

Loss Control Bulletin

Restaurant managers and employees share the responsibility for controlling hazards that can lead to serious injury. Management has the responsibility for proper hiring, training, accident investigation, and maintaining the restaurant in good condition. Employees must accept and follow the rules for restaurant safety.

Every manager must be able to accept responsibility in these areas:

- **Hiring** — Follow the proper hiring procedures. Work references should be checked. Interviews should include questions that help to reveal the applicant's skill and knowledge level. Only those applicants physically and mentally capable of completing necessary, required duties in a safe manner should be hired. The Americans with Disabilities Act does require employers to make *reasonable accommodations* for otherwise qualified job applicants.
- **Training** — Ensure all employees are knowledgeable regarding safety aspects of their work. On a regular basis train employees to recognize and eliminate hazards that can lead to burns, falls, cuts, strains, and strain injuries.
- **Accident Investigation** — Investigate all injuries. Determine the true cause(s) of injuries, plan what action is required to prevent recurrence and follow through to ensure corrective action is made.
- **Provide First Class Working Conditions** — All unsafe conditions and unsafe work practices must be corrected as soon as they are observed. Assistant managers and shift supervisors are also responsible for taking immediate corrective action.

Safe Practices

Employees must be instructed to recognize unsafe conditions and work practices that can lead to an injury. For example:

- Moving too fast through congested areas, not looking where one is going or being distracted.
- Handling knives improperly. Knives should be put away after use in a drawer or holder, not left exposed on tables where they may be knocked off or run into. Pay close attention and avoid being distracted when using knives.
- Lifting or carrying too heavy a load. To lift safely, squat down, get a good footing and firm handhold, and make use of the strong leg muscles. Keep the back as vertical as possible while lifting and do not twist as you lift. Get assistance when lifting heavy or bulky objects.
- Failure to use potholders or towels on hot pans, pots, and plates.
- Improper loading of trays. Heavier objects should be in the center of the tray to give proper balance; avoid overloading.
- Wet and slippery floors. All spills should be wiped up immediately and continual "mopping up" performed.

Restaurant Safety

- Pot handles protruding in the aisles. All pot handles should be turned toward the center of the stove but away from other burners.
- Improperly stored mops, brooms, equipment or supplies. Aisles should be kept clear at all times. There should be a place for everything.
- Improper lighting. Aisles, hallways, stairs, and storerooms must be provided with adequate lighting. Burned out bulbs should be reported and replaced immediately.
- Wearing inappropriate footwear, such as tennis shoes, sandals, etc.

One way or another, restaurant employees are going to find out what causes accidents, either through unfortunate, painful and unnecessary experience or through an education and training programs that clearly shows how to avoid an injury. The decision is yours.

For additional information, please contact your Republic Indemnity Loss Control representative.