



Hospitality Hazards Detail Sheet

Workers Health & Safety:

As soon as you become an employee of Bagg @ Your Service, you are part of a team that takes safety seriously. Knowing your rights, responsibilities and hazards in the workplace are the first steps toward preventing accidents in your work environment.

Workers Rights:

The Right to Know – hazards you are dealing with, how to report incidents

The Right to Participate – in training for your safety

The Right to Refuse Unsafe Work – following protocol for unsafe working conditions

Workers Responsibilities:

Work in compliance with the provisions of the Act and Regulations

Use or wear the equipment, protective devices or clothing that the employer requires you to wear

Report any hazards or defect of equipment or process to your supervisor

Do not alter equipment or processes in any way to injure yourself or another worker

Do not operate or use equipment that you are not trained on and could injure yourself or another worker

Do not participate in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct

Supervisor Responsibilities:

Provide instruction on procedures, equipment and devices within the Client workplace

Monitor performance to ensure worker safety and necessary PPE

Enforce all safety regulations in the workplace

Take every precaution necessary for the protection of the worker

Employer Responsibilities:

Bagg @ Your Service's responsibility is your overall health and safety while on assignment. We will provide you with information on safety procedures and ensure you have the necessary tools to work safely on your assignment.

Reporting Incidents/Near Misses and Injuries:

If you are involved in an incident, near miss or injury, it is important that you follow these procedures:

Report the incident immediately to your on-site supervisor and your representative from The Bagg Group as soon as possible

If required, obtain treatment for the injury from a first-aider or have supervisor arrange transportation to a medical facility

Follow Bagg @ Your Service's early and safe return to work program



Potential Workplace Hazards for Hospitality:

Work environments where food and beverages are served, present a unique set of hazards. The main health and safety issues for hospitality workers include:

Musculoskeletal injuries -Working in awkward positions, or performing repetitive manual tasks can contribute to musculoskeletal injuries. Clearing debris from tables and other areas, washing or re-shelving dishes, carrying loaded bussing bins and various other tasks may require you to complete a job that creates discomfort. Be sure to stretch out your neck, shoulders and arms prior to beginning your shift and during as often as possible. Look for ways of performing the task in a less strenuous way or perhaps break up tasks to avoid repetition.

Lifting or carrying heavy trays or other objects – know your limits and always use caution when transporting trays, bus bins, cases etc. Use rolling carts if possible or a buddy system if the object is too heavy for you to lift.

Noise exposure – Discuss options for noise control with your supervisor. Depending on you position, ear plugs may be worn if you are not required to interact with the general public. If you are, discuss the option of rotation with other workers to lessen the exposure.

Slips, Trips & Falls – Often there are slippery floors in kitchen areas. Ensure that you are wearing appropriate footwear for the job. Be mindful of items stored in low lying areas and avoid carrying items you are unable to see over or around. Be sure to follow all signage for traffic to avoid collisions entering or exiting any areas.

Stress due to timelines – May assignments will have time sensitive serving. It is important to stay calm and focus on the task at hand. Multi tasking may be required of you, so be sure to come to your assignment well rested and prepare to be on your feet for the entire shift.

Contact with raw meat or poultry – ensure that when handling these products you always wash your hands prior to handling and afterward. Follow rule of washing hands with warm water and soap scrubbing between fingers, on palms and back of hand for 30 seconds minimum. Rinse and use a sanitary drying towel

Exposure to cleaning products and other chemicals – be sure to always read the label of any products you are dealing with. If this is a product that you are unfamiliar with or can pose a hazard to yourself or others, be sure to speak to your supervisor for training and any necessary personal protective equipment.

Dealing with difficult or potentially violent customers – Be sure to report any issues that become difficult with your supervisor immediately and do not try and deal with these situations on your own. Stay calm, avoid confrontation and remove yourself from a potentially dangerous situation as soon as possible.

Long hours of work or extended work day – As mentioned before, come to your job prepared with the appropriate attire and footwear. Ensure that you arrive on time and well rested to fulfill additional hours if necessary. If you feel it is unsafe for you to continue working due to fatigue, advise your supervisor immediately.



General Safety Tips:

- Practice safe lifting techniques.
- Follow company safety rules.
- Know how to report a hazard.
- Follow good housekeeping procedures.
- Work safely with chemicals according to recommended practices.
- Select the personal protective equipment.

For more information on these processes and others, please reference Bagg @ Your Service Employee Handbook