



FOOD WORKERS AT RISK

10 Ways to Keep Them Safe

ICW Group Risk Management



TODAY'S PRESENTER

Jacki Mortenson

Sr Risk Management
Consultant & Prior
Restaurant Owner
ICW Group



TODAY'S TOPICS

- Are your workers at risk?
- Preventing injuries by design
- Performing your assessment
- 10 tips to reduce injuries!



Are your
**workers at
risk?**





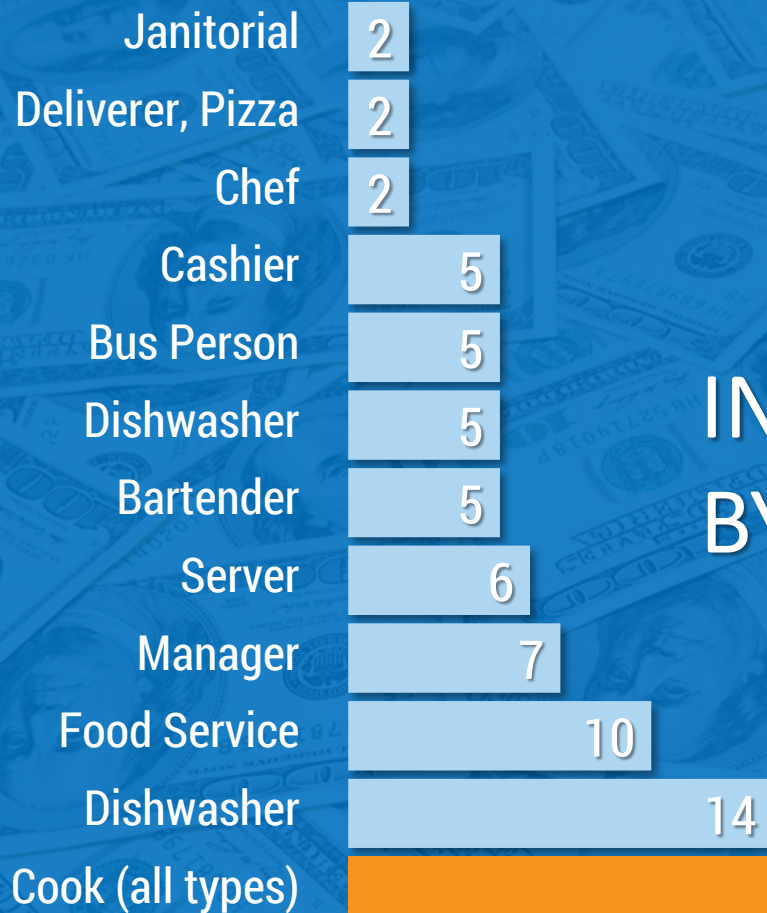
ICW Group customers....
4-Year Total

\$2M in claims

519 reported injuries



INJURY BY TRADE



39

BREAKDOWN BY AGE

INJURY FREQUENCY

51 - 70 years

55

26 to 50 years

326

18 - 25 years

125

BREAKDOWN BY AGE

CLAIM COSTS

51 - 70 years

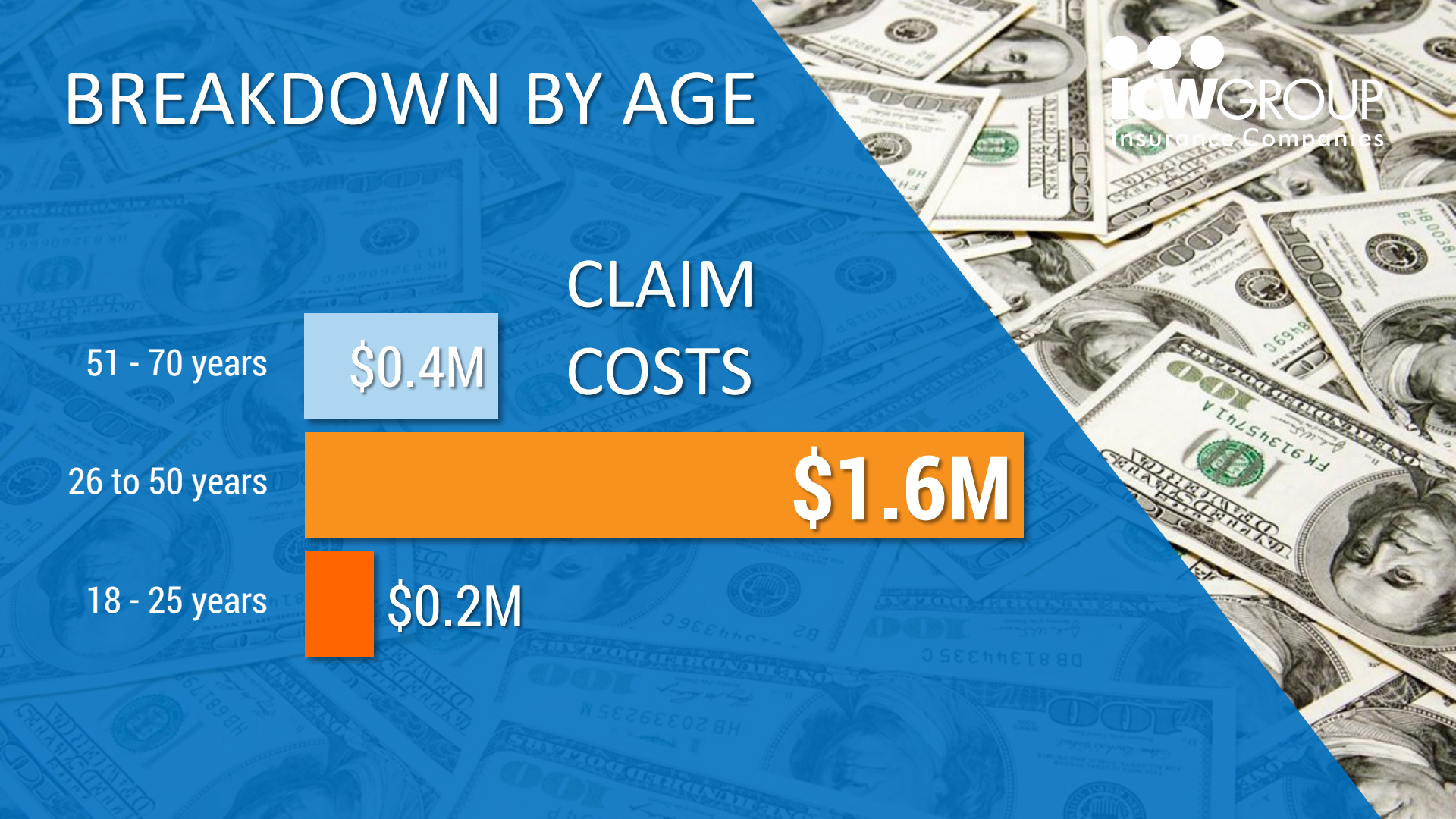
\$0.4M

26 to 50 years

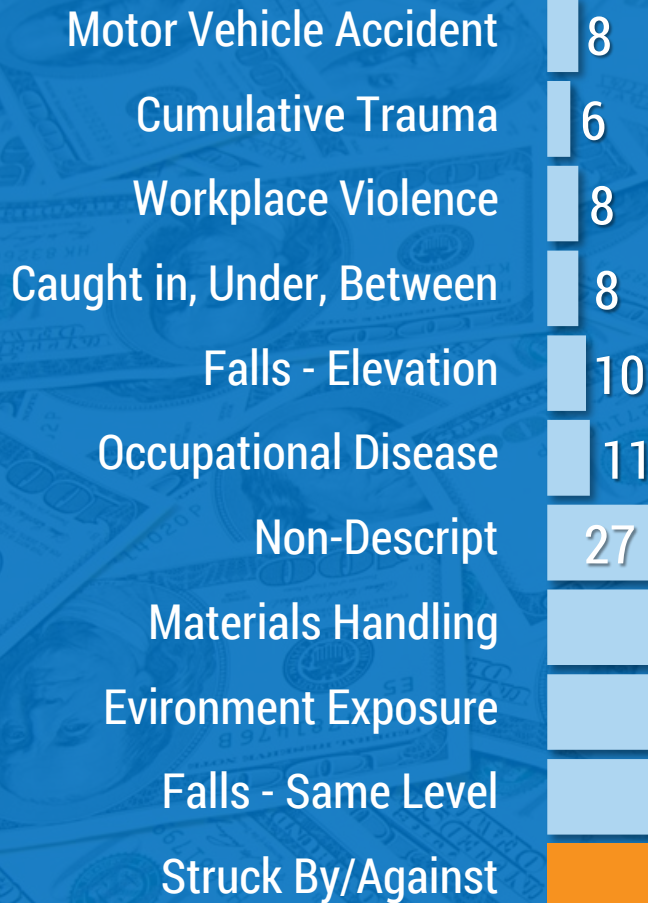
\$1.6M

18 - 25 years

\$0.2M



INJURY TYPE



243

Our Food Service Workers are at Risk!

10 WAYS TO REDUCE INJURIES!

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FOOD SERVICE WORKERS AT RISK!

10 WAYS TO REDUCE INJURIES

FOOD WORKERS SUFFER ANNUALLY

- 87%** have at least one injury
- 78%** multiple injuries

FOOD SERVICE & DRINKING PLACES

779,000 reported injuries in 2017

67% ACCIDENTAL CUTS

- 42% suffer multiple cuts

CARRYING & LIFTING STRAINS

- 34%** multiple strains

SLIPS & FALLS

- 23%** caused by wet, oily slippery floors

- 1. Design first for safety**
Ensure facility, workflow and environment is setup for ultimate safety.
- 2. Correct unsafe conditions ASAP**
Take action *before* accidents occur (wet floors, exposed grills, blocked hallways).
- 3. Curb unsafe behaviors**
Be quick to bolster safe conduct and curb unsafe activities (horseplay, shoes, lifting).
- 4. Don't skip newbie training**
On-board staff using applicable food service safety procedures & policies (IIPP).
- 5. Mentor for safety**
Encourage staff to be accountable for their personal safety - their 10 fingers!
- 6. Empower swift corrections**
Trust leads to rectify issues as needed (call a plumber, electrician).
- 7. Are you listening?**
Pay attention to your staff's safety & security concerns (dark parking lot).
- 8. Don't take equipment for granted**
Train employees on the proper, safe use (fryers, mixers, fire extinguishers).
- 9. Enable first aid**
Make sure staff can perform minor first aid & kit is well-supplied (lacerations, burns).
- 10. Reinforce for safety!**
Recognize and reward positive, safe behaviors (employee of the month).

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1. Design first for safety

Ensure facility, workflow, environment is setup for ultimate safety.

- Is building designed for food service?
- In 2017:
 - **190,649** quick-service franchises
 - **480,900** independent restaurants



1. Design first for safety

Food service safety starts with a **safe workplace** for your employees...

- Lower employee turnover
- Reduced lost time
- Reduced workers' compensation costs
- Increased productivity



1. Design first for safety

- Revenue considered over safety
 - Average **\$534** per square foot
 - Focused on table turn-over
- Space planning:
 - **60%** dining areas
 - **40%** all else - kitchen, storage, restrooms...



1. Design first for safety

- Local health codes used to determine:
 - Distance between prep stations, sinks
 - location of disposal drains, grease traps, vents, hot water, food storage
- Did the **chef help design** kitchen?
 - Equipment based on menu?



1. Design first for safety

- Include “back of house” space for:
 - Executive chef
 - Supervising / training line cooks, sous chefs
 - Other back of house employees
- Create incentive programs to promote safety



1. Design first for safety

- Servers moving between stations & kitchen
- Free flow for guests
 - Path between chairs 18" minimum
 - Allow 4–5' per table, including chair space
- Clear aisles – always!
- Consider emergencies & access (ie, fire, choking)



2. Correct unsafe “conditions” ASAP

Take action *before* accidents occur

- Watch out for risks, example:
 - Wet floors, blocked pathways
 - Containers close to edge, exposed grills
 - Icy walk-in cooler floors, doors that can lock employees inside*
- Minimize spills, ie, use funnels
- Store heavy items in waist-height shelving



*<http://blog.etundra.com/in-the-restaurant/safety-restaurant-walk-coolers/>

3. Curb unsafe “behaviors”

Be quick to bolster safe conduct and curb unsafe activities

- Ensure no horseplay
- Everyone wears proper shoes
- Remind about careful lifting
- Praise safe behavior!



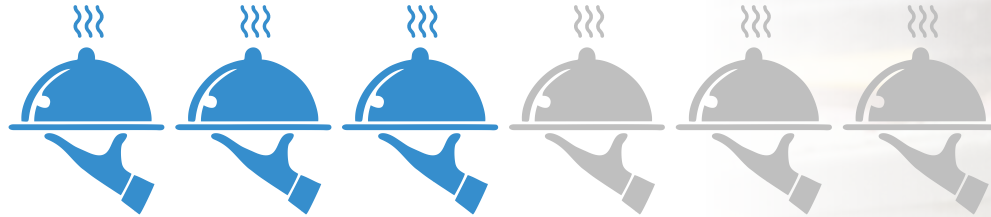
3. Curb unsafe “behaviors”

- Managers can't be everywhere
- Delegate oversight to leads
 - Growth in company
 - Learn by mentoring
- Observe and assess opportunities for improvement



4. Don't skip newbie training

#1 issue for restaurateurs surveyed?



52% Hiring/retaining good staff!



4. Don't skip newbie training

When on-boarding new crew members, use applicable food service safety procedures & policies

- Get staff off to good start!
- Include safety topics like:
 - Handling, moving hot foods & liquids
 - Pouring hot liquids
 - Emergency procedures, etc.



5. Mentor for safety

Encourage staff to be accountable for their personal safety - their own 10 fingers!

- Leading is often about coaching
- Address unsafe behaviors
- Provide continuous feedback
- Treat employees as individuals
- Recognize great safety performers!



6. Empower swift corrections

Trust managers & leads to rectify issues as needed

- Allow them authority to take care of issues
- Call plumbers or electricians when required
- Remove broken, chipped dishes & utensils
- Replace worn, frayed, damaged power cords



7. Are you listening?

Pay attention to your staff's safety & security concerns

- Heed reports of suspicious activities
- Prioritize identified hazards for correction
- Equip back door with panic lock
- Exterior lights on at dusk and bad weather
- Path to dumpsters well lit



8. Don't take equipment for granted

Train employees on the proper, safe use of equipment

- Fryers, mixers and hot liquid equipment
- Moving hot liquids
- Guards in place (slicing machines, mixers)
- Correct use of fire extinguishers (fryer fire suppression system, hood systems, K-Fire Extinguishers)



9. Enable first aid

Make sure staff can perform minor first aid & kit is well-supplied

- Quick treatment for lacerations, burns
- At least one employee on each shift trained
- Heimlich Maneuver posters in plain view
- Emergency numbers prominently posted



10. Reinforce for safety!

Recognize staff for positive, safe behaviors

- Use rewards, like Employee of the Month
- Hang posters with safety reminders
- Safety Checklist Contest (use checklist in next section!)



Performing your safety **self** **assessment!**



Detailed Assessment

Observable, detailed checklist

- Fire protection/prevention
- Range, gas grill, electrical
- Floors, public areas, exits
- Storage, cold storage, refrigeration
- Injury prevention
- Lifting procedures

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**FOOD SERVICE
RISK EXPOSURE
SELF ASSESSMENT**

Keeping everyone safe is our job #1. [Clear Form](#)

Use this checklist to help identify and assess hazards that may exist in your workplace. If you answer "NO" to any of these items, add to your Action Plan to make corrections and keep all employees safe!

#	Fire protection/prevention	Yes	No	Recommendation
1.	Fire extinguishers are available, charged and tagged to show last service date.	<input type="checkbox"/>	<input type="checkbox"/>	
2.	Employees trained in proper use of extinguishers and manual operation of wet-chemical system protecting cooking equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
3.	Employees instructed in evacuation procedures for both customers and employees.	<input type="checkbox"/>	<input type="checkbox"/>	
4.	Instructions prominently posted for reporting fire and calling Fire Department.	<input type="checkbox"/>	<input type="checkbox"/>	
5.	Flammable and combustible liquids (solvents, paints, other chemicals, etc.) stored in metal safety cabinets or off-premises.	<input type="checkbox"/>	<input type="checkbox"/>	
6.	Combustibles stored at proper distance from water heaters, furnaces, other heat sources - minimum 30 feet.	<input type="checkbox"/>	<input type="checkbox"/>	
7.	Matches, cigarettes and open flames handled and disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>	
8.	Fire alarms and smoke detectors in working order.	<input type="checkbox"/>	<input type="checkbox"/>	

#	Range / grill / gas controls / electrical equipment	Yes	No	Recommendation
9.	Operable automatic wet-chemical extinguishing system in hood and duct above ranges, grills and fat fryers (UL 300 is standard).	<input type="checkbox"/>	<input type="checkbox"/>	
10.	Explosion-proof lights over cooking equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
11.	Areas & floors adjacent to deep-fat fryers are dry and free of grease.	<input type="checkbox"/>	<input type="checkbox"/>	
12.	All electrical equipment properly grounded; portable electrical equipment and extension cords have ground prong.	<input type="checkbox"/>	<input type="checkbox"/>	
13.	Electrical panel boxes have doors closed, clear area of 36 inches in front of boxes.	<input type="checkbox"/>	<input type="checkbox"/>	
14.	Employees are trained and have signed that they understand electrical safety.	<input type="checkbox"/>	<input type="checkbox"/>	

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Detailed Assessment

Observable, detailed checklist

- Safe handling of sharps
- Electrical safety
- General / safety
- Crime
- Exterior areas
- Follow-up

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Available after this presentation!

Detailed Assessment

Let's look at just a few topics...

- Fire protection/prevention
- Floors, public areas, exits
- Injury prevention
- Lifting procedures

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**FOOD SERVICE
RISK EXPOSURE
SELF ASSESSMENT**

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Fire protection/prevention

- Extinguishers available, charged and tagged
- Employees trained in proper use
- Employees instructed in evacuation procedures
- Storage of combustibles at least 30 feet from water heaters, furnaces, other heat sources

#	Injury prevention	Yes	No	Recommendation
35.	Are standardized statements, such as "Corner!" or "Behind you!" called out to prevent accidents when carrying plates or hot items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Let's be sure all new staff are also aware at March 5 all staff meeting
36.	When moving large or multiple hot items (i.e. hot water containers, coffee urns, containers of hot food), cart is used.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cart was removed. John - please put back and ensure training
37.	With hot foods, are oven mitts or potholders used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
38.	Hot liquids carried / moved in closed containers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
39.	Hot liquids poured with caution, ingredients added to hot liquids done in small amounts gently (to prevent burns from splashing).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
40.	Pot handles turned inward so as not to protrude over edges of counters, ranges or tables.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Caught this yesterday. Follow up with staff ASAP
41.	Dishes and utensils taken out of service and discarded when chipped, cracked or broken?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Conduct an audit of dishes March 3. Ensure staff watches for this
42.	Knives stored properly when not in use, are well maintained and used correctly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
43.	Proper guards in place and used with meat-slicing machines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
44.	Equipment is properly guarded (such as slicing machines, mixers, air compressors, etc.).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
45.	Plunger used to feed foods into choppers and grinders.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Place plunger by grinder

Floors, public areas, exits

- Floor free from hazards
- Portable signs available to indicate wet floors
- Stair treads equipped with non-skid strips, surface
- Change in interior elevations properly lit
- Non-slip matting in areas that tend to be wet

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Injury Prevention

- Standard call-outs used, such as “behind”
- Cart used when moving large or multiple hot items
- Oven mitts or potholders used
- Hot liquids carried / moved in closed containers
- Pot handles turned inward

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Lifting procedures

- If item weighs more than 40 pounds, use two people or hand truck
- Remove obstructions prior to lifting
- Wear gloves to handle items with sharp or rough edges
- Lift with smooth, gradual motions

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Detailed Assessment

Once assessment is completed

- Pool all “Nos” and add to Action Plan
- Summarize your steps with dates to complete

The image shows a stack of documents from ICW Group Insurance Companies. The top document is a 'FOOD SERVICE RISK EXPOSURE SELF ASSESSMENT' form. It features a blue header with the ICW Group logo and a chef's hat icon. Below the header, there is a section titled 'Keeping everyone safe' with instructions to use a checklist to help identify risks. A list of items to check is provided, including fire protection, employee training, flammable materials, combustibles, matches, and fire alarms. The form also includes a large blue box labeled 'Our Action Plan' for summarizing steps and dates. A second document, a checklist, is partially visible underneath the first one.

FOOD SERVICE RISK EXPOSURE SELF ASSESSMENT

Keeping everyone safe
Use this checklist to help identify risks. If you find any of these items, add to your Action Plan.

- # Fire protection/prevention
 - 1. Fire extinguishers checked and serviced on date.
 - 2. Employees trained in proper operation of wet/dry vacuums.
 - 3. Employees instructed on proper use of equipment and employees.
 - 4. Instructions provided for Department.
 - 5. Flammable and combustible materials stored properly.
 - 6. Combustibles stored properly.
 - 7. Matches, cigarettes, etc. stored properly.
 - 8. Fire alarms tested and working.
- # Range / grill
 - 9. Operable and ducted to outside.

Our Action Plan

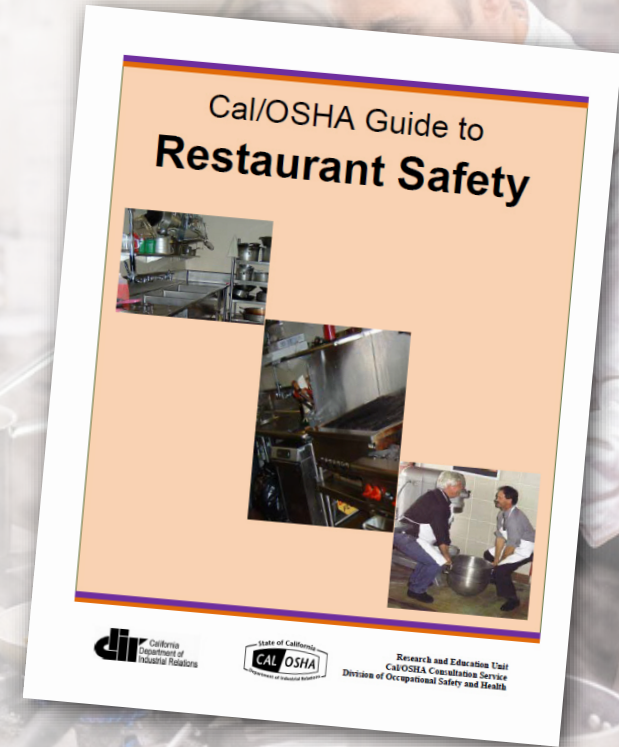
Review the "Nos" in this list to correct.

- 1) Training on March 5 to include identified items - focus on these reminders:
 - call out queues, don't removed cart from kitchen, remember proper position of pot handles
- 2) Audit dishes and utensils - look for chips, cracks, bends, etc. Complete by March 12.
- 3) Pull dishes and utensil replacements from stock room / reorder if needed. March 15
- 4) Replace plunger by grinder March 15
- 5) Have mixer tagged TODAY and cord replaced March 16

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Cal-OSHA Restaurant Safety Guide

- Helpful for everyone
- Topics in English/Spanish
 - Preventing Burns
 - Clean-Up Safety
 - Electrical Safety
 - Cold Storage / Freezer Safety
 - Fryer Safety
 - Safe Knife Handling, etc.



visit https://www.dir.ca.gov/dosh/dosh_publications/Rsg.pdf

Website resources



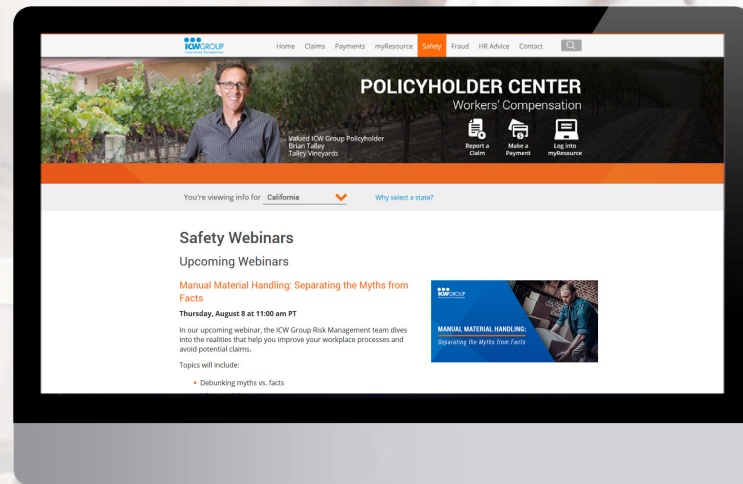
POLICYHOLDER WEBSITE



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POLICYHOLDER CENTER

- Our Safety services
- Safety resources
- Webinars & materials



POLICYHOLDER WEBSITE

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FOOD SERVICE WORKERS AT RISK

- 10 ways to reduce injuries
- Risk Exposure Self-Assessment
- Webinar on demand

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FOOD SERVICE WORKERS AT RISK!

10 WAYS TO REDUCE INJURIES

FOOD WORKERS SUFFER ANNUALLY

- 87%** have at least one injury
- 78%** multiple injuries

FOOD SERVICE & DRINKING PLACES

779,000 reported injuries in 2017

67% ACCIDENTAL CUTS

- 42% suffer multiple cuts

CARRYING & LIFTING STRAINS

34%

- 16% multiple strains

SLIPS & FALLS

23% caused by wet, oily slippery floors

FOOD SERVICE RISK EXPOSURE SELF ASSESSMENT

Clear Form

that may exist in your workplace. If you answer "NO" to any of the questions, you may be at risk for injury. Please answer all questions and keep all employees safe!

	Yes	No	Recommendation
Design first for safety	<input type="checkbox"/>	<input type="checkbox"/>	
Correct unsafe conditions ASAP	<input type="checkbox"/>	<input type="checkbox"/>	
Curb unsafe behaviors	<input type="checkbox"/>	<input type="checkbox"/>	
Don't skip newbie training	<input type="checkbox"/>	<input type="checkbox"/>	
Mentor for safety	<input type="checkbox"/>	<input type="checkbox"/>	
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Are you listening?	<input type="checkbox"/>	<input type="checkbox"/>	
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Reinforce for safety!	<input type="checkbox"/>	<input type="checkbox"/>	

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QUESTIONS?

riskmanagement@icwgroup.com

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THANK YOU!

Join us for our next webinar...

Thursday March 19, 11am PT

STEP UP to Safety Certificate Series - #2

Registration now open!

