



Public Safety

THIS MONTH'S TALK FOCUSES ON OUR RESPONSIBILITY TO PROVIDE MEMBERS OF THE PUBLIC WITH A SAFE AND ENJOYABLE EXPERIENCE IN OUR VENUES.

As restaurant professionals, we are not only responsible for the quality of the food we serve but also for creating a safe and welcoming environment for our guests.

Flooring standards are a critical aspect of public safety. Ensuring our floors are clean, dry, and free of hazards prevents slips and trips. According to Australian standards, any change in floor level should not exceed 5mm to avoid tripping hazards. Falls are among the most common causes of injury in public spaces, with average insurance claims often exceeding \$20,000 per incident. By maintaining high flooring standards, we can significantly reduce the risk of such costly and damaging events.

Maintaining clear and unobstructed pathways and aisles is important for safe movement around the venue for both our customers and team, it also ensures quick evacuation if necessary. You should be familiar with evacuation routes and exits, ensuring they remain clear of tables and chairs.

Stairs and steps increase public safety risks in our venues and must be safeguarded with proper edge protection and sturdy handrails. This prevents accidents and assures our guests that their safety is our priority.

Adequate lighting and ventilation are not just health and safety requirements but elements that enhance the dining experience. Good lighting prevents accidents, and proper ventilation ensures a comfortable atmosphere.

Knowing how to respond to any patron incident swiftly and effectively is essential. It's about being prepared, staying calm, and following the protocols to ensure the well-being of our guests. Make sure you are familiar with the process in your venue to seek first aid.

Let's make safety our shared mission, ensuring every guest enjoys their experience at SkyCity. Thank you for your dedication to these standards.



**ACTING GENERAL
MANAGER HOSPITALITY**

This months checklist requires we ensure that:

Pathways and aisle widths between tables are suitable

Floors are in clean, safe and sound condition

Steps or stairs are properly protected with edge protection and handrails in good condition

Lighting and ventilation are adequate

Staff know how to respond to a patron incident

To complete the
checklist on
Donesafe scan
the QR code

