

Hygiene Practices



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Introduction

It is essential, and a core part of our customer practice, that all employees of our company always have the highest standards of personal cleanliness and hygienic practices.

This booklet supports the on-line course available within all worksites of our Bunjappy Regional Tourism Group.

Work through this booklet and then use as a reference source for issues faced during your time with Bunjappy.

Personal cleanliness

The following elements of personal cleanliness form the base standard expected of our employees:

Daily bath/shower: It is expected all employees, regardless of the types of work conducted within an enterprise, have daily baths/showers before presenting for work. This assists each person in maintaining cleanliness and activity throughout the work shift. Note, this includes regular washing of scalp and hair.

Oral hygiene practices: The cleaning of teeth, flossing and even using mouthwash if needed, is a basic requirement. Dentists will recommend that teeth are cleaned at least twice each day to ensure healthy gums, teeth and remove bad breath. Being able to smile and present good teeth and smell to our customers is a basic part of providing good service.

Hand care: In any service industry, the state of a person's hand and fingernails are important. People look at another's hands and make an immediate judgement about that person. Cutting or manicuring of fingernails so that these appear neat and clean is a requirement. If fingernail polish is to be used, then avoid using excessive amounts of nail polish or artificial nails. Clean and short nails are more presentable and avoid any contamination while working with food items.

Skin allergies, conditions or wounds: If a staff member has one of these conditions, then extra care must be taken while working. These conditions should be cleaned thoroughly, medicated and covered before starting work. If there is a wound on the hand, then it may be appropriate to wear gloves until it is healed.

Deodorant: The use of deodorant prior to working where contact with others occurs removes the potential embarrassment caused by body odour or unease by your customers.

Hand sanitiser: Where access to an appropriate hand washing sink and soap is not readily available, the use of hand sanitiser should occur regular, i.e. if a person is working the front counter as it is hard to leave this area while customers are present. There is always hand sanitiser dispensers placed through the work areas, and it is expected that workers will use this after dealing with each customer. Sanitiser must be rubbed thoroughly covering all surfaces of his hands and fingers till it

is absorbed. It is important for personnel working directly with the customers or public to maintain high standards of personal hygiene they are constantly in contact with many different people.



Clean clothes: Generally, our enterprise provides a laundry service for our worker's uniforms; this enables our workers to drop their work uniform to the laundry at the end of the day. However, in some worksites this service is not possible, so like all other workplaces, we expect that each employee will be responsible for cleaning their work clothes using appropriate washing equipment, warm water, and chemicals.

Washing of hands: Staff working with food must washes their hands regularly with soap and water. Before and after working with any food items, hands must be properly clean and sanitised.

Hair care: Hair (and where evident beard/facial hair) must be neatly trimmed. If a person has long hair, then depending upon their job it may be secured in some way or let loose. Note, that if working with food, persons with long hair will wear PPE including hair nets and bonnets; if working with machinery, hair nets must be worn. Neat control of hair contributes to a positive presentation to our customers.

Clean clothing and personal protective equipment: All Bunjappy employees are expected to appear and work in an acceptable state. This includes the personal protective equipment like aprons, gloves, and hats. BY being clean and presentable, a professional atmosphere is contributed to which in turn helps to improve customer confidence in our enterprise.

Preparation for work

Each job within the Tourism industry has different type of work and ways of working. Each job requires a worker that has specific qualities, knowledge and experience. There are common elements across many jobs, but the specific requirements exist for each of these.

To perform any work, a person must undertake appropriate preparation. This preparation will consist of:

- A selection of processes, tools and equipment.
- Planning and scheduling of what is to occur during the work time.
- Preparation of required items, workplace.

Example: Our receptionist on arriving at work will clean her desk, checks the promotion stands for sufficient promotional materials, ensures that the reception area is tidy and ready to welcome visitors. She would then check her schedule for any tasks or meetings scheduled for that day. One of our chefs responsible for the café ensures her workplace is clean and the daily preparation of the food work area has been carried out. She then starts food preparation.

Customer Confidence

Customer confidence is the degree to which customer feels confident about a product or service offered by the organisation. The higher the customer confidence, the higher revenue brought to the enterprise and the greater the 'returning rate' of the customer.

Customer confidence is boosted when they engage in their purchasing activity with professional staff in clean and tidy uniforms.

The confidence of the customer, is increased by:

- Engaging with staff that demonstrate personal cleanliness.
- Customer facing staff should maintain and present in clean and tidy business attire.
- Highlighting professional accomplishments, certificates, and awards.
- Sharing testimonials made by customers satisfied by the business' service/products.\
- Seeking feedback and acknowledging mistakes where these occur.
- Maintaining relationships with customer over an extended period.
- Being transparency on how products and services are initiated and maintained.

There are significant business and personal reasons for maintaining personal hygiene in any service environment. Thee five primary reasons include:

1. **Reduction of, and healing from, personal illness:** With a focus on personal hygiene, the chances of a person getting sick is lowered and even if an illness occurs, the rate of healing is faster. It is the 'prevention being better than a cure' approach.
2. **Optimal health and sense of wellbeing:** An individual both consciously and subconsciously, feels better about themselves when they are clean and tidy, and not subject to scrutiny from others. Cleanliness increases the potential for good health and positive self-esteem.
3. **Social Acceptance:** Good hygiene helps to increase social acceptance.
4. **Prevention of spread of illness to others:** Persons without a concern on personal hygiene are significantly more likely to be carriers or transmitters of illness and disease. Simply regular washing of hands prevents the spread of contagions in the workplace.
5. **Maintenance of organisational image and service standards:** High levels of personal cleanliness, neat dress and appearance helps portray a professional image of the organisation to clients, visitors and the public. It also contributes to positive customer service.

Checks during service period

The term **service period** defines the time period where the enterprise provides service to the customer. Within Bunjappy, different groups of workers perform their duties in each service period to fulfill the need of business and customer; there may be different service periods spread throughout a day.

Example: A service period in the reception and bookings are starts at 8:00 am and goes until 4:00 pm; a service period in the kitchen may start at 2:00 pm and go through to 10:00 pm representing the preparation of cooking and cleanup of dinner.

A service period includes preparation, service and end of shift duties.

During a service each staff member is expected to check and adjust their personal cleanliness and appearance to maintain both the health of self and others as well as the reputation of our enterprise. It is important to check and adjust your personal cleanliness during the service period.

Checks of uniform and PPE

Throughout a service period, it is an expectation that all employees will check the cleanliness of their uniform or work attire, and personal protective equipment. The major focus should be on identifying any contamination during that service period. Immediate action to repair or replace the suspected contaminated article to maintain the health of the employee and other people is expected.

Uniform or work attire

A uniform is a type of clothing worn by staff while working in the enterprise. It covers everything our staff are expected to wear during a service period, i.e. from footwear to head coverings.

In our case Bunjappy specifies the work uniform of its staff – we believe that this positively reflects our business brand. Based on the type of work that needs to be performed, there are different uniforms for employees doing different jobs. Example: The chef's uniform (a toque blanche - traditional hat, white double-breasted jacket, and a black and white checked pants) is different to the gardeners and this, in turn, is different to the guides we use on our tours.

Personal cleanliness

Personal cleanliness refers to the set of actions and practices performed to maintain good health and prevent the spread of diseases. Personal cleanliness is vital for both personal and professional life. People who are perceived as unclean are often disliked by others. Personal cleanliness must include maintaining clean hair, hands, nails, skin, work clothing, wearing clean bandages on wounds, etc.

The washing and maintaining of the body and hair helps to reduce bacteria that contribute to body odour and to control skin problems like acne. Hair should be washed as frequently as needed based on hair type to prevent hair fall, dullness, and greasy/smelly hair. Hair washing prevents dandruff and other scalp diseases. If working in food preparation, body hair should be covered with appropriate protective equipment like a hat, hair cover, etc.

Maintain clean hands and nails

It is commonly accepted in our society, based on medical evidence, that many infections are transmitted when unclean hands carrying germs, touch food or other individuals. Hands and wrists should be washed with clean soap and water. Fingernails should also be cleaned with a brush if they are dirty. Dry hands with a clean paper towel or hot air dryers. Examples of when hand washing is required include:

- After using the toilet
- Before preparing and serving food
- After handling animals
- After handling garbage
- After doing any cleaning
- After being near to someone who is coughing, has a cold or is displaying other symptoms of being unwell.
- Immediately after smoking, coughing, sneezing, eating, drinking or using tobacco or similar substances
- After touching hair, scalp or a body opening of yourself or another person.

If skin becomes dirty or soiled during a service period, cleaning should occur immediately. This is important to avoid contamination in the workplace.

Maintain clean work clothing

It is important to use and maintain clean work clothes during the service period. Not only do dirty clothes and footwear harbor microorganisms that can be transferred to food or other people, the appearance of our workers to our customers should be one of cleanliness and professionalism, not untidiness and dirty. Work clothes should be clean for daily wear – cleaning should occur using an appropriate method (e.g. washing machines, ironing, etc.).

Wear clean bandages on wounds

All staff must cover small wounds, cuts, etc. with appropriate band-aids or wound dressings. Hands should be washed if these areas are touched. Unless you are a first-aid attendant, there must be no touching of another person's bandages or wounds. Where first aid is given, appropriate PPE should be worn, i.e. disposable gloves.

Service period

Prior to the commencement of a service period, it is appropriate that staff check themselves and their work colleagues to ensure all meet the standards set by our enterprise. This is an expectation in most businesses working in the hospitality and tourism areas.

It is important to check and adjust personal cleanliness and appearance to ensure the health of yourself and others during a service period. It is important as our staff need to work with various substances while interacting with different tools and changing environments. After working with substances which can contaminate foods or cause a cleanliness issue, our staff must address any cleanliness and hygiene issues immediately.

FOOD SAFETY

Personal Hygiene Essentials

| | | | |
|---|---|---|--|
|  <p>Keep yourself clean and wear clean protective clothing when working with food.</p> |  <p>Wash your hands thoroughly before handling food.</p> |  <p>Keep your nails clean and short. Don't bite them. No nail varnish or false nails.</p> |  <p>Keep your hair clean and tidy. Cover with a hairnet or hat when working with food. Don't scratch your head.</p> |
|  <p>Don't cough, sneeze or touch your mouth and nose while working with food.</p> |  <p>Don't smoke when working with food.</p> |  <p>Don't eat when working with food.</p> |  <p>Don't wear earrings, hairgrips, rings, bracelets or wristwatches.</p> |
|  <p>Cover cuts with a waterproof dressing.</p> |  <p>Don't wear strong aftershave or perfume.</p> |  <p>No factory clothes outside.</p> |  <p>Report pest sighting.</p> |

⚠ Bad Hygiene Leads To Bad Products ⚠

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles/face shields or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards and airborne particulate matter.

Staff should wear appropriate personal protective equipment. Example: A person cleaning dishes and cooking equipment in our kitchens would use the following PPE during their work:

- A face shield.
- Rubberized, oil-resistant gloves to cover the hands and lower arms.
- A rubberized, oil-resistant apron long enough to cover the lower legs; and
- Footwear with closed-over toes and non-slip soles.



Contamination

Contamination is the presence of an unwanted substance, microorganisms or impurity in a material, physical body, natural environment, workplace, etc. Personal hygiene practices are vital in the hospitality industry where poor hygiene is a contamination risk to the health of customers, colleagues and yourself.

Some of the reasons of contamination are:

Microbiological: These are the microscopic organisms such as bacteria that are present on the surface and within various foods. Example: Bacteria that has grown on the surface of raw meat can transfer itself to other food products if the utensils, chopping boards and hands used to prepare them are not thoroughly washed and cleaned.

Chemical: Cleaning chemicals used in the workplace, or pesticides used on fruit and vegetables may be present on the surface of food items brought into the premises. It is important to store and use the chemicals properly in the growing or processing phase of foods. Then at food preparation phase it is essential that the items are washed and carefully clean before using them.

Human: People constantly interact with objects during the work time which may contain or hold substances that lead to contamination. Example: Activities like opening and closing doors, using a keyboard or handling money, places different substances or microorganisms on the hands of a worker. Sneezing or coughing or even scratching hair or nose also contribute to potential

contamination. Hands inevitably pick up germs and without regular washing easily spread germs to food or even directly to other people.

What does this mean in terms of our workers' cleanliness of their work attire/uniform and their personal protective equipment?

Uniforms, work attire and personal protective equipment should be checked regularly and adjusted to ensure cleanliness. Some points to remember:

- Uniforms, aprons and garments should be clean at the beginning of each shift and changed regularly when necessary.
- If the uniform is not washed at work, wash it using hot water and a sanitizer.
- Uniforms must be presentable and so ironing should occur. Ironing also assists in killing germs and making our staff look professional.
- Do not wipe hands on the uniform. Use a paper towel instead.
- Avoid using handkerchiefs for wiping or blowing noses; use disposable tissues.
- Do not wear damaged or deteriorating uniforms, aprons or garments. Always wear work clothes that are in good repair and presentable.
- Personal protective equipment should be clean and should be changed if damaged, or unfit for work.
- Wear disposable gloves, if necessary, after:
 - Change gloves often after touching something that could spread germs, e.g. moving rubbish bins, cleaning the floor.
 - If the gloves get a hole in them.
 - After handling raw food and planning to handle ready-to-eat food.
 - After finishing one task and before starting a different one, e.g. cleaning a bench after taking out rubbish bag.
- Do not wear uniforms to travel to work including shoes, as they can gather contaminants as you travel. Always change into a clean uniform at the workplace and change back into casual clothes for the journey back home.
- Avoid wearing jewelry while handling or preparing food.



Preventing health hazards

Regardless of your position in our organisation it is an expectation that you will follow our organizational procedures to ensure all personal contact in the course of your work duties is conducted to a high standard of hygiene.

Organisational procedures

All workplaces have organisational policies and procedures. These are especially important in industries such as hospitality and tourism for a variety of reasons which will be discussed later.

Policies and procedures go together but are not interchangeable. A **policy** is a set of general guidelines that outline the organization's plan for tackling an issue. A **procedure** explains a specific action plan for carrying out a policy. Procedures tells employees how to deal with a situation and when.

Policies and procedures help the organisation to take decisions, actions and activities to ensure quality service to the customer while supporting and encouraging staff.

In terms of our enterprise, Bunjappy has several specific procedures to ensure control in the workplace to prevent unhygienic behaviour and to stop the passage of contamination from one person to another or from a person to consumable items.

All employees should know the organisational procedures to ensure hygienic personal contact exists within our workplace.

One of the basic organisational procedures expected within our workplace to ensure hygienic personal contact for handling food and interaction with others, is the simple task of washing hands. The procedure is outlined on the right:



Other broad procedures include:

Personal behaviours

- Never smoke, chew gum, spit, change a baby's nappy or eat in a food handling or food storage area.
- Never cough or sneeze over food, or where food is being prepared, served or stored.
- Wear clean protective clothing, such as an apron.
- Keep spare clothes and other personal items (including mobile phones) away from where food is stored and prepared.
- Tie back or cover long hair.
- Keep fingernails short so they are easy to clean and don't wear nail polish because it can chip into the food.
- Avoid wearing jewelry, or only wear plain-banded rings and sleeper earrings
- Completely cover all cuts and wounds with a wound strip or bandage (with brightly coloured waterproof bandages).

Use of disposable gloves

- Wear disposable gloves over the top of the wound strip if there is wound on hand.
- Change disposable gloves regularly.

Always inform your supervisor if feeling unwell, and do not handle food or come into contact with customers.

Hygienic personal contact

Personal contact is defined as any physical contact with another individual and materials used during work time.

It is important to ensure hygienic personal contact while in the workplace, as the human body carries harmful microorganisms like bacteria and viruses. These can contaminate the products and service provided to customers and may also be transmitted to your work mates.

To ensure hygienic personal contact, all staff are expected to follow our organisation's set procedures and take extra care of personal hygiene. Some of the general methods of ensuring hygienic personal contact are to follow the routine of personal cleanliness practices before and during the work and use clean personal protective equipment.

Case Study

Many people suffer suspected food poisoning after visiting a bakery in the southern suburbs of Sydney.

New South Wales Health said 40 people had gone to the hospital since Saturday after consuming food believed to be from the Box Village Bakery, located in a shopping strip within the suburb of Sylvania. Thirteen of those people were admitted to hospital for further treatment.

The NSW Food Authority said it was believed the people had salmonella poisoning and it was investigating the matter.

Mark Ferson, director of public health at the South-Eastern Sydney Local Health District, said people had come to Sutherland Hospital with gastroenteritis after several of them ate at the bakery.

He said the NSW Food Authority was inspecting the business.

"They've visited the premises and closed it down, so there's no further risk," Dr Ferson said.

(Source: www.abc.net.au/news/2016-01-26/food-poisoning-outbreak-in-sydneys-south/7114592)

Activity

In above case study, research any four (4) possible reasons why salmonella poisoning could happen in a bakery shop. What could have staff done to ensure hygienic personal contact to avoid above situation?

Prepare your response and include this in your portfolio for this task.

Why follow procedures?

Why is it important to follow our enterprise's procedures concerning hygienic personal contact?

Following the procedures helps our organisation to maintain quality in the products and services along with ensuring the health of our staff and our customers.

In specific terms, your compliance with our company's procedures to the following:

Helps in eliminating food-borne illnesses: When procedures regarding the hygienic handling of food are followed, this reduces the potential for food contamination. This in turn lessens any risk of food poisoning to our customers. Food poisoning can range from extreme uncomfortableness through to serious illness requiring hospitalization, sometimes even being fatal. Food safety procedures identify potentially 'risky foods' and the precautions to take while preparing or storing them. Example: Using separate knives, cutting boards and disposable gloves for the cutting of meat and vegetables to prevent food contamination.

Reduces waste: By following our organisational procedures focused on hygienic personal contact, staff can help to reduce waste. Example: If a dish becomes contaminated by a staff member not wearing hair covering during preparation, the whole of the dish is discarded and needs to be replaced. The discarded dish of food increases the waste generated in the kitchens and accounts for employee time wasted preparing the replacement food.

Accountability: Well-defined procedures assist our organisation and our staff to follow appropriate hygiene controls across all facets of our business. Bunjappy believes that appropriate training in maintaining hygiene in the workplace should be provided to each staff. Like all areas within tourism that provide meals, we are also subject to the laws and regulations of State and local governments. Our workplaces are subject to regular checks by these authorities to ensure we follow legislated health codes.

Legal evidence: If we, as a company, are taken to court for failure to provide safe food products, i.e. being taken to court over a food poisoning incident, then our organisation's policies and procedures as well as our records on stock control and internal checks by our staff can be used as evidence. Documents on food safety, health WHS practices, hygiene procedures, training records as legal evidence of our commitment to food safety and hygiene.

Hand washing

Hand washing is the primary tool in preventing the spread of micro-organisms and in ensuring hygienic practices occur within the workplace.

Micro-organisms

A microorganism or microbe is an organism which is microscopic in size, i.e. too small to be seen by the unaided human eye. Micro-organisms include bacteria, viruses, parasites, and molds. Some of these are responsible for infections within people.

These organisms are transmitted by unhygienic behaviour. Contamination of food by bacteria and viruses usually do not cause food spoilage and cannot be seen nor tasted but have a direct impact on a person's health. Contamination of food by parasites and molds does have visible effects on food and may alter the smell and taste of the food material.

Disease Types

Micro-organism can cause a range of diseases:

Airborne diseases are caused by bacteria or viruses which can be transmitted through the air in dust particles or small water droplets expelled from respiratory system (lungs, throat, and nose). Coughing and sneezing are a common way for transmission. Infected water droplets from the respiratory system can also be suspended in cigarette smoke. Airborne disease examples: COVID-19, Tuberculosis, H1N1 flu (swine flu), Measles.

All staff need to be aware of possible contamination of food, air and surfaces by coughing or sneezing. It also possible for service areas that have open doors and windows or are in outdoor spaces to become contaminated with airborne dust and soil.

Infectious diseases are those type of diseases caused by pathogenic microorganisms like bacteria, viruses, parasites or fungi. The diseases can be spread directly or indirectly from one person to another by physical contact. Examples include Hepatitis A and other varieties.

The washing of hands and using separate disposable gloves and utensils (and the cleaning of these tools properly) when working with meat and animal products are ways of trying to ensure infectious diseases are not transmitted.

It should be noted that airborne germs may settle and survive on surfaces, such as desks or doorknobs, for 2 hours or longer and can spread when people touch these surfaces and then touch their eyes, mouth, or nose.

In terms of our workplace, the general ways of micro-organisms being transferred to others and the spreading of airborne and infectious diseases/illness include:

Blowing nose: When a person with a cold blows their nose, the nasal secretions containing cold viruses contaminate their hands. If the person fails to properly clean their hands and nose the viruses can easily transfer to other individuals, objects and surfaces through touch.

Coughing: When a person with a cough does so without covering their mouth, droplets from the infected person move through the air and contaminate the surfaces around and the air other people are breathing. Even when their mouth and nose are covered during a cough, if the hand is not properly cleaned, or tissues used during a cough are not properly disposed of, then the transfer of germs may occur.

Drinking: When a person has respiratory illness (i.e. influenza, a cold, etc.) sharing food or drink with others will transfer the illness. Saliva (containing the contaminants) is transferred from the mouth to the shared drinks and food, and then onto other people.

Scratching skin and hair: Skin and hair encourage the growth of various types of bacteria. These may pass on to the hand while scratching the skin or hair. If proper hygiene processes are not used, the bacteria may be transferred to the surface/object or food that meets the hand.

Sneezing: Sneezes emit a vapour cloud of moisture droplets containing germs. These remain floating in the air for some time and can travel quite extraordinary distances (over six metres from the person who sneezes). This is then spread throughout the surrounding air and perhaps entering the mouth or nose of a person nearby.

Spitting: Spitting is the throwing out saliva which contains bacteria and viruses from the mouth. During spitting, the droplets containing micro-organisms can travel through the air to get into mouth or nose of a nearby person. Spitting is one of the most unhygienic of human habits due to its role in spreading air-borne diseases such as Tuberculosis (TB) and Swine flu.

Touching wounds: A wound is a damaged area of the body, usually involving a break to the skin. Germs easily infest areas where the skin is broken moving into more sensitive tissues underneath. Touching a wound provides an opportunity for germs to move from hands to the opening in the skin making it infected. If a wound is already infected, touching it will provide an opportunity for the germs to transfer to the hands/fingers, then be passed onto other surfaces.

[Appropriate times for hand wash](#)

The most common and effective way to prevent the transmission of micro-organism is to wash hands at appropriate times. Washing of hands should occur if any of the following actions take place:

- Contact with cloth items: cleaning cloths, linen, and tea towels; bed linens contaminated with human waste, blood and body secretions; cleaning cloths, linen or tea towels; clothing that may be contaminated with human waste, blood or body secretions like sweat (i.e. under clothes).
- Coughing, sneezing and blowing of nose: Use of paper tissue while coughing and blowing of a nose is the preferred action. Immediately use a hand sanitiser after immediately disposing of the used tissues.
- Eating and drinking: Before as well as after eating, wash hands with soap and water.

- Scratching skin and scalp: Always wash or sanitizer hands after scratching skin and/or scalp.
- Smoking: If having a smoking break then the washing of hands after smoking should occur to remove any micro-organisms that have transferred to the hands as well as to remove the smell.
- Spitting: Spitting is just not acceptable. It is prohibited in all our workplaces. It is not only socially unacceptable but also a major source of contamination in public places.
- Touching the hair, scalp or any wound: Hair, scalp or any wound contain micro-organisms that can cause contamination. Try to avoid touching your hair, scalp or wound during your service period, but if you must, then immediately wash your hands and use a sanitiser.
- Using the toilet: It is a must to thoroughly wash hands after using the toilet.

Washing hands

Washing hands is the most effective and easy way to minimise contamination in any workplace.

Here is a set of verbal directions for the steps to wash hands properly with soap and water:

1. Wet your hands with running water — either warm or cold.
2. Apply enough liquid, bar or powder soap to cover all hand surfaces.
3. Rub hands palm to palm.
4. Right palm over left dorsum with interlaced fingers and vice versa.
5. Palm to palm with fingers interlaced
6. Back of fingers to opposing palms with fingers interlocked.
7. Rotating rubbing of left thumb clasped in right palm and vice versa
8. Rotating rubbing, backward and forwards with clasped fingers of right hand in left palm and vice versa
9. Rinse hands with water.
10. Dry hands thoroughly with a single-use towel or air dryer.
11. If possible, use a towel or your elbow to turn off the faucet.

Food Safety is in Your Hands

Wash Your Hands

- Before & after handling food
- After handling soiled equipment / utensils
- After using toilet
- After coughing / sneezing / blowing nose / eating / smoking

Wash Your Hands the Right Way

Do these steps at a hand washing sink, NOT a food prep sink.



Using sanitiser

Here are the steps to use hand sanitizer:

1. Apply a palmful of hand sanitizer in a cupped hand, covering all the surfaces.
2. Rub hands palm to palm
3. Right palm over left dorsum with interlaced fingers and vice versa
4. Palm to palm with fingers interlaced
5. Back of fingers to opposing palms with fingers interlocked.
6. Rotating rubbing of left thumb clasped in right palm and vice versa
7. Rotating rubbing, backward and forwards with clasped fingers of right hand in left palm and vice versa
8. Keep rubbing till it is dry.

Hygiene hazards

All employees must identify and address workplace hygiene hazards within the scope of their own role. This includes the responsibility of reporting any unresolved hazards that may affect the health of themselves and others to the appropriate supervisor in our organisation.

Hygiene hazards

Some of the hygiene hazards that may arise in the working environments we have within our organisation include:

Lack of or missing resources

Clean clothes and tea towels: Clean cloths are required to wipe utensils in the kitchen. There always be sufficient clean cloths and tea towels available in linen stores. Without them, there are high chances of contamination in food item due transfer of germs and micro-organisms with a dirty cloth. Example: A worker prepares a beef roast for the ovens, wipes his hand on a tea towel, a kitchen hand then uses the tea towel to wipe several dishes draining on the sink.

Hygiene signage: Hygiene signage helps to inform the user to ensure hygiene standards. It gives clear guidance for the use of machinery or any specific practice to follow to ensure hygiene is maintained at a high standard in the workplace. Example: There is no signage reminding users to wash hands after using toilet. A customer uses the toilet and touches door handle as they depart. Another customer on entering that area uses the door handle then rubs their eyes. railing on the way back.

Personal protective equipment: Lack of personal protective equipment can cause serious damage to the individual and others, especially when working in a risk prone environment. PPE has two purposes: to stop any potential accident and to reduce the transmission of contamination.

Observing others using unhygienic practices

If any staff sees another staff member on the premises using unhygienic practices, he/she should immediately approach to them and help them understand the consequences. This is the same process of 'learning support' that you would employ in a workplace health and safety situation (because it is a WHS issue!). People may demonstrate unhygienic actions due to their lack of understanding or not realizing the consequences of their actions. By informing them, they may carry out informed, corrective action. If the hygienic practice is intentional and the person does not take corrective action even when they have been approached, then the supervisor must be informed. It is just too dangerous to have our reputation and the health of our staff and customers threatened by foolish behaviour.

Unclean premises

Hand washing facilities: Handwashing facilities should be clean and equipped with the required materials like soap, water, disposable paper towel or hand dryer. If the hand washing facilities are dirty, the chances of disease transmission are greatly increased.

Public areas: Public areas like our coaches, public toilets and foyers can easily transmit the disease if they are not cleaned properly. Transfer of germs occurs wherever people handle items, i.e. doorknobs, taps, soap dispensers, step handrails, etc.

Staff amenity areas: Our people gather around the staff areas for their breaks, sit around tables near each other, eat and drink, and talk between themselves. If these areas are not kept clean, they become a hygiene hazard. Micro-organism will build up in uncleaned areas and may easily transfer to the staff.

Toilets: One of the major hazards in terms of hygiene within a workplace is an unclean toilet. An ill person's feces can contaminate surfaces like toilets, toilet handles and toilet seats. If the toilets are not clean, it can easily transfer to next person using the facility. The failure to wash hands thoroughly after toilet use is also a further way that germs may be rapidly spread through contaminated surfaces and human contact.

Workstations: Workstations that are not cleaned and sanitised can contain human hairs, dandruff, body secretion, dead skins, food remaining, materials from contaminated hands, etc. The perfect breeding ground for micro-organisms. These easily transfer to another person who may use that area.

Responsibilities

All employees have responsibilities in following hygiene practices and maintaining the health and safety of the workplace. Many people think that hygiene is a stand alone matter in the workplace; it is not. It is an integrated part of the Workplace Health and Safety framework that is embedded in any work site. When you talk about hygiene, you talk about WHS issues.

Workplace hygiene, as part of WHS, is the responsibility of both employees and employer; both are expected to ensure and maintain hygienic work practices and a workplace that values and

maintains hygiene to a high standard. Remember, it is a legal obligation for both employers and employees to ensure a safe and healthy workplace.

Employees' responsibilities:

Employees should ensure that they follow all their workplace's required hygienic practices and procedures. While this duty, as mentioned earlier, is part of the Workplace Health and Safety requirements. These responsibilities are also the legal requirements of the Australian Food Standards Code. This Code states that employees must:

- Follow all workplace hygiene procedures as instructed.
- Practice good personal hygiene at work and before coming to work.
- Wear the correct and clean uniform.
- Clean workplace regularly.
- Use hand washes basins correctly as provided.
- Do not handle food directly with bare hands.
- Do not smoke or spit in food areas or other areas.
- Report all notifiable symptoms and illnesses and conditions to their supervisor.
- Report all hygiene hazards.

Employers' responsibilities:

Employers must:

- Provide hand wash basins with warm running water, sanitizing soap and paper towel for hand washing.
- Display appropriate hygiene signs like "no smoking", "wash hand", etc.
- Restrict people to only those that need to be in work areas.
- Prevent people handling food if they are suffering a foodborne illness.
- Provide hand basins, soap, warm water and single-use towels.
- Provide toilets.
- Have an area to store personal items.
- Provide a separate area for office equipment.
- Have a separate area to store chemicals.
- Provide safety instruction and job training to staff covering their responsibilities regarding health and hygiene.
- Ensure that workers have the right equipment and safety gear to do their job safely.
- Provide and maintaining equipment in good condition.
- Ensure that workers use equipment and protective devices properly.
- Ensure workers are not exposed to health and safety hazards.
- Inform staff of any potential or actual health and safety hazards in the workplace that is known to the employer.

Identify workplace hygiene hazards

All staff in a workplace share the responsibility for ensuring that the work environment is safe and healthy. Staff should be trained regularly on the various types of hygiene hazards that may be found in that environment and ways in which the hazard can be reduced or removed.

Examples of hygiene hazards include:

- Lack of:
 - Clean clothes and tea towels
 - Hygiene signage
 - Pest control
 - Correct equipment
 - Personal protective equipment
- Observing other persons using unhygienic practices
- Unclean:
 - Hand washing facilities
 - Public areas
 - Staff amenity areas
 - Toilets
 - Workstations

[Address workplace hygiene hazards](#)

Depending upon each employee’s job role and responsibilities, they should try to address workplace hygiene hazards as these are identified. When doing such action, you should never put yourself or others in personal danger. You are too important to us and your family to be injured over an incident – stop and get assistance.

Here are some possible solutions that could be applied when a hazard is identified:

| Hygiene hazard situation | Action |
|---|--|
| Lack of clean clothes and tea towels | Collect clean ones from the storage cupboards or ask the supervisor to provide clean ones. Send the dirty clothes and tea towels for cleaning. |
| Lack of hygiene signage | Inform management; submit a hazard report under the WHS procedures. Share information with work colleagues. |
| Lack of personal protective equipment | Inform your supervisor. If must work without PPE, control the hazard at the source. |
| Seeing others using unhygienic practices | Approach that person and inform them of the potential risk and ways to practice better hygiene. If they do not comply, inform your supervisor/ or relevant personnel. |
| Unclean hand washing facilities | Inform your supervisor/cleaning staff of the situation. If needed within your work area, clean the hand-washing facility and then wash your own hands with soap and water. |
| Unclean public areas | Inform cleaning staff/supervisors. Use minimum contact. Wash hands properly. |
| Unclean staff amenity areas | Inform cleaning staff. If possible, clean the area and talk to staff to keep it clean. |

| | |
|-----------------------------|---|
| Unclean toilets | Inform supervisor/cleaning staff. Use minimum contact. Wash hands properly after use. |
| Unclean workstations | Clean the workstation with appropriate tools and equipment. Talk with other staff sharing the workstation to keep it clean. |

How to report unresolved hazards

It is Bunjappy's expectation that all staff should be aware of, and work towards, good hygiene practices. Where hazards exist, we all should be trying to reduce or remove this danger to our staff and customers.

If a hygiene hazard cannot be resolved immediately or needs special attention, it must be reported to your supervisor and delegated Workplace Health and Safety officer. Once a hazard has been identified, the supervisor has a duty to assess the problem and eliminate any hazard that could injure staff and customers. There are many ways to report the hygiene hazard in the workplace. Some of them are:

A verbal report to a supervisor: Unresolved hazards can be reported to the supervisor verbally at the time the hazard occurs or is identified. This is a quick and easy way of reporting smaller problems, i.e. low levels of hygiene hazard.

Hazard Report form: Hazard report forms exist in our organisation and are to be used to report identified hazards that cannot be immediately resolved. The report form is completed and submitted to the office or your supervisor. Hazard report forms help to ensure that appropriate action is taken and that an appropriate record is kept. Details you need to place in the form include:

- The nature and location of the hazard.
- Who was it reported to?
- What action has already been taken.
- The status of the hazard: Fixed / Not Fixed

Raising the issue at a staff meeting: In the staff meeting, staff can raise and share identified hygiene hazard and any action taken to mitigate them. An appropriate team member can be assigned to repair or resolve the raised issue. The team may also provide feedback and suggestions to avoid a similar situation in future.

Activity

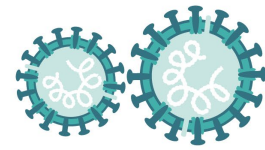
What will you do in following situations?

| Situation | Action |
|--------------------------------|---------------|
| Paper towel dispenser is empty | |

| | |
|--|--|
| Workmate is coughing and blowing his nose in the kitchen. | |
| You notice someone cutting raw chicken, then using the same cutting board and knife to cut tomatoes. | |
| There are coffee stains on the table of staff amenity area. | |
| You see a cockroach in the dry goods storage area | |
| A workmate has worn the same dirty uniform all week. | |
| The rubbish bin is overflowing. | |
| Customer sneezes and comes to shake your hand. | |
| Cleaner just mopped the floor and there is no signage to inform about the slippery floor. | |
| One of the chefs is preparing a dish without wearing a hat. | |

CORONAVIRUS 2019-nCoV

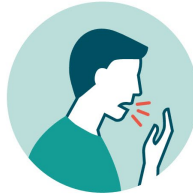
SAFETY ADVICES AND TIPS



SYMPTOMS



FEVER



COUGH



SHORTNESS
OF BREATH



SORE THROAT

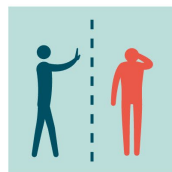


HEADACHE

PREVENTION



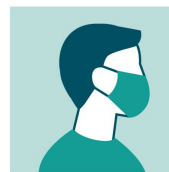
WASH HANDS WITH
WATER AND
SOAP/SANITIZER,
AT LEAST 20 SECONDS



AVOID CONTACT
WITH SICK PEOPLE



DON'T TOUCH EYES,
NOSE OR MOUTH WITH
UNWASHED HANDS



WEAR A MASK



AVOID
CROWDED PLACES



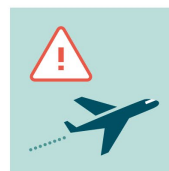
AVOID CONTACT WITH
ANIMALS AND ANIMAL
PRODUCTS



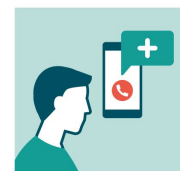
DO NOT SHARE
EATING UTENSILS
AND FOOD



DON'T EAT RAW FOOD,
THOROUGHLY COOK
MEAT AND EGGS

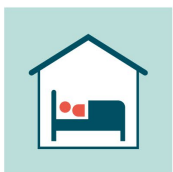


AVOID TRAVELLING TO
AFFECTED AREAS
UNLESS NECESSARY

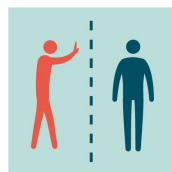


IF YOU BECOME SICK
SEEK MEDICAL CARE
IMMEDIATELY

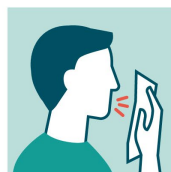
IF YOU ARE INFECTED



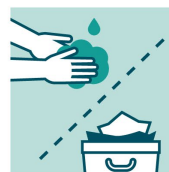
STAY AT HOME



AVOID CONTACT
WITH OTHERS



COVER YOUR NOSE
AND MOUTH WITH
TISSUE OR ELBOW
WHEN SNEEZING



PUT TISSUES
IN THE TRASH BIN
AND WASH HANDS



KEEP OBJECTS AND
SURFACES CLEAN