



Loss Prevention Program

Many factors today can come between you, your investment and a safe Restaurant environment. An effective loss prevention program will help you, recognize and reduce the potential for costly losses.

Located in the back of this booklet are sample forms to help you develop or enhance your safety program. Utilize these forms to conduct loss control activities, document the physical condition of the premises and highlight areas needing attention, adjustments or repairs. You may reproduce these sample forms and checklist as you needed use.

- Loss Control Review of Management Policies – use this list of questions to evaluate your existing procedures and policies. Effective procedures can help prevent avoidable accidents or hazards.
- Monthly Premises Inspection Checklist – use this checklist monthly to identify items needing improvement. A report of unsafe conditions should be filled out for each “Needs Improvement” answer and the problem corrected as soon as possible.
- Report of Unsafe Conditions – this form should be made available to employees and residents who can use it to report unsafe conditions to management.

To assure that your program is successful, it is critical that you demonstrate your commitment, involvement and follow-up to your employees.

An Alliance Loss Control Consultants are ready to assist with your safety program. Contact your Farmers Agent for details.

In providing these forms The Alliance Group does not represent, warrant, guarantee or otherwise certify that use of this booklet and forms will prevent losses or assure compliance with the laws, regulations, requirements or guidelines of any local, state or federal, legislative or regulatory agency.

Management of Loss Control

You must believe in and support the loss prevention concept. By developing and endorsing your own safety policy, you show support for a program which requires active involvement of all your and employees.

An ongoing safety program controls expenses and enhances your ability to attract new customers. It has to be imbedded into your day-to-day operations to be effective. It must be more than a program on the shelf; or an occasional survey.

When management continuously demonstrates genuine interest in safety, employees are prone to do the same

HAVE YOU:

1. Issued a written safety policy?
2. Allocated realistic time and money for safety items?
3. Acted promptly on safety recommendations, suggestions and complaints?

Communication

The success of your loss prevention program depends on each person being aware of the safety expectations.

Consistent two-way communication is the key.

COMMUNICATION INVOLVES:

- Input from everyone involved in developing your program.
- Feedback to determine the program's effectiveness.

If communication is encouraged and rewarded, more residents and employees will participate.

HAVE YOU:

1. Shared your safety goals with your employees?
2. Communicated the actions necessary to accomplish these goals?
3. Trained in safe practices and follow-up? The success of your program depends on your continuous awareness of the value of loss reduction and how it relates to each employee.

Inspections

Self-inspections increase your opportunities to correct unsafe activities or conditions before a loss. Utilize the “Monthly Restaurant Inspection Checklist” to identify unsafe physical conditions inside the buildings or on the grounds.

Accident Investigation

Injury or property damage after result from unsafe behaviors and conditions and need to be investigated. Seldom are accidents a result of something outside your control.

INVESTIGATION PROCESS

- Obtain information from the injured or person involved.
- Survey the conditions at the time of the accident.
- Determine the condition of the equipment, activities or property involved.
- Obtain information from witnesses when available.
- Analyze the information and determine root causes. (i.e., worn carpet, faulty handrails, damaged surface in parking lot.)
- Implement corrective measures.
- It is extremely important not to place blame because it discourages cooperation.

HAVE YOU:

1. Communicated that the accident investigation process is to uncover root causes?
2. Followed through on the recommendations resulting from the investigation to prevent reoccurrence?
3. Notified your staff of safety rule changes or procedures?

Commitment is essential to an effective loss prevention program. If you need assistance, just ask.

Employee Selection

PHYSICAL REQUIREMENTS OF THE JOB

It is becoming increasingly more important to develop a written description of the physical requirements of each job. Each employee should be selected according to the particular job requirement and the employee's ability to perform the requirements.

SAFETY RULES

Written rules will help new employees understand what is expected and how following procedures will help protect them from possible injury.

HAVE YOU:

1. Accurately defined the job requirements in your job descriptions?
2. Familiarized everyone with the job requirements?

Job Training

New employees need to know your loss control goals and practices right along with employee benefits and daily operations. From day one show you are committed to safety and the important part each employee has in keeping the premises safe.

Review safety rules. Training is incomplete unless it included employee safety measures.

SUCCESSFUL JOB TRAINING INCLUDES:

- Identifying and communicating hazards.
- Monitoring the employee's performance and compliance with established safety practices.
- Reinforcing positive behavior.

An Alliance Loss Control Consultant can suggest methods to determine property and liability exposures. Controlling possible losses through these activities will have a positive effect on your operation, and your image in the community.

Loss Control Review of Property Management Policies

Activities to consider or perform

	Yes	No
1. Is someone assigned to perform formal, documented property inspections?	___	___
2. Are the inspections completed on a monthly basis?	___	___
3. Does management complete a Report of Unsafe Conditions for each item needing improvement? See attached sample Report of Unsafe Conditions	___	___
4. Do employees have access to Report of Unsafe Conditions forms for reporting hazards and dangerous conditions to management?	___	___
5. Is someone responsible for following up on items needing improvement?	___	___
6. Are serious reported hazards given priority for correction?	___	___
7. Are there procedures in place to investigate accidents/incidents occurring on the premises?	___	___
8. Are all employees trained to recognize potential/existing hazards?	___	___
9. Has crime activity in the area been evaluated to determine the need for additional security measures?	___	___
10. Are there routine patrols to determine the adequacy of premises security with documentation?	___	___
11. Is cash in registers kept to minimum? Are daily deposits made?	___	___
12. Are all stairs protected by appropriate hand railing?	___	___
13. Appropriate pest control services; tenants notified before spraying?	___	___

Comments:

Describe specific conditions to be corrected or note if condition was corrected immediately.

This check list is intended only as a reminder and is offered solely to assist management in its responsibility to provide a safer environment. This checklist is not intended to cover all possible hazardous conditions or unsafe acts that may exist. Other unsafe or hazardous conditions should also be noted and corrective action should be taken.

Restaurant Self-Inspection Checklist

A vital part of loss prevention is the recognition and correction of unsafe activities or conditions before a loss occurs. This checklist provides you with a tool to identify areas that might need attention. A “NO” response to any question indicates corrective action may be necessary. This survey form should be completed at least quarterly, and reviewed by the various levels of management to assure that unsafe acts/conditions are corrected and follow-ups are scheduled to see if the correction(s) accomplishes its purpose. Additional measures may be required beyond those identified by this checklist.

Range and Grill Control

YES NO N/A

- | | | | |
|--|-----|-----|-----|
| 1. Operable automatic extinguishing system in hood and duct above ranges, grills and fat fryers? | ___ | ___ | ___ |
| 2. Extinguishing heads capped to prevent a cooking buildup? | ___ | ___ | ___ |
| 3. Suppression System’s manual pull switches away from cooking equipment? | ___ | ___ | ___ |
| 4. Extinguishing system(s) has a semi-annual service contract with qualified firm? | ___ | ___ | ___ |
| 5. Fuel supply for cooking equipment has an automatic shut-off valve when extinguishing system activates? | ___ | ___ | ___ |
| 6. Deep-fat fryer protected with individual nozzles connected to suppression system? | ___ | ___ | ___ |
| 7. Deep-fat fryer units controlled and provided with high- temperature fuel shut-offs; overflow gutter provided? | ___ | ___ | ___ |
| 8. Filters in exhaust system(s) cleaned at least daily? | ___ | ___ | ___ |
| 9. Exhaust system(s) cleaned at least quarterly by certified service contractor? | ___ | ___ | ___ |
| 10. Floors adjacent to deep-fat fryers dry and free of grease? | ___ | ___ | ___ |

Food Handling Practices

- | | | | |
|---|-----|-----|-----|
| 1. Perishable or potentially hazardous foods properly stored and held at the correct temperature? | ___ | ___ | ___ |
| 2. Cutting boards washed and sanitized whenever the use switches between raw food and cooked or ready-to-serve food? | ___ | ___ | ___ |
| 3. Employees wash hands after wiping tables handling money and busing soiled dishes, before handling place-settings and serving food? | ___ | ___ | ___ |

Fire Protection and Prevention

Fire Extinguishers

- 1. Proper number and type(s) of fire extinguishers charged and tagged to show last service date? ___ ___ ___
- 2. Fire extinguishers properly wall-mounted, identified and adequately accessible for hazard involved? ___ ___ ___
- 3. Employees trained in proper use of extinguishers and manual operation of dry-chemical system protecting cooking equipment? ___ ___ ___

Sprinklers

- 4. Sprinkler system control valves secured in open position? ___ ___ ___
- 5. Minimum of 18 inch clearance between stock storage and sprinkler heads? ___ ___ ___
- 6. Clear space of three feet around sprinkler system's main control valve? ___ ___ ___
- 7. Water pressure indicated on sprinkler system's lower gauge? ___ ___ ___
- 8. Sprinkler system(s) periodically tested and maintained; written words kept on premises? ___ ___ ___

General Fire Safety

- 9. Employees instructed in evacuation procedures for both customers and employees? ___ ___ ___
- 10. Instructions prominently posted for reporting fire and calling Fire Department? ___ ___ ___
- 11. Storage of combustibles not permitted within 30 feet of water heaters, furnaces or other heat source? ___ ___ ___

Electrical Equipment

- 1. All electrical equipment properly grounded, portable electrical equipment and extension cords have a ground prong? ___ ___ ___
- 2. Breaker switches properly marked? ___ ___ ___
- 3. Electrical panel boxes have doors closed, clear area of 30 inches in front of boxes? ___ ___ ___
- 4. Switches, switch boxes, outlets and wiring inspected periodically and deficiencies corrected? ___ ___ ___

Storage Areas

- 1. Stock properly and securely stacked; stored on racks, shelves or pallets? ___ ___ ___
- 2. Good housekeeping maintained, aisles clear, storage room orderly, floors free of debris, storage has proper clearances from hot-water heater and sprinklers? ___ ___ ___
- 3. Shelving and racks in good repair and secured to avoid tipping? ___ ___ ___

Cold-Storage and Refrigeration Equipment

- 1. Refrigeration and air-conditioning compressors clean, well ventilated, kept clear of combustibles? ___ ___ ___
- 2. Refrigeration system regularly serviced? ___ ___ ___
- 3. Walk-in cooler and freezer doors provided with operable interior-release mechanisms, alarm system, and axe? ___ ___ ___
- 4. When restocking, new stock placed at rear and old stock moved up front for use first? ___ ___ ___
- 5. Recommended holding times for food established followed? stock stored and covered correctly? ___ ___ ___

Floors and Walking Surfaces

- 1. Floor free from food spillage, silverware, broken glassware, loose mats, torn carpets or other hazards? ___ ___ ___
- 2. Portable signs available to indicate wet-mopped floors or temporary hazards? ___ ___ ___
- 3. Stair treads equipped with abrasive strips or other nonskid surface? ___ ___ ___
- 4. Outdoor walkways checked frequently for, tripping hazards; repairs made promptly? ___ ___ ___
- 5. Indoor-outdoor carpeting or other type of mat provided at entrance doors in inclement weather? ___ ___ ___
- 6. Changes in interior elevations properly illuminated? ___ ___ ___
- 7. Floors adjacent to soft-drink syrup tanks cleaned regularly? ___ ___ ___
- 8. Floors around sink mopped dry? ___ ___ ___

Exits

- 1. Exits properly marked, illuminated and unobstructed; doors kept unlocked during hours of operation or equipped with panic bars? ___ ___ ___
- 2. Non-exit doors (to rest room area, kitchen, closets, etc.) identified properly? ___ ___ ___
- 3. Secure handrails on all stairs and steps? ___ ___ ___

Liquor Liability

- 1. Does the insured have controls in place to avoid serving liquor to minors and intoxicated persons? ___ ___ ___
- 2. Does the insured provide or offer intoxicated persons transportation home? ___ ___ ___
- 3. Are employees trained in identifying and controlling excessive liquor consumption? ___ ___ ___

Exterior Areas

- 1. Paths and parking lot well illuminated? ___ ___ ___
- 2. Steps, ramps, grounds, parking lot in good repair, free of holes or obstruction, well illuminated? ___ ___ ___
- 3. Snow and ice promptly removed from parking lot and all walkway surfaces, when necessary? ___ ___ ___
- 4. Car stops (bumper strips) painted contrasting colors so they are clearly visible? ___ ___ ___

General Safe Practices

- 1. Pest control services performed by a licensed, independent extermination contractor, substances used approved for use in food establishments? ___ ___ ___
- 2. Heimlich Maneuver posters in plain view; employees trained, where required by law? ___ ___ ___
- 3. Fully equipped first-aid kit available at all times; at least one employee on each shift trained in its use? ___ ___ ___
- 4. Emergency telephone numbers for police and emergency medical services prominently posted? ___ ___ ___
- 5. Dishes and utensils taken out of service and discarded when chipped, cracked or broken? ___ ___ ___
- 6. Knives placed in sheaths when not in use? ___ ___ ___
- 7. Proper guards in place and used with meat-slicing machines? ___ ___ ___

Crime

- 1. Cash registers emptied and left open during non-operating hours? ___ ___ ___
- 2. Cash drawers skimmed frequently to reduce the cash in each drawer? ___ ___ ___
- 3. Bank deposits made at least twice daily with varying times and routes? ___ ___ ___
- 4. Combination to safe changed after turnover of money-handling personnel? ___ ___ ___
- 5. Locks changed after turnover of personnel having possession of keys? ___ ___ ___
- 6. Back door equipped with a panic lock so it can be kept locked at all times, equipped with hinge pins? ___ ___ ___
- 7. Cash register tallies checked against deposits daily; other checks used to detect employee dishonesty? ___ ___ ___

Unsafe Restaurant Conditions Report

This form is designed for use by every level of management and employees. Management can utilize the form during formal inspections of the restaurant to identify problem areas which need immediate attention. Employees are encouraged to use this form to report unsafe conditions to management.

Date: _____

Time: _____

Location/Area: _____

Hazard/Problem: _____

Submitted by: _____

Phone: () _____

Address: _____

For Material Use Only

Repair/Correction necessary:

Permanent

Temporary

Reviewed by: _____ **Date:** _____

Fill Out and Return to Reporting Party

Date Condition: _____

Inspected: (Date work to): _____

Start: _____

Date work to complete: _____

No Action Taken: _____

Reviewed by: _____

Date: _____



Restaurant **Pak**
by the ALLIANCE GROUP