**Sample safety manual**

Restaurant

**Introduction**

This manual contains safety policies designed to control risks associated with operations at **(Insert company name)** and provide the safest possible work environment for our employees. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario, therefore if you have questions regarding a specific task contact your supervisor who can provide guidance.

The best ambassadors of our safety program are those performing the jobs daily. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts or practices. Many incidents are caused using unsafe equipment, tools used in an unsafe manner or failure to follow safe work practices. Therefore, the implementation of a comprehensive safety program is critical to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action, up to and including termination. If you have questions and/or need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

**Safety policy statement**

Providing a safe work environment for **(Insert company name)** staff is of the utmost importance. The goal of our safety policy is to provide guidance on how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

**Safety is a team effort**

# With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

1. **Management’s responsibilities:**
   1. Periodic inspections of work site locations
   2. Ensure that prompt preventative and corrective action is taken on unsafe conditions or activities.
   3. Ensure that all accidents are investigated and reported.
   4. Review reports of accidents and ensure appropriate corrective actions are taken.
2. **Supervisor’s responsibilities:**
   1. Promote safety awareness and demonstrate a proper safety attitude by example.
   2. Train all employees in the safest way to do their jobs and point out where hazards exist.
   3. Make sure that the necessary safety equipment and protective devices for each job are provided and properly used.
   4. Conduct frequent safety inspections of all work areas and operations to improve housekeeping and eliminate unsafe conditions while encouraging safe work methods.
   5. Take prompt corrective action whenever unsafe conditions and unsafe actions are observed.
   6. Investigate and report to management all accidents and incidents involving company personnel or property.
   7. Review work change practices and newly purchased equipment for potential risks being introduced into the operations.
   8. Inform employees regarding disciplinary policy for violations of safety policies and take appropriate action when warranted.
3. **Employee’s responsibilities:**
   1. Follow company safety practices, policies, procedures and specific supervisor instructions.
   2. Report unsafe conditions and practices to the supervisor.
   3. Always keep work areas clean and orderly.
   4. Operate only equipment you have been authorized and instructed to safely use.
   5. Report all accidents and incidents immediately to the supervisor and complete an accident report as soon as possible.

**What to do if an incident occurs**

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee the treatment needed, as soon as possible, can help to prevent further injury.

* Report all incidents, no matter how minor, immediately to management
* Prompt reporting ensures the employee receives proper treatment if it is required, and ensures appropriate corrective action is taken to avoid future injuries
* Perform first-aid and CPR, only if you are trained
* Follow established bloodborne pathogens procedures
* Arranging transportation and accompany the injured employee to the medical facility should be done by the supervisor
* Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
* Incident report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

**Emergency action plans**

Emergency situations such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisor/management or designee for their respective areas will:

* Direct actions of personnel
* Know the location of fire extinguishers
* Know who is first-aid and CPR trained
* Identify individuals who need special assistance during evacuations and plan to ensure their safety
* Familiarize employees with evacuation route
* Ensure the building is clear and account for personnel after building evacuation

**Fire evacuation:**

* Turn off nearby equipment and walk to the nearest exit, when the fire alarm sounds and if it is safe to do so
* Assemble away from the building at the designated assembly area
* Remain outside until the all-clear is given by responding fire personnel
* The supervisor or their designee will account for all individuals

**Severe weather:**

* Stay inside the building
* Proceed to the appropriate designated shelter when directed

**Bomb threat:**

* Bomb threats must always be taken seriously
* Document as much information as possible
* Report the incident immediately to the supervisor
* The supervisor or the authorities will determine if the situation warrants evacuation; if called for, follow the procedures used for a fire evacuation

**Recordkeeping**

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

* Employee training records
* Certifications
* Incident reports
* Hazard identification and corrective actions
* Signed acknowledgments
* Equipment inspection/certifications

**Violence in the workplace**

It is the policy of **(Insert company name)** that violence or the threat of violence, even in a joking manner, is not appropriate and subject to disciplinary procedures, up to and including termination.

Employees are to report any acts or threats of violence to their supervisor immediately. Report the behavior or threats made, give facts of where and when the event occurred, what was said and include any witnesses.

Anyone who observes a weapon on the premises is required to report it to the supervisor immediately.

**Biological exposure control plan**

Within the scope of your job, you may encounter blood or other bodily fluids that have the risk of transmitting blood and/or airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids. For more information on biological exposures, visit www.CompSourceMutual.com.

**Ergonomics**

**(Insert company name)** has an Ergonomics Program to educate and train employees on the basic principles of ergonomics and proper body mechanics. The program includes written guidelines to prevent musculoskeletal injuries caused by exertion, repetitive motion or sustained posture; these include back injuries, sprains, strains, carpal tunnel syndrome or other cumulative trauma disorders.

Depending on the physical demands of a particular job, changes in the layout of your workstation or procedures may need to be changed to minimize the risk of a cumulative trauma injury. It is important to request an ergonomic evaluation if you believe your workstation or procedures need to be changed. Once the ergonomic evaluation is complete, modifications identified should be implemented. It is important that employees follow the recommendations and modifications to help prevent a cumulative trauma injury.

**General policies for all operations**

* Employees should perform their job tasks in a safe manner, speak with your supervisor if you have any questions regarding safe work practices
* Illness or extreme fatigue may impact your ability to perform your job safely; it is the employee’s responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
* Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
* Clean and orderly work areas prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools or equipment
* All exits and stairways should be clear and free of obstructions
* Use only approved, grounded electrical extension cords
* Extension cords are to be unplugged, coiled and stored in their designated locations when not in use
* Dispose of extension cords that show wear and tear immediately
* Follow proper lifting techniques and seek assistance when necessary
* Ensure all equipment (dolly, etc.) is in good condition before use
* Visually check equipment and machinery before use and ensure work area is clear
* Never leave machines or equipment running while unattended
* Loose clothing, long hair or jewelry should not be worn by employees working around or near moving machinery or equipment
* Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
* Smoking is strictly prohibited

**Slip, trip and fall prevention**

* Walk, never run. Rushing is hazardous, especially when carrying hot foods, dishes, or glassware.
* Wear anti slip, low-heeled shoes, with closed toe and heel, and keep shoestrings tied, and straps in their proper place on the shoe.
* Keep floors free of ice, water, grease and food. Regardless of caused the spill, take time to clean it up upon discovery.
* Rubber mats will be placed in areas where there is potential for water or food spillage.
* Keep mops, brooms, boxes, and other articles from passageways so that workers will not tumble over them.
* Never leave tools lying around where they may be tripped over or interfere with other work in progress.
* Do not stand on boxes or chairs. Use an approved ladder or step stool.
* Keep the floors in walk-in refrigerators and freezers clean and dry. If there is an ice build-up problem, report it immediately to the supervisor so that the cause can be determined and corrected.
* Use wet floor signs to when mopping, after a spill, or when water is tracked in from outside.

**Ladders**

* Inspect ladders before every use
* Chairs, boxes or other elevated surfaces should not be used as ladders
* Maintain 3-point contact (two hands, one foot or both feet, one hand) when ascending or descending ladders; always face the ladder
* When using a step ladder, do not climb higher than the second step from the top
* When using an extension ladder, do not climb higher than the third rung from the top

**Extreme temperature conditions**

**(Insert company name)** operations may expose employees to extreme temperatures. Employees are responsible for monitoring their physical condition both on and off the job and notifying the supervisor of any condition that may impact their ability to tolerate extreme temperatures. For more information on safely working in extreme temperatures, visit www.CompSourceMutual.com.

**Hazard communication**

Chemical substances and mixtures used by the company are to be evaluated and approved before use. The associated risks with products should be communicated to employees before use and can be found by reviewing the product Safety Data Sheet (SDS). Annual training on proper hazard communication is provided with additional training as new products are introduced in the work environment. For more information on hazard communication, visit www.CompSourceMutual.com.

**Site security**

**Building Security**

The company has implemented security measures that include:

* Lockedrear entry doors with emergency exit bars
* Rear door peephole to verify a person’s identity before allowing them entry
* Exterior lighting around the perimeter of the building
* Trash receptacles and employee parking areas located in public view

If possible, take trash out and receive product deliveries from the main entrance to minimize use of rear entries. Additionally, report any dim or broken exterior light bulbs to your supervisor. When closing, always leave in pairs at minimum and leave from the entrance that is more open to public view.

**Robbery**

Specific procedures will be followed during a robbery:

* Attempt to cooperate with the demands of the robber to include providing money, information or merchandise as requested. No attempt should be made to physically confront the person/persons who are making the demands.
* Full cooperation may ensure that no physical injury will occur to the employee who is attempting to comply with robber demands.
* After the robber has departed the scene, the employee should activate alarm devices, notify local police department and contact the shift supervisor, if they were not available at time of the event.
* Security cameras/video film will not be disturbed until the supervisor has arrived on the scene.
* An incident report form will be utilized to document this event.

**Kitchen safety**

**General**

* Employees shall be thoroughly familiar with the safe operation of any machinery they use.
* All guards must be in place before operating the equipment.
* Keep electrical equipment unplugged and in the off position when not in use.
* All electric outlets that have potential of contact with water should be of GFCI (ground fault circuit interrupter) type.
* Tools and cooking utensils are to be used only for the purpose for which they are designed. They will be inspected before use and replaced as required.
* Do not leave tools or utensils in work areas or other areas where they pose a potential risk of injury or where they may fall and strike someone.

**Avoiding Burns**

* Remove lids from steaming kettles carefully. The edge of the lid farthest away from the body should be raised slightly first to allow steam to escape before lifting lid.
* Use dry potholders when moving hot cooking pans and have a place ready to put them before moving from the stove.
* Be sure that pot handles do not extend into passage area around stoves and worktable.
* Do not place wet or frozen foods in deep fryers.
* Do not fill buckets for deep fryers more than half full of food.
* Do not turn thermostat on deep fryer above 375 degrees F; this causes oil to boil over when product is placed in fryer.
* Follow the manufacturer’s instructions for emptying grease from fryers.
* Ask for help when moving or carrying a heavy pot of simmering liquid off the burner.

**Avoiding Cuts**

* Wire mesh gloves should be used when handling knives or sharp objects. Sharp knives and glass objects should not be placed in pot or sink.
* Use sharp knives carefully and place them in the space provided for them when not in use.
* Knives should be kept sharp to reduce force required to cut.
* Handle opened cans with care. Completely remove can lids and dispose of them in the appropriate trash container.
* Cracked dishes should be discarded. Broken glass should not be placed in waste basket but should be places in a separate container for disposal.
* When using a knife, always cut away from the body.
* Safety gloves must be used when cleaning or dismantling the slicer.
* Never use a food slicer with the blade guards off.
* Never place hands or any utensil in a food mixer while it is operating.
* Do not carry a pointed tool or utensil in apron pockets or belts unless the point or edge is protected.
* To hand a knife to someone else, place it down on a clean surface and let the other person pick it up.

**Personal Protective Equipment (PPE)**

**Foot and hand protection:**

Shoes with slip resistant soles are required. Open toe and open back shoes are prohibited from all work areas.

Hand protection shall be selected based on the risk associated with the assigned job tasks. However, in operations where hand protection may cause or contribute to an injury, other methods of hand protection shall be used. Consult your supervisor regarding the proper hand protection and use. If necessary, hand protection will be provided by **(Insert company name)**.

**Material handling and storage**

Employees shall evaluate the object(s) to be lifted prior to attempting the lift. Get help or divide the load and always utilize proper body mechanics when lifting.

Lifting aids such as dollies and carts should be used to move heavy or large objects whenever possible. When moving materials on carts or dollies, push rather than pull, whenever possible.

Clear the path to be traveled with the item(s) before lifting.

Gloves should be worn when handling/preparing foods. Leather/cotton gloves will provide some protection when handling rough objects

Wear appropriate non-slip close toed footwear anytime lifting material is necessary.

Carry trays of food with no more than 4 entrees at a time. Ask for help or make additional trips if necessary.

Materials should be stocked with heavier items on lower to mid-levels.

**Motor Vehicle Operation**

Because of the high risks associated with motor vehicle operation, **(Insert company name)** has implemented the following requirements:

1. All employees who operate vehicles for the company must have a valid Oklahoma driver’s license, operator, commercial or chauffeur’s license as required for the equipment being operated.
2. Only employees are permitted to operate company owned equipment/vehicles.
3. Employees are required to obey all Oklahoma traffic regulations. Cost for violations of traffic laws are the responsibility of the employee. Employees convicted of two or more moving violations within a 12-month period will not be allowed to operate company vehicles.
4. Employees must report all vehicle accidents as required by city and state accident reporting procedures. Employees involved in vehicle collisions will report the incident to their supervisor or designee immediately after contacting the local law enforcement agency.

Additional requirements involving motor vehicle operations are included in the *Company Driver Program.*

**Safety Policy/Procedure acknowledgment**

By my signature below, I acknowledge I have received and read the Company's Safety Policy/Procedures, and I have been given an adequate opportunity to ask questions and receive clarification of any area of the policy/procedures. I agree to abide by the provisions outlined in the company’s safety policy/procedure and understand that failure to do so may result in disciplinary action, up to and including termination of my employment.

I have received training by the company for the duties associated with my job, and I understand the potential hazards and physical requirements of these duties as well as the necessary precautions to control these hazards.

I have been informed and understand I am to report to my supervisor any incident and injury occurring while performing the duties of my job, or if in their absence, the next available senior company representative. An Incident Investigation Report must be completed and signed immediately, as is reasonable under the injury circumstances, by me after my injury.

I have been informed and understand I am to immediately report any unsafe acts and/or conditions discovered during the performance of my job duties.

Employee's signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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