



BESNARD
INSURANCE

Quarterly Newsletter

FALL 2018 | In This Issue:



Preventing Hot Beverage Burns



Conducting an Effective Safety Travel Path



Utilizing Floor Mats to Prevent Slips & Falls



Reporting Maintenance Issues Immediately

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Profiting From Safety

Preventing Hot Beverage Burns

Be sure your team always follows the approved procedure for coffee, including:

- ◆ Carefully and securely attach lid by pressing it firmly onto the cup and running your thumbs along the edge of the lid
- ◆ Take care to avoid splashing yourself or others
- ◆ Never pick up or hold the cup by the lid
- ◆ **Ensure careful & proper hand-off to the customer**



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

Effective Safety Travel Paths

When it comes to safety, there are a few key areas that should be included in your restaurant travel paths.

Parking Lots:

- ◆ All lights are in working order & cover the entire parking lot & tree branches are trimmed allowing lights to shine down.
- ◆ Check for potholes, cracks, trash, clear traffic patterns & that pavement striping is plainly visible
- ◆ Be sure that all sidewalks and ramps are clean, free of debris & not blocked.
- ◆ Remove any washout of mulch or rocks from sidewalks.

Interior Lobby:

- ◆ Chairs/tables are secure with all screws in place & sitting firmly on the floor.
- ◆ Adequate number of wet floor signs available.
- ◆ Dry mops available in lobby area.
- ◆ All mop buckets are empty with mops hanging dry after each use.

See the O&T Manual For Full Details

For additional information & best practices on safety travel paths visit:

<http://www.profitingsafety.com/conducting-an-effective-safety-travel-path/>

Utilizing Floor Mats to Prevent Slips & Falls

Floor Mat Care and Placement

Slips, trips, and falls are the leading causes of reported accidents and insurance claims in the restaurant industry. They are the number one cause of employee accidents, one of the top three types of accidents involving customers, and the most costly type of customer accidents. People slip, trip, and fall in a variety of ways resulting in a wide range of injuries. A good floor maintenance program can help reduce the number of accidents and should include training in the proper placement and care of floor mats.



Place mats strategically:

Floor mats should be used in areas where there is a large amount of pedestrian traffic and likelihood of water, other liquids, or slippery matter on the floor. These areas can include:

- ◆ Entrances and exits.
- ◆ Drink/soda dispensers; coffee stations; and self-serve water dispensers.
- ◆ Sinks and dish washing areas that are constantly wet. Non-absorbent, slip resistant, anti-fatigue mats are best for these conditions.

Regularly clean and inspect mats:

- ◆ You may want to consider the cost effectiveness of using a textile rental service compared to restaurant-owned mats.
- ◆ Promptly replace mats when they are damaged or worn. If the edges begin to curl up, creating a trip hazard, it is time to replace the mat.
- ◆ When storing a mat, rolling it up rather than folding helps avoid bumps or rises in the mats so they will lie flat.

To learn more, visit <http://www.profitingfromsafety.com/category/floor-safety/>

Reporting Maintenance Issues Immediately

- ◆ Check equipment and furniture regularly for potential hazards.
- ◆ Take damaged equipment or furniture out of service or block area off completely with a cone, sign, and warning tape.
- ◆ Inspect toilet paper dispensers, toilet seats, changing tables, high chairs, and bathroom door finger guards regularly.
- ◆ If you see spills on the floor or in the parking lot, clean them up and/or report the unsafe condition promptly to management.
- ◆ Parking lots: report cracks, potholes, and other trip hazards immediately to management.



To learn more, visit <http://www.profitingfromsafety.com/free-posterreport-maintenance-issues-to-management-immediately/>