



Safety Manual

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Introduction

This manual contains safety policies designed to control risks associated with operations Southwest Foodservice Excellence LLC, SFE, and SLA Management Company, and provide the safest possible work environment for our employees. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario, therefore if you have questions regarding a particular task contact your supervisor who can provide guidance.

The best ambassadors of our safety program are those performing the jobs on a daily basis. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts or practices. Many incidents are caused by the use of unsafe equipment, tools used in an unsafe manner or failure to follow safe work practices. This is why the implementation of a comprehensive safety program is critical to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action, up to and including termination. If you have questions and/or need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

Safety policy statement

Providing a safe work environment for SFE's and SLA's staff is of the utmost importance. The goal of our safety policy is to provide guidance on how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

Safety is a team effort

With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

Management's responsibilities:

Providing a safe work environment and adequate supervision of operations, which includes as applicable:

- Providing a safe work environment and adequate supervision
- Provisioning of tools and equipment
- Providing proper safety equipment/clothing
- Training and on-site safety direction
- Inspecting work areas and operations periodically
- Ensuring prompt action is taken when unsafe conditions or actions are identified

- Ensuring all incidents are reported and properly investigated
- Reviewing incident reports to verify proper corrective action is taken

Supervisor's responsibilities:

- Promoting safety awareness, and leading by example
- Ensuring employees are trained on safe work practices related to their assigned job tasks
- Ensuring safety equipment and protective devices are provided and properly used
- Conducting frequent safety inspections of all work areas and operations to improve and eliminate unsafe conditions
- Taking prompt, corrective action when unsafe conditions and/or unsafe actions are observed
- Investigating and reporting to management all incidents involving personnel and/or property
- Reviewing new equipment to identify potential risks
- Educating employees on the disciplinary policy as it relates to the safety policy; taking appropriate action when merited
- Facilitating paperwork and answering questions of both the treating physician and injured employee

Employee's responsibilities:

- Following the safety policy and procedures
- Reporting unsafe conditions and practices to management immediately
- Keeping work areas clean and orderly at all times
- Operating equipment only if authorized and instructed on safe work procedures
- Reporting all incidents to management immediately and complete an incident report as soon as possible

What to do if an incident occurs

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee the treatment they need as soon as possible can help to prevent further injury.

- Report all incidents, no matter how minor, immediately to management
 - Prompt reporting ensures the employee receives proper treatment if it is required, and ensures appropriate corrective action is taken to avoid future injuries
- Perform first-aid and CPR, only if you are trained
- Follow established Bloodborne Pathogens procedures
- Call the nurse line for medical guidance together with both injured employee and supervisor

- Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
- Incident Report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

Emergency action plans

Emergency situations such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisor/management or designee for their respective areas will:

- Direct actions of personnel
- Know the location of fire extinguishers
- Identify individuals who need special assistance during evacuations and make arrangements to ensure their safety
- Familiarize employees with evacuation route
- Ensure the building is clear and account for personnel after building evacuation

Fire evacuation:

- Turn off nearby equipment and walk to the nearest exit, when the fire alarm sounds and if it is safe to do so
- Assemble away from the building at the designated assembly area
- Remain outside until the all-clear is given by responding fire personnel
- The supervisor or their designee will account for all individuals

Severe weather:

- Stay inside the building
- Proceed to the appropriate designated shelter when directed

Bomb threat/Active shooter:

- Bomb threats and active shooter situations must always be taken seriously
- Document as much information as possible
- Report the incident immediately to the supervisor
- The supervisor or the authorities will determine if the situation warrants evacuation; if called for, follow the procedures used for a fire evacuation
- If in an active shooter situation, sheltering in place may be necessary, always try to flee if possible, then shelter in place, and fight as a last resort only

Recordkeeping

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

- Employee training records
- Certifications
- Incident reports
- Hazard identification and corrective actions
- Signed acknowledgments

Violence in the workplace

It is the policy of SFE and SLA that violence or the threat of violence, even in a joking manner, is not appropriate and subject to disciplinary procedures, up to and including termination.

Employees are to report any acts or threats of violence to their supervisor immediately. Report the behavior or threats made, give facts of where and when the event occurred, what was said and include any witnesses.

Anyone who observes a weapon on the premises is required to report it to the supervisor immediately.

Biological exposure control plan

Within the scope of your job, you may come into contact with blood or other bodily fluids that have the risk of transmitting blood and/or airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids.

General policies for all operations

- Employees should perform their job tasks in a safe manner, speak with your supervisor if you have any questions regarding safe work practices
- Illness and/or extreme fatigue may impact your ability to perform your job safely; it is the employee's responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
- Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
- Clean and orderly work areas prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools and/or equipment
- All exits and stairways should be clear and free of obstructions

- Use only approved, grounded electrical extension cords
- Extension cords are to be unplugged, coiled and stored in their designated locations when not in use
- Dispose of extension cords that show wear and tear immediately
- Follow proper lifting techniques and seek assistance when necessary
- Ensure all equipment (dolly, carts, racks, etc.) are in good condition before use
- Visually check equipment and machinery before use and ensure work area is clear
- Never leave machines or equipment running while unattended
- Loose clothing, long hair and/or jewelry should not be worn by employees working around or near moving machinery or equipment
- Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
- Smoking is strictly prohibited

Slip, trip and fall prevention

- Footwear should be flat, slip-resistant with a closed toe and heel
- Floors should be kept clean and dry; use designated wet floor signage whenever necessary
- Mops, brooms, boxes and other articles should be properly stored and cleared from passageways
- Use a step stool or ladder when reaching overhead
- Do not stand on boxes, chairs, desks, tables or other elevated surfaces

Ladders

- Inspect ladders before every use
- Chairs, boxes or other elevated surfaces should not be used as ladders
- Maintain 3-point contact (two hands, one foot or both feet, one hand) when ascending or descending ladders; always face the ladder
- When using a step ladder, do not climb higher than the second step from the top
- When using an extension ladder, do not climb higher than the third rung from the top

Extreme temperature conditions

SFE and SLA operations may expose employees to extreme temperatures. Employees are responsible for monitoring their physical condition both on and off the job and notifying the supervisor of any condition

that may impact their ability to tolerate extreme temperatures. For additional information on this policy, see the company's Temperature Extremes Program.

Hazard communication

Chemical substances and mixtures used by the company are to be evaluated and approved before use. The associated risks with products should be communicated to employees before use and can be found by reviewing the product Safety Data Sheet (SDS). Annual training on proper hazard communication is provided with additional training as new products are introduced in the work environment.

Personal Protective Equipment (PPE)

Foot and hand protection:

Footwear must be suitable for the type of work you perform and the environment in which you work. It is required that all employees follow the footwear guidelines listed under the slip trip and fall prevention section of this safety manual.

Hand protection should be selected based on the risk associated with the tasks assigned. However, in operations where hand protection may cause or contribute to an injury, other methods of hand protection should be used. Consult your supervisor regarding the proper hand protection and use. SFE and SLA will provide proper hand protection in areas where it is necessary.

Outerwear protection:

The clothing worn to work should not only be appropriate for the type of work you perform but safe for the environment in which you work. Shorts and tank top shirts should not be worn. Clothing should be cotton or other natural fiber, and if clothing or gear becomes contaminated, it should be replaced immediately.

Kitchen/cooking operations:

- Employees must be trained on the safe operation of all machinery they use
- All safety guards must be in place before operating the equipment
- Electrical equipment must be unplugged and in the off position when not in use
- Ground Fault Circuit Interrupter (GFCI) outlets should always be used
- Thermostats on deep fryers should not be set above 375 degrees Fahrenheit; to avoid boil over
- Follow the manufacturer's guidelines when cleaning equipment
- Cooking tools/utensils:
 - used only for the purpose for which they are designed
 - inspected before use and replaced as required
 - not left in work areas

- not left where they may be a trip hazard or interfere with other work in progress
- never carried in apron pockets or belts

Avoiding burns:

- Use caution when removing lids from pots. Slightly raise the edge of the lid furthest away from the body first to allow steam to escape before removing the lid
- Have a cart ready to move hot cooking pans before removing them from the stove
- Place hot cooking pans on dry potholders
- Boiling liquids should not be poured into glass jars
- Pot handles should not extend into passage area around stoves or work tables
- Steamers or combi-ovens used as steamers, must be opened slowly, using the door as a shield, allowing all the steam to escape prior to reaching in
- Steamer gloves should be used whenever working with steamers, steam kettles, or hot liquids

Avoiding cuts:

- Always wear the proper cut glove (PPE) on the opposite hand while holding a knife or blade
 - When using a mandolin slicer, the cut glove must be on the hand holding the food
- Sharp knives or glass objects should not be placed in sinks
- When using a knife:
 - use sharp knives carefully
 - never store in a drawer
 - keep sharp to reduce force when cutting
 - cut away from the body
 - Clean and sanitize the knife after each use, do not give to someone else to wash
- Handle opened cans with care; never open cans with a knife
- Cracked dishes and containers should be discarded
- Broken glass should be disposed of in trash cans
- Proper PPE must be used when cleaning or dismantling a slicer
- Food slicers should never be used with the blade guards off or disengaged
- Never place hands or any utensil in a food mixer while it is operating

Maintenance operations:

Compressed gas storage:

- Smoking is prohibited anywhere in the kitchens

- Store carbon dioxide (CO2) cylinders secured to a wall or a rack around the body of the container, never the neck
- Handle cylinders with care and never drop them

Motor vehicle operation:

The following requirements are in place because of the high risks associated with motor vehicle operation:

- SFE and SLA employees who operate vehicles on behalf of the company or district, must have a current valid driver's license, operator, commercial or chauffeur's license, as required for the equipment being operated
- Only company employees are permitted to operate company-owned equipment/vehicles

Obeying traffic laws and regulations:

- Employees are required to obey all traffic regulations
- Cost for traffic violations/citations is the employee's responsibility
- Employees convicted of two or more moving violations within a 12-month period cannot operate company vehicles
- All vehicle incidents must be reported, as required by city and state reporting procedures
- Employees involved in vehicle collisions must report the incident to their supervisor or designee immediately after contacting the local law enforcement agency



Safety Policy/Procedure acknowledgment

By my signature below, I acknowledge I have received and read the Company's Safety Policy/Procedures Manual, and I have been given an adequate opportunity to ask questions and receive clarification of any area of the policy/procedures. I agree to abide by the provisions outlined in the SFE and SLA Safety Policy/Procedure Manual and understand that failure to do so may result in disciplinary action, up to and including termination of my employment.

I have received training by the company for the duties associated with my job, and I understand the potential hazards and physical requirements of these duties as well as the necessary precautions to control these hazards.

I have been informed and understand I am to report to my supervisor any incident and injury occurring while performing the duties of my job, or if in their absence, the next available senior company representative. An Incident Report must be completed and signed immediately, as is reasonable under the injury circumstances, by me after my injury.

I have been informed and understand I am to immediately report any unsafe acts and/or conditions discovered during the performance of my job duties.

Employee's signature: _____

Printed name: _____

Witness signature: _____

Dated: _____