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Insurance & Safety Solutions for McDonald's

Besnard Safety Zone

Coffee Handling Best Practices

We are all familiar with the cup of coffee claims and now is a great time to bring extra awareness to the issue.

In looking at these types of claims, we see that the causes fall into three categories:

- **Lids not attached Fully and Securely** – This is a problem for both counter customers, and drive through customers.
- **Coffee Coming Up Through the Drinking Port** - Although the drinking port has a flap to keep coffee in the cup when the cup is moved, they are designed to disconnect from the cup easily so the customer can drink from the cup. If the cup is moved in a quick fashion, then stopped, coffee will come up through the drinking port even on a fresh lid.
- **Coffee Burning Children** - In some cases, children will take a tray of food to a table, with their parent's permission. In these cases, it is now the child who may be seriously burned. Remember this when training employees, and performing spot checks.

To **prevent costly burn injuries** and bad publicity for your stores, remember the following:

- Train employees to check every coffee cup to ensure the lid is on securely on all sides.
- Spot check coffee lids to ensure employees are properly affixing them. Again, claims can be costly to you, and debilitating to the customer. Take this very seriously!
- When handing a cup of coffee through the drive through, having the drinking port pointing to the side, or away from the customer. If the cup is jostled in anyway and coffee comes out, it will avoid coming in contact with the customer.
- When placing a cup of coffee onto a tray for customers in the dining area, again, ensure that the drinking port points to the side. If a customer quickly grabs the tray and the cup moves quickly, the coffee will not come out of the port, and into contact with the customer.



For additional information on coffee safety use the following link:

<http://www.profitingsafety.com/?s=coffee>

SAFETY TIP FOR THE QUARTER!

NEW “2015” OSHA Reporting Guidelines for Employers:

Starting in 2015, employers will have to report the following to OSHA:

- All work-related **fatalities**
- All work-related inpatient hospitalizations of **one or more** employees
- All work-related **amputations**
- All work-related **losses of an eye**

For additional information regarding the new requirements please contact Tina Adkins for assistance.



For additional free up-to-date safety resources visit us at www.Profitingsafety.com

The Importance of Furniture Inspection

Ensuring your customer's safety is the one of the most important things that you must do. Customer safety can take many forms, ranging from clear and clean parking lots, dry floors, proper traffic patterns, food quality, and a host of other items.

One area where there has been a consistent show of customer injuries and claims is with furniture related items. In some cases, new furniture may not be assembled correctly, and in others, the furniture can degrade over time. Remember, although the furniture is designed to be durable, thousands of customers will sit in chairs, and eat at tables over time. It is important to inspect chairs, tables, and other furniture items for proper condition.

Furniture maintenance claims have been trending upward. Furniture over time can develop corrosion, cracks, loose/missing screws/bolts, and become unstable. When inspecting tables, look for the following:

- **Missing Screws under tables & chairs**
- **Cracks near the base**
- **Bubbling in the metal, white flecks, discoloration**
- **Cracked or raised tile (the anchor may be failing)**
- **The grout or seal around the base – If the grout or seal around the base has failed, then water may be collecting and causing corrosion below the tile line, where it is difficult to see.**

It is your responsibility to ensure that your equipment, as it ages, is in good working condition. The safety of your customers depends on it, as does the health of your business!



For additional information regarding Furniture inspections use the following link:
<http://www.profitingsfromsafety.com/?s=furniture>



Online Safety Training Portal For Your Managers – NEW!
www.McDonaldsSafetyUniversity.com



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Small Investments – Large Returns

As you know, insurance is not a commodity and the price you pay is determined by you and your peers. What are you doing to minimize your claims?

Some basic investments with huge returns:

- Have you reviewed the [Frontline catalog](#) recently for products to run a safer store?
- When is the last time your Fryers were checked and cleaned (EcoLab's Smart Care, etc.)?
- Do you background check all employees?
- Do you deep clean all floors with a [Heavyweight Deck Brush](#) at least weekly?
- Do you have a [Robbery Safety Policy](#) in place?
- Do you report all Claims within 24 Hours?
- Are the Splash Caps in place between your fryer and fry station?
- Painted your high traffic curb areas yellow?
- Do you clean in front of the fryer enough? Grease here can be tracked through your whole store.
- Do you use an armored car service for deposits?
- Do 100% of all employees wear [Approved Slip Resistant Shoes](#)?
- Do you have enough cameras in all stores (24+) are covering entire lobby and parking lot too?



For additional information regarding approved products use the following link:
<http://www.profitingsfromsafety.com/small-investments-large-returns/>

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