SITXOHS001A
Follow health, safety and security procedures

Training and Education Support
Industry Skills Unit
Meadowbank

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DISCLAIMER:

While we have made efforts to ensure that the information contained is accurate, the tourism, hospitality and events industry is dynamic. Some businesses cease to operate while others start up, new products are developed and existing ones are modified. Refer to your trainer for current updated information.
TOPIC 1 – FOLLOW WORKPLACE PROCEDURES FOR HEALTH, SAFETY AND SECURITY.

At the end of this topic you should be able to:

- Correctly and consistently follow the organisation’s health, safety and security procedures according to relevant legislative requirements.
- Incorporate safe work practices into all workplace activities.
- Follow the safety directions of supervisors or managers and heed any workplace safety warning signs.
- Use any required protective equipment and wear any required personal protective clothing.
- Identify and promptly report unsafe work practices, issues and breaches of health, safety and security procedures.
- Report any suspicious behaviour or unusual occurrences promptly to the designated person.

Introduction

Knowledge of health, safety and security issues and procedures is very important for all of you who work or hope to work in the tourism, hospitality and events industry. Your jobs involve customer service and revolve around providing a happy, memorable holiday or travel experience for your customers.

This industry involves work in many different environments. Overall, these could be either classified as:
- Indoors, in an office, built attraction, tourism or hospitality facility,
- Outdoors, for example, as a tour operator, tour guide or event coordinator.

The responsibilities you have towards your customers and colleagues are very important and are judged to be so by governments who have passed laws obliging everyone in a workplace to take responsibility for occupational health and safety (OH&S).

The purpose of this first topic is to start you thinking about OH&S issues. You will soon appreciate why it is so important to understand and follow OH&S procedures in any tourism, hospitality and events industry workplace.
Activity 1.1

1. Write down the job you are currently performing or that you want to do when you complete your studies.

2. Where will you be working? Consider whether you will be in an office, restaurant, hotel, an event or guiding in the outdoors, or perhaps a combination of these.

3. What services will you provide for your customers?

4. Now consider the possible health and safety hazards that may be present in such a workplace. Write down some of these hazards.

The objects of the Occupational Health and Safety Act 2000 are to:
- secure and promote the health, safety and welfare of people at work
- protect people against workplace health and safety risks
- provide for consultation and cooperation between employers and workers in achieving the objects of the Act
- ensure that risks are identified, assessed and eliminated or controlled,
- develop and promote community awareness of occupational health and safety issues,
- provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of new technologies and work practices
- protect people against risks arising from the use of plant (ie. machinery, equipment or appliances).

(Occupational Health and Safety Act 2000- WorkCover New South Wales)

**OH&S Workplace procedures**

**What are the procedures and why are they important?**

Occupational health and safety involves:
- the prevention of work-related injuries and illness
- adapting work to suit the capabilities of the workers.

One reason why workplace procedures are important is that if they are not followed, severe penalties can be imposed on the staff or the organisation.

Each employee is obliged to follow safe working practices which comply with the organisation's health and safety operating policies, and promptly report unsafe working conditions, faulty equipment and accidents to the relevant persons. If employees do not comply with the Acts or regulations, the employee and/or the employer could incur a fine or be prosecuted.

**Range of workplace accidents**

Workplace accidents are a very serious issue in Australia and we often don’t realise how frequently they occur. The most common factors that contribute to workplace accidents can be avoided with a little thought, care and planning. The following are just some of the most common contributing factors to workplace accidents in the tourism, hospitality and events industry:
- Poor ‘housekeeping’, for example, leaving your desk or storage areas in a mess.
- Using faulty or poorly maintained equipment.
- Inadequate staff training about destinations, products and use of equipment (which often results in providing inaccurate information to customers).
- Inadequate supervision of new members of staff or of customers trying something new.
- Personal factors such as stress or inappropriate behaviour, resulting in ‘cutting corners’.
- Systems failure and poorly designed work systems.
- Human error.

In addition to the factors listed above, issues which could affect tourism, hospitality or events activities in the workplace include:

- Bad or poor tour planning.
- Poor event crowd control
- Poor kitchen practices
- Taking customers to places which could be dangerous (including the impacts of sunburn, insect bites and the like where customers are not advised to take preventative measures).
- Customers and/or staff undertaking potentially dangerous activities, without supervision and/or training.

These factors can be termed as potential hazards. They can result in accidents which cause injury and even death.

As well as being extremely dangerous, workplace accidents result in enormous costs to all people in a society and/or community, and place considerable strains on our economy.