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Safety Conversations

Logistics 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



SAFETY



CONVERSATION

**Deliver on
Day 1**

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

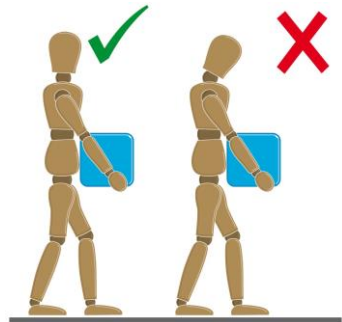
- Use mechanical aids, such as pallet trucks or forklifts to avoid manually lifting loads yourself.
- If you have to lift manually, follow the basic guidelines, firstly by thinking about the load that you have to lift.
- Wear gloves as per the task specific manual handling risk assessment to avoid cuts, 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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SAFETY



CONVERSATION

**Deliver on
Day 2**

Topic: Personal Protective Equipment

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn about personal protective equipment and how it can protect you from a wide range of hazards. Good protection is essential for your health and safety.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand why wearing the correct personal protective equipment (PPE) at work is good for your health and safety
- Be able to identify which tasks require certain personal protective equipment
- Know how to request new PPE or report defective PPE

WHAT YOU NEED TO KNOW

Why is it important to wear personal protective equipment (PPE)?

- Risk assessment of the task has identified this equipment to be required in order to reduce any hazards
- Without wearing the PPE the likelihood of an incident is increased
- It is your responsibility to ensure you are wearing the correct PPE for the task and to ensure your colleagues are too.

What PPE should be used?

Slip resistant shoes: Should be worn by any staff working within kitchens and any other place where the floor safety risk assessment identifies a requirement for these to be worn.

Reinforced toe-capped shoes: Where heavy lifting and/or movement of heavy equipment, stock and trolleys is part of your job role.

Rubber gloves, goggles and face masks: These are mostly required when handling concentrated chemicals.

Rigger gloves (Safety Gloves): When handling and moving kegs, pallets, roll cages, tables and staging.

Who should you speak to you if you require PPE or if your PPE is defective?

In the first instance speak to your supervisor or line manager if you feel you require and PPE or if the PPE you have is defective. It is your responsibility to highlight any issues with your PPE.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Always wearing the right gear, in the right conditions for your job means safer working and makes good sense.
- Check your kit; make sure you have the right PPE for the job. If you don't report it to your manager.



BE MINDFUL

- Consider whether a new a new task you are asked to do requires PPE

SPEAK OUT

- Inform your supervisor or manager if you require PPE or if the PPE you have is defective
- If the PPE is not providing you with adequate protection let your supervisor or manager know as soon as possible

GET INVOLVED

- Encourage your colleagues to wear the correct PPE for the job

YOUR VALIDATION

- Whose responsibility is it that you wear your PPE?
- When should slip resistant shoes be worn?
- Who should you inform if your PPE is defective?

MORE INFORMATION

- PPE Guidance Poster
- Task Risk Assessments and COSHH Product Assessments
- HSE Website

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SAFETY



CONVERSATION



**Deliver on
Day 3**

Topic: Fire Safety

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn about the dangers of fire in the workplace and some of the precautions you must take to prevent fires.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand of the consequences of fire.
- Know your responsibilities for reporting fire.
- Be aware of the things you must do to prevent fire at work.

WHAT YOU NEED TO KNOW

Heat, toxic fumes and smoke produced by fire cause death, serious injury and damage to property and equipment. Most deaths are the result of smoke inhalation.

1. Every person on site has a responsibility to **ENSURE** they:
 - Minimise the risk of fire breaking out
 - Know what to do in the event of fire
 - Immediately raise the alarm if a fire breaks out
2. Know your **ESCAPE** routes and assembly points.
3. Report to your supervisor or manager before starting work, so that they are able take an accurate head count of staff in the case of an emergency.
4. Identify the **LOCATION** of fire extinguishers.
5. **ENSURE** access to fire extinguishers is not restricted.
6. Using the wrong extinguisher on a fire can cause problems and make the situation worse. Only use extinguishers if you have been trained to do so.
7. If smoking is permitted on site, **ONLY** smoke in the designated smoking areas.
8. Adopt **GOOD HOUSEKEEPING** practices to minimise the build-up of waste.
9. When using chaffing fuel, make sure it is in a chaffing fuel holder and positioned on a level and stable surface. Use appropriate lighters to light fuel.
10. **KEEP** fire doors and shutters clear and unobstructed. **DO NOT** prop them open.
11. Any electrical equipment should be **SWITCHED OFF** from the mains when not in use.
12. **DO NOT** store any clothing or combustible items over or near heat sources.
13. **REPORT** defective equipment or damaged electrical cables. Defective or damaged equipment can cause fires.



BE MINDFUL

- Know the location of your fire-fighting equipment and emergency call points
- Don't allow rubbish to build-up
- Switch off electrical equipment when it is not in use

SPEAK OUT

- Inform your supervisor or manager if equipment is defective
- If you are not aware of escape routes or emergency procedures tell your supervisor or manager

GET INVOLVED

- If you notice something blocking a fire escape route, remove it
- If you see that a fire door has been propped, close it

YOUR VALIDATION

- What is the biggest cause of fire-related deaths?
- Why must you report to your supervisor or manager before starting work?
- How does good housekeeping help to minimise the risk of fire?
- Why should fire doors not be propped open?

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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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Unit Name:		Trainers Name:		Safety Conversation:	Fatigue in the workplace
Unit Number:		Trainers Signature:		Date of Conversation:	

By signing below, I confirm that I have received the safety conversation on the topic listed above and that I will follow this information as applicable to my job role.

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SAFETY CONVERSATION

SC4 - Obstructions

CUT IT OUT SLIPS, TRIPS AND FALLS

WHAT YOU'RE GOING TO LEARN

In this safety conversation you will learn how to reduce the risk of slips trips and falls associated with obstructions. Everyone can make a contribution to reducing slips and trips – see it, sort it...or shall we say **Cut It Out**.

**Deliver on
Day 5**

WHAT YOU NEED TO KNOW

- **Walkways** - It is not just good enough to have a walkway unless it is kept clear with no trailing wires and no obstructions. If you see items on the floor where someone could trip over them, remove them, or arrange for them to be removed, or for the situation to be made safe. Don't leave it for others to do it - **see it, sort it, and make sure you report it**.
- **Stock and Equipment** - Trips and falls over stock and equipment can be avoided simply by ensuring everything is stored in a designated place and out of the walkways. Good housekeeping practices are crucial in preventing slips, trips and falls. So be mindful of your colleagues and try to **keep your work and storage areas tidy and free from obstructions**.
- **Other obstructions** - Deliveries, rubbish, empty boxes - you name it! Many incidents involve tripping over delivered stock left to be put away, or rubbish bags waiting to be taken out. When it gets busy it's difficult to keep up with everything, but remember, it only takes a few minutes to take the rubbish out, and much longer to heal a broken leg. It could help to **make clear the responsibilities for putting away delivery or waste removal, so it's not left for "others" to do**.

FOLLOW RULES

- Ensure all walkways are free from obstructions
- Keep your stock and equipment in the designated place, so they don't become obstructions



BE MINDFUL

- See it, sort it, report it – don't wait for others to do it
- Keep your work and storage area tidy – be mindful of your colleagues



SPEAK OUT

- Make sure you report near misses before they become incidents
- If you see any unsafe practices or hazards, let your team or manager know



GET INVOLVED

- Use team talks to share your ideas on how to make your workplace safe
- Communicate any near misses to your colleagues



PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

Walk around your workplace and see if you can spot any obstructions on your way. If you do find obstructions:

- Can you remove them right away?
- What can be done to avoid obstructing these walkways / corridors again?
- Have you put your delivery away today?



SAFETY CONVERSATION

SC3 - Spillages and Debris



WHAT YOU'RE GOING TO LEARN

In this safety conversation you will learn how to avoid the slips and falls caused by spillages and debris. Most slip injuries happen on wet floors or floors contaminated with food debris or oil. Let's learn how to Get a Grip and what to do to avoid slip or trip!

**Deliver on
Day 6**

WHAT YOU NEED TO KNOW

- **Food Debris** - Keep the food off the floor! That's the simplest solution to avoid slips on food debris. The pace of work, especially in the kitchen or food service environment, is very often intense and that's when most slips and trips happen. Top tips - work carefully to avoid contaminating the floor, don't overfill containers or push food on the floor, use lids and trays when transferring food. The footwear also plays very important part in **Getting a Grip on slippery floor**, however to be effective **the soles need to be cleaned on regular basis**.
- **Spillages** - It is not a no-brainer that the spillages must be cleaned promptly, so people do not slip. Deal with spillages immediately, don't leave them, clean them up and dry the floor. This includes spills on any areas on the customer side (if applicable to your unit), especially at self-service areas. Some spillages are more difficult to clean up immediately, e.g. oil. Ensure you follow the correct spillage procedures. **Don't forget to display the warning signs until the floor is completely dry**.
- **Other Contaminants** - Avoid contaminating the floor with dry materials like litter, plastic bags, flour or coffee dust, as they can create a very slippery surface. Good housekeeping is often enough to remove the hazards of contaminants. **Be mindful of others and ensure you perform regular floor checks and 'clean as you go'.**

FOLLOW RULES

- Ensure correct floor cleaning procedures are followed using the appropriate detergent mixed at the correct concentration
- Wear appropriate slip-resistant footwear and keep the soles clean



BE MINDFUL

- Clean as you go, even when busy - just stop and clean up the spillage or sweep the debris off the floor immediately
- Play your part and keep the workplace tidy



SPEAK OUT

- Report faulty equipment to prevent any leaks of oil, water, coffee etc.
- Report any work situation that you think is dangerous



GET INVOLVED

- Bring your ideas on how to avoid slips, trips and falls to the team meetings / briefings
- Promote see it, sort it attitude - lead by example and your colleagues will follow



PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

Everyone has a part to play when it comes to stopping slips and trips. Can you think of any area in our workplace where food debris and spillages happen on regular basis?

- What can be done to avoid spills and food debris in that area?
- Do you know your spillage procedure? Demonstrate it.
- Check the soles of your work footwear. When was the last time you cleaned them?





SAFETY CONVERSATION

**Deliver on
Day 7**

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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