

Cafes, Restaurants & Takeaways

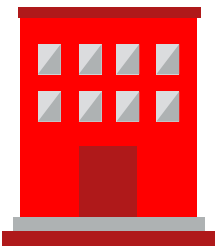
Food for thought

While we're here to pay to claims if the worst happens, we're all about trying to keep you and your property safe and secure in the first place.

Managing risk in cafés, restaurants, takeaways and lunch bars. Preparing, cooking and serving food has its own set of risks to watch for – but it's mostly just about being sensible. Here's some information about how to minimise the risks in your workplace.



Keeping structures safe



The whole building should be secure, maintained and in good condition.

Must haves

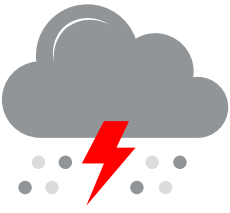
- ✓ Doors, windows and their locks, latches and hinges should be in good working order.



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Weather watch outs



While you can't control wild weather, you can reduce the risks that come with it.

Best practice

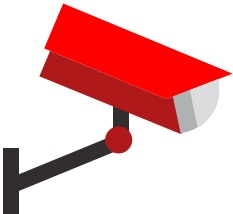
- Be aware of what weather or flood events are likely to affect your building or business. This can help you plan what needs to be done.
- Keep trees and shrubbery well-trimmed, and remove diseased or damaged limbs. Ask a professional arborist to assess and strategically remove branches to allow wind to blow through the trees.
- Protect water and other pipes from freezing using insulation, or install heat tape.

- Remove snow and hail from gutters as soon as it's safe to do so. This will reduce the possibility of subsequent rain overflowing gutters.

Must haves

- ✓ Ensure the building is well maintained, that walls and roof are watertight. Make sure doors and windows are close fitting.
- ✓ Make sure gutters and down pipes are not blocked by leaves or rubbish. Check before the winter season, or more frequently if needed.
- ✓ Inspect channel drains, yard storm water outlets and sumps and make sure they are all free-flowing and that curb side gutters are not blocked by leaves and rubbish.

Secure your business



There are a few key ways to keep your business as safe as possible.

Must haves

- ✓ Get a monitored intruder alarm system with patrol response and checks – especially if you sell or store alcohol. Systems should be maintained annually.
- ✓ Be smart with cash and have clear processes for closing time. Make sure till drawers are left open and empty, and keep cash in an adequate cash rated safe that's bolted to the floor, in an alarmed area.
- ✓ Set up CCTV both inside and out – think high definition, motion sensing, and infrared, to help give you clear images even in low light.

- ✓ Do your banking as often as you can – the less money held on site, the better.
- ✓ Keep any bulk alcoholic beverages (especially spirits) in a locked room.
- ✓ Make sure rear doors are strong, and if glazed then fitted with security bars. During the day, keep it secure with a locked mesh screen door to keep intruders out.
- ✓ Keep any yards well-lit.

Get the fire risk down



Fires start small and having the right fire equipment can help reduce the loss.

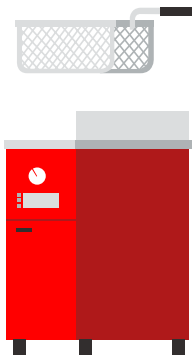
Best practice

- Consider a fire detection system that has detector units located through the area, and is monitored by the fire brigade or a security service for added protection. You'll need to choose the detectors that are right for the building use and maintain them as needed.

Must haves

- ✓ You'll need dry powder or foam fire extinguishers in the kitchen. If you have a deep fat fryer then you'll also need a Wet Chemical Fire Extinguisher (min. 3.5L). Always have a wall-mounted fire blanket (size 1.2x1.8m) handy in kitchen facilities too.
- ✓ You'll also need dry powder fire extinguishers for other parts of the building.
- ✓ You'll need suitable fire extinguishers for other areas – we recommend 4.5 kg dry powder fire extinguishers as a minimum. Your fire equipment supplier can help you here.
- ✓ Make sure all fire extinguishers and installed hose reels are checked and maintained yearly.

When cooking



Best practice

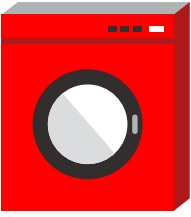
- Don't leave pot, pans, woks on a heat source unsupervised.
- Any solid fuel cooking fires need to burn down while supervised. Think about installing spark/embers grills instead where it's practical.

Must haves

- ✓ Clean filters of the kitchen extract system weekly and any ducting annually, especially for deep fat frying, wok cooking, tandoor and pizza ovens.

- ✓ Fit deep fat fryers with over-temperature cut-outs if they don't have one. Cover each vat with a close-fitting steel lid.
- ✓ Store any waste oil/fat in a metal bin with a close-fitting metal lid until it gets removed.
- ✓ Check the condition of cooking oils/fat regularly. Clear up any crumbs and drain and filter oils/fat at least weekly. If the oil is discoloured replace it.
- ✓ Using rags to clean up cooking oil spills? When finished they need to go straight in a non-combustible container with a close-fitting lid.

When doing laundry



It's a fact that even washed cotton aprons, tea towels and linens can spontaneously heat and in some instances catch fire if tumble dried – and not left to air and cool down completely. This risk increases if vegetable oils, butter, or fats from food aren't fully removed during the wash process.

Best practice

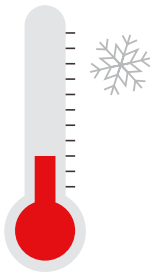
- Use your equipment in line with what the manufacturer says and clean lint filters every day.

Must haves

- ✓ Chat to your staff about reducing the risk of fire when doing laundry. Here are the key points to look at:
 - Wash soiled laundry as soon as you can, and never store it near heat sources (like dryers or direct sunlight).

- ✓ Use hot water – adjust your wash temperatures and detergent to be most effective for removing oil and fat contamination, and always rinse your laundry before drying.
- ✓ Never put foam, plastic, nylon, rubber materials or mop heads in the tumble dryer.
- ✓ Don't skip the cool down cycle, let the dryer finish, spread the laundry out so it can cool, and put dry laundry in a metal mesh basket.
- ✓ Always make sure dryer air exhaust vents are clear and check lint filters are clear before use.
- ✓ Never leave your dryer unattended, and never leave dry, hot washing inside the drum.

When using refrigeration



Things to remember about fridges, chillers and freezers.

Best practice

- Follow the manufacturer's instructions for all fridges, chillers and freezers. Ensure that they are well maintained to reduce the risk of breakdown which can result in fire and possible food spoilage.

Must haves

- ✓ Walk in chillers are often constructed out of a sandwich panel, which can have a combustible core. Check the panelling regularly for damage that has exposed the core and complete repairs quickly.

Dealing with fuel and hazardous substances



It goes without saying that using fuel and hazardous substances incorrectly is a big fire risk.

Best practice

- While LPG patio heaters are useful, limit the number of spare cylinders on site.
- Make sure wax candles are sturdy, melting wax is contained, and that they're extinguished before close of business. Flameless candles can be a good option here.

Must haves

- ✓ Keep stocks of wood neatly stacked and away from ignition sources (like smoking areas).
- ✓ Secure all gas cylinders and make sure any hazardous substances like LPG or aerosol cans of butane are stored and used correctly. Keep amounts on site to a minimum.
- ✓ Get gas appliances and lines checked by a gas fitter once a year.

Essential maintenance



Good maintenance helps reduce risk.

Must haves

- ✓ Service and maintain all cooking, dishwashing and refrigeration appliances as manufacturers specify.
- ✓ Ensure all chimneys are swept at least once a year.

Watching out for water damage



With routine checks and a proper plan, the risks can be seriously reduced.

Best practice

- Plumb washing machine and dishwasher outlets into the wastewater pipe, not simply with the waste pipe hooked over a sink.

Must haves

- ✓ Know where the water shut off valve(s) are for the water supply. Where possible, shut off the water supply during extended shutdowns or when not needed e.g. over the summer holidays or in an unoccupied building.
- ✓ Ensure flexi-hoses are checked regularly and replaced if showing signs of damage – or every 10 years otherwise.
- ✓ Check shower enclosures for signs of deterioration, especially to the wall boards/tiling.
- ✓ Inspect plumbing, water pipes and waste lines for leaks, damage or corrosion. Check that all basins, tanks, etc have overflow facilities. Process tanks should be banded.
- ✓ Check and clean the roof regularly. This is important before the winter season and after storms. Pay attention to membrane-style roof coverings as these have a limited life and can be affected by environmental exposures.
- ✓ Check flashings where the walls and roof meet, and also pipes and skylights where they penetrate the roof covering.

Good housekeeping counts



Encourage your team to make a habit of these tasks in any housekeeping routines.

Best practice

- If any combustible materials such as cardboard boxes or packaging can't be placed in the waste bins or recycling, keep them inside or get them removed from the premises as soon as possible.
- When you're storing dry goods, make sure the area is clean, the aisles are clear and that you flatten boxes when they're empty.

Must haves

- ✓ Keep waste/recycle bins well clear of the building, or if you can't, keep the lids closed and locked.
- ✓ Don't dispose of any hot ash or coals in general waste unless they've fully cooled. Instead use a metal container with a close-fitting metal lid.
- ✓ Clean up spills promptly.

Lighting and electrical



Faulty electrical installations can cause fires, so regularly make sure that these are in good condition, and fault free.

Must haves

- ✓ Regularly check electrical switchboards and installations, and ensure open switchboards are enclosed.
- ✓ Don't use damaged extension leads or power boards.
- ✓ Ensure faulty fluorescent tubes are replaced.
- ✓ Make sure all portable electrical equipment is tagged and tested.

Better management controls



Everyone can do their part to prevent fire or loss happening.

Must haves

- ✓ Ensure everyone who needs to operate appliances and equipment are properly trained.
- ✓ Make sure all staff know the risks your business can face – from cooking fires to oil-contaminated fabrics spontaneously combusting.
- ✓ Make sure fire appliances and fire protection equipment is regularly checked and maintained.
- ✓ Have a routine in place to ensure gas and electrical appliances are turned off at close of business.
- ✓ Ensure that smoking happens only in designated areas and butts and matches are put in appropriate bins.
- ✓ Maintain good housekeeping standards – keep things tidy, remove trip hazards, keep exits clear, etc.

Keep business going smoothly



Keep on top of backups and cyber-security.

Must haves

- ✓ Backup critical data weekly and consider using secure Cloud services.

- ✓ Keep your important papers in a fireproof box/cabinet.
- ✓ Ensure you've got antivirus protection on your computer and regularly update.

Visit vero.co.nz/risk-profiler to check out our other advice sheets for more tips and in-depth information about managing risk.

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