 Disposal of General Waste Risk Assessment
- CAT 53 Handling, Use & Cleaning of Glass, China & Crockery Risk Assessment

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SAFETY



CONVERSATION

**Deliver on
Day 4**

Topic: Fatigue in the Workplace

WHAT YOU'RE GOING TO LEARN

In this safety conversation we will discuss how fatigue in the workplace can affect you and your safety whilst carrying out routine tasks. We will also provide some useful information on how to reduce fatigue so that it doesn't adversely affect you and those around you.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand what fatigue is and its causes
- Know what effect fatigue can have on you and your team
- Understand what you can do to reduce fatigue before it becomes an issue

WHAT YOU NEED TO KNOW

Fatigue is generally considered to be a decline in mental and/or physical performance that results from prolonged exertion, sleep loss and/or disruption of the internal clock. In this safety conversation, we are going to be focusing on mental fatigue and what affect it can have on you at work.

What causes fatigue?

This is simple: lack of sleep and poor-quality of sleep. Often, it's the reasons behind the lack of or poor-quality sleep that are more difficult to understand and resolve. If you are experiencing changes in personal circumstances or work environment this may result in a lack of or poor-quality sleep. If this continues for some time and you are not getting enough sleep, you will build up "sleep debt" which can only be rectified by a few nights of good sleep. Some of the main causes of fatigue are:

- Working when you would normally be asleep
- Sleeping when you would normally be awake
- Getting less sleep than normal or getting poor sleep
- Having no time to rest and recover from work
- Alcohol (for example, alcohol consumed in the afternoon may be twice as potent in terms of producing sleepiness as the same amount taken in the evening)
- Prescribed or over-the-counter medication may cause sleepiness
- Suffering medical sleep problems

What are the consequences of fatigue in the workplace?

Fatigue has been shown to be a performance factor in the workplace which can increase the likelihood of incidents occurring. If you are experiencing fatigue, there is a good chance it could result in:

- Slower reactions
- Reduced ability to process information
- Impaired ability to make effective judgements
- Memory lapses and lack of attention
- Underestimation of risk
- Reduced coordination and reduced communication

What can you do to reduce fatigue?

The most important thing is to ensure you are getting enough good quality sleep. If you notice some of the signs of fatigue, act quickly and get some rest. The longer you take to act the more "sleep debt" you will incur and the longer it will take you to recover. Healthy sleeping habits are vital in ensure you do not suffer fatigue. The [NHS Website](#) has some detailed advice on sleep but we have provided some quick sleep tips in this document.



FATIGUE WARNING SIGNS

- Feeling like you have lost time
- Feeling dazed
- Day dreaming
- Loss of concentration
- Poor coordination
- Easily distracted
- Blurred, dimmed vision
- Making errors during routine tasks
- Changes in mood

QUICK SLEEP TIPS

- Keep a consistent sleep schedule
- Set a bedtime that is early enough for you to get at least 7 hours of sleep
- Don't go to bed unless you are sleepy
- Establish a relaxing bedtime routine
- Make your bedroom quiet and relaxing
- Turn off electronic devices at least 30 minutes before bedtime
- Avoid consuming caffeine in the late afternoon or evening
- Avoid consuming alcohol before bed

BE MINDFUL

- If you notice the signs of fatigue be sure to act quickly and get some good quality sleep
- Follow the quick sleep tips to ensure a healthy sleep routine

SPEAK OUT

- If you believe that fatigue is affecting, you or your safety at work let your supervisor or manager know

GET INVOLVED

- Encourage your team members to look out for their own wellbeing
- If you see someone making mistakes say something to them, politely



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SAFETY CONVERSATION

**Deliver on
Day 5**

WHAT YOU'RE GOING TO LEARN

In this safety conversation you will learn how to avoid slips, trips and falls from stairs and steps. Falls from stairways can result in serious injuries, so let's take one step at a time and learn how to cut out associated risk and hazards.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand the importance of using the handrails provided
- Know what precautions to take when carrying items up or down stairs
- Be aware of what to do when you spot a hazard and who you should report it to
- Understand how you can help to prevent incidents when using stairs

WHAT YOU NEED TO KNOW

Handrails - The vast majority of stairway falls result from a loss of balance, but a very common contributing factor is neglecting to use handrails. These are fitted for a reason, and **you should grip the handrail when going up or down stairs**. In addition to not using the handrail when on stairs, being distracted may have nasty consequences. This often happens when people use their phone or chat to their colleagues when walking up or down stairs. Temptation to use your mobile when on stairs must be resisted, just **leave your mobile securely in your pocket or bag**. You will soon be up or down the stairs, where you can safely make your call.

Carrying Items - You should use extra caution on stairs, **don't rush or hurry!** If possible, use the lift and avoid carrying boxes or other large items on stairs. If items do need to be carried on stairs, you should **limit the load**, always keeping one hand free with which you can **grip the handrail**. You might have to make multiple trips, but you will be much safer and fitter!

Housekeeping and Maintenance - Good housekeeping is also vital to stair safety. Nothing should be sticking out from the surfaces of stairs, handrails or banisters (like nails or splinters), that could cause a fall. When you notice any spills, wet spots, or debris don't ignore them, clean them up immediately. Visibility on stairs is very important, so **when you notice any broken or malfunctioning lighting report it to your manager**, so it can get fixed.

Play your part – we should be looking out for one another, so if you see a team member not following this guidance remind them of this conversation. If you need help carrying something up or down the stairs make sure you ask for help.

Topic: Stairs & Steps



BE MINDFUL

- Do not store any materials on stairs
- Clean up the spillages or any debris immediately
- Always make use of handrails when going up and down stairs
- Do not use or talk on your mobile phone when using the stairs

SPEAK OUT

- Any disrepair or damage to stairs or handrails should be reported
- Stop any unsafe behaviours or report them to your manager
- Encourage your team members to make use of the handrails when on the stairs

GET INVOLVED

- Discuss ways on how to improve safety on stairways
- Promote safe behaviours when using stairs
- Report any defects to your manager

YOUR VALIDATION

- What should you **not** do when going up or down the stairs?
- What can we do to make sure we are safe when using the stairs?
- What should you do if you spot a hazard on the stairs?

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

Some of the incidents on stairs can be caused by inattention and unsafe behaviour. Discuss with your team:

- Give at least five examples of unsafe behaviour when using stairs.
- What would you do if you noticed someone using the stairway in an unsafe manner, such as carrying too much down a set of stairs or using their mobile phone?



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SAFETY

CONVERSATION

WHAT YOU'RE GOING TO LEARN

In this safety conversation we will discuss the safety precautions to take when working with cooking equipment or handling hot items whilst in the kitchen. We will also discuss useful tips to avoid burn and scald injuries.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand the hazards associated with cooking equipment that cause burns and scalds
- Know the precautions that should be in place as well as what you can do to avoid injury

WHAT YOU NEED TO KNOW

Most burn and scald injuries in Compass affect the hands and arms. These happen most often when using cooking equipment, handling hot food and liquids; and when serving hot food and beverages. There are simple things you can do prevent incidents and injuries to yourself and your team.

In food preparation – Use oven gloves or cloths as required by risk assessment to protect the hands and forearms when placing items into and removing items from ovens.

- Ensure oven gloves or cloths are clean and dry. Any dampness will rapidly turn to steam on contact with a hot surface and scald you
- Assume all pots and metal handles are hot. Touch only when you are sure they are not hot or when using oven cloths or gloves
- Use long tools such as tongs and spiders to turn and to lift foods out of a deep fat fryer when not using the frying basket so that your hands do not get close to the hot oil.
- Do not allow cloths to hang down when moving pans of hot food or liquid on cooker hobs. The cloth can catch on the hob stands causing the pans to tip and spill over.
- When removing items from the steamer be aware of potential build of water on lids and cling film – tilt the item backward into the steamer to drain the excess water back into the steamer.
- Where practicable, the use of steamer shelves above eye-level should be avoided
- Do not use worn or damaged oven cloths or gloves. Report these to your manager or supervisor and get a replacement

In food service – ensure you are using the correct service utensils to avoid burns from hot lights.

- When setting up service points use trolleys to move hot food to the servery, do not attempt to catch falling hot equipment or hot food.
- Keep your long sleeves rolled down to provide added protection from hot surfaces or spillages
- If service equipment is faulty or damaged report this to your manager and remove the equipment from operation.

Hot beverage service – Ensure that lids are placed tightly onto take-away cups when serving hot drinks

- Ensure you keep your hands and arms away from steam and steam wands.

**Deliver on
Day 6**

Topic: Avoiding Burns & Scalds



BE MINDFUL

- Take time to complete the task correctly and safely, do not rush when handling hot equipment or items
- Be aware of those working with you and what they are doing to avoid injuries to each other

SPEAK OUT

- If there are defects with equipment or utensils, stop using the item and report it to your manager
- Where you require new cloths or oven gloves for safety reasons notify your manager

GET INVOLVED

- Set the example and ensure you are always following the safe systems of work
- Encourage your team follow instructions and not to take shortcuts

YOU'RE VALIDATION

- When removing items from a steamer or combi what should we do?
- If there is a defect to equipment or PPE what should you do?

DID YOU KNOW?

Did you know that over 40% of all burns and scalds reported occurred when inserting and removing food from ovens?



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SAFETY



CONVERSATION

**Deliver on
Day 7**

Topic: Manual Handling

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn how to lift safely and avoid injuries.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will be able to:

- Assess whether it is safe to carry out a manual handling task.
- Carry out a manual handling task in the correct safe manner.

WHAT YOU NEED TO KNOW

Working Environment

- Maintain high standards of housekeeping.
- Ensure that there is enough room to undertake the task.
- Check that the floor is well maintained and clear of spillages or obstructions.

Assess the Load First

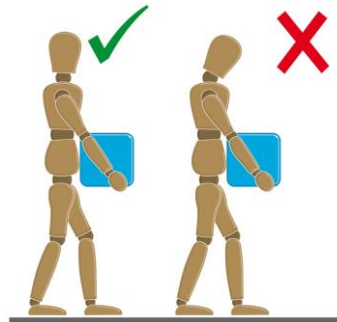
- Use mechanical aids, such as pallet trucks or forklifts to avoid manually lifting loads yourself.
- If you have to lift manually, follow the basic guidelines, firstly by thinking about the load that you have to lift.
- Wear gloves as per the task specific manual handling risk assessment to avoid cuts, scratches and/or puncture wounds. Safety boots or shoes will protect your feet if anything falls.
- Get somebody to help you if the load is large or awkward to lift.

Lifting the Load Safely

- Check there is nothing in your way to hinder your lift and movement.
- Take up a good lifting position, feet slightly apart and pointing in the direction you are going and travel with a firm grip of the load.
- Raise your head as you start to lift - lift using your legs not your back, remembering to keep the back in its natural curve.
- Do not twist your body - this is a major cause of back injuries. Instead, move your feet to protect your back from strains.
- Bend at your knees when you put down the load and make sure you are not overstretching.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Avoid the pain – don't let your back take the strain.
- Bend at your knees - and your back won't seize.
- Ask for assistance if an item is too heavy or large to carry alone.



BE MINDFUL

- Be aware of weights when stocking boxes or crates.
- Plan your route when carrying over long distances.

SPEAK OUT

- Ask for help if you need it.
- Highlight any requirements for equipment or PPE.
- Inform your supervisor or manager if your carrying aids are defective.

GET INVOLVED

- Encourage your colleagues to only carry items that they are capable of carrying.

YOUR VALIDATION

- What considerations are to be made regarding the working environment?
- If you have to lift and carry, what techniques should you adopt?

MORE INFORMATION

- HSE Website
- Manual Handling Risk Assessments
- Manual Handling Guidance Posters



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