

SCAN ME



SAFETY. MATTERS. EVERYWHERE.

HOSPITALITY AND RETAIL WHS COMPLIANCE PACK

Meeting Safety Standards across Oceania Pacific.

FREE

Your guide to safer, smarter workplaces.

A WHS Compliance Pack is your guide to:

- Identifying and managing workplace hazards
- Meeting legal health and safety obligations
- Developing clear safety procedures
- Training and protecting your team
- Reducing risks and liability

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HOSRTPG012025 – WHS POLICY STATEMENT (2025)

Activity: Activity: Review your workplace WHS policy.

Purpose: Ensure the business sets clear safety standards and responsibilities.

Procedures

- Comply with WHS legislation and Australian Standards
- Provide safe systems of work for food handling, cleaning, and stock handling
- Ensure staff training and PPE availability
- Review and update WHS practices regularly

Policy Statement

We are committed to supporting businesses in the hospitality and retail industries to provide safe, healthy, and compliant workplaces for all workers, customers, and visitors.

We recognise that hospitality and retail environments involve a wide range of risks, including:

- Slips, trips, and falls
- Burns, cuts, and manual handling injuries
- Workplace stress, fatigue, and long hours
- Customer aggression or antisocial behaviour
- Fire, chemical, and electrical hazards

Our policy is to manage these risks through proactive safety systems, training, and compliance documentation tailored to the unique needs of these industries.

Our Commitments

1. Compliance with Legislation
2. Meet or exceed obligations under the Work Health and Safety Act 2011 (Cth) and relevant state/territory regulations.
3. Hazard Identification & Risk Control
4. Maintain clear procedures for reporting hazards and implementing effective risk controls.
5. Safe Systems of Work
6. Provide safe work method statements (SWMS), incident reporting processes, and emergency procedures specific to hospitality and retail workplaces.
7. Training & Supervision
8. Ensure workers receive induction, refresher training, and regular toolbox talks on safe practices.
9. Worker Participation
10. Encourage staff to be actively involved in safety reporting, consultation, and continuous improvement.
11. Emergency Preparedness
12. Maintain updated emergency evacuation plans, first aid equipment, and staff trained in first response.

Responsibilities

- Management is responsible for ensuring safe systems, resources, and training are in place.
- Supervisors are accountable for monitoring safe practices, responding to hazards, and supporting workers.
- Workers are required to follow procedures, use PPE, and report hazards or incidents immediately.

Review

This policy will be reviewed annually or after significant workplace changes, incidents, or legislative updates.

HOSRTPG022025 – HAZARD & RISK REGISTER (2025)

Activity: Activity: Conduct a hazard walk-through in your store.

Purpose: Identify and manage hazards in hospitality/retail environments.

Procedures:

- List hazards (slips, hot surfaces, manual handling, robbery risks)
- Rate risks and implement controls
- Review regularly and after incidents

NOTES

Supervisor Signature: _____

HOSRTPG032025 – SAFE WORK METHOD STATEMENT – CUSTOMER AREAS (2025)

Activity: Activity: Observe safe work methods in front-of-house areas.

Purpose: Keep staff and customers safe in service areas.

Procedures:

- Stock shelves safely, avoid overreaching
- Use proper cleaning procedures in customer areas
- Ensure clear exits and signage
- Respond to customer incidents safely

NOTES

Supervisor Signature: _____

HOSRTPG042025 – EMERGENCY EVACUATION PLAN (2025)

Activity: Activity: Run a mock evacuation with staff.

Purpose: Prepare for fire, gas leak, or security emergencies.

Procedures:

- Display evacuation maps and routes
- Assign roles for staff during emergencies
- Conduct regular evacuation drills
- Keep assembly areas clear

NOTES

Supervisor Signature: _____

HOSRTPG052025 – PPE & HYGIENE COMPLIANCE CHECKLIST (2025)

Activity: Activity: Complete a daily PPE & hygiene check.

Purpose: Ensure safe hygiene standards in hospitality and retail.

Procedures:

- Gloves, aprons, masks, and hairnets worn as required
- Handwashing and sanitiser stations maintained
- Food areas clean and pest-free
- Uniforms and footwear compliant

NOTES

Supervisor Signature: _____

HOSRTPG062025 – INCIDENT & NEAR MISS REPORT FORM (2025)

Activity: Activity: Complete a mock incident report.

Purpose: Document incidents for corrective action.

Procedures:

- Record time, place, and persons involved
- Notify supervisor immediately
- Investigate and apply corrective measures
- Keep records secure

NOTES

Supervisor Signature: _____

HOSRTPG072025 – TOOLBOX TALK LOG (HOSPITALITY/RETAIL) (2025)

Activity: Activity: Record a toolbox talk session.

Purpose: Promote regular safety training discussions.

Procedures:

- Discuss slips & trips, robbery response, food safety
- Record attendees and topics
- Identify actions and assign responsibilities
- File log for compliance

NOTES

Supervisor Signature: _____

HOSRTPG082025 – REMOTE WORKER SAFETY & COMMUNICATION CHECKLIST (2025)

Activity: Activity: Conduct a remote worker communications drill.

Purpose: Ensure staff working in isolated roles have safe systems of communication.

Procedures:

- Provide and test satellite phone/radio or digital check-in system
- Keep emergency contact list visible and accessible
- Maintain daily check-in log with supervisor
- Train staff in lone worker response procedures

NOTES

Supervisor Signature: _____

HOSRTPG092025 – FATIGUE & LONG HOURS MANAGEMENT LOG (2025)

Activity: Activity: Review working hours and breaks for remote staff.

Purpose: Reduce fatigue risks for isolated workers with extended shifts.

Procedures:

- Record daily start/finish times and breaks
- Monitor compliance with fatigue guidelines
- Encourage micro-breaks and hydration during long shifts
- Escalate if unsafe staffing shortages occur

NOTES

Supervisor Signature: _____

HOSRTPG102025 - FUEL BOOSTER & GENERATOR CHECK LOG (2025)

Instructions for Use:

- Complete before opening or weekly (depending on usage).
- Tick "Yes/No" and add notes if corrective action is needed.
- Report faults immediately and isolate unsafe equipment.
- File this sheet with the site's WHS records.

Fuel Booster & Generator Check Log

Site/Location: _____

Date: _____

Supervisor: _____

Checklist

Item	Yes / No: Notes / Action Required
Fuel booster inspected (general condition)	Yes/No: _____
Fuel level sufficient for operations	Yes/No: _____
Emergency fuel reserves checked & secure	Yes/No : _____
Fuel lines, hoses, and fittings intact (no leaks)	Yes/No: _____
Fuel pump operational (tested)	Yes/No: _____
Generator tested and running	Yes/No: _____
Oil level checked and topped up if required	Yes/No: _____
Battery and starter operational	Yes/No: _____
Cooling system checked (fan, radiator, water level)	Yes/No: _____
Exhaust system safe (no blockages, leaks)	Yes/No: _____
Spill kit available near refuelling area	Yes/No: _____
Fire extinguisher nearby and in-date	Yes/No: _____
Log sheet signed and filed	Yes/No: _____

HOSRTPG112025 – REMOTE FIRST AID & MEDICAL SUPPLIES CHECKLIST (2025)

Site / Store: _____

Date: _____

Supervisor: _____

Checklist

- ☐ First aid kit fully stocked
- ☐ All items within expiry dates
- ☐ EpiPen available and in-date
- ☐ Asthma inhaler / spacer available
- ☐ Burn gel and ice packs available
- ☐ Sterile bandages and dressings stocked
- ☐ Antiseptic wipes / solutions available
- ☐ Disposable gloves in correct sizes
- ☐ Resuscitation mask / pocket mask present
- ☐ Defibrillator (AED) tested and functional (if available)
- ☐ Emergency contact list up to date
- ☐ Satellite phone / HF radio tested for medical call-outs
- ☐ Medical evacuation plan updated (road/air access noted)
- ☐ Staff trained in first aid sign-off checked

EpiPen Administration Procedure (for Severe Allergic Reactions / Anaphylaxis)

Step 1: Recognise the Signs

- Difficulty breathing, wheezing, or persistent cough
- Swelling of lips, tongue, or throat
- Hives, flushing, or widespread rash
- Dizziness, fainting, or collapse
- Feeling of impending doom

Step 2: Call for Help

- Dial 000 (Australia) or activate local emergency response
- If in remote community: use satellite phone / HF radio if no service
- Send someone to bring additional first aid support

Step 3: Prepare the EpiPen

- Remove the auto-injector from its case
- Hold firmly in your fist, orange/black tip pointing down
- Remove the blue safety release cap

Step 4: Administer the EpiPen

- Place the orange/black tip against the outer mid-thigh (can go through clothing if necessary)
- Push firmly until you hear/feel a click
- Hold in place for 3 seconds
- Remove and massage the injection site for 10 seconds

Step 5: After Administration

- Keep the person lying down (or sitting if breathing is difficult)
- If no improvement after 5 minutes, give a second EpiPen if available
- Continue monitoring breathing and pulse
- Be ready to begin CPR if required

Step 6: Handover to Paramedics or Remote Medical Team

- Note the time of injection and which thigh was used
- Provide the used EpiPen for disposal

Safety Note for Outback Communities:

Because medical help may take hours, staff must be trained in first aid and the site should always stock at least 2 EpiPens.