

Chapter 14 – Back of House, Robbery & Emergency Situations

Store security & safety procedures

Security is everyone's responsibility. Everyone must learn the security procedures and follow them! Following safety procedures helps ensure the restaurant operates safely and free of threats to everyone in the restaurant.

There are 'employee only area' restaurants. The following are restricted areas for customers, friends & family:

- Rubbish area
- Back room
- Back door
- Behind the sandwich unit and food preparation area

Back Door Procedures



- Do check peephole prior to opening door

- **Don't** answer the door after dark
- **Don't** block access to the back door
- **Don't** open door for anyone except scheduled deliveries



Opening Procedures

Opening procedures help prepare for the day ahead and include the following

- Check all doors and windows for signs of disturbance
- Never let unauthorized people enter the restaurant before it is open and ready for business
- Review any other local policies your restaurant may have

Closing Procedures

Closing procedures help prepare the restaurant for the next day or shift and include the following

Precautions to take:

- Lock all windows and doors
- Keep lights on
- Set alarm and surveillance system
- Be alert
- Review any other local policies your restaurant may have
- Don't enter restaurant
- Notify your franchisee as soon as possible and call the authorities
- Review any other local instructions your restaurant may have

Burglary

The intent to break into a building without consent with the intent of committing a crime inside. It is a specific intent crime, requiring that the burglar knowingly intend to commit a crime while inside. It is commonly known as 'breaking and entering'.

For example, 'Burglar smashes window and breaks into a Subway Store late on Saturday evening.'

As part of a daily routine, the first person arriving to the restaurant in the morning should check all the doors to the restaurant, ending with the front door. If any door or window is found unlocked, ajar or broken, DO NOT ENTER. This could indicate a burglary took place overnight and the thief may still be inside the restaurant. Call the Store Manager.

Robbery

Robbery always involves theft and during a robbery there can be some sort of violence, force, or just threats.

Deterring Robbery

There are various procedures in place to help prevent risks associated with robbery. These include the following:

- Exterior doors - All exterior doors should fit snugly in their frames, be unobstructed and function properly.
- Lighting - "Adequate lighting is an effective and inexpensive security tool." Criminals prefer a minimal amount of light necessary to carry out a crime in addition, any images from security cameras will be improved.

All lighting must be operational and on at the correct times. Replace broken lights immediately.

- Store window visibility - Good visibility lets employees see anything suspicious happening outside the store, so they might have time to call for help. Robbers will avoid places where they can be seen.
- Back door - A robber doesn't want to be recognized, so entry through the back door is the best method. The back door can only be opened from the inside and must be kept locked at all times.
- Telephones - Telephones should be installed so you do not have to turn your back to answer them.
- Alarm System and Surveillance - Properly designed security systems with cameras and alarms in the back office and at the cash registers will drastically reduce employee theft as well as deter robberies.
- Restaurant Safe - Limit available cash in the till by making frequent cash drops. Excess cash should be kept in a time-delay drop safe that cannot be immediately opened by the shift leader or store manager.

Security Training

Security training is critical and help the employee react calmly and quickly in the event of a robbery. These guidelines are samples, and they can be adapted to your own situation.

- Greet and make eye contact with all customers who enter the restaurant. Research shows that this deters some would-be robbers, since they believe they have been seen and will be remembered.
- If you are suspicious of someone, call the police or the centre's security for a routine patrol check.
- Be alert and attentive to what is going on inside and outside the restaurant. Look for anyone who may be watching or loitering in or around the restaurant. Robbers take advantage of distracted employees who are easily surprised.
- Do not discuss company business with customers or friends.
- Always be security conscious and always try to stay in the front of the restaurant, where you are visible to passers-by.
- Be wary of customers looking at other customers rather than at the menu board or products.
- If someone looks suspicious, ask the customer ahead of the person, "Are you together?" The customer will usually turn around and look at the person and then might be able to make an identification later if a robbery occurs.
- If you are approached and if you do not recognise the person, and they state they are from Subway or the office or the local EHO and they wish to see inside the kitchen or ask for details, or remove anything from the store you MUST ask for and check their ID. Please ask them to wait while you call your store Manager, the Area manager or the office for advice.

In Case of a Robbery

The safety of you and your employees, not the loss of money, is what is important. Do not do, or say, anything that will put yourself in danger. Follow these guidelines:

- Take all attempts seriously.
- Consider the robber to be armed, even if no weapon is displayed.
- Take a deep breath and remain calm. Do not move.
- Treat the robber as you would a customer. Remember, you both want this over as quickly as possible.
- Listen carefully and obey the commands of the robber.
- Do not argue with or resist the robber in any way.
- Be courteous and tell the robber that you will do what he requests.
- Keep your hands in the robber's view at all times. When you move, explain what you are doing and why you are moving so your actions cannot be misinterpreted.
- Notify the robber of the location of everyone in the restaurant and of people you are expecting to show up.
- Activate an alarm only if you are sure you can do so without endangering your safety.
- Avoid backrooms or other non-visible locations. Remain visible at all times.
- Do not chase or follow the robber. He may injure you, or the police might mistake you for the robber.
- Try to observe the robber's physical characteristics, and observe his height. Do not stare, however, just be observant.



After the Robbery or other Criminal Action

If a serious crime (e.g., robbery, rape, stabbing, shooting, etc.), happens in your restaurant, follow the procedures below in the established sequence. Post-crime activities must be carried out as quickly as possible, and they must be thoroughly completed so nothing important is left out.

- Make sure everyone in the restaurant is safe.
- Lock all the doors immediately. Do not let anyone enter the restaurant except police officers, medical personnel, and company management.
- Call your local emergency services IMMEDIATELY. Request necessary assistance: police, ambulance, etc. Advise the emergency operator if there are any injuries. Do not hang up the phone until you are told to do so.
- Ask any witnesses to remain until law enforcement officers arrive. If any witness insists on leaving, obtain his name, address, and telephone number. Do not lock witnesses inside the restaurant if they refuse to stay.
- Write down all you can remember about the incident. If you have "Suspect Identification" forms, distribute them to employees and witnesses, and have them fill them out independently.
- Protect the crime scene. Don't touch anything that the criminal might have touched.

After all details have been taken care of, resume restaurant operations as soon as possible

Emergency Situations

Approach

Although there may be different types of crisis all employees must follow the general guidelines:



- Remain Calm
- Assess the situation
- Follow the restaurant procedures
- Know emergency phone numbers
- Know telephone locations

Fire Safety

Fires can happen at any time, so it is important to be prepared. You must ensure you know where the fire extinguishers are in your stores and what they are used for. They should be easily accessible, clearly labelled and ready for use. Do you know how to use them if required?



No open flame or flame-producing device (cigarette lighters) is allowed in the restaurant

During and after a fire

- If the fire is small and manageable, smother it or use the fire extinguisher to put it out
- If the fire is in the microwave, then close the door and keep it closed.
- If the fire is:
 - Extinguished: call Store Manager and Area Manager
 - Not extinguished: evacuate the restaurant immediately and assemble at prearranged location
- Call the fire department or emergency numbers (999)
- Do not re-enter your restaurant until the fire department has instructed you that it is safe to do so



Power Failures

A loss of electricity may occur due to circuit overload from the equipment or due to a storm. Follow the necessary safety procedures:

During

- Check fuses
- Check whether it is just the store or the neighbourhood
- Call the store manager or the Area manager first
- Ask all customers to promptly leave the restaurant
- Lock the front door and do not permit entry of additional customers
- Check the doors of the freezer and refrigerator to be sure they are closed properly
- Unplug the POS system/till, sandwich unit, and soda machine and menu board.
- To keep food chilled during a brief power outage, do not open the refrigerator and freezer doors if avoid doing so

After

- Once power is restored, check temperature and discard any spoiled food (Save for Manager to waste)
- Arrange for the replacement of discarded food
- Check with Manager/Area Manager to be sure that the water supply is safe to use.

Handling Accidents

Customer or Employee Falls

Try and make the injured person comfortable and DO NOT attempt to move them.

- In a calm manner, ask if the person is in pain
- If the fall is of a serious nature, call the emergency services
- If the fall is not serious nature, the person may get up soon as they are ready to
- Suggest they sit down for a few minutes and make sure they feel alright before leaving the store
- Get the names and telephone numbers of anyone who may have witnessed the fall, as well as the person who fell.

Glass Breakage (large)

In the event of serious glass breakage, first make sure no one was hurt. Prepare to clear away the glass.

- Barricade the area around the breakage as no one is hurt
- Do not attempt to clear glass before the authorities or glass company arrive unless it is posing a serious threat to someone
- Sweep the shattered glass from the area so no one walks over it
- Discard any food items that may have been near the breakage
- Notify your Store Manager and Area Manager
- If the damage is extensive and cannot be fixed during the day, they will have to secure the building for the night

Medical Emergency and First Aid

Store Managers and Shift Leaders

Store managers and shift leaders are responsible for ensuring equipment and facilities are provided and the persons (employees, contractors or visitors) have access to suitably trained first aid personnel. They must also ensure that all new personnel receive suitable site induction training, giving details of the first aid cover provided, location of equipment, and identity of the person responsible for first aid (e.g. the appointed person).

Appointed Person

The minimum requirement is to appoint a person to take charge of first aid arrangements. The role of this appointed person includes looking after first-aid equipment and facilities and calling the emergency services when required. Appointed persons do not need first-aid training. Each Shift Leader will be the appointed person and there will always be at least a Shift Leader on site.

In an emergency...

- Communication: Ask/ shout for help and phone the emergency services on 999 The procedures for summoning assistance are covered in the induction training and emergency contact numbers are on the notice board.
- WRAP UP: Wrap the injured person in a blanket/coat to keep them warm. Reassure and speak to the injured person, keep them talking if you can.
- Ambulance/Assistance, all for help (999). Pass it on and tell the emergency service workers all you can remember
- Positioning do not move the injured person.
- Understand what is happening

Records

Records of all first aid given must be kept in the accident book. Details should be sufficient for an investigating officer to establish exact treatment given and process followed. First Aid Kit. The minimum first-aid provision on any work site is also to have a suitably stocked first-aid box. As a minimum requirement, each first aid kit should contain the following:

- A leaflet giving general advice on first aid
- 20 x adhesive dressings - individually wrapped, sterile, (assorted sizes)
- 2 x eye pads -sterile
- 4 x triangular bandages - individually wrapped, sterile,
- 6 x Safety pins
- 6 x unmedicated wound dressings - medium sized, individually wrapped, sterile, (approx. 2cm x 12cm)
- 2 x unmedicated wound dressings large, sterile, individually wrapped, (approx. 18cm x 18cm)
- 1 x pair disposable gloves (minimum), unused and sterile.

Each first aid box has a check list on the front which will be updated as items are removed from the first aid box. If items are removed from the first aid kit the person who removes the items are responsible for restocking the kit. Items to refill the first aid kit can be purchased from bidfood with the normal weekly food order.

Customer Incident Report: If a customer gets injured in your restaurant:

- Get information regarding your injury from the customer and any witnesses.
- Complete the Customer Incident Report, using the report forms
- Notify the Store Manager/ Area Manager who will inform the office and the business owners
- Send a copy of the completed customer incident form to the office

Robbery, Back of House & Emergency Situations – Question Time

1. What areas are restricted to customers, friends and family?

2. What are the DO'S of the back-door procedures?

3. What are the DON'TS of the back-door procedures?

4. What are the opening safety procedures?

5. If there has been a disturbance what three things should you do?

6. Why are deliveries checked and signed for?

7. When should deliveries take place: off peak or in peak hours?

Off peak In peak

8. Why should delivered items follow the FIFO method?

9. Which of the following is not part of accepting a delivery process?

- a. Visual inspection
- b. Compare invoice to inventory
- c. Open boxes
- d. Leave items on the floor for the manager to check and then store
- e. Mark any discrepancies
- f. Accept or Reject/ sign invoice

Trainer

Sign & date:

Trainee

Sign & date:

