

EMPLOYEE SAFETY MANUAL



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COMMITMENT TO SAFETY

Provence Restaurants recognizes that our people drive the business. As the most critical resource, employees will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster the protection of health and safety. All work conducted by Provence Restaurants employees will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than employee health and safety.

Provence Restaurants is firmly committed to the safety of our employees. We will do everything possible to prevent workplace accidents, and we are committed to providing a safe working environment for all employees.

We value our employees not only as employees but also as human beings critical to the success of their family, the local community, and _____.

Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable BC regulations and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, will make every reasonable effort to provide a safe and healthy workplace that is free from any recognized or known potential hazards. Additionally, subscribes to these principles:

1. All accidents are preventable through implementation of effective health and safety control policies and programs. will conduct periodic risk assessments and record the significant findings in order to monitor and prevent workplace accidents.
2. Health and safety controls are a major part of our work every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds Provence Restaurants in higher regard with customers, and increases productivity. This is why Provence Restaurants will comply with all health and safety regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for Employees. Consequently, management of Provence Restaurants is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy. This includes providing employees with adequate training and ensuring that all employees are competent to do their tasks.
5. Employees are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Management will establish lines of communication and consult with employees. This includes soliciting and receiving comments, information, suggestions and assistance from employees where health and safety are concerned.
6. Management and supervisors of Provence Restaurants will set an exemplary example with good attitudes and strong commitment to health and safety in the workplace. Towards this end, Management must monitor company health and safety performance, working environment and conditions to ensure that program objectives are achieved.
7. Our employee safety manual applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at Provence Restaurants must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the work that provides our livelihood.

Jean-Francis Quaglia

SAFETY TRAINING

Provence Restaurants is committed to providing safety- and health-related orientation and training for all employees. Provence Restaurants will maintain and support a program to educate and familiarize employees with health and safety procedures, rules and safe work practices. The training subjects and materials have been developed using industry best practices criteria and site-specific data. A record of training will be kept and made available by the safety coordinator, Emrys Horton.

The training may include, but is not limited to, the following:

1. Facility-specific accident and incident data
2. Hazards associated with the work area
3. Hazards associated with a specific job or task
4. Operation of specific equipment
5. Personal protective equipment (PPE)
6. Emergency procedures
7. Employee accident-reporting requirements
8. Return to work program
9. Any WorkSafe BC-required training not included or addressed above

EMPLOYEE SAFETY RESPONSIBILITIES

The primary responsibility of the employees of is to perform his or her duties in a safe manner in order to prevent injury to themselves and others.

As a condition of employment, employees **MUST** become familiar with, observe, and obey Provence Restaurants rules and established policies for health, safety, and preventing injuries while at work. Additionally, employees **MUST** learn the approved safe practices and procedures that apply to their work.

Before beginning special work or new assignments, an employee should review applicable and appropriate safety rules.

If an employee has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until he or she discusses the situation with his or her supervisor. Together, they will determine the safe way to do the job.

If, after discussing a safety situation with his or her supervisor, an employee still has questions or concerns, he or she is required to contact the Safety Coordinator.

NO EMPLOYEE IS EVER REQUIRED to perform work that he or she believes is unsafe, or that he or she think is likely to cause injury or a health risk to themselves or others.

PERIODIC INSPECTIONS

It is the policy of the employer that workplaces are subject to periodic health and safety inspections to ensure implementation and execution of our policies and procedures.

All employees are responsible for cooperating during these inspections and managers and supervisors are responsible for initiating corrective actions to improve items discovered during the walk-through inspection.

RISK ASSESSMENTS

Provence Restaurants has conducted a suitable and sufficient risk assessment of all workplace hazards, as required by WorkSafe BC. Our risk assessment process consists of 5 steps:

- Identify the hazards
 - Inspect the workplace for anything that could reasonably be expected to cause harm
 - Ask your employees to find hazards you may have overlooked
 - Review manufacturers instructions, data sheets, and accident and ill-health records
- Decide who might be harmed and how

- Identify how people/groups may be harmed and what type of injuries may occur
- Include people with disabilities, contractors, members of the public, etc.
- Evaluate the risks and decide on precaution
 - Compare your actions with a source of good practice (WorkSafe BC website)
 - Try to eliminate the risk entirely. If this is not possible, decide how to control the risk so that harm will be unlikely
- Record your findings and implement them
 - Write down results and share with your staff
 - Make an effort to implement changes and tackle the most important issues first
- Review your assessment periodically and update when necessary
 - Formally review your risk assessment at least once a year. Keep up to date on changes, new equipment and procedures that could lead to new hazards.

A copy of the risk assessment can be found at: _____.

It is your responsibility to familiarize yourself with relevant risk assessments within your area of work. If you feel that there is a significant risk not currently supported by the written risk assessment, please notify your supervisor immediately.

GENERAL SAFETY RULES

This is a general overview of health and safety rules in the workplace. There may be a more specific policy available for many of the following rules. The longer policies may be found by contacting Emrys Horton or Jean-Francis Quaglia.

1. CONDUCT:

Horseplay, practical jokes, etc., are forbidden. Employees are required to work in an injury-free manner displaying accepted levels of behavior. Conduct that places the employee or others at risk, or which threatens or intimidates others, is forbidden.

2. DRUGS AND ALCOHOL:

Use and/or possession of illegal drugs or alcohol on company property or on company time are forbidden. Reporting for work while under the influence of illegal drugs or alcohol is forbidden.

3. FIRST AID:

There are a sufficient number of first aiders and/or appointed persons to help you in the event of a medical injury or emergency.

There is a first aid box in the kitchen near the back door. Please make yourself aware of the location of the first aid box and how to contact a first aider.

4. REPORTING INJURIES:

Any work-related injury, suspected injury, near-misses and hazardous conditions must be reported to your supervisor immediately.

Provence Restaurants will follow all guidelines and requirements of WorkSafe BC when dealing with any accidents or ill-health at the workplace. Emrys Horton is in charge of complying with these requirements, and reporting accidents, diseases or dangerous occurrences to the appropriate authorities.

An accident investigation will be conducted to determine the root cause of the accident. The injured employee will be asked to participate in the investigation.

Any attempt to defraud with a false injury claim will result in disciplinary action.

Provence Restaurants will endeavor to provide Transitional Return to Work (light duty) jobs for persons injured at work. Transitional work is meant to allow the injured employee to heal under a doctor's care while she/he remains productive.

5. HOUSEKEEPING:

The following areas must remain clear of obstructions:

- Aisles/exits
- Fire extinguishers and emergency equipment
- All electrical breakers, controls, and switches
- Eye wash/safety showers

You are responsible to keep your work area clean and safe. Clean-up several times throughout the day, disposing of rubbish and waste in approved containers, wiping up any drips/spills immediately, and putting equipment and tools away as you are finished with them.

6. PERSONAL PROTECTIVE EQUIPMENT (PPE):

Inspect PPE prior to each use. Do not use damaged PPE. You are required to maintain and keep PPE clean.

- Safety Glasses – must be worn at all times in designated areas in this facility.
- Hard Hats – must be worn at all times in designated areas.
- Safety Glasses – must be worn at all times in designated areas in this facility.
- Gloves – work gloves must be worn at all times when handling sharp or rough stock, welding, or performing other jobs, which could cause hand injuries. Synthetic gloves must be worn when handling chemicals.
- Welding – appropriate filter lens, welding helmet, gloves, and sleeves are required for welders at all times.
- Respirators – only employees trained and authorized to use respirators are allowed to do so.
- Hearing Protection – is required in areas where noise exposure is more than 85dBA (80dBA if you already have experienced a hearing loss).

7. EQUIPMENT OPERATIONS

You must specifically be trained and authorized by your supervisor to operate vehicles and machines. Before operating/using any equipment or machinery, visually check that all safeguards are in place and there are no maintenance issues. If you see any issues or have any concerns, contact Jean-Francis Quaglia immediately.

This includes include:

- Forklifts,
- Machine and power tools,
- Paint sprayers,
- Welders, and
- Cranes/hoists

Basic safety tips when operating machines: do not wear loose clothing, long hair should be tied up and back, remove jewelry, and sleeves should either be rolled all the way up, or all the way down.

Never operate damaged or defective equipment. Turn the machine off and report it to your supervisor immediately.

Never tamper with, remove, or deactivate machine guards or controls designed to ensure safe operations.

Never reach into an operating machine or moving machine part.

8. ISOLATION/LOCKOFF

Prior to working on any machinery when guards are removed, every energy source (electrical, hydraulic, chemical, mechanical, etc.) must be deactivated, stored energy dissipated, and the control locked in the off (safe) position.

Never remove or tamper with a lockoff operation performed by another employee or contractor. A lockoff could consist of a lock applied to a control such as a switch, breaker, or valve. A tag containing words such as "DANGER - DO NOT OPERATE" may also be used for isolation/lockoff. If you see the lock, the tag, or both applied to an energy control device it means, **KEEP YOUR HANDS OFF.**

9. CONFINED SPACE ENTRY:

Only trained and authorized employees are permitted to enter confined spaces. If you believe that your job requires confined space entry, contact your supervisor prior to undertaking the work. (Confined spaces are areas not meant for human occupancy, have limited means of entry/exit, and have electrical, chemical, thermal, atmosphere, or entrapment hazards).

10. ELECTRICAL SAFETY:

- Never operate or tamper with the electrical main switch or breakers. You are authorized only to operate switches/disconnects on/for individual machines.
- Report all electrical problems and suspected problems to your supervisor immediately.
- Keep electric cables out of areas where they will be damaged by stepping on/kicking them. Never run cables under rugs or other floor coverings.
- All junction boxes, control boxes, connections, and other wiring must have covers securely installed to prevent accidental contact.
- Inspect all plugs, cables, and portable equipment prior to use.
- Report any damaged electrical equipment to your supervisor. Only authorized personnel are permitted to work on electrical equipment.
- Extension cables are to be used only for temporary applications. Never stretch cables across aisles or areas where others may trip over them. Do not attach extension cables to the building or run them under rugs/mats or through walls.
- Turn electrical appliances off with the switch, not by pulling out the plug. Turn all appliances off before leaving for the day.
- Any personal electrical devices must be approved by prior to use. Radios, CD players and PDAs are the only personal electrical devices allowed to be used in the workplace. These devices must be in good repair. reserves the right to instruct you to remove personal electrical devices at any time.

11. LIFTING/MANUAL HANDLING:

If you need help moving material, request assistance. Take time to fully assess the handling/lifting task.

- Consider moving the load by other means, e.g. a trolley, if possible. If manual lifting is necessary, try to reduce the load.
- When you lift, use your leg muscles by squatting close to the load, preserving the curve in your back, spreading your feet, and lifting with your legs, keeping the load close to your body.
- When you turn holding an object, move your feet, and do not twist. Place the load and ensure it is left in a stable condition

12. WORKING AT NIGHT:

Provence Restaurants recognizes that some staff may wish to work in the evenings, on weekends, or very early in the mornings. When working outside normal working hours, consideration must be given to the reduced presence of staff throughout the building. Medium and high hazard activities are inappropriate unless arrangements are in place to avoid lone working. Access to the building outside of normal working hours must be granted by a supervisor. In case of an emergency after working hours, please call: Jean-Francis Quaglia.

13. NO SMOKING

Smoking is not allowed in any interior area of the building or in any vehicles owned or leased by Provence Restaurants. Smoking is only allowed in designated exterior smoking areas.

No smoking signs will be posted conspicuously at the entrance and in certain areas throughout the building.

14. YOUNG WORKERS

Provence Restaurants risk assessment will take into account specific characteristics of young workers and the activities they may be assigned. The risks will then be identified and shared with the young worker. Specific safety training will be provided to any worker under the age of 18 and all working hour rules and regulations will be followed.

Safety training will also include emergency procedures and permitted work assignments. Additional supervision will be provided to all young workers to ensure their safety. For any questions and concerns on youth workers, please see the safety coordinator, Emrys Horton.

15. OFF-SITE SAFETY

If duties take you to an off-site location you are expected to continue to maintain a high standard for safety.

- Employees of Provence Restaurants are required to follow all company standard safety and security procedures during off- site visits.
- If your contact person does not advise you regarding safety hazards:
 - Note emergency exit location(s) when indoors.
 - Keep your eye on the path you are walking and avoid any tripping/slipping hazards. When on stairs maintain three-point contact (hand on rail and feet on stairs).
 - Look for features on a property that could present a unique hazard to the task at hand.

These rules are established to help you stay safe and injury free. Violation of the above rules, or conduct that does not meet minimum accepted work standards, may result in discipline, up to and including termination.

When working at a customer location, employees are required to follow the above rules, as well as all customer rules and procedures, and work in a manner that reflects positively on the company. Before operating any equipment at a customer location, permission must first be secured from the customer contact.

16. BLOOD-BORNE PATHOGENS

- Blood and other bodily fluids can carry pathogens, which are capable of causing diseases in others. This includes HIV, which leads to AIDS and hepatitis.
- Because we cannot tell by looking at a person if they are infected with a pathogenic disease, we must take precautions following an illness or injury when bodily fluids are released.
- In the event of a person losing bodily fluids, stay away from the area and warn others to also do so. You can still stay close to the ill/injured person to support him/her, just be sure to stay out of contact any bodily fluids.

- In the event that you find spilt bodily fluids, a syringe, or other medically contaminated materials, do not attempt clean up by yourself. Call Human Resources or your supervisor immediately for instructions.

17. STAYING SAFE

Report any unsafe conditions or situations to your supervisor. If you have suggestions on improving any aspect of safety in the facility, discuss it. If you are unsure of how to operate a piece of equipment or complete an assignment, **ask for help**. Asking for help when you are unsure reduces the chance of injury.

These rules are established to help you stay safe and injury free. Violation of the above rules, or conduct that does not meet minimum accepted work standards, will result in discipline, up to and including discharge.

When working at a customer location, employees are required to follow the above rules, as well as all customer rules and procedures, and work in a manner that reflects positively on the company. Before operating any equipment at a customer location, permission must first be secured from the customer contact.

JOB SPECIFIC SAFETY PRECAUTIONS

KITCHEN PERSONNEL SAFETY

1. Do not remove safety guards provided on the equipment. When a safety guard is removed for the purpose of making repairs or cleaning, replace the guard before the equipment is put into operation.
2. Do not place heated pots or pans in a position such that the handles are protruding over the edge of the counter.
3. Do not fill pots, pans, buckets or cookers more than 2/3 full.
4. When adding ingredients to hot liquids, add small portions at a time to prevent splashing.
5. Use the release valve to release pressure before opening pressurized steam kettles or pressure cookers.
6. Transport hot liquids in closed containers.
7. Use trolleys for moving large, hot items such as coffee urns, containers of hot water or containers of hot food.
8. Use the trolley wheel locking lever to prevent movement while removing items from the trolley.
9. Turn off gas supply and electrical current for appliances when they are not in use.
10. Turn off circuit breakers to kitchen cooking equipment when cleaning the equipment.

GLASSWARE

1. Do not place drinking glasses inside each other or stack glassware that is not meant to be stacked.
2. Carry one rack of glassware at a time.
3. Visually inspect all glassware for cracks or chips before handling: If you discover chips or cracks, dispose of the glass or glasses in the appropriate receptacle.
4. Do not use a drinking glass to scoop ice – always use a metal or plastic scoop or pan.
5. When a glass is broken in the ice bin, pour hot water into the bin to melt down the ice, letting the melted ice empty through the drain. Remove the glass using a whisk broom and dust pan. Then, rinse down the tiny pieces of glass into the drain with clean water, and wipe the bin dry with a towel before refilling it with ice.
6. Do not submerge hot glass in cold water or submerge cold glass in hot water.

SLICERS

1. Turn off slicers before making measurements, adjustments or repairs.
2. Do not stop looking at what you are slicing while you are using a slicer.
3. Do not place your hand on top of the blade guard while you are operating the slicer.
4. Wear a wire mesh or Kevlar glove when cleaning the exposed edge of the slicer knife.
5. Do not remove the safe operating instruction labels from the slicer

6. Place meat on the slicer, and slide the guard over the end of the meat opposite the blade.
7. Set the machine to the desired slicing width.
8. Turn the switch to the 'on' position.
9. Grip the handle on the chassis guard with your right hand and the handle on the machine with your left hand.
10. Slide the chassis back and forth to achieve the desired amount of sliced meat.

KNIVES/SHARP INSTRUMENTS

1. When handling knife blades and other cutting tools, direct sharp points and edges away from you.
2. Cut in the direction away from your body when using knives.
3. Use a knife that has been sharpened; do not use knives that have dull blades.
4. Do not use knives that have broken or loose handles.
5. Do not use knives as screwdrivers, pry bars, can openers or ice picks.
6. Do not leave knives in sinks full of water.
7. Do not pick up knives by their blades.
8. Carry knives with their tips pointed towards the floor.
9. Do not carry knives, scissors or other sharp tools in your pockets or an apron unless they are first placed in their sheath or holder.
10. Do not attempt to catch a falling knife.
11. Store knives in knife blocks or in sheaths after using them.
12. Do not use honing steels that do not have disc guards.

MIXERS

1. Do not put your hands in the mixing bowl while the mixing bowl and mixer are in operation.
2. Use the stomper to push meat through the grinder attachment of a mixer.

OVENS

1. Use oven gloves or other protection when removing hot food from the oven.
2. Clear a space on the table for placing hot food before removing the food from the oven.
3. Wear eye protection, rubber gloves and apron when using an oven cleaner.

MICROWAVE OVENS

1. Do not operate a microwave oven if it has a bent door, broken hinges/latches or cracking in its seals.
2. Use caution when removing hot items from the microwave.
3. Do not place metal containers or other metal objects in microwave ovens.
4. Do not place meat in the microwave that weighs less than or greater than the manufacturer's capacity limits posted on the microwave door.

REFRIGERATED COOLER

1. If provided, wear a back belt/brace when stocking shelves.
2. Check for loose product on the top of the cases prior to removing a case when restocking shelves.

DISHWASHER

1. Wear rubber gloves when washing and sanitizing dishes and cooking equipment.
2. If glassware breaks in the sink, use tongs to remove the large fragments of glass, open the drain and run the water to wash any remaining small glass fragments down the drain.
3. Remove all chipped or cracked dishes and glassware from use.

STOREROOM/STOCKROOM:

1. Stack heavy or bulky storage containers on middle and lower shelves of the storage rack.
2. Do not stack boxes or cases of product above the number or height recommended by the supplier. Check with your manager if you are unsure.
3. Do not use razorblades, screwdrivers or knives that were not supplied by the company to open boxes or cases.
4. Do not lift slippery or wet objects; use a trolley.
5. Follow the safe handling instructions listed on the label of the container or listed on the corresponding Safety Data Sheet (SDS) when handling each chemical stored in the stockroom.
6. Do not smoke while handling flammable chemicals or chemicals labelled as such.
7. Do not store chemicals labelled flammable near sources of ignition, such as space heaters.
8. Do not handle or load any containers of chemicals if their containers are cracked or leaking.
9. Obey all safety and danger signs posted in the workplace.

COMPACTOR SAFETY

1. Only authorized persons may operate the waste compactor.
2. Open the loading door, and place empty cartons and other waste into the loading chute.
3. Do not load chemicals, flammable materials or hazardous waste into the compactor.
4. Check the gauge frequently in order to determine when the compactor is full.
5. Make sure the loading door is closed and the interlocks are engaged before starting the compactor.
6. When the gauge registers as full, push the start button for the waste to be compacted.
7. Refer to proper lockout/tagout procedures before attempting to remove obstacles.
8. Never climb inside the compactor unit.

HAZARDOUS MATERIALS

1. Follow the instructions on the label and in the corresponding Safety Data Sheet (SDS) for each chemical product used in your workplace.
2. Use personal protective clothing or equipment (PPE) such as neoprene gloves, rubber boots, shoe covers, rubber aprons and protective eyewear when using chemicals labelled flammable, corrosive, caustic or poisonous.
3. Do not use protective clothing or equipment that has split seams, pin holes, cuts, tears or other signs of visible damage.
4. Each time you use your gloves, wash them before removal by using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.

MACHINE SAFETY

1. Do not remove, alter or bypass any safety guards or devices when operating mechanical equipment such as mechanical power presses, press brakes, metal working lathes, radial arm saws, drills, horizontal mill, punch press or when bending or forming materials.
3. Replace guards before starting the machine, as soon as possible after making adjustments or repairs.
Do not try to stop an object as it goes through any machine. If the machine becomes jammed, disconnect the power before clearing the jam.
4. Do not wear loose clothing, jewellery or ties around machinery where it could become stuck.
5. Read and obey safety warnings posted on or near any machinery.
6. Long hair must be contained under a hat or hair net regardless of gender.

HAND TOOL SAFETY

1. Do not continue to work if your safety glasses become fogged. Stop work and clean the glasses until the lenses are clear.
2. Tag worn, damaged or defective tools "Out of Service," and do not use them.
3. Do not use a tool if the handle surface has splinters, burrs, cracks or splits.

4. Do not use impact tools such as hammers, chisels, punches or steel stakes that have mushroomed heads.
5. When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person.
6. Do not carry sharp or pointed hand tools such as screwdrivers, scribes, chisels or files in your pocket or apron unless the tool or your pocket is sheathed.
7. Do not perform make-shift repairs to tools.
8. Do not throw tools from one location to another or from one employee to another.
9. Transport hand tools only in tool boxes or tool belts. Do not carry tools in your hand or clothing, especially when using a ladder.

DOLLY SAFETY

1. When loading dollies, employees must keep feet clear of the wheels.
2. Employees may not exceed the manufacturer's load-rated capacity.
3. Employees should use straps, if they are provided, to secure the load.
4. For extremely bulky or pressurized items, such as gas cylinders, employees must strap or chain the items to the dolly.
5. Employees must tip the load slightly forward so that the tongue of the dolly goes under the load.
6. Employees must push the tongue of the dolly all the way under the load that is to be moved.
7. Employees should keep the center of gravity of the load as low as possible by placing heavier objects below the lighter objects.
8. Employees should push the load so that the weight will be carried by the axle and not the handles.
9. Employees must ask a spotter to assist in guiding the load.
10. Employees must not walk backwards with the dolly unless going up ramps.
11. When going down an incline, employees should keep the dolly in front so that it can be controlled at all times.
12. Dollies must be stored with the tongue under a pallet, shelf or table.

OFFICE SAFETY

1. Do not work on any computer or other electrical office machines if your hands are wet or if you are standing on damp floors.
2. Never use carbon tetrachloride for typewriter cleaning.
3. Do not mount pencil sharpeners so that they protrude beyond the edges of desks or tables.
4. Do not stand on a swivel chair.
5. Do not raise the seats on swivel chairs beyond the point where your feet can touch the floor.
6. Do not compact material in the waste basket with your hands or your feet.
7. Do not use cardboard boxes as waste receptacles.
8. Do not leave file drawers open; always use the handles to close them.
9. Do not stack file cabinets on top of one another.
10. Open one file cabinet drawer at a time.
11. Put heavy files in the bottom drawers of file cabinets.

FOOD SAFETY

1. Separate raw, cooked and ready-to-eat foods while shopping, preparing or storing.
2. Keep refrigerator surfaces clean and sterilized.
3. Wash hands thoroughly before and after shifts and at regular intervals during shifts.
4. Refrigerate perishable food products promptly, and defrost foods properly.

FOOD SERVICE

1. Employees must use dry pot holders or towels to handle hot or frozen items.
2. Employees must cap all open flames before pushing banquet trolleys.
3. Lids must be placed on coffee pots and pots of hot liquids before picking them up to move them.
4. Employees must use a dry towel or an oven glove when taking plates out of the plate warmers.
5. Employees must never submerge hot glass in cold water or submerge cold glass in hot water.
6. Employees may never scoop ice from the ice machine with a drinking glass.

At least two workers should carry tables during banquet room set up or tear down.

EMERGENCY ACTION PLAN

GENERAL EMERGENCY GUIDELINES:

- Stay calm and think through your actions
- Know the emergency numbers: Fire/Police/Ambulance 911
- In the event of any emergency, do not take elevators, use the stairs
- Know where the stairwell exits are located
- Do not hesitate to call/alert others if you believe that an emergency is occurring you will not get in trouble.
- Know where emergency equipment is located

FIRE:

EVACUATION

- Employees will be notified of a fire alarm either by the fire alarm system or by a paged announcement.
- Upon becoming aware of a fire alarm, employees should immediately evacuate the building using the closest stairs. Do not delay evacuation to get personal belongings or to wait for co-workers. Also, all doors should be closed as the last person passes through. (Note: never use lifts during fire alarm situations).
- Supervisors should be the last persons to leave the area. Check in all areas to be sure that all personnel have evacuated.
- Any employee having a mobility, visual, hearing, or other condition, which may hinder them from becoming aware of an emergency or evacuating, should request special assistance through Human Resources.
- Upon exiting the building, personnel should report to **THE SEAWALL AT THE FOOT OF DAVIE STREET** for a headcount. **BOH** personnel should gather and be accounted for by the **CHEF ON DUTY**. **FOH** personnel should gather and be accounted for by the **MANAGER ON DUTY**.
- If any employee is missing, an immediate report should be made to the **MANAGER ON DUTY** who will in turn report to the first available fire service officer.
- Employees should stay together in a group so that periodic updates on the situation can be issued. The order to re-occupy the building will be issued by the **MANAGER ON DUTY**.
- In the event of inclement weather, the **MANGER ON DUTY** will make arrangements for all personnel to move to shelter.

EMPLOYEE DISCOVERING A FIRE:

- Alert other persons in the immediate hazard area.
- Activate a fire alarm or call the **MANAGER ON DUTY** or **CHEF ON DUTY** to make an emergency announcement.
- If you have been trained, you can decide to use a fire extinguisher following these instructions:
 - **P** = Pull the safety pin
 - **A** = Aim the nozzle at the base of the fire -S=Squeeze the operating lever
 - **S** = Sweep side to side covering the base of the fire

** When using a fire extinguisher always stay between the fire and an exit; stay low and back away when the fire is extinguished.*

** Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky or you are frightened, evacuate.*

- Have someone notify the **MANAGER ON DUTY** where the emergency is located. He/she will relay this information to the fire service.

MEDICAL EMERGENCY: (chest pains, loss of consciousness, fall from height, etc.)

- Upon discovering a medical emergency, contact a first aider or call 911

- Contact a supervisor and report the nature of the medical emergency and location.
- Stay with the person involved being careful not to come in contact with any bodily fluids, unless properly trained and equipped.
- Send one persons (greeter) to the building entrance to await the emergency responders.
- Employees in the immediate vicinity of the emergency, but not directly involved, should leave the area.
- Human Resources will make any necessary notifications to family members of the person suffering the medical emergency.

WORKPLACE VIOLENCE:

- Any employee who feels that she/he has been threatened should immediately report their concern to their manager and to Human Resources.
- If any person is observed exhibiting threatening behaviour or making threatening statements, the person discovering the situation should warn others in the area and immediately notify Human Resources and stay away from the person exhibiting threatening behaviour.
- Depending upon the level of concern, the police (999) should be called immediately. Never attempt to confront any person exhibiting threatening behaviour.

**If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.*

ROBBERIES

- Depending upon the level of concern, the police (911) should be called immediately.
- Never attempt to confront any person exhibiting threatening behaviour.
- Greet all customers that come into the restaurant
- If an argument or fight breaks out on the premises, call the police, and do not use physical force.
- Do not be drawn outside the restaurant for any reason.
- Do not try to physically stop a shoplifter or robber.
- Keep the robbery as short as possible – do not resist or argue with a robber.
- Keep your hands visible at all times.
- Warn the robber of the movements you are going to make, such as reaching for a bag or opening the cash register.
- Do not chase or follow the robber as he leaves; call the police. Do not pull a weapon if you are being held up.

HAZARDOUS SUBSTANCES AND COMMUNICATION

1. All employees have a right to know what chemicals they work with, what the hazards are, and how to handle them safely. If there are any substances hazardous to your health in the workplace, a COSHH risk assessment will be performed. Employees will be informed and trained on steps to eliminate, reduce and control exposures. This COSHH risk assessment will be conducted and reviewed periodically by: Sheldon Maloff.
2. Safety Data Sheets (SDSs) are documents provided by the supplier of a chemical. SDSs detail the chemical contents, associated hazards, and general safe handling guidelines. At , the SDS collection is located at _____. Employees are free to utilise the SDS as needed.
3. All chemical containers must be labelled to identify contents and hazards.
4. General rules for handling chemicals are:
 - Read all label warnings and instructions.
 - Do not mix chemicals unless authorised to do so.
 - Do not eat, drink, or smoke while using chemicals. And always wash your hands after handling chemicals.
 - When changing toner cartridges, consult with an experienced employee if you are unsure how to proceed.
 - Follow instructions for quantity. More is not better.
 - Minimise contact with chemicals. Use Personal Protective Equipment to protect your skin and keep your face clear of the area to reduce inhalation.
 - Always wash your hands after handling chemicals.

- If a chemical enters your eye(s) immediately hold open the injured eye(s) and rinse it/them with clean, cool water for 15 minutes. Then be sure to report the injury immediately.
- Any questions or concerns regarding chemicals should be reported to Human Resources.