



QUALITY HOSPITALITY
ADELAIDE CATERING

Staff Member Induction

Welcome and Introduction

Welcome to the **Quality Hospitality Adelaide** Handbook. This handbook covers important matters in regards to health, safety and conduct at **Quality Hospitality Adelaide**. Its purpose is to help you to understand our safety system and conduct standards, so that when you are working you can be a part of our safety system and uphold our conduct standards, for the benefit of yourself, others and the organisation.

The purpose of inducting you is to:

- Provide you with basic information on how we operate our organisation
- Inform you of our conduct standards
- Provide you with information about our safety system, to protect your health, safety and wellbeing, and that of other people, while working with **Quality Hospitality Adelaide**
- Allow your participation in creating and maintaining a safe environment for you to undertake activities
- Fulfil our organisational requirement to comply with OHS (Occupational Health and Safety) legislation.

I encourage you to read this booklet carefully and seek any help you need in understanding its contents. On behalf of **Quality Hospitality Adelaide** staff I welcome you to the team.

Richie Finn
Chief Executive Officer

Information about Corporate Induction

An inducted **Quality Hospitality** employee is a person recognised by **Quality Hospitality** who:

- 1) Has signed that they have read and understood the contents of this booklet (Delete “at appendix A’), and
- 2) Has agreed to comply with **Quality Hospitality’s** Health and Safety System while undertaking team activities for **Quality Hospitality**, and
- 3) Has Agreed to comply with the Code of Conduct
- 4) Agrees to abide by any other relevant policies and procedures of **Quality Hospitality**, where applicable when working

Health and Safety

Quality Hospitality OHS (Occupational Health and Safety) System

The basis of ensuring the health and safety at **Quality Hospitality** is our OHS System. A major part of this system is the requirement that everyone gets involved in health and safety, subject to their role in the organisation. As such, all people, including employees, contractors, and clients, have a level of safety in which to participate.

The OHS activities involved are as follows:

- Apply health and safety to all tasks you perform
- Cooperate and take an active role by participating in the health and safety system
- Be responsible for the safety of yourself and all others and all property and equipment
- Comply with all safety procedures, rules and standards, and observe reasonable directions on health and safety from designated officers of the organisation.
- Actively participate in training where provided or directed
- Utilise plant and equipment as instructed
- Do not interfere with or misuse any device or equipment that has been provided in the interests of health and safety
- Detect hazards and take prompt remedial action (in your area of control and subjects to your level of authority)
- Undertake risk management activities and implement control measures
- Report all incidents/accidents, unsafe acts or conditions, injuries and near hits
- Utilise all personal protective equipment (PPE) where supplied for your personal protection
- Ensure that when someone comes into the Restaurant or an Event they understand the essential health and safety issues pertaining to that area. This is called ‘site induction’

The last four activities listed above (risk management; reporting incidents and injuries; PPE; site induction) are expanded on in the following section. There is also information about the health and safety information related to general and specific activities.

Quality Hospitality OHS Policy can be found on **Quality Hospitality’s** website www.qualityhospitality.com.au on the drop down menu tab under Policies.

Risk Management

Risk management is the process of identifying hazards, assessing the level of risk, prioritising the order in which hazards will be controlled, and determining appropriate control measures.

1. **Identify the hazard**

Hazards may be identified in a variety of ways, including observation, the introduction of new equipment, incident reports and site specific risk assessments.

2. **Rank the hazard**

It is much better to report a problem than to have an incident occur, but because there are so many potential hazards in doing any activity, we need to rank the risk. The question we are asking when we rank risks are: what is the likelihood of this hazard having a consequence, and how serious is this consequence? You should also conduct a self-assessment of physical and other capacity (i.e. skill and experience) related to undertaking any activity.

3. **Control the hazard**

After ranking the risk of each hazard, we need to determine control measures. Starting with risks ranked Extreme; we use the Hierarchy of Risk Control, starting with elimination as the most preferred method of risk control through to PPE as the last preferred method of risk control.

In the hierarchy of hazard control, you have to start at the top of these options, and only move to the next one if the first one is not practical.

Incidents

If there is an accident, illness or injury at the Restaurant or during an Event, regardless of whether you saw it or not, and regardless of your involvement, you must report any information you have to **Quality Hospitality's** Manager or Supervisor as soon as possible after the event. This is essential so that **Quality Hospitality** can deal with the incident as per organisational and legislative procedures, including undertaking remedial and preventative actions.

Quality Hospitality policy is that all incidents are reported within 48 hours to a designated officer of Quality Hospitality. It is essential that serious incidents are reported immediately.

Restaurant and Events Induction

Before commencing any activity you should ensure that you have been inducted to the Restaurant and Event rooms and you understand the risks associated with being in that area.

Changes to the Restaurant or Events room, new set up procedures, and the introduction of new equipment can bring additional or changed risks to health and safety. When such changes occur, it is important to make sure that you and others are revised in these risks.

Restaurant and Event room Specific Risk Assessment Checklists must be used monthly. The duty Manager/ Supervisor must ensure that all staff working are involved in the completion of Specific Risk Assessments, and that they are thorough and address all issues on that site.

General Activity Guidelines

If you are unsure about the safe operation or procedure involved in undertaking any activity please discuss your concerns with your Manager or Supervisor. If you are not satisfied with the information you are provided do not undertake the task. You can also contact Restaurant and Events Induction HR on 1300 XXX XXX during business hours.

All team members are encouraged and authorised to make recommendations for improvement to the management of health and safety and to consult with personnel about health and safety matters.

Fire and Evacuation Procedures

Should there be an emergency on **Quality Hospitality** premises; **Quality Hospitality** staff will implement the Emergency Evacuation Procedure.

Stay calm and follow the evacuation instructions. Where **Quality Hospitality** Wardens are nominated, they will wear either a YELLOW or RED safety helmet in the event of an emergency. OHS noticeboards in **Quality Hospitality** buildings contain further fire and evacuation information, specific to that area.

As part of a **Quality Hospitality** inspection or induction you will have been shown or identified evacuation routes. Where no **Quality Hospitality** Managers or Supervisors are present on site it is your responsibility to determine the safest evacuation route prior to commencing activities.

Manual Handling

The need to lift, move or arrange an object may pose a risk to your body. You must ensure that you follow safe manual handling, weights, your skills and experience, your age and health, clothing, and any other relevant factor.

Control the risk by moving your body in the right way, get help and use mechanical aids where possible. If you feel the risk of injury is high then do not undertake the activity or look for and discuss alternatives.

When manual handling any object, stop and think first, bend from the knees and avoid twisting.

Activities Involving Electrical Devices

Ensure the appliance to be used is suitable for the task. All **Quality Hospitality** electrical equipment has a current test tag attached to the lead. If one is absent, do not use the device. Do a visible inspection of the condition of the appliance, including its general condition and the lead and plug. If you find a fault, do not use it and report it to your Manager or Supervisor.

Hazardous Substances

Quality Hospitality may hold hazardous substances on its premises such as cleaning materials. These are not required to be listed on a Material Safety Data Sheet (MSDS).

The Restaurant and Events Manager, Supervisor or the supplier of the product can provide you with the MSDS. Should chemicals, fuels or other substances be used or stored, a register of all hazardous substances/dangerous goods is kept on **Quality Hospitality** premises.

Housekeeping

Keeping the Restaurant and Events rooms in a clean and orderly state is an essential part of an effective accident prevention program. As a minimum requirement please make sure that:

- Areas are kept clean and free from debris and waste material
- Walkways and other work areas are free of obstructions
- Protruding objects such as nails and sharp metal are removed upon exposure
- Combustible waste materials are placed in metal containers with metal lids and disposed of on a regular basis
- Contaminated waste is collected and disposed of according to local disposal requirements
- Work areas are cleaned and returned to a safe condition at the completion of work
- Waste storage kept away from meal areas

Sun Protection

When working outdoors it is strongly advisable to protect yourself from UV exposure by wearing an appropriate hat, protective clothing, sunglasses, minimum 30+ SPF sunscreen and lip protection.

Specific Activities

Below are listed some specific activities that teams may engage in. There are others not listed that may require detailed safety procedures, and/or require the completion of accredited courses. **Quality Hospitality** Managers and Supervisors have the authority to ask to see up-to-date training certification prior to allowing you to engage in such activities.

A risk assessment should be conducted by the Manager and/or Supervisor in conjunction with persons exposed to risks to determine appropriate controls to ensure health and safety.

Working at Heights

Risks from working at heights must be controlled by use of the following measures:

- A stable and securely fenced work platform, or
- Secure perimeter screens, fencing, handrails or other physical barriers to prevent persons falling, or
- Other forms of physical restraints that are capable of arresting the fall of a person from a height of more than two meters.

Clothing

Quality Hospitality expects that all clothing and footwear will be appropriate for the activities you may be undertaking. As a guide, smart casual is standard attire in office areas, Restaurant uniform is standard when working in the Restaurant and the Events uniform is standard when working at an event. You must always wear closed in, non-slip shoes and a hair net when entering the kitchen. Kitchen staff must wear the standard kitchen uniform and hat or a hair net, whichever is more appropriate.

If you feel uncertain about the clothing you should wear to specific activities please ask your Manager or Supervisor.

Alcohol and Drugs

Persons working at **Quality Hospitality** are not permitted to possess or consume alcohol or illegal substances. Persons taking prescription drugs that may affect their work must notify their Manager or Supervisor.

Smoking

Smoking is prohibited in **Quality Hospitality's** buildings, **Quality Hospitality's** vehicles and other designated and/or sign posted areas.

Confidentiality

Staff shall not use confidential information gained through their activities for the purpose of securing a private benefit for themselves or for any other person. Staff shall not disclose private or personal information as defined in the Privacy Act 1998.

Media Protocol

Teams are not permitted to make any comments to the media on behalf of **Quality Hospitality**. Any queries for a statement to the media must be referred to the Director or Manager of the work activity.

Code of Conduct and Standards

- Consider the well being and safety of participants before the development of performance
- Develop an appropriate working relationship with participation based on mutual trust and respect
- Hold the appropriate, valid qualifications and insurance cover
- Make sure all activities are appropriate to the age, ability and experience of those taking part and ensure all participants are suitably prepared physically and mentally when learning new skills
- Display consistently high standards of behaviour and appearance, dressing suitably and not using inappropriate language at any time while involved with **Quality Hospitality** activities
- Never consume alcohol immediately before or during service period
- Always report any incidents, referrals or disclosures immediately, following the appropriate guidelines set out in the **Quality Hospitality** procedures
- Never condone rule violations or use of prohibited substances
- Make sure that confidential information is not divulged unless with the express written approval of the individual concerned
- Promote the company positively

Propriety

Acceptance of Gifts/Benefits

Teams may accept small gifts from users of their service as appreciation of a job well done e.g. chocolates and flowers. Gifts may not be accepted when they are more substantial in nature and where there is the implication that the person may receive a favour in return.

Conflict of Interest

You may not use your position as a **Quality Hospitality** team member to gain profit or advantage. If you are aware of circumstances where a possible conflict of interest may arise, declare it to your manager and/or supervisor if necessary.

Reporting of Corrupt Conduct

Quality Hospitality is committed to being an ethical organisation and requires staff to report any suspected corrupt conduct, maladministration, or serious substantial waste of **Quality Hospitality** money.

Use of Resources

- Teams must not improperly use **Quality Hospitality** resources
- Teams should not use **Quality Hospitality** resources effectively and economically
- Teams must not use **Quality Hospitality** property for their own private purposes

Behaviors Towards Others

- Teams shall treat members of the public, **Quality Hospitality** Staff and **Quality Hospitality** customers fairly and equitably and with respect, courtesy, compassion and sensitivity
- Teams shall not act contrary to any law in their voluntary capacity
- Teams shall not act unreasonably, unjustly, oppressively or in a discriminatory manner
- Teams shall refrain from any form of conduct, in the performance of their duties, which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct

Other Important Information for Staff

Personal Accident Insurance

Quality Hospitality's personal accident insurance policy covers teams while performing activities authorised by **Quality Hospitality**. The insurance also covers teams on direct route to and from the authorised event or activity. It should be noted that the policy only covers teams aged between 15 to 90 years. As a result of persons outside this age bracket, they are not able to be engaged in any voluntary activities. **Quality Hospitality** will take all reasonable care to ensure that teams operate in a safe working environment.

Teams are required to act in a responsible manner and in accordance with standard operating procedures. Willfully or deliberately causing injury is not covered by **Quality Hospitality's** insurance. Any accident that occurs while under the care and control of **Quality Hospitality** should be reported to the immediate Manager or Supervisor as soon as possible. A report must be completed by the supervisor and returned to **Quality Hospitality's** Insurance/Risk Management Unit within 24 hours.

Public Liability Insurance

While working under the care and control of **Quality Hospitality**, teams are protected against public liability claims under **Quality Hospitality's** public liability insurance cover. **Quality Hospitality's** insurance does not cover incidences where damage has been caused through willful or deliberate acts. If damage is caused or an incident arises, the supervisor must be notified immediately and an incident report completed and returned to **Quality Hospitality's** Insurance/Risk Management Unit, within 48 hours.

Staff's Personal Property

Team's personal items are not covered by **Quality Hospitality's** insurance while undertaking team activities. Teams are encouraged not to bring or wear items of any significant value (including jewellery). All attempts should be taken to secure personal items against theft or damage.

Out of Pocket Expenses

From time to time, teams may need to use their own money to purchase materials or pay fees. You must have prior approval from your Manager or Supervisor before using personal money. As out of pocket expenses will only be reimbursed if a claim is submitted with proof of payment attached i.e. a tax invoice. Your Manager or Supervisor will be the person authorising your claim.

Privacy

Quality Hospitality will obtain personal information from teams including full name, address, telephone number, child protection screening (where applicable) and other contact details. Personal information obtained by **Quality Hospitality** is governed by the Privacy and Personal Information Protection Act 1998 (PPIPA). This legislation provides direction for the collection, protection, storage, disposal, access and use of personal information by **Quality Hospitality's** centralised team database. Information contained in the database is held in accordance with the Privacy and Personal Information Protection Act 1998 (PPIPA). **Quality Hospitality** will take all reasonable care to protect personal information from misuse, loss, unauthorised access, modification or disclosure. To ensure that personal information held by **Quality Hospitality** is current, please notify **Quality Hospitality** if any of your details change.

For Further information on privacy issues, please contact **Quality Hospitality's** HR department on 1300 XXX XXX.