Safety Manual
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Introduction

It’s the desire of Big Boy’s Burgers and Shakes to make your personal safety a top priority

We consider our Team Members as our most valuable asset. Therefore, we are committed to provide and maintain a safe working environment for all of our Team Members.

The best way to embrace and work safety is to consistently practice the guidelines in this handbook and make our safety-focused culture a part of your own daily work habits and attitude.

For your review, we provide Federal and State postings at the Team Member Communication Center.

Team Members are expected to follow all safe work rules and report immediately any physical hazardous or unsafe conditions to management. Working together, we can help protect ourselves from the possible hazards that exist in food service work.

Despite our combined best efforts to avoid illness and injury there may be an occasion where a valued team member becomes injured on the job. It is the policy of Big Boy’s Burger and Shakes Restaurants that you immediately report any work related illness or injury, no matter how minor, to a member of management.

The joint cooperation of Team Members and Restaurant Leaders by following the safety rules as outlined in this training guide will provide safe working conditions and accident-free employment.

Please help us with our safety program efforts and share with us your suggestions for improvements.
Preventing Slips and Falls

Many work area hazards can cause injuries from slips and falls. Accidents can happen when people get careless or do not recognize a hazard. Slips and falls can result in broken bones, torn muscles and medical bills.

Follow this general housekeeping rule: Floors should be swept throughout the day. Keep the floor as clean and dry as possible. Also, keep aisles and passageways clear.

Beware of the following slip and fall hazards:

- Liquid spills on floors.
- Boxes in an aisle way.
- Carrying a load that you cannot see over.
- Using a ladder too short to reach an item that you want.
- Untied shoelaces or pant legs that drag on the floor.

It is our policy to minimize the risks of slips and falls by insisting that these “best practices” be consistently followed:

- Keep floors dry and uncluttered.
- Do not leave boxes carts or tripping hazards in aisle ways.
- Consistently use mirror / view finders before proceeding.
- Report broken or damaged flooring or stairs for repair.
- Clean up spills and leaks as soon as you see them.
- If unable to clean up a spill right away, stay with the spill and send a fellow Team Member to get a wet floor sign to block the area off - NEVER leave a spill!
• Consistently use a ladder to reach high storage areas, not chairs or counter tops. Ensure that the ladder is the correct height so that you do not have to stretch or lean. Also be sure that all parts of the ladder are in place and not in damaged condition prior to using it.
• Do not rush when performing job tasks.
• Wear sturdy leather shoes with non-skid soles and laces firmly tied.
• Walk; do not run — in the restaurant.
• Never carry a load that you cannot see over.
• After peak rush hours you may be assigned to sweep and dry mop the floor. If possible, wet mop the floor at this time and place wet floor signs to alert others.
• Floor supplies must be available and kept in good working condition — wet floor signs, buckets, brooms, mops, dust pans, degreasers, and trash container.
• Ensure that ice machines, ice bins and drink dispensing stations are not leaking or allowing ice to fall on the floor.
• The entire floor is to be washed at least one time daily with a degreasing detergent.
• Cleaning agents should be diluted per the instructions on the label. Never add more water than recommended as it reduces degreasing capabilities.
• Never leave mops, brooms and dust pans lying unattended. Buckets must be rinsed out and stored properly out of the way after each use.
Preventing Cuts and Ensuring Knife Safety

Knife cuts are often the number one restaurant injury. The main reason for this is that knives are often used and stored improperly. Many knife safety procedures are common sense.

It is our policy to minimize the risk of knife cuts by insisting that these “best practices” be consistently followed:

- Always hold the knife by the handle by pointing away from yourself or others, and cut away from your body.
- Always cut on a solid surface.
- Never fool around with or near a knife.
- Keep knives sharp. A dull knife requires more pressure when cutting which increases the chance for an injury.
- When laying the knife down on the counter, ensure the point and cutting edge of the blade is away from you.
- Never use a knife to cut frozen fish, poultry or meat.
- Never drop knives into a sink of soapy water when manually washing. Take the time to immediately wash knives and store them properly in the racks.
- Never use soiled towels or your apron to wipe a knife clean.
- Always store clean knives in knife storage racks to protect the blades and keep them sharp.
- A knife is not to be used as a tool to pry open an object, tighten screws, etc.
- Do not run with a knife in your hand.
- If you must move while carrying a knife, always carry it correctly at your side with the point end down and the cutting edge pointed backward.
- If a knife should drop from a counter or slip out of your hand do NOT try to catch it.
- Team Members must ALWAYS use cut-resistant gloves WHENEVER knives are used.
Cuts do not always come from knives — remember to observe these cut prevention practices as well:

- #10 Can Opener — always put lids back into the can and discard in a separate trash bin.
- Never pick up broken glass with bare hands. Broken glass and plates must be swept up using a dust pan and then discarded in a dedicated “broken glass” bin. Never dispose of broken glass in the service aisle or cooks line trash containers.
- Be careful when operating, cleaning and storing the tomato slicer. Keep fingers away from blades and place in proper storage area immediately after cleaning.
- Be extremely careful with the cutter blade of the Film Wrap. If a Film Wrap container begins to fall, let it!
Another painful injury that can happen while working in a restaurant is a back injury. While back sprains and injuries can also result from slips and falls, these are usually the result of improper storage or attempting to lift or handle bulk or large objects. Overloading server trays or bus tubs can also lead to strains.

It is our policy to minimize back injuries by insisting that these “best practices” be consistently followed.

Follow the proper lifting procedure as outlined below:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Techniques</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>• Size up the load and check overall conditions</td>
</tr>
<tr>
<td></td>
<td>• Check route for clearances and obstacles</td>
</tr>
<tr>
<td></td>
<td>• Use a handcart or dolly, etc. when possible</td>
</tr>
<tr>
<td></td>
<td>• Break down large and heavy loads</td>
</tr>
<tr>
<td></td>
<td>• Know your limits</td>
</tr>
<tr>
<td></td>
<td>• Seek help if necessary</td>
</tr>
<tr>
<td></td>
<td>• Take extra care with awkward tasks</td>
</tr>
<tr>
<td>Lifting</td>
<td>• Get solid footing in an area free of obstacles</td>
</tr>
<tr>
<td></td>
<td>• Get a firm grip on the object to be lifted</td>
</tr>
<tr>
<td></td>
<td>• Lift so your legs do the work, not your back. Bend knees, squat down and</td>
</tr>
<tr>
<td></td>
<td>keep back straight</td>
</tr>
<tr>
<td></td>
<td>• Lift gradually by straightening your legs with the load centered and close</td>
</tr>
<tr>
<td></td>
<td>to your body</td>
</tr>
<tr>
<td>Carrying</td>
<td>• Hold the load close to your body</td>
</tr>
<tr>
<td></td>
<td>• Look where you are walking</td>
</tr>
<tr>
<td></td>
<td>• Take extra care moving around a corner</td>
</tr>
<tr>
<td></td>
<td>• Don’t twist your body, move your feet to turn</td>
</tr>
<tr>
<td>Lowering</td>
<td>• Bend your knees to lower the load</td>
</tr>
<tr>
<td></td>
<td>• Don’t trap your fingers and toes</td>
</tr>
<tr>
<td></td>
<td>• Pull it down first, then slide it into place</td>
</tr>
<tr>
<td></td>
<td>• Don’t over-reach or stretch</td>
</tr>
</tbody>
</table>
Always use a cart, dolly or get help from a Team Member for any load you cannot handle comfortably yourself.

Refilling the Ice Chests

- Get help from another team member to lift heavy objects. Identify such jobs and ask team members to do the same.
- Limit the amount of items to be carried on a tray or in a bus tub.
- Evaluate storage practices to ensure all heavy and awkward items are stored at waist level.
Proper Handling and Changing of Shortening

Burns are another common injury in the food service industry. Most burns result from contact with hot grill surfaces and careless handling of hot shortening in fryers. It is our policy to minimize the risk of burns from hot shortening by insisting that these “best practices” be consistently followed.

Your trainer will provide specific cleaning instructions for the particular fryer used. Follow these general procedures when cleaning a fryer:

1. Team Members are required to wear the Personal Protective Equipment when cleaning fryers.
2. Turn the fryer off and remove the baskets.
3. Allow the shortening to cool for approximately 30 minutes prior to securing the latch and lifting up the element.
4. Lift the inset of shortening out carefully and pour the shortening through the strainer with a clean pan underneath. Make sure the catch pan has secure handles.
5. Always place the catch pan to the side, never in the center of the aisle. This reduces the possibility of a Team Member stepping into it.
7. Be sure that the liquid shortening completely covers the heating elements; turn the fryer on to 150°F. Exposed heating elements can start a fire when the fryer is turned back on. Add additional shortening to bring the fryer to its proper level.

Your restaurant may also have a closed chicken or pressure cooker fryer. Do not operate this equipment without your Restaurant Leader’s Instructions. When you do, make sure that all pressure is released before raising the lid and never attempt to boil water in the fryer under pressure. This could result in serious injury.
Other safety practices to follow to avoid burns while at work:

- Use heat-resistant pads and gloves. Inspect them regularly to ensure safety. Inform your Restaurant Leader when the pad or gloves are worn down and do not provide the needed protection.
- When carrying hot food and beverage items always alert Team Members that you are behind them or coming around them. Say, “Behind you with hot shortening,” or “Coming around you with hot coffee.”
- Keep the grills clean and free of grease build up. Use a grill scraper for best results. Avoid storage over hot grill areas.
- When opening a hot steamer or a microwave oven after heating, or changing wells on the Topping Line, always protect your hands, arms and face from the rapid release of steam.
Fire Safety

Fire prevention is very important in food service areas where we have a lot of heat sources and many things that can catch fire easily.

Follow these procedures to ensure safety and prevent fires:

- Post Emergency Responder Telephone Numbers and the restaurant address by cash register, Restaurant Leader’s office, and at the Team Member Communication Center.
- Know the location of fire extinguishers and how to use them properly.
- All emergency equipment such as fire extinguishers, fire alarms and exit doors must be kept clear of obstacles. Exit lights above the doors must be in proper working order.
- Ensure all stoves, grills and other cooking equipment is turned off at closing.
- Clean range hoods and grills on schedule to prevent dangerous grease build up.

To prevent electrical fires:

- Do not overload outlets.
- Do not use anything with a frayed cord or bent prongs.
- Do not force three prong cords into two prong outlets.
- Immediately unplug any equipment that smokes, smells, sparks or otherwise looks suspicious.
Let’s be sure we respond quickly and properly if there is a fire:

• Know how to turn on the fire alarm or the fire suppression system.
• If food catches on fire, turn off the burner and cover the pan with a metal lid.
• Fire extinguishers — if the fire is very small and you have been trained on the proper usage of a fire extinguisher you should try to extinguish it.
• If the fire is in a storage room or office with a door, close the door to slow the spread of fire and smoke.
• If the fire is too big to extinguish with the fire extinguisher, call 9-1-1 and give the exact address of your restaurant.
• Evacuation — if evacuation is required, do not pause to collect personal belongings, evacuate immediately when ordered by the Restaurant Leader.
• If smoke becomes too heavy during an evacuation, drop to your knees and crawl to the nearest exit. Do your best not to inhale any smoke.
• Once outside the restaurant move to the designated assembly area as advised by Restaurant Leader.
• Do not re-enter the restaurant until you are told to do so by your Restaurant Leader or Team lead.
Keeping Everyone Safe and Secure

For everyone’s safety the rear door must be locked at all times. Team Members are required to enter and leave the restaurant using the front door and no one is to enter the locked doors after closing.

- Taking out the trash — your Restaurant Leader will explain “last call” procedures for trash after dark.
- Always use the buddy system when exiting the restaurant after dark.

Workplace Violence Prevention/Procedures

We are committed to providing a safe work environment free of violence for our valued Team Members and Guests. You are expected to adhere to company policy “Zero Tolerance for Violence in the Workplace” as outlined in the Big Boy’s Burgers and Shakes Hourly and Management Employee Information Guides and posted at your Team Member Communication Center.

Remember these rules:

- Weapons of any kind are prohibited in the restaurant or on the premises.
- Horseplay is prohibited as these behaviors may possible escalate into violent situations.
- Immediately report any rumors or threats of violence against another Team Member, Restaurant Leader, and/or made by Guests to the Restaurant Leader. All reports will immediately be investigated by the Restaurant Leader.
Threats of violence may also include:

- Physical or verbal intimidation (harassing phone calls and stalking)
- Making references to notorious incidents of workplace violence
- Recognizing odd changes in behavior — inappropriately withdrawn, increasingly angry or agitated, and / or out of touch with reality
- Substance abuse
- Insubordination
- Family / legal problems

Robbery Prevention Procedures:

- Know where to locate Police and Emergency Responder Telephone Numbers.
- Report to the Restaurant Leader if outside lights are not working.
- Immediately report suspicious activities and / or behaviors of persons either inside or outside of your restaurant to your Restaurant Leader.
- Cashiers will be taught cash register security ensuring accessible cash is limited by frequent Restaurant Leader pulls.
- After dark and at closing Team Members are to exit the building following the buddy system. Always look before you leave the restaurant.
- At closing all entry doors must remain locked.
- After closing never allow anyone access to the building.

In the event of a Robbery:

- Stay calm and be cooperative, never argumentative.
- Give them what they want.
- Always explain any moves you will make before you make them.
- Never chase after the robber.
- Once the robber has exited the restaurant, lock all entry doors and call the police immediately.
• Do not touch anything the robber has handled.
• Restaurant Leaders will issue Robbery Statement Forms for you to write down everything and anything you remember about the robbery and the robber(s) physical characteristics.
• Do not discuss the event with anyone until the police arrive.
• Refer any media inquiries to your Restaurant Leader.
• Do not open the door again until the police arrive.
Additional Safety Procedures

Front of the House Team Members

Always take special care when children are at the table!

- When using high chairs, make sure they are in good condition with the straps properly secured and used correctly.
- Place the high chair or booster chair in a safe position. Never pick up babies or children to put them into the high chair or booster chair.
- Remember safety procedures when delivering hot food and beverages chair should never be turned upside down and used to support a child carrier.
- High chairs and booster chairs must be cleaned and sanitized after each use.

To prevent an accident from occurring in the service aisle, always follow traffic patterns. In other words, use one passageway for entering and the other for exiting. Always be alert and pay close attention when entering and exiting the service aisle.

Heart of the House Team Members

Always take special care when receiving food deliveries!

- Be sure that all pallets which products were delivered upon are stored flat on the floor, not on edge.
- Be sure all cardboard boxes are flattened and not store in front of or blocking an exit.
- Always take special care when using the garbage disposal!
- The dish room in your restaurant may have a food mulcher or disposal; do not operate either without getting complete operating and cleaning instructions from your Restaurant Leader.

Should anything get caught in either the disposal, shut it off immediately and step away. Ask your Restaurant Leader for assistance. Remember, there are certain items that cannot go through the disposal. Follow exact guidelines you receive during training for using disposals properly. Never remove the metal guard and notify your Restaurant Leader immediately if it is ever missing.
ALWAYS DIAL 9-1-1 OR THE APPROPRIATE EMERGENCY RESPONSE NUMBER IN YOUR COMMUNITY AT THE ONSET OF A MEDICAL EMERGENCY.

DO NOT WAIT!

Team Members are required to immediately report any injury or illness sustained while at work to a Restaurant Leader.

**Tag Out / Power Out Procedures:**

Any Team Member who operates, cleans services or repairs any restaurant equipment / machinery must be aware of operating hazards. Proper instruction and training will be provided for you so that we can effectively prevent injuries by following these simple Tag-Out / Power Lock-Out Procedures:

- Know where energy sources are located.
- Know that equipment must be disconnected when cleaning / servicing.
- Report any equipment malfunctions immediately to Restaurant Leader.
- Equipment will be removed or tagged until service repair occurs.
- Always, follow proper disconnect procedures prior to clearing jammed items from restaurant equipment.

**NOTE:** Most equipment you will use in the restaurant does not require a lock-out. For example, when cleaning the shake mixer, it is required that it is unplugged from the electrical outlet and a tag placed on the end of the plug.
First Aid Procedures

Be certain that you know where the stocked First Aid Kit is located in your restaurant.

First Aid for Choking:
Gasping, choking, coughing, and grasping the throat are signs of troubled breathing. Do not interfere with someone who is coughing forcefully, leave him or her alone. If the victim’s airway is blocked, call 9-1-1, and refer to the choking poster in your restaurant. Also beware that the person may be having an allergic reaction affecting their respiratory tract.

First Aid for Burns:
Before treating a burn, first determine how serious it is, and then treat it using the following procedures:

- Mild burn with no blisters or broken skin: Your goal is to cool and reduce the heat coming off of the burn by running or immersing the burned area in cold water. Never place ice directly on a burn. Ice may cause the burn to become a full thickness burn, thus causing more harm through freezing. Burn ointment may be applied after the application of cold water followed by covering the burned area with a clean bandage.
- Serious burns with blisters and broken skin: Your goal is to cool the burn by running the burned area under cold water. Never attempt to remove clothing that is sticking to a burn; this is a job for medical personnel only. Do not use ice or burn ointment on this type of burn. Do not bandage the burned area. Seek medical attention immediately.
First Aid for Cuts:

The objective of providing first aid for cuts is to stop the bleeding and protect it from infection. Direct pressure and elevation will stop bleeding for most cuts.

- Use a thick pad of sterile gauze; press hard. If you cannot get to a gauze pad right away, immediately apply direct pressure with your gloved hand until you can get the sterile gauze pad.
- Elevate the cut when you apply direct pressure.
- If the cut is small it may be cleaned with ordinary hand soap. Rinse the cut thoroughly with clean water. Put a clean, dry dressing and a bandage on the cut.
- If the cut is large, deep or is bleeding heavily, do not remove the cloths that were used to stop the bleeding, it may start to bleed again. If bleeding continues, keep adding layers of clean cloth or dressings and continue to apply pressure. If you are familiar with “pressure points” apply pressure to the appropriate points. Deep cuts should be cleaned only by a trained medical professional.

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Seeking Medical Attention:

For injuries with severe burns, severe bleeding, or serious medical conditions such as a suspected heart attack, allergic reactions and similar problems — immediately call for emergency first responders by dialing 9-1-1 instead of transporting the patient in your personal vehicle. Much can happen between the time you leave the restaurant and the time you reach the nearest medical facility. You have neither the tools nor the training to stabilize a patient during transport in your car.

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Remember it is our policy!!

IMMEDIATELY NOTIFY RESTAURANT LEADER OF ANY INJURY OR ILLNESS SUSTAINED WHILE AT WORK!
You have to be aware of the hazards of using potentially hazardous chemicals or materials. The best way to work safely around chemicals is to know about each of them. Chemicals can burn or irritate the skin, explode or create harmful gasses causing breathing problems. However, if chemicals are stored and handled properly with care they are safe.

Review more about our Hazard Communication in the Big Boy’s Burgers and Shakes Operations Manual 5 — Safety. The next paragraph outlines the previous program.

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**Material Safety Data Sheets:**

It is possible that some employees may be allergic to cleaning solutions. It is important to know what chemicals the cleaning products contain and what to do in the event of an accident while using the agent. Posted in the back of your restaurant is the Big Boy’s Burgers and Shakes Operations Manual 5 — Safety; a binder which contains the Material Safety Data Sheets used in your restaurant. The binder is there for your safety and knowledge. Each chemical / cleaning agent has a material safety data sheet (MSDS).

We make this information available to you. It is very important that you read each sheet to determine the safe usage of every product and acknowledge you understanding of MSDS by signing the MSDS Log located under Tab 5 and the Pledge found at the back of this booklet.

The MSDS program has five very important steps:

1. Study the labels and MSDS information so that you clearly understand the proper use and precautions for each cleaning product used at your restaurant. Know where to locate this most important information as it is your right to know.
2. Follow all instructions, warnings and usages. If you have questions ask your Restaurant Leader. Caution — NEVER mix chemicals. Use protective covering when necessary to ensure proper and safe usage.

3. Proper and safe storage of all chemicals is very important to maintaining a safe work environment.

4. Never store toxic chemicals or cleaning supplies near food products or carry-out supplies.

5. Emergency steps: Be familiar with them and know where to get help. You can be protected further by actively working safely and being aware of the usages and safety procedures for all chemicals. It is our responsibility to provide this information to you. It is your responsibility to read the information and then use the products properly and safely.

Remember the MSDS Program provides our Team Members with safety information, safe handling, storage, and first aid procedures.

**PLEASE NOTE:** As of 2016, OSHA will be requiring the adoption of GHS Training. The following section will help to explain GHS Training.

The GHS is an acronym for The Globally Harmonized System of Classification and Labelling of Chemicals. The GHS is a system for standardizing and harmonizing the classification and labelling of chemicals. It is a logical and comprehensive approach to:

- Defining health, physical and environmental hazards of chemicals;
- Creating classification processes that use available data on chemicals for comparison with the defined hazard criteria; and
- Communicating hazard information, as well as protective measures, on labels and Safety Data Sheets (SDS).

The following pages will help to further explain the process complete with examples of what you can expect to see.
What are pictographs and what do they mean?

Pictograms are graphical representations of the type of hazard that a chemical product is classified as. There are a total of 9 pictograms prescribed by GHS. They are:

- Flammable
- Oxidizer
- Explosive
This information is provided for your safety and health. If you have any questions please feel free to speak with your Restaurant Leader.
Personal Safety Pledge

“In whatever position I hold, I pledge that I will adhere to all safety rules, policies and procedures that I have been provided with and is contained in this Safety Manual booklet to ensure the safest possible dining environment for Guests and the safest possible workplace for myself and fellow Team Members.

My Restaurant Leader has shown me the location of the Material Safety Data Sheets and has explained how to use them.

I have read and understand the information above and I agree to uphold these standards.”

______________________________
Print Name

______________________________
Signature

_______/_____/_____
Date