



UNITED BY SAFETY, LOSS PREVENTION, AND CLAIMS MANAGEMENT

Quarterly Newsletter



Manager's Safety University

WE STILL NEED YOUR HELP! In order to comply with our safety services program, 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 or contact us.

Fall 2024 | In This Issue:



Manager's Safety University



Preventing Hot Beverage Burns



Security



Safety Travel Paths

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www.ProfitFromSafety.com

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
- ◆ Announce that product is hot before hand-off
- ◆ **Ensure careful & proper hand-off to the customer**



For additional information on burns visit:
<http://www.profitfromsafety.com/?s=burns>



Online Safety Training Portal
For Your Managers
www.ManagerSafetyU.com

Mobile App Now Available
Search for Profit From Safety



PROFIT FROM SAFETY
Safety Solutions for Restaurants

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.

To Learn More visit www.profitingfromsafety.com and search Securiry.

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 covering 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.profitingfromsafety.com/conducting-an-effective-safety-travel-path/>