



BESNARD  
INSURANCE

## Quarterly Newsletter

### Fall 2022 | In This Issue:



Manager's Safety  
University



Making Safety  
Meetings Work



Security



Prevent Restaurant  
Fires

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## Profiting From Safety

### Manager's Safety University



Manager's Safety  
UNIVERSITY

WE STILL NEED YOUR HELP! If you have not completed MSU for 2022, please work to have at least 3 managers per restaurant complete the online training through Besnard's Manager's Safety University (MSU).

To learn more about MSU please visit [www.ManagerSafetyU.com/](http://www.ManagerSafetyU.com/)

## Making Safety Meetings Work

When was your last safety meeting? Last week? Last month? Last quarter? Do you remember the topic of the meeting? If you're having trouble answering these questions, chances are, your Crew members would run into the same issue.

Demands of a restaurant are considerable. In addition to keeping the store clean, making sure stock is readily available, and bringing new employees up to speed on proper procedure, the assembly time for sandwiches is measured in seconds. As a result, sometimes important things like safety meetings can be moved down on the list of priorities. Safety meetings do not need to be long and drawn out to be effective. These meetings can take as little as 20 minutes, with training for individual crew members being even shorter in duration.

The following guidelines are important when setting up and delivering safety meetings:

- ◆ Hold meetings once a month
- ◆ Follow an organized agenda established by the team leader
- ◆ Keep the meetings focused and short, approximately 20 to 30 minutes long
- ◆ Discuss any accidents to determine root causes and corrective actions
- ◆ Encourage brainstorming, suggestions, and ideas for enhancing safety in the workplace

Visit [www.profitfromsafety.com/making-safety-meetings-work/](http://www.profitfromsafety.com/making-safety-meetings-work/) to read the full article and learn more



Online Safety Training Portal  
For Your Managers  
[www.ManagerSafetyU.com](http://www.ManagerSafetyU.com)

Mobile App Now Available  
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PROFIT FROM SAFETY  
Safety Solutions for Owner/Operators

## Prevention of Unlawful Acts - Security

Unlawful activity can be categorized as a robbery, violent act, or an assault that occurs on your property. Sometimes, simply because the crime occurs on your property, you could experience an impact on your bottom line. Customer's perception of safety, the restaurant's image, negative media exposure, and increased future insurance costs can all drive lower profits. However, you can be prepared by having policies and procedures in place and prevent crime from occurring by taking common sense precautions. If a crime occurs on your property, the following may be asked, and you need to ensure your restaurant took basic actions:



*Did you exercise reasonable care to protect customers and workers from harm?*

### What is reasonable care?

Reasonable care can be different depending on the situation. In general, it's taking safety precautions - reasonable care - to protect those on your property. Here are some ways to keep crime from becoming a costly problem:

- ◆ Ensure proper lighting in the parking lot - avoid hidden or dark areas.
- ◆ Also ensure trees are trimmed so that lights are not blocked.
- ◆ Make sure employees are trained on what to do if suspicious activity is noticed.
- ◆ Contact the police - have them handle all situations or potential situations.
- ◆ Managers and Crew should not be putting themselves in harm's way.
- ◆ Ensure you have enough working cameras.
- ◆ Be able to prove that you did not avoid an issue or problem.

**For example:** Employees should not ignore a vagrant/homeless on the property or ignore a fight. Rather, the police should be called just as they would if something happened at your home.

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## Best Practices to Prevent Restaurant Fires

Your restaurants face the possibility of grease fires which can cost you lost sales, worker injuries, property damage, and increased insurance costs.

**At a minimum, you should do the following to prevent fryer fires:**

- ◆ Keep grills and fryers clean and free of grease build-up
- ◆ Exhaust hoods and ducts should be thoroughly cleaned by a licensed contractor quarterly
- ◆ Inspect ANSUL system semi-annually
- ◆ Upgrade old fryers with LOV fryers
- ◆ Check all high limit controls on cooking equipment monthly. Replace them every 4 years
- ◆ Be sure everyone is trained on how to quickly extinguish a fire



<http://www.profitingfromsafety.com/category/fires/>