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|  | **Industry/Sector:** | Overnight Accommodation | **Department/Job Position:** | Restaurants and Outlets (e.g. servers and bartenders) |
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| **Common Tasks and Duties:** | * Light cleaning and setting tables * Restocking items * Serving food and drinks * Handling hot trays and dishes * Interacting with guests * Handling cash and credit/debit cards * Late night shifts * Using glassware and bar tools | **Reasonably Foreseeable or Common Hazards:** | * Musculoskeletal injuries (MSI) and ergonomics * Working with the public, violence and harassment * Handling cash or cash equivalents * Slips, trips and falls * Burns from hot surfaces * Small cuts and lacerations * Fatigue and psychological hazards |

Employers are to review this HIRA document and customize to their location, job tasks and site-specific hazards. To edit a row, simply use Microsoft word to edit (e.g. edit text, change risk ratings, delete a row, or add a new row). When determining risk follow the Guidance Document - Assessing Risk for HIRA Tools. When identifying controls, be sure to use the [Hierarchy of Controls](https://www.go2hr.ca/explore-all-resources/health-safety/identify-hazards-manage-risk) to control risk through elimination, substitution, engineering controls, administrative controls and Personal Protective Equipment (PPE). Once complete, this should be reviewed by the JHSC or a Worker H&S Rep, and reviewed annually thereafter.

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|  | **Full Name** | **Job Position** | **Signature** | **Date** |
| **Completed By:** |  |  |  |  |
| **Reviewed By:** |  |  |  |  |

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| **Task** | **Hazards/Risks** | **Inherent (Before Controls) Risk** | | | **General Control Measures** | **Residual (After Controls) Risk** | | | **Additional Notes** |
| **Probability** | **Severity** | **Rating** | **Probability** | **Severity** | **Rating** |
| Interacting with guests | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Aggressive guests, violence and harassment | Likely | Serious | High Risk | * Violence/harassment policies, risk assessments and training * Security measures based on risk as part of violence risk assessment e.g. CCTV, panic buttons, strategic layout (e.g. visible, unobstructed egress, lighting, counters/barriers), cash handling protocols with secure drop safe (consider cashless), security guard presence and patrols, supervisor presence etc. * Maintain situational awareness, avoid distractions and rushing | Possible | Serious | Med. Risk | See resources for employers from WorkSafeBC and go2HR on de-escalation scenarios and Safety Talk on navigating challenging interactions and other workplace violence prevention resources |
| Working in a restaurant, serving guests and turnover of tables | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Slips, trips and falls * Struck by/against incidents | Likely | Moderate | Med. Risk | * Inspect the area, remove objects that pose tripping hazards * Wear slip-resistant footwear, ensure adequate floor traction * Clean up spills immediately, and use “Wet Floor” signage * Use step stools to reach higher areas and shelves, do not stand on tables, chairs or other objects * Announce your presence e.g. “behind” or “corner” | Possible | Moderate | Med. Risk | Other tasks within this HIRA identify more specific risks and associated controls for work with increased risk e.g. working with knives/sharp edges, hot surfaces, equipment and chemical cleaners |
| Broken glass or dishware, sharp knives and other objects | * Sharp objects causing cuts and lacerations * Blades and moving objects * Cuts and lacerations * Improper use and storage | Likely | Moderate | Med. Risk | * Provide training for workers on kitchen hazards and controls * Safe work procedures including training, disposal container, equipment and PPE for broken glass and dishware * Use the right knife, equipment or tool for the job * Maintain sharp blades and use proper knife techniques * Store knives properly, never leave a knife in the sink * Use other controls e.g. cutting boards, cut-resistant gloves etc. | Possible | Moderate | Med. Risk | See WorkSafeBC Culinary videos for working safely in the kitchen: [https://www.worksafebc.com/ en/resources/health-safety/videos/kitchen-safety-focusing-on-safety](https://www.worksafebc.com/en/resources/health-safety/videos/kitchen-safety-focusing-on-safety?lang=en) |
| Working with hot materials and surfaces (e.g. hot trays and dishes) | * Exposure to hot liquids or surfaces causing burns * Eye injuries due to splashes * MSI risks (see more below) | Likely | Serious | High Risk | * Provide training for workers on kitchen hazards and controls * To avoid hot water burns, stand to the side when pouring and maintain slow steady pouring, do not overfill containers * Ensure serving dishes are not overheated and hot surface hazards are communicated, and use cloth or PPE as required | Possible | Serious | Med. Risk | See WorkSafeBC Culinary videos for working safely in the kitchen: [https://www.worksafebc.com/ en/resources/health-safety/videos/kitchen-safety-focusing-on-safety](https://www.worksafebc.com/en/resources/health-safety/videos/kitchen-safety-focusing-on-safety?lang=en) |

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| Restocking materials and using kitchen equipment | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Slips, trips and falls * Struck by/against incidents * Entanglement hazards * Faulty or defective tools or equipment * Electrical hazards | Possible | Serious | Med. Risk | * Provide workers with instruction on equipment and electrical safety, including following procedures and using PPE * Ensure no loose clothing or jewelry, hair tied back to reduce risk of entanglement or caught in hazards * Do not defeat or bypass safety guards or devices * Encourage staff to report faulty or broken equipment * Use proper lifting/carrying techniques, maintain lines of sight * Keep work area clear (do not store materials on the floor) * Use carts or lifting aids for transporting materials * Use step stools to reach higher areas and shelves, do not stand on tables, chairs or other objects | Unlikely | Serious | Low Risk | Reminders on electrical safety: not overloading outlets, unplugging by the plug (do not pull cord), reporting damaged equipment (including cords and plugs), and always unplugging equipment before cleaning (e.g. kettles, lighting etc.) |
| Using chemical cleaners | * Exposure to chemical hazards e.g. chemical burns, splashes to eyes, respiratory or skin irritation * Unlabelled or illegible containers * Spills and environment concerns | Possible | Serious | Med. Risk | * WHMIS training for staff using chemical cleaning products * Supplier and workplace labels in place and legible * Safe handling practices and PPE as required by label/SDS * Employer to assess products for hazards before procuring * Safety Data Sheets (SDS) referenced and available * Ensure adequate and good ventilation in working areas * Regular inspections for WHMIS compliance * Ensure proper storage of cleaners in secured area/cart * Spill response procedures with SDS * First aid on site with emergency eyewash | Unlikely | Moderate | Low Risk | Educate workers on hazards of WHMIS and consumer products (and associated symbols) e.g. Windex or other products that may not be WHMIS-controlled |
| Musculoskeletal injuries (MSI) and ergonomics | * Repetitive motions such as carrying trays, writing orders, shaking drinks, or making coffee * Awkward postures when reaching across tables, bars, or under counters * Overexertion from lifting heavy trays, kegs, milk crates, or ice buckets * Pushing or pulling service carts, bar fridges, or supply bins * Prolonged standing and walking without sufficient rest * Strain from working in tight or fast-paced environments | Likely | Serious | High Risk | * Training on MSI prevention, ergonomics and safe lifting * Reminders during pre-shift briefings on MSI prevention * Warm-up, stretch and take breaks * Use safe lifting techniques, lift in pairs or use a mechanical aid when setting up large equipment (e.g. tables) * Use carts or lifting aids for transporting materials * Use step stools to reach higher areas and shelves, do not stand on tables, chairs or other objects * Push carts and trolleys instead of pulling to reduce risk of strain * Inspect and maintain equipment regularly including wheels * Rotate tasks throughout the shift to reduce repetitive motions * Report and replace worn or broken equipment * Store heavier items at waist height to avoid unnecessary lifting | Possible | Serious | Med. Risk | See resources for employers from WorkSafeBC and go2HR on MSI prevention specific to culinary and hospitality |
| Working alone or in isolation | * Personal safety risks * Delayed response to medical and H&S incidents or emergencies | Possible | Serious | Med. Risk | * Working Alone Policy with established check-in procedures * Ensure adequate lighting for work tasks * Violence/harassment policies, risk assessments and training * Maintain situational awareness, avoid distractions * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. | Unlikely | Serious | Low Risk | Avoid work with increased risk when working alone. When possible, have staff work in pairs or groups, particularly in locations or at times with increased risk |
| Overnight coverage and fatigue | * Mental well-being and health * Slower reaction times or reduced ability increases incident risks * Communication errors * Increased absenteeism * Safety and service quality affected | Likely | Moderate | Med. Risk | * Schedule regular breaks during overnight shifts * Limit shift length and avoid excessive overtime * Avoid scheduling critical tasks during low-alert periods * Train staff to recognize signs of fatigue and a supportive culture that prioritizes rest and wellness * Encourage healthy sleep habits and work-life balance | Possible | Moderate | Med. Risk | See resources for employers from WorkSafeBC and go2HR on psychological safety, mental health and fatigue |