

A yellow diamond-shaped sign with a black border, containing the text 'LBB SAFETY MEETING FEBRUARY 2023'.

LBB

SAFETY

MEETING

FEBRUARY 2023

WORKPLACE VIOLENCE PREVENTION



Workplace Violence?

Any act or threat of physical violence, harassment, verbal abuse, intimidation, or other threatening disruptive behavior that occurs at the work site.

This can affect and involve employees, clients, customers, vendors, and visitors.

Why are you at risk?

- **We work directly with a variety of people from the public.**
- **We typically handle cash payments.**
- **Time of day and location of work**
- **We work in an environment where alcohol is served.**

Reducing Workplace Violence Hazards

- **Keep cash register closed when not in use**
- **Do not count cash in front of customers**
- **During the night, all employees should leave the workplace at the same time. Use the "buddy system" when walking outside in the dark.**
- **Report and log incidents of any threats or violence**
- **Keep the back doors locked unless necessary**
- **When dealing with a unsatisfied customer, always try to deescalate the situation as quickly as possible**
- **Enter tips as often as possible**

(Tip Jar) Theft



- Theft, specifically tip jar theft can happen
- Never chase after the thief if theft does occur
 - This could lead to significant injuries to yourself and other
 - YOUR safety should always come first
- How to AVOID: Have no more than \$10 in the tip jar
 - More than \$10 in the tip jar? --> enter cash tips into Toast and place them into the till
 - Try to enter cash tips into Toast as often as possible to reduce theft

Guest Confrontation/Conflict

- 911 or the non-emergency line is ALWAYS an option when things get out hand, especially when YOUR safety is in jeopardy
- How to DE-ESCALATE Conflict:
 - Don't let your emotions get in the way & don't play the blame game
 - Let the customer vent while actively listening to their concerns
 - Apologize
 - Sympathize with positive language
 - Try and find a solution





Accident Investigations

- **Thursday (1/12) at Alberta -- Laceration of the Finger**
 - **Incident:** Washing with steel wool which resulted in a small cut.
 - **Cause:** By wearing gloves or once steel wool is worn out, toss right away.
 - **Prevention & Corrective Action:** Replace steel wool as often as possible and use gloves when handling steel wool to avoid pokes and cuts.
- **Sunday (1/15) at Alberta -- Laceration & Sprain of the Finger**
 - **Incident:** Washing vents and when flipping them over, finger got jammed in between them causing a sprain and a tiny cut.
 - **Cause:** Missing handles on vents that caused them to be handled improperly.
 - **Prevention & Corrective Action:** Replace missing vent handles.

Accident Investigations


- **Saturday (1/21) at Alberta -- Laceration of the Finger**
 - **Incident:** Cutting onions using the mandolin and cut finger with the blade.
 - **Cause:** Not using a cut glove
 - **Prevention & Corrective Action:** Re-educate team about the importance of using a cut glove and that it is required any time the mandolin or knife is used.
- **Wednesday (2/8) at Orenco -- Laceration of the Finger**
 - **Incident:** Cutting whole pickles using the mandolin and cut finger.
 - **Cause:** Not using a cut glove and was distracted from a conversation.
 - **Prevention & Corrective Action:** Re-educate team about the importance of using a cut glove and indicate that conversations should be minimal to reduce distractions when handling a mandolin and a knife.



**Any safety, health
or hazard issues
at any of your
locations?**



Have a Safety Concern?



LITTLE BIG BURGER

REPORT CONCERNS

HOW CAN WE IMPROVE SAFETY?



See something. Say something. All LBB employees have a voice. Please click here to report any safety concerns or ways to improve safety in the workplace.

Incident Reporting:

- Form can be filled out online at WeAreLBB.com
- Who can submit a form → ANYONE
- Possible examples of when it should be completed:
 - First Aid of any kind is administered (even the smallest injuries should be documented)
 - Injury of a guest or employee on the property
 - Someone being ejected from the property or if they make a threat
 - Possible crime has been committed (ex. theft or harassment)
 - Property damage (company-owned or property owned by guest, vendor, or employee)



Safety Committee Meeting Notes



After each monthly safety committee meeting, members should complete this brief form to record meeting notes and to report any safety concerns that require corrective action.