

Safety Tips

Safety in the workplace is extremely important to HD Derry, LLC.

Below, we have listed some safety practices we will promote at Heav'nly Donuts and expect all employees to follow.

Slips and Falls

- As mentioned in our Dress Code Policy, non-slip shoes are required to be worn in an effort to prevent slip and fall accidents on our frequently slippery floors.
- Clean spills right away and use "wet floor signs" when floors are being mopped or floors are wet for any reason.

Lifting Techniques

- Keep your back straight and bend your knees, rather than your waist.
- Keep what you're lifting close to your body. Lift with your legs and keep your back straight as you stand.
- Do not twist or turn your body when you're lifting or carrying something.
- If an item is too heavy, ask for help to lift it.

Ladder Safety

- Ladder's should always be set on a firm and level surface.
- Do not use the top two steps of the ladder for proper balance and place within the appropriate distance to not have to reach too far.
- Have somebody hold the ladder or be close by in case assistance is needed.
- Use the proper height ladder for the job.
- Do not stand on chairs, tables or other surfaces-always use a ladder.
- Employees under the age of 16 are not permitted to use ladders.

Knife Safety

- Cut with the blade facing away from your body. Pay attention while holding knives and focus.
- If you drop a knife, do not try to catch it.
- Store knives properly in a safe space to prevent cuts.
- Knives should never be left in soapy dishwater- they must be left out and visible. Be extremely careful when washing sharp blades.
- If you are cut, have a supervisor assess and treat your injury immediately. The area must be washed and sanitized immediately and any affected product must be thrown away.

Safety Tips

Chemical Safety

- All chemicals must be clearly labeled. Refer to the SDS (Safety Data Sheets, located in the HazCom Booklet) before using chemicals to learn more about their compounds and safety information.
- Never mix chemicals together. Use chemicals as instructed.

Safety Inside

- Make sure floors are free of clutter (any boxes, cartons or any clutter than can be tripped over).
- Make sure floors in the service and food prep areas are clean, dry and free of grease.
- Make sure floors in the restrooms are clean and dry.
- Keep the Drive Thru window closed when not in use.
- Keep back/side doors closed and locked at all times to prevent entry to unauthorized people. Also keep counter-entry doors closed at all times for the same reason.
- Always confirm identification and appointment of vendors before allowing them access behind the counter.
- If opening the restaurant, keep the front doors locked until it is time to open for business and there is more than one person in the restaurant/building with you.
- If closing the restaurant, park in an area that is well-lit. Make sure all doors and windows are locked before leaving.
- Broken Glass: Be extremely careful when handling. Use a broom, cardboard or dustpan to clean broken glass. Try to bring it directly to the dumpster, but if this is not possible, be sure to notify the person that will empty this trash so they are aware.
- Burns: Be mindful when handling equipment that is hot.
 - Coffee brewers:
 - Turn brew basket handles to indicate that a brew cycle is in process which indicates to not remove the basket until the brew cycle is complete. Never pull a coffee pot away from the brewer during a brew cycle.
 - Do not hold cups while pouring hot liquids into them.
 - If hot liquids come in contact with your skin, immediately notify your supervisor and run your burn under cool water (not COLD, as this will cause blistering). Cool the burn, then apply burn gel and gauze (if applicable).

Safety Tips

Safety Outside

- Keep the parking lot and walkways clear of trash, ice, snow and debris at all times.
- At night, walk within the areas that are well-lit. Take out trash before dark if possible.

Emergency

- Call 911, then your manager. Make sure you, colleagues and guests are in a safe area. Document all incidents.
- Cash out drawers at the end of your shift. Put extra cash into the office/safe.

Cash Handling

- Cash out drawers at the end of your shift. Put extra cash into the office/safe.
- Keep drawers locked and closed when not in use.
- Do not leave drawers out unattended when colleagues and/or guests might be able to gain access to it.

Robbery/Acts of Violence/Burglary

- If a robbery or act of violence occurs, make a mental note of the person's description. Follow their instructions, do not panic, and do not argue with them. Do not go with them if they tell you to.
 - Once they leave, lock all doors and call 911. Preserve the crime scene by not touching any surfaces/items the robber may have touched.
 - Document the event and everything you can remember.
 - Ask witnesses to wait for the police and notify your manager.
- If a burglary occurs, go to a safe place and call 911. Wait for police to arrive before entering the location (if applicable) and allow the police to control the situation. Notify your manager.

Customer Injury

- Tend to the guest and offer them help (do not force help if they do not agree). Notify your manager of an incident and document it. If it is an emergency, call 911, notify the manager and document.