

RESTAURANT INDUSTRY SERVICES PORTFOLIO



WHAT ARE YOU DOING TO MANAGE POTENTIAL LIABILITIES?

- From slips and falls to kitchen fires to (over)serving liquor, our risk management resources will help you identify and mitigate the unique risks facing the hospitality industry.

ARE YOU PREPARED FOR A HEALTH INSPECTION?

- Failing a health inspection could ruin the good reputation you've worked so hard to achieve. Our inspection preparation materials take the guesswork out of the inspection process, helping you pass your next inspection with flying colors.

DO YOUR EMPLOYEES FOLLOW PROPER FOOD SERVICE SAFETY PRACTICES?

- Our employee-facing posters and training materials are available in both English and Spanish, and will educate your employees on proper food safety practices, such as preventing foodborne illness, knife safety and more. We even have an employee safety manual designed specifically for the restaurant industry.

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Food Services and Drinking Places (NAICS 722)

The Occupational Safety and Health Administration (OSHA) keeps records not only of the most frequently cited standards overall, but also within particular industries. The most recent statistics from OSHA reveal the top standards cited in the fiscal year 201X for the food services and drinking places industry. This top 10 list comprises establishments that prepare meals, snacks and beverages to customer order for immediate on-premises and off-premises consumption. There is a wide range of establishments in these industries. Some provide food and drink only, while others provide various combinations of seating space, waiter/waitress services and incidental amenities, such as limited entertainment.

DESCRIPTION OF VIOLATION	CITED STANDARD NUMBER	ACV*
1. Hazard Communication - Properly transmitting information on chemical hazards through a comprehensive program, container labeling, SDS and training.	29 CFR 1910.1200	\$485
2. General Personal Protective Equipment (PPE) Requirements - Selecting the correct PPE, providing instruction, monitoring its use and maintaining the PPE to standards.	29 CFR 1910.132	\$1,040
3. General Electrical Requirements - Ensuring electric equipment is free from recognized hazards likely to cause death or serious physical harm to employees.	29 CFR 1910.303	\$1,674
4. Wiring Methods, Components and Equipment for General Use - Using proper wiring techniques and equipment to ensure safe electrical continuity.	29 CFR 1910.305	\$1,326
5. Medical Services and First Aid - Ensuring the ready availability of medical personnel and first aid supplies on-site.	29 CFR 1910.151	\$1,605
6. Maintenance, Safeguards and Operational Features for Exit Routes - Exit routes must be kept free of explosive or highly flammable furnishings or other decorations.	29 CFR 1910.37	\$1,149
7. Portable Fire Extinguishers - Placement, use, maintenance and testing of portable fire extinguishers provided for the use of employees.	29 CFR 1910.157	\$572
8. Design and Construction Requirements for Exit Routes - Protections for workers regarding the design and construction of exit routes.	29 CFR 1910.36	\$2,041
9. General Requirements for Walking/Working Surfaces - Housekeeping guidelines.	29 CFR 1910.22	\$1,333
10. Eye and Face Protection - General requirements for eye and face protection in the workplace.	29 CFR 1910.133	\$1,979

*ACV (Average Cost per Violation) - The dollar amount represents the average cost per violation that employers in this industry paid in 2014. To understand the full capacity and scope of each standard, click on the standard number to visit www.osha.gov and view the language in its entirety. Source: OSHA.gov

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Youth Employment in Restaurants and Quick Service Establishments under the Fair Labor Standards Act (FLSA)

Brought to you by
Gartman Insurance Agency Inc.



This fact sheet provides general information regarding federal child labor provisions that apply to restaurants and quick-service establishments. For more detailed information about federal youth provisions, please read the applicable regulations (29 CFR Part 570.)

The US Department of Labor (DOL) is committed to helping young workers find positive, appropriate and safe employment experiences. Fair Labor Standards Act (FLSA) child labor provisions were enacted to ensure that when young people work, the work does not jeopardize their health, well-being or educational opportunities. Working youth are generally entitled to the same minimum wage and overtime protections as adults.

Minimum Age Standards for Employment

Child labor regulations establish standards for both hours of work and the occupations minors can be hired to work in.. Minors of any age are generally permitted to work for businesses entirely owned by their parents. However, children under 16 years of age may *not* be employed in mining or manufacturing and no one under 18 may be employed in any occupation the DOL has declared to be hazardous.

Age	Regulations
18 years of age	Once a youth reaches 18 years of age, he or she is no longer subject to federal child labor provisions.
16 & 17 years of age	<p>Individuals who are 16 or 17 years of age may be employed for unlimited hours in any occupation other than those declared hazardous by the DOL. Examples of equipment declared hazardous in food service establishments include:</p> <ul style="list-style-type: none"> • <i>Power-driven meat processing machines, commercial mixers and certain power-driven bakery machines.</i> These machines include meat slicers, meat saws, patty forming machines, meat grinders, and meat choppers. Employees under 18 years of age are not permitted to operate, feed, set-up, adjust, repair or clean any of these machines or their disassembled parts; • <i>Motor Vehicles.</i> Generally, no employee under 18 years of age may drive on the job or serve as an outside helper on a motor vehicle on a public road. However, 17-year-olds (who meet certain specific requirements) may drive automobiles and trucks with a gross vehicle weight that does not exceed 6,000 lbs. for limited amounts of time as part of their job. Still, even these minors are prohibited from making time-sensitive deliveries (such as pizza deliveries or other trips where time is of the essence) and from driving at night; and • <i>Balers and Compactors.</i> Minors under 18 years of age may not load, operate, or unload balers or compactors. Minors who are 16 or 17 years old may load, but not operate or unload, certain scrap paper balers and paper box compactors under certain specific circumstances.
14 & 15 years of age	Minors who are 14 or 15 years of age may be employed in restaurants and quick-service establishments outside school hours in a variety of jobs for limited periods of time and under specified conditions. Child Labor Regulation No. 3, 29 C.F.R. 570, Subpart C limits both the time of day and number of hours this age group may be employed as well as the types of jobs they may perform.

	Hours and times of day standards for the employment of 14- and 15-year-olds:	Occupation standards for the employment of 14- and 15-year-olds:
	<ul style="list-style-type: none"> • Outside school hours; • No more than three hours on a school day, including Fridays; • No more than eight hours on a nonschool day; • No more than 18 hours during a week when school is in session; • No more than 40 hours during a week when school is not in session; and • Between 7 a.m. and 7 p.m., except between June 1 and Labor Day when the evening hours are extended to 9 p.m. <p>NOTE: school hours are determined by the local public school in the area where the minor resides while employed.</p>	<ul style="list-style-type: none"> • They may perform cashiering, table service, "busing" and clean up work, including the use of vacuum cleaners and floor waxers; • They may perform kitchen work and other work involved in preparing food and beverages, including the operation of devices used in this type of work, including dish-washers, toasters, milk shake blenders, warming lamps and coffee grinders; • They may perform limited cooking duties involving electric or gas grills that do not entail cooking over an open flame. They may also cook with deep fat fryers that are equipped with and utilize devices that automatically raise and lower the baskets into and out of the hot grease or oil. They may not operate NEICO broilers, rotisseries, pressure cookers, fryolators, high-speed ovens or rapid toasters; • They may not perform any baking activities; • They may dispense food from cafeteria lines and steam tables and heat food in microwave ovens that do not have the capacity to heat food over 140° F; • They may not operate, clean, set up, adjust, repair or oil power-driven machines, including food slicers, grinders, processors and mixers; • They may clean kitchen surfaces and non-power-driven equipment and filter, transport and dispose of cooking oil, but only when the temperature of the surface and oils do not exceed 100° F; • They may not operate power-driven lawn mowers or cutters or load or unload goods to or from trucks or conveyors; • They may not work in freezers or meat coolers, but they may occasionally enter a freezer momentarily to retrieve items; and • They are prohibited from working in any occupation the DOL has declared hazardous.
Under 14 years of age	Children under 14 years of age may not be employed in non-agricultural occupations covered by the FLSA, including food service establishments. Permissible employment for these children is limited to work that is exempt from the FLSA (such as newspaper delivery to consumers and acting). Children may also perform work not covered by the FLSA such as completing minor chores around private homes or casual baby-sitting.	

Work Experience and Career Exploration Program (WECEP)

WECEP is a program designed to provide a carefully planned work experience and career exploration program for 14- and 15-year-olds. This program is a career-oriented educational program designed to meet the participants' needs,

interests and abilities. The program is aimed at helping youths to motivate and recommit to pursue their education and to prepare them for the labor market.

To run this program in any state, that state's department of education must receive approval from the Wage and Hour Division. Once the state receives approval, the state can run the program for a two-year period. Under this program, certain aspects of child labor regulations are modified for 14- and 15-year-old participants during the school term.

Students enrolled in an authorized WECEP may work:

- During school hours;
- Up to three hours on a school day and as many as 23 hours in a school week; and
- In some occupations that would otherwise be prohibited, but not in manufacturing, mining or any hazardous occupations identified by the DOL.

Individual employers may partner with participating local school districts in those states authorized to operate WECEPs.

Work-Study Program (WSP)

WSP is a program designed to help academically-oriented students enrolled in a college preparatory high school curriculum to pursue their college diplomas. Some of the hour and standard provisions of Child Labor Regulation No. 3 vary for certain 14- and 15-year-old students participating in a DOL-approved and school-supervised and administered WSP. Participating students must be enrolled in a college preparatory curriculum and identified by authoritative personnel of the school as being able to benefit from the WSP.

Students enrolled in an authorized WSP:

- Are held to all the occupation standards established by Child Labor Regulation No. 3; and
- May work no more than 18 hours in any one week when school is in session, a portion of which may be during school hours if:
 - During three weeks in a four-week period, the participant is permitted to work for up to eight hours once a week during regular school hours;
 - During the week in the four-week cycle that is not one of the three weeks mentioned above, the participant is permitted to work for up to eight hours twice a week during regular school hours; and
 - The participant's employment remains otherwise subject to the time-of-day and number-of-hour standards mentioned above.

Where to Obtain Additional Information

For more information on the FLSA child labor provisions, including a complete list of all hazardous occupation orders, visit the YouthRules! [website](#).

For additional information on the Fair Labor Standards Act visit the [Wage and Hour Division website](#) or call 1-866-4USWAGE (1-866-487-9243).

When state child labor laws differ from the federal provisions, an employer must comply with the standard most favorable to the employee. Links to your state labor department can be found at http://www.dol.gov/whd/contacts/state_of.htm.

Source: U.S. Department of Labor, Wage and Hours Division

This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.

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Preparing for Restaurant Health Inspections

Ensuring that your restaurant is clean and serves fresh, safe food to patrons is your greatest responsibility, and health inspections are a way for you to learn how to best uphold this responsibility. To observe you when you are running operations as you normally would, inspectors often make impromptu inspections. Many inspections are performed during the frenzy of mealtimes so inspectors can have an accurate read of how food is prepared at your facility. How can you make the best of these inspections? There are several ways you can effectively prepare.

Before the Inspection

Being prepared for a health inspection means understanding your city and state's public health codes when you are planning the restaurant and at all times after its opening. Following are some ways to become familiar with the codes with which you must comply.

- Consider joining your state's restaurant association.
- Check your state's online resources regarding food-safety rules.
- Refer to the U.S. Food and Drug Administration's Model Food Code. This set of guidelines provides a list of best practices for keeping restaurants free from foodborne illnesses, and serves as a guide for the development of state and local regulations.
- Perform regular self-inspections of your operations. Use the form your health department does (or a similar one) and put yourself in the inspector's role. Establish a time-frame in which you will perform

these inspections, e.g., weekly. Some typical considerations:

- How are foods cooked, cooled and reheated?
- How often and in what way are temperatures recorded? Are thermometers functional?
- How are potentially hazardous raw foods prepared and served?

Consider health inspectors an ally in preventing unsafe practices in the workplace that could increase your potential risks.

- How do you handle leftovers?
- What is your food labeling process?
- Where and how is food washed and prepped?
- What is your hand washing and glove use policy?
- When, how and by whom is equipment cleaned and sanitized?
- Establish priorities based on the characteristics of your facility or problem areas. For example, if you

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Restaurant Employee Safety Manual

An Employee Guide to Safety Policies & Procedures to Support a Safety-Conscious Work Environment

Provided by: Gartman Insurance Agency Inc.

Legal disclaimer to users of this form employee handbook:

The materials presented herein are for general reference only. Federal, state and/or local laws, or individual circumstances, may require the addition of policies, amendment of individual policies, and/or the entire Handbook to meet specific situations. These materials are intended to be used only as guides and should not be used, adopted, or modified without the advice of legal counsel. These materials are presented, therefore, with the understanding that the Company is not engaged in rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought. © 2005-2012 Zywave, Inc. All rights reserved.

Commitment to Safety

recognizes that employees drive our business. As our most critical resource, employees will be safeguarded through training and procedures that foster protection of health and safety. All work conducted by 's employees will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than employee health and safety.

is firmly committed to the safety of our employees. We are committed to providing a safe working environment and will do everything possible to prevent workplace accidents.

We value our employees not only as employees but also as human beings critical to the success of their families and the local community.

Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable federal, state and local policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally, subscribes to these principles:

1. All accidents are preventable through implementation of effective safety and health control policies and programs.
2. Safety and health controls are a major part of our work every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds in higher regard with customers and increases productivity. This is why will comply with all safety and health regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for employees. Consequently, management of is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Employees are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions and assistance from employees where safety and health are concerned.
6. Management and supervisors of will set an exemplary example with good attitudes and strong commitment to safety and health in the workplace. Toward this end, management must monitor company safety and health performance along with working conditions to ensure that program objectives are achieved.
7. Our safety program applies to all employees and persons affected or associated in any way with operations. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the workplace.

President

Risk Manager

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Drug-free Workplace

Location:
Effective Date:
Revision Number:1

Purpose

recognizes that employees are our most valuable asset, and the most important contributors to our continued growth and success. We are firmly committed to the safety of our employees. will do everything possible to prevent workplace accidents and is committed to providing a safe working environment for all employees.

To further this goal, has developed a Drug-free Workplace Policy effective . The program will consist of three components: Post-Offer Drug/Alcohol Screen, Reasonable Cause Drug/Alcohol Screen and Post-Incident Drug/Alcohol Screen. This policy applies to all candidates for employment as well as all current employees. This policy also serves to reinforce the 's intolerance for illegal drug use and working under the influence of alcohol.

Post-Offer Testing

believes accident prevention and a safe work environment begin with hiring. As such, all applicants offered employment will be required to undergo a Drug/Alcohol Screening. Employment is conditional on the results of the Drug/Alcohol Screen.

Procedure

Any applicant the Company hires will be directed to the proper clinic, at Company expense, to undergo a Post-Offer Drug/Alcohol Screen. The clinic will release the results to the Human Resources Manager, who in turn will notify the candidate of the results.

The test will consist of a breath alcohol test along with a urine analysis test for any non-prescribed illegal substances listed in Exhibit 'A' below.

Consequence

In the event the drug test comes back positive, the Medical Review Officer (MRO) will review the report and contact the applicant to determine if any extenuating circumstances, relevant at the time of the test, could have resulted in a false positive. The MRO will determine if the applicant will be re-tested. If any applicant tests positive with a blood alcohol level exceeding .02 or any non-prescribed illegal substance listed in Exhibit 'A', will withdraw their offer of employment. If any applicant refuses to submit to the tests, the offer will be withdrawn.

Reasonable Cause

reserves the right under all applicable laws to test any employee for alcohol and illegal drugs if the employee shows cause. Management, supervisors and lead personnel have been trained to identify symptoms of being under the influence of illegal drugs or alcohol.

Procedure

If a supervisor, manager or lead person identifies a problem, they will ask another supervisor/manager/lead person to confirm the reasonable cause. Both persons will then individually fill out a Reasonable Suspicion Report. After filling out the report and it is decided jointly that reasonable suspicion still exists, the employee will be escorted to a private area where the supervisor/manager/lead person will speak to the person confidentially. The employee will be given a chance to explain. If, after the explanation the supervisor/ manager/lead person believes the employee is unfit to perform his or her duties and reasonable suspicion for use of illegal drugs or alcohol still exists, the employee will be asked to go for a test. They will then be transported by to our designated testing facility.

The clinic or hospital will perform a breath alcohol test along with a urine analysis for the non-prescribed illegal drugs listed in Exhibit 'A' below.

Prepared by Gartman Insurance Agency Inc.

This drug-free workplace policy is a guideline to reduce substance abuse in the workplace. It may not prevent substance abuse from occurring. It does not address potential compliance issues with Federal, State or local OSHA or any other regulatory agency standards. Nor is it meant to be exhaustive or construed as legal advice. Consult your licensed commercial Property and Casualty representative at Gartman Insurance Agency Inc. or legal counsel to address possible compliance requirements. © Zywave, 2001, 2013-2014 Inc. All rights reserved.

Return to Work

Location:
Effective Date:
Revision Number:1

PURPOSE

This policy is in place to ensure provides meaningful work activity for employees who are temporarily unable to perform all, or portions, of their regular work assignments or duties. This policy applies to employees suffering from either work or non-work related injury or illness. The goal is to allow valued company employees to return to productive, regular work as quickly as possible. By providing temporary transitional or modified work activity, injured employees remain an active and vital part of the company. Studies show that a well-constructed Return to Work Policy reduces lost time days, allows workers to recover more quickly and makes for a more positive work environment.

SCOPE

All active employees who become temporarily unable to perform their regular job due to a compensable work related or non-work related injury or illness may be eligible for transitory work duties within the provisions of this program. Return to work tasks may be in the form of:

- Changed duties within the scope of the employee's current position
- Other available jobs for which the employee qualifies outside the scope of his or her current position
- An altered schedule of work hours

DEFINITIONS

- **Transitional duty** is a therapeutic tool used to accelerate injured employees' return to work by addressing the physical, emotional, attitudinal and environmental factors that otherwise inhibit a prompt return to work. These assignments are meant to be temporary and may not last longer than 90 days, though permits multiple 90-day assignments back-to-back if it is medically warranted.
- **Alternate duty** is a part of 's Return to Work Policy that is designed as a placement service for individuals who have reached maximum medical improvement and are still unable to perform the essential functions of their pre-injury job.

APPLICABILITY

Length of Duty

- If work is available that meets the limitations or restrictions set forth by the employee's attending practitioner, that employee may be assigned transitional or modified work for a period not to exceed 90 days. Transitional or light duty is a temporary program, and an employee's eligibility in these reduced assignments will be based strictly on medical documentation and recovery progress.

Daily Application

- An employee's limitations and restrictions are effective 24 hours a day. Any employee who fails to follow his or her restrictions may cause a delay in healing or may further aggravate the condition. Employees who disregard their established restrictions, whether they are at work or not, may be subject to disciplinary action up to and including termination.

Qualification

Transitional or modified duty will be available to all employees on a fair and equitable basis with temporary assignments based on skill and abilities. Eligibility will be based upon completion of the Return to Work Evaluation Form by the

Managing Your Liquor Liability Exposures

According to the National Highway Traffic Safety Administration (NHTSA), in 2010, almost one out of every three vehicle fatalities involved a drunk driver. Not only were these people liable for their actions, the establishments where they were drinking are also susceptible to punishment for over-serving clientele who then injure a third party.

These types of lawsuits are not cheap, either. Well-known liquor liability cases include the Outback Steakhouse, which was ordered to pay \$39 million by an Indiana jury after a patron of the restaurant chain struck the plaintiff with his car, and T.G.I. Friday's, which was ordered to pay \$1 million to the parents of two 16-year-old teenagers who were killed after being involved in an accident with a drunk driver. Witnesses in the case claimed that the patron at T.G.I. Friday's was drinking for eight hours at the establishment before the accident occurred.

These cases are not isolated incidents—victims and their families file suits against restaurants or bars every day for their role in serving a customer who is then involved in an alcohol-related accident. To help protect your establishment, employees and patrons, establishing a liquor liability prevention policy, training workers and transferring risk are critical to minimizing your liquor liability.

Prevention through Education

The most important defense against being liable for drunken driving accidents is prevention through education. It is imperative that you design a liquor liability training program for staff members who will

serve alcoholic beverages to customers. In these training sessions, employees will learn important information such as how to determine if someone has had too much to drink, how to deny a patron service and how to identify valid forms of identification to prevent serving alcohol to minors. Once an employee has completed the training, he or she should sign an agreement form outlining that they comply with and understand the policies set forth by the establishment.

More than 50 percent of first-time offenders of driving while drunk were being served at a licensed restaurant or bar before getting into their car.

Specifically, training should include the following:

1. Signs of Intoxication

It is important that employees learn to recognize the signs of intoxication, which include:

- Slurred or slow speech
- Tendency to lose a train of thought easily
- Red eyes or inability to focus
- Decreased alertness
- Staggering or inability to walk
- Inhibited motor skills, such as the inability to light a

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Checklist

Employees may provide free food to their friends and family, they may take restaurant items home or steal money and tips. Take precautions to prevent employee theft.

General Precautions

Have a Theft Policy and Make it Known: Make sure every employee knows how the company defines employee theft and the repercussions of any theft. Offer annual training on the subject and have employees sign a policy. Place posters and signs around the restaurant to keep the policy fresh in employees' minds.	<input type="checkbox"/>
Conduct Background Checks: Check the references of all hired employees. If the applicant is a high school student and has never had a job before, contact his/her guidance counselor or ask for the contact information from a babysitting or dog sitting job.	<input type="checkbox"/>
Use Technology: Video surveillance cameras are an excellent way to catch potential thieves, but they can also be a positive for the restaurant by pointing out procedural problems or ensuring employees are being safe on the job. Also, using technology that limits the amount of employee cash handling can deter would-be thieves.	<input type="checkbox"/>
Treat Employees with Respect: Employees who are treated fairly and with respect by their employers are less likely to steal from the company. The employees feel less justified in stealing from those who care about them and treat them with dignity.	<input type="checkbox"/>
Conduct a Drawer Check: Make sure the money balances out at the end of each shift.	<input type="checkbox"/>
Keep a Careful Inventory: After each shift, count the remaining items and compare them to the items sold, paying specific attention to the products you sell the most of. Make employees aware that you conduct these daily inventories to deter them from trying to steal anything in the first place.	<input type="checkbox"/>
Keep Your Eyes on the Trash: Employees tend to steal things when they are taking out the trash. Use clear bags to reduce the likelihood that this will occur.	<input type="checkbox"/>
Get to the Root of the Problem: If you suspect an employee of stealing, move him/her to another shift. If you recognize that you are now missing items from the new shift, approach the employee calmly and ask for an explanation.	<input type="checkbox"/>
Protect Your Customers: A new way of stealing from customers is called credit-card skimming. Restaurant employees will swipe the customer's card through an unauthorized magnetic card reader to obtain their account information. Then, the data is copied and used to make counterfeit cards. To prevent this from occurring in your establishment, monitor the register closely and only allow seasoned employees to handle customer money and credit cards.	<input type="checkbox"/>

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Checklist

The restaurant industry is inherently subject to many liabilities, with accidents from trips and falls topping the list. To reduce employee and customer slips, trips and falls, consider the following.

Operational Measures

Conduct regular self-inspections to assess current safety measures and hazards present at the facility.	<input type="checkbox"/>
Conduct formal safety training for new employees.	<input type="checkbox"/>
Conduct regular, interactive safety meetings with all employees to remind them of potential hazards.	<input type="checkbox"/>
Highlight specific concerns in each facet of the restaurant and encourage employee dialogue about ways to reduce risks.	<input type="checkbox"/>
Place “in” and “out” signs or mirrors on doors leading to and from the kitchen.	<input type="checkbox"/>

General Housekeeping Measures

Keep floors clean and dry at all times.	<input type="checkbox"/>
Remove excess clutter from aisles, exits and walkways.	<input type="checkbox"/>
Instruct employees to clean up spills immediately and place cones or signs to alert others of the wet surface.	<input type="checkbox"/>
Place non-skid floor mats near the sink, dishwashing area or other areas likely to get wet.	<input type="checkbox"/>
Instruct employees to wear non-slip footwear without leather soles or open toes.	<input type="checkbox"/>
Stretch out carpet bulges and fix broken tiles immediately.	<input type="checkbox"/>
Provide adequate lighting in all areas of the restaurant, parking lot and entryways to prevent accidents.	<input type="checkbox"/>
Remove snow and ice promptly from parking area and walkways.	<input type="checkbox"/>

For reference use only. Not intended to identify all hazards, or reflect all requirements of federal, state, or local law.



Checklist

Cooking appliances are an invaluable asset to restaurant owners and operators. To prolong the life of this equipment, employees should properly clean and maintain appliances regularly. Use this checklist to identify the daily, weekly and periodic cleaning and maintenance duties that will keep your cooking equipment in usable condition for years to come.

Ranges (Open, Closed or Fry Top)

	YES	NO	NA
Daily: Open the top of the range and scrape off any incrustated food. Make sure the grids are cooled entirely before cleaning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily: Rub a closed-top range with heavy burlap or steel wool to remove cooked food under the flames, lids, rings and plates. Do so once the top plates have cooled. Never pour water directly onto a range top.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekly: Remove open top grates and boil them in a grease solvent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekly: Clean clogged burner ports with a stiff wire to remove spilled foods. If this is not done, food can cause corrosion and uneven cooking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically: Ask the gas company to check your burner adjustments and connections for efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically: Keep the burner valves greased using high temperature valve greases specific for that task.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically: Adjust the air shutters if flames have indistinct cones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ovens (All Types)

	YES	NO	NA
Immediately: Clean spills before food has time to carbonize and become a permanent stain.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily: Wipe the lining and bottom of the oven with a damp cloth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily: Clean crumbs and encrusted food from around door openings to prevent broken door hinges and cracks, which allow heat to escape.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily: Plan your roasting and baking to use "receding" heat from other tasks. Plan baking so that you do not have to bring the oven to full heat multiple times per day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily: Be careful when cleaning to prevent caustic cleaning products from damaging the thermostat tube.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically: Make sure your oven is level, specifically looking for warped sides and bottom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodically: Contact the gas company to inspect your oven, including the burners and thermostat. Make changes or repairs as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLAYING IT

SAFE

Be safe and healthy on the job at with these helpful tips provided by Gartman Insurance Agency Inc..

Restaurant Safety Hazards

Preventing slips and trips in restaurants

Restaurant floors in the kitchen and dining room pose slip, trip and fall hazards for both employees and patrons. While these hazards are significant, many can be prevented by adhering to these safety tips.

In the Kitchen

- Wear non-slip, waterproof footwear.
 - Lace your shoes tightly.
 - Never wear open-toed shoes or leather-soled shoes.
- If you spill while preparing food, clean it up immediately.
 - Use cones or signs to warn fellow employees until spills are dry.
- Remove clutter from kitchen workstations to avoid obstructing walkways.
- Place all utensils, ingredients and other supplies back in their proper location after you're done using them.
- Never run in the kitchen.
- Avoid storing cooking oil on the floor as it may spill or someone may fall onto it.
- In areas that are typically slippery such as near the sink, stand on the provided non-slip floor mats. Areas around

these non-slip mats may be slippery as well.

- Notify your supervisor if you notice any uneven floor surfaces or drain covers that have come loose.

In the Dining Room

- Remove clutter from walkways on the floor.
- Straighten out rugs and mats, and make sure they are always in place.
- Clean up spills immediately, and place signs and cones to warn both patrons and other employees of the hazard.
- Place mats so that patrons do not slip while floors are still wet.
- While bussing tables, never carry more than you can handle. You should be able to see over what you are carrying in order to properly navigate to your destination.
- Make several trips for large loads.
 - Watch where you are walking while carrying loads of dishes back into the kitchen.



Speak Up About Safety!

If you notice potential safety hazards, tell a supervisor or manager. Don't wait until you, another employee or a patron gets hurt before speaking up! Help make the restaurant a safer place to work and dine.

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safety matters

Restaurant
Toolbox Talks for

From your safety partners at Gartman Insurance Agency Inc.

How to React to Scalds and Burns

Scalds and burns are a potentially life-changing injury that can lead to severe pain, lost time at work and permanent damage to skin. Working in a restaurant puts you at particular risk of scalds. It is important that you use extreme caution when working with or around hot liquids or steam, and that you know what to do should you or a co-worker get burned.

What are Scalds?

Scalds are a type of burn that happens when skin comes into contact with hot liquids or steam. Scalds caused by hot oil are generally more severe than those caused by water, but scalds from water happen frequently and can cause third-degree burns almost instantaneously if the water is boiling or simmering.

For Any Burn

When you or a co-worker experiences any type of burn, immediately take the following steps to minimize the extent of the injury.

- Put out any flames and remove any restrictive jewelry or clothing.
- Check that the victim's airway is open, that the person is breathing and that there are signs of circulation.
- Do not use ice on the burn, as it could cause even more damage.
- Do not apply butter, burn gels, creams or lotions, as they can prevent proper healing.
- Do not break blisters, as they make the

victim susceptible to infection.

- If the person has slipped, tripped or fallen, consider that there may be injuries in addition to the burn. To avoid worsening these other injuries, do not move the person excessively.

Minor Burns

If you or a co-worker suffers a minor burn, which is a first- or second-degree burn that covers only a small part of the body, take the following steps.

- Remove clothing from the affected area.
- Hold the burned area under cool running water for at least five minutes or until pain subsides. Alternatively, submerge the area in cool water. Cooling the area reduces swelling.
- Loosely wrap the burn with a dry, sterile gauze bandage to protect and keep air off the burned skin. Do not tighten the bandage to avoid putting pressure on burned skin.
- If the victim experiences increased pain, redness or fever, which could signal an infection, contact a physician immediately.

Major Burns

If you or a co-worker experiences second- or third-degree burns over large surfaces of the body or face, hands, feet or the genital area, immediately take the following steps.

- Call 911.

Working in a restaurant puts you at particular risk of scalds. Use extreme caution and know what to do should you or a co-worker be burned with a hot liquid or steam.

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safety matters

Restaurant
Toolbox Talks for

From your safety partners at Gartman Insurance Agency Inc.

Tips for Servers of Alcoholic Beverages

Our goal is to provide you with the right information and training to prevent patron intoxication and alcohol-impaired driving when you are serving alcoholic beverages. Assess how much a person has been drinking by recognizing the signs of intoxication and using the following methods for intervening with intoxicated guests.

Signs of Intoxication

While alcohol affects everyone differently, the signs of intoxication generally include:

- Slurred or slowed speech
- Tendency to lose a train of thought
- Red eyes, inability to focus
- Decreased alertness
- Staggering or the inability to walk
- Fine motor skills are affected, such as the inability to light a cigarette
- Drinking faster than usual
- Being overly friendly

How Much is Too Much?

To monitor how much a guest is drinking, the SMART (Server & Managers Alcohol Responsibility Training) program suggests using the traffic light system rather than counting how many drinks a guest has had. Here's how it works:

- **Green:** Patron shows no sign of impairment, is in a good mood, and is

not drinking rapidly. Guest gets a green light!

- **Yellow:** Patron is not yet intoxicated, may be drinking quickly, is either in a "down" mood or out to celebrate, and may be showing some signs of impairment. Your goal is to stop serving before a guest is intoxicated, so serve this guest with caution!
- **Red:** Patron is showing signs of intoxication, may be in a depressed, aggressive or bad mood, is drinking fast, and seems intent on becoming drunk. Stop! This guest should not be served alcohol.

Dealing with Intoxicated Patrons

You have both the right and the duty to refuse service to an intoxicated patron. This puts you at risk, so keep the following in mind:

- Politely deny service. Offer food or alcohol-free alternatives.
- Tact and courtesy go a long way in preventing explosive situations.
- Avoid threatening statements, such as "You are drunk." Instead, put the focus on yourself. For example, "If I serve you another drink, I could lose my job."
- Offer to call a taxi or a friend for a ride.
- Be firm. Once you have refused service, do not bargain or back down.

Learn to recognize the warning signs of intoxication. By practicing good judgment and common sense, you can help to keep our patrons safe.

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