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| **SAFE WORK INSTRUCTION** | |
| **VSO Duties and Activities within The Edge Coffee Stop** | |
| Activity Authorisation / Supervision | The activities conducted do not need supervision. |
| Description of the Activity | The Edge Coffee Stop primarily prepares and serves hot and cold beverages as well as snack food. It involves limited, if any, food preparation. Other functions include:   1. Processing purchases of Fabrication Lab materials 2. Processing Programming payments for workshops, short courses, events etc. 3. Managing of Coffee Stop items (i.e. restocking of items + storage in Coffee Stock storeroom) |
| Tools, Equipment, Materials and Consumables | 1. POS system (PC with touchscreen display) 2. WEGA Pegaso coffee machine 3. Fridge for storage of cold drinks and foods requiring refrigeration 4. Display cases and plastic storage containers for snack food 5. Basic hot and cold beverages, in addition to simple snacks can be purchased at the coffee shop. 6. Shelving for storage of stock and display items 7. Cleaning chemicals |
| Interim Safety Assessment | NA |
| Hazards associated with equipment /machinery/technique /process | Most activities in this area occupy low risk profile with the majority of activities taking place in the foyer area of The Edge. Risks associated with this type general customer service include:   1. Trip, slip falls 2. Electric shock 3. Ergonomic & screen based work 4. Personal safety 5. Communicable disease 6. Hazardous chemicals |
| Before Starting | 1. Check workspace for general tidiness. 2. Set up the coffee machine and make sure all other electronics are functioning properly (fridge, microwave machine, point of sales computer, EFTPOS terminal, reception computers, etc). Everything must be tag tested and approved. 3. Where possible re-route cables trailing across walkways. Use cable trays or gaff were unavoidable 4. Restock items and cleaning products sourced from stock room (refer to *SLQ Manual Handling* document for correct lifting techniques) 5. Encourage ergonomic work practices and encourage regular breaks 6. All new chemicals are added to the MSDS register 7. Setup as per VSO Daily Procedures |
| Personal protective equipment (PPE) to be used | 1. There are clothing requirements for VSOs, outlined in the *VSO Procedures Manual*. 2. Cleaning gloves might be required when wiping down the tables around the space (including Coffee Stop bench spaces) |
| Emergency procedures | 1. There are no specific emergency procedures for this activity. In the event of an emergency, follow the emergency response strategy and assist with evacuation. 2. First aid kits are located at Reception, the Back of Lab 4, The Edge staff office, SLQ Reception and the Cultural Centre Security Office. 3. The Cultural Centre Security office phone number is 07 3840 7216. 4. All incidents, **including near misses**, are to be recorded and forwarded to the WHS officer (and updated in the Risk Register document located here: O:\THE EDGE\10 Health and Safety\Edge Health and Safety Framework) 5. In case of chemical spills or wet surfaces, notify facilities to arrange for cleanup. |
| Step by step procedures for task | 1. Refer to the *VSO Procedures Manual* for daily tasks and processes. 2. Refer to QLD Health’s guidelines for Food Safety (e.g. food handling, ‘use by’ and ‘best before’ dates): <https://www.health.qld.gov.au/foodsafety/> |
| Clean-up procedures | 1. For cleaning up the coffee machine, refer to *Coffee Making at The Edge* guide. 2. Wipe down surfaces and tables in window bays, digital media lab and reception area 3. Clean food utensils (e.g. tongs, knives, cake spade, loolly scoop, etc), display cases and containers at the end of each day. Refer to QLD Health ‘Cleaning and sanitizing guidelines: <https://www.health.qld.gov.au/foodsafety/documents/fs-11-cleaning.pdf> |
| Waste disposal procedures | 1. Waste is disposed by cleaning staff in the morning. However, for any emergency waste removal, the facilities department is to be notified. 2. Ensure waste is put into the appropriate bins (general waste vs recycle) |
| Record keeping | NA |
| Prepared by: Date: | Courtney O’Connor, Visitor Services Coordinator, The Edge  December 2015 |
| Approved by, Date: | Daniel Flood, Creative Manager, The Edge  December 2015 |
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