



WORKPLACE SAFETY & HEALTH GUIDE

Restaurant Employees



October 2022

This document is neither a substitute for, nor a legal interpretation of, the occupational safety and health regulations. Readers must refer directly to title 8 of the California Code of Regulations and the Labor Code for details regarding the regulations' scopes, specifications, and exceptions, and other requirements that may apply to their operations.

Workplace safety and health information is available online at:

- General information: www.dir.ca.gov/dosh
- Cal/OSHA regulations: www.dir.ca.gov/samples/search/query.htm
- Cal/OSHA safety and health publications: www.dir.ca.gov/dosh/puborder.asp
- Cal/OSHA etools: www.dir.ca.gov/dosh/etools/etools.htm

Cal/OSHA Consultation Services offers free telephone, email, and onsite assistance. Find a local office online (www.dir.ca.gov/dosh/consultation.html) or with the contact information listed in the back of this document.

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NOTES

About This Guide



This guide is not meant to be a substitute for, or a legal interpretation of, the occupational safety and health standards. Please see the California Code of Regulations, title 8, and Division 5 of the California Labor Code “Safety in Employment” for exact information, specifications, and exceptions.

The display or use of particular products in this booklet is for illustrative purposes only and does not constitute an endorsement by the Department of Industrial Relations.

Restaurant safety addresses safety and health in places of employment such as restaurants, cafeterias, kitchen works, and other eating and drinking establishments. Employers and employees can benefit from using this guide. Employers can provide a safer workplace for their employees and benefit from

lower employee turnover, reduced lost time, reduced workers’ compensation costs, and increased productivity and profit. Employees will be able to perform their daily tasks more safely, thus reducing or preventing accidents and injuries. Working more safely will allow employees to preserve their income and future job opportunities.

To help employers and employees work safely, this guide provides information on these topics:

- General restaurant safety
- Common Cal/OSHA violations
- Types of injuries
- Hazard control measures
- DO and DON’T for various operations typical of the restaurant business
- Safety training
- Developing and implementing an Injury and Illness Prevention Program (IIPP) and a Hazard Communication Program (HAZCOM)
- Contacting Cal/OSHA
- Resources for restaurant safety and health

The information contained in this guide does not include all health and safety topics that may apply to the restaurant industry. The reader is encouraged to review all applicable **Cal/OSHA regulations**, some of which are referenced in this guide.

Preventing Injuries and Associated Costs

Proactive safety and health programs are an effective way to prevent workplace injuries and illnesses and reduce the costs of doing business. In such programs employers and employees work together, safety and health are always a part of the decisions, and all employees and supervisors are fully trained to work safely.

Employers are typically aware of the direct costs of an injury or illness, such as higher workers' compensation insurance premiums. It is also typical for employers to not be aware of the hidden costs. Besides the trauma to the workplace caused by an employee injury, consider what one lost-workday injury can cost you in terms of:

- Lost productivity.
- Interrupted operations.
- Time and costs to hire or retrain replacement employees.
- Time and costs for repair and replacement of equipment.
- Reduced employee morale.

Integrating safety and health into the overall management of your business, through effective implementation of an IIPP, will reduce the risk of injury-related losses.

Cal/OSHA has conducted numerous serious accident investigations in restaurants - some were employee fatalities. The predominant hazards resulting in those accidents were:

- Burns (18%).
- Falls (13%) – this also caused most of the fatalities.
- Amputations (8%).
- Chemical exposures (6%).
- Lacerations, crushing, electric shock and vehicle accidents.

Cal/OSHA Regulations and Child Labor Laws

California restaurant workers are protected by title 8, California Code of Regulations.

Restaurant work involves many different types of tasks and associated hazards. As a result, there are many Cal/OSHA regulations that address restaurant work. Although there may be other requirements, the regulations most likely to apply are the following:

- Cold Storage ([T8CCR 3249](#))
- Dough Brake ([T8CCR 4544](#))
- Electrical Safety ([T8CCR 2299-2974](#))
- Eyewashes ([T8CCR 5162](#))
- Fire Extinguisher ([T8CCR 6151](#))
- Garbage Disposal ([T8CCR 4559](#))
- Hazard Communication Program ([T8CCR 5194](#))
- Ergonomics ([T8CCR 5110](#))
- Injury and Illness Prevention Program ([T8CCR 3203](#))
- Meat, Fish and Other Grinders ([T8CCR 4552](#))
- Personal Protective Equipment – Hand Protection ([T8CCR 3384](#))
- Rotary Dough Kneader ([T8CCR 4547](#))
- Working Area ([T8CCR 3273](#))

In addition to the Cal/OSHA regulations, the California **Child Labor Laws** address the specific requirements that employers must follow when employing minor workers. The laws cover school attendance, permits, wages, hours of work, restricted and prohibited occupations, minimum wages, and other requirements.

Overview of Restaurant Safety

Restaurants and other eating and drinking establishments employ a very large number of people in the State of California, and many of these employees are under 20 years of age. Often, a teen's first work experience is in the restaurant industry. Employing a large number of inexperienced young workers, being a fast-paced work environment, and exposing workers to many types of hazards make restaurant work very challenging in terms of keeping the workplace safe and healthful.

Below is a brief overview of the most common Cal/OSHA violations, types of injuries, causes of work-related fatalities, issues of young workers, and hazard control measures.

Most Common Cal/OSHA Violations

- **Lack of an Effectively Implemented Injury and Illness Prevention Program.**
 - Make sure employees are properly trained. This is particularly important when it comes to young workers.
 - Proactively identify hazards in your workplace and conduct inspections regularly.
- **Improper Cold Storage Room.**
 - Walk-in rooms must have internal lighting.
 - Make sure there is a functional latch release inside the cold storage room.
- **Obstructed Walkways or Aisles.**
 - Store materials properly, dispose of empty boxes right away, etc.
- **Slip and Trip Hazards** in the General Kitchen Areas.
 - Use high-friction surfaces or mats when floors are wet.
- **Not Reporting** to Cal/OSHA a Serious Employee Injury or Fatality.
 - An occupationally related fatality, injury, or illness involving amputation, loss of an eye, serious degree of permanent disfigurement, or hospital stay for other than observation or diagnostic testing, requires immediate notification.

- **Obstructed Exits.**
 - Make sure exits are not blocked by stored materials.
 - Ensure panic bars are on locked doors.
- **Improper Cleaning, Repairing, and Servicing of Machinery and Equipment.**
 - Make sure that a machine cannot be activated when an employee is fixing or adjusting it.

Most Common Types of Injuries

- **Sprains and Strains**
 - Trips, slips, and falls
 - Overexertion in lifting
 - Bending, climbing, reaching, and twisting
- **Cuts, Lacerations, and Punctures**
 - Knives and other cutting/slicing tools
- **Burns and Scalds** Resulting from Contact
 - Hot objects and open flames
 - Hot substances, such as oil, water, etc.
- **Work-Related Violence**
 - Altercations with fellow workers and customers

Most Common Causes of Work-Related Fatalities

- **Homicides**
 - Robbery
 - Customers and clients
- **Transportation Incidents**
 - Delivery drivers due to vehicle accidents

Issues of Young Workers (under 18 years)

- **Applicable Labor Laws**
 - Limited working hours
 - Prohibited use of certain types of equipment per Child Labor Laws 2013

In California, workers under 18 may not:

- Drive a motor vehicle on public streets as a main part of the job (17-year-olds may drive in very limited circumstances).
- Use powered equipment like a box crusher, meat slicer, or bakery machine.

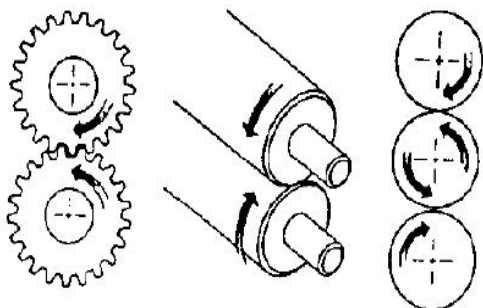
Also, 14 or 15-year-old workers may not:

- Do any baking activities.
- Cook (except with electric or gas grills that do not involve cooking over an open flame and with deep fat fryers that automatically lower and raise the baskets).
- Load or unload a truck.
- Work on a ladder or scaffold.

- **Inexperience**
 - More supervision and training is needed.
 - Clearly address the issue in the workplace Injury and Illness Prevention Program.

Hazard Control Measures

- **Machine Guarding**
 - Check all equipment that creates hazardous revolving, reciprocating, running (e.g., conveyor belts), shearing, punching, pressing, squeezing, drawing, cutting, rolling and mixing actions, including pinch and shear points that employees may come in contact with.



- Make sure these hazard zones are protected by physical barriers or other means that prevent entry by an employee's hands, hair, loose clothing, etc.
- **Lockout/Tag-Out**
 - Implement a lockout/tag-out program anytime employees are required to work on equipment where machine guarding has to be removed, or employees are exposed to electrical or other forms of stored energy — balers and compactors in particular.
- **Ladders**
 - Identify the elevated locations that employees may have to access, along with surrounding hazards, such as hot surfaces or containers of hot liquids. Where feasible, eliminate the need to use ladders. Do not use chairs, carts, or buckets as ladders.
 - Training requirements:
 - Importance of using ladders safely, including frequency and severity of injuries related to falls from ladders.
 - Selection, including types of ladders, proper length, maximum working loads, and electrical hazards.
 - Maintenance, including inspection and removal of damaged ladders from service.
 - Erecting ladders, including footing support, top support, securing angle of inclination, and minimum overlap of extension ladder sections.
 - Climbing and working on ladders, including user's position and points of contact with the ladder.
 - Factors contributing to falls, including haste, sudden movement, lack of attention, footwear, and user's physical condition.
 - Prohibited uses, including uses other than designed, and climbing on cross bracing.

Model shoe policy at the Labor Occupational Health Program (LOHP), U.C. Berkeley.

- **Emergency Eyewash**
 - In addition to having employees wear personal protective equipment, employees involved in handling and using corrosive chemicals such as bleach, degreaser, etc., need to have provisions for flushing their eyes in case of eye exposure. Depending on the chemical used, a restaurant may be required to have an emergency eyewash (and perhaps even an emergency shower). Employees need to refer to the safety data sheet (SDS) of the chemical in use for specific requirements.
 - When an emergency eyewash is required, employers need to make sure that the workplace has a properly functioning emergency eyewash that meets ANSI Z-358.1-1981 (it should be labeled as such) requirements. Having an emergency eyewash also helps employees whose eyes may accidentally come in contact with materials such as hot oils, peppers, etc. The same requirement applies to emergency showers, where they are warranted.
- **Protective Gloves**
 - Chemicals — Check with the SDS and supplier to make sure the kind of glove you provide to your employees is appropriate for the chemicals they may come in contact with.
 - Hot surfaces and liquids — Make sure the gloves being used are dry, in good condition, and designed for what they are being used for.
 - Cuts — Where feasible, have employees use cut-resistant gloves and consider steel mesh gloves or other types that accommodate proper sanitation where needed.
- **Non-slip Shoes and Surfaces**
 - Ideally, have slip-resistant floors installed. In addition, requiring or providing slip-resistant shoes can be an effective complementary strategy for preventing slips and falls.
- **Fuel Gases** (e.g., Propane, Natural Gas), Carbon Dioxide (Gas and Dry Ice) and Helium
 - Protect valves and secure cylinders from falling over.
 - Ensure areas where gases are being used are well ventilated to prevent asphyxiation and/or fire.
 - Avoid use or storage in confined rooms or walk-in refrigerators or freezers.
 - Make sure propane cylinders are equipped with an overfill protection device.
 - Use a leak-detection solution to check all connections for tightness before lighting gas burners.
 - Ovens need to be safeguarded against failure of fuel, air, or ignition. For example, safety mechanisms installed by the manufacturer must be such that fuel will be shut off to both the main burner and pilot burner in case of failure of the pilot flame or spark igniter.
 - Do not smoke while handling fuel cylinders.
 - Close the main valve of the cylinder when the gas is not in use.
- **Burns**
 - Exercise caution when using hot liquids to clear drains.
 - Let oils and other liquids cool before draining, filtering, or transferring.
- **Food Flavorings**
 - Review the SDS of butter substitutes to determine if diacetyl, diacetyl trimer, acetoin, 2,3-pentanedione, 2,3-hexanedione, or 2,3-heptanedione is present. Even if none is listed on the SDS, consider contacting the manufacturer to determine if any of these chemicals are present at any concentration.
 - Ensure good room ventilation if any of these substances are determined to be present and they are melted or cooked.

Safety Training

Employees who are fully aware of the potential hazards in their workplace are less likely to be injured or become ill. Providing effective training also fulfills one of the elements of the Injury and Illness Prevention Program required by California Code of Regulations, title 8, section 3203.

Employers can use this guide and the included lists of DO and DON'T to train their employees on safety. Besides this guide, there are a variety of other resources employers can use to help train their employees, including the following:

- The **Restaurant Safety Training Guide** available via the Labor Occupational Health Program (LOHP), U.C. Berkeley.

The materials within this training program include:

- A training guide to engage workers in identifying and controlling health and safety hazards.
- **Safety Orientation Checklist** to make the new workers aware of the hazards.
- **Tip Sheets** on preventing burns/cuts; slips/falls; injuries from moving heavy loads and robberies/assaults; planning for emergencies on the job; and dealing with injuries on the job.

- Training resources such as the operating instructions and safety precautions from the manufacturers of the restaurant equipment.
- Federal Occupational Safety and Health Administration's (OSHA) eTool for **Restaurant Safety — Youth Worker Safety in Restaurants**.

All employees, especially new and younger employees, need frequent refresher training in order to stay safe on the job. These are some examples of training topics for your restaurant business:

- The hazards that can be found in your specific restaurant.
- The hazards causing your employee's injuries and illnesses.
- How these hazards can be controlled. Preference must always be given to eliminating the hazard. If that can't be done, then next best is to modify work practices and use personal protective equipment.
- Your specific workplace policies and safe work practices.

Safety Topics – Do and Don't

The safety topics below (English and Spanish) include information on “best practices” and regulatory requirements to help reduce or prevent hazards, injuries, and illnesses among your workers. You can make your workplace safer by implementing the DO and DON'T for the topics listed below. You can use these safety topics when training your workers and post them by work areas to increase their safety awareness. Feel free to create your own for issues unique to your workplace.

Common topics that address general restaurant safety include:

- Preventing Burns
- Clean-Up Safety
- Electrical Safety
- Freezer Safety
- Fryer Safety
- Safe Knife Handling
- Safer Lifting and Carrying
- Prevent Slips, Trips and Falls
- Chemical Hazard Communication
- Machine Guarding
- Ladder Safety

Preventing Burns

An employee working around heating equipment, like fryers, ovens, microwaves, ranges, etc., can potentially be burned. Specifically, hot oil, open flames, steam, and hot plates may burn employees. Servers can be burned while carrying hot plates, spilling hot food, or picking up plates that were under a heat lamp.

It is important that restaurant employees and managers understand the dangers and take steps toward minimizing burns in restaurant work.



DO	DON'T
✓ Wear long sleeves and long pants when cooking.	X Leave hot oil unattended.
✓ Use dry potholders, gloves, and mitts.	X Lean over pots of boiling liquids.
✓ Adjust burner flames to cover only the bottom of the pan.	X Spill water into hot oil.
✓ Check hot food on stoves carefully.	X Allow pot handles or cooking utensils to stick out from counters or stove fronts.
✓ Avoid steam - it can burn.	X Use metal containers, foil, or utensils in microwave ovens.
✓ Open lids away from you.	X Allow oil to build up on cooking surfaces, pots, and pans.
✓ Use caution when removing items from the microwave.	X Allow pan handles to be over another burner.
✓ Wear sturdy footwear that protects your feet.	
✓ Keep pot handles away from burner.	

Clean-up Safety

Restaurant workers performing cleaning activities are exposed to many potential hazards. The use of chemicals, such as soaps, detergents, and other caustic cleaning solutions, may cause skin, nose, and eye irritation, allergic reactions, skin burns, and other negative effects, including occupational asthma. Cleaning up machinery, sharp objects, and hot and slippery surfaces expose workers to other dangers.



Employers have the primary responsibility to protect the safety and health of their employees. This can be achieved by instructing employees on work organization, how to perform tasks safely, the health hazards of chemicals employees work with, and the need for workers to use appropriate personal protective equipment, such as aprons, gloves, and goggles. Training must include special measures to take in the event of emergencies. Employees are responsible for following safe work practices and alerting employers of safety issues they discover.

DO	DON'T
✓ Be aware of hot equipment and steam.	X Overfill carts or containers.
✓ Wipe spills immediately.	X Mix incompatible chemicals (such as bleach and ammonia).
✓ Wear appropriate waterproof non-slip footwear.	X Handle broken glass/dishware without protective gloves.
✓ Use signs to warn of slip hazards.	X Remove garbage disposal guards.
✓ Know the hazards and proper use of the cleaning chemicals.	X Clean machinery (such as dough mixers) when plugged in or operating.
✓ Use personal protective equipment when working with corrosive and irritating substances.	X Use unlabeled cleaning bottles.
✓ Have all safety data sheets (SDS) readily available.	X Allow liquids to come in contact with electrical outlets and appliances.
✓ Have emergency eyewash readily available.	X Pickup or move large mats without help.

Electrical Safety

Restaurant employees face the danger of electrocution, or even death, when working around electrical equipment, particularly in commercial kitchens. These are the hazardous conditions that pose the greatest threat:

- Worn electrical cords
- Wet cleaning practices
- Faulty wiring or equipment
- Damaged outlets or connectors
- Improperly used or damaged extension cords



DO	DON'T
✓ Know procedures for electrical emergencies.	✗ Use faulty or damaged equipment, receptacles, or connectors.
✓ Know how to shut off power in case of an emergency.	✗ Plug in electrical equipment with wet hands or while touching a wet or damp surface.
✓ Use ground fault circuit interrupter (GFCI) receptacles.	✗ Pull on cords to unplug them.
✓ Keep the power cord away from the liquids and equipment when in use.	✗ Use extension cords except for temporary use.
	✗ Use metal ladders when doing electrical work.
	✗ Put fingers on the prongs when inserting into outlets.

Freezer Safety

Restaurant workers may be exposed to cold temperatures from working in refrigerators, freezers, and other cold storage areas. They can be trapped inside refrigerators or freezers if the door accidentally closes behind them. Trapped workers can be exposed to very cold temperatures and suffer from hypothermia. All cold storage areas need to have a light and latch inside, as well as an ax or heated door seal.



Condensation inside refrigerators or freezers can cause floors to become wet and slippery, leading to potential slips and falls.

Child Labor Laws prohibit workers younger than 16 from performing freezer or meat cooler work.

DO	DON'T
✓ Know the warning signs of cold stress, such as tingling in the hands; pale/cold skin; shivering; drowsiness; slurred speech; and confused behavior.	X Overwork yourself since muscles require energy to stay warm and overworking increases the risks of hypothermia or frostbite.
✓ Wear multiple layers of warm clothing, and PPE such as a hat, gloves, and rubber nonslip shoes.	X Work alone.
✓ Check units regularly throughout the day and before closing to ensure no one is trapped inside.	X Work continuously for long periods.
✓ Allow time for your body to adjust to the cold before a full work schedule. Take frequent breaks in warm areas.	X Schedule deliveries during cold hours of the day.
✓ Consume warm, high-calorie foods and beverages to maintain the body's internal temperature.	X Overlook the importance of protecting your feet, hands, head, toes, ears, and nose.
✓ Provide a means of exit on the inside of walk-in freezers.	X Enter walk-in freezers without first checking for lighting and functioning heated door seals (or axe).
	X Allow ice to build up on floors and surfaces.

Fryer Safety

Whether preparing traditional items, like french fries and fried chicken, or novelty foods like fried ice cream and deep-fried spaghetti, commercial fryers are essential pieces of equipment in many restaurants. Though they are relatively easy to use, fryers can pose a safety threat to the kitchen staff if safe operating guidelines are not followed. All kitchen workers, especially fry cooks, are at risk of the following injuries when working around a commercial fryer:



- Burns
 - Fryer oil is usually around 350 °F. A worker who operates or cleans commercial fryers can suffer severe burns from splashing oil.
- Carbon Monoxide Poisoning
 - Carbon monoxide is an odorless, colorless gas that is given off when something is burned. If the vent hood or fryer exhaust is not functioning properly, the carbon monoxide released from the burning can quickly fill up the entire kitchen and cause poisoning.
- Child Labor Laws prohibit workers 15 and younger from performing frying work.

DO	DON'T
✓ Gently raise or lower fryer basket while cooking to avoid splashing.	X Overfill fryer baskets.
✓ Keep liquid, beverages, and ice away from hot oil.	X Stand too close to or lean over hot oil.
✓ Wear safety equipment while working with hot oil.	X Carry hot oil. Wait until it is cool!
✓ Let oil cool down before reaching above the fryer.	X Strain hot oil. Wait until it is cool!
✓ Handle only one fryer basket at a time.	X Store hot oil on floors by grill area.
✓ Dry fryer and fryer baskets after washing with water to avoid splatter.	X Allow water, ice, or excess ice crystals from frozen foods to get into hot cooking oil.
	X Store items over the deep fryer where they can fall into hot oil.

Safe Knife Handling

Professional cutlery, though essential in the kitchen, pose a threat of injury to restaurant employees. The potential for injuries from knives is especially high for those who are not properly trained. Employee knowledge of how to correctly handle kitchen knives and other cutting tools creates a safer workplace.



DO	DON'T
✓ Keep knives sharpened and let other staff know when knives are newly sharpened.	X Touch knife blades.
✓ Use a knife only for its intended purpose.	X Try to catch a falling knife. Let it fall.
✓ Use the appropriate knife for the job. Always use a cutting board.	X Hand a knife to someone. Put it down on the counter and let them pick it up.
✓ Carry knives with the point down and the cutting edge away from your body.	X Leave a knife soaking in a sink of water.
✓ Store knives properly in racks or knife sheaths close to areas where they are used.	X Be distracted while using a knife.
✓ Clean knives immediately after use.	X Use your knife for purposes other than its intended purpose.
✓ At all times, be in control of your knife blade, your body, and the food you are cutting.	X Use knives with damaged handles or blades.
	X Cut in a motion that directs the knife toward to your body.

Safer Lifting and Carrying

Lifting and lowering heavy products, holding pots while using awkward body postures, grasping large bags, emptying containers, and carrying objects are common tasks in the restaurant industry. Continued and repeated performance of these tasks can cause fatigue, discomfort, back pain, shoulder and neck problems, decreased range of motion in the joints, decreased grip strength, and other issues. Employers and employees can reduce or eliminate these problems by improving the fit between the workers' capabilities, the task, and the equipment used.

Solutions include rearranging workstations, providing carts, training employees about proper techniques, limiting the need to move heavy loads, calling a coworker for help, and using better tools. Good lighting in work areas also helps to prevent accidents and injuries.



DO	DON'T
✓ Use mechanical devices and carts to lift and move heavy loads or get help. Limit lifting by hand.	X Lift/carry heavy, bulky, or uneven loads without help. Get help or use a cart.
✓ Keep your head up, your back straight, and lift with your legs, not your back.	X Rely on back belts.
✓ Bring the load as close to you as possible before lifting.	X Reach out to lift a load.
✓ Keep the load directly in front of your body. Move your feet to turn so you don't twist your back.	X Reach to the side or lift while twisting.
✓ Perform lifts at waist height with your elbows in and close to your body.	X Stock heavy items on upper shelves.
✓ Limit lifting materials above shoulder level.	X Obstruct your view by carrying large/bulky items.
✓ Stay fit to help avoid injury.	X Carry stacks of plates or boxes above the shoulder level. Doing this puts undue strain on your neck, shoulders and lower back.

Prevent Slips, Trips, and Falls

Slips, trips, and falls in restaurant work may cause a minor or major injury or even injuries leading to death. Slips happen where there is too little traction between the footwear and the walking surface. Trips often occur when the foot hits an object, causing loss of balance and, eventually, a fall.

Employers are responsible for providing a safe workplace with appropriate flooring and sufficient lighting. Employers are also responsible for training employees on good housekeeping practices. Periodic inspections of the restaurant and grounds to identify and correct slip, trip, and fall hazards, use of appropriate footwear by employees, and other safety precautions can help prevent or eliminate slip, trip, and fall injuries in the restaurant business.



DO	DON'T
✓ Wear closed-toe shoes with slip-resistant soles and low heels.	X Move too quickly or run.
✓ Have a regular cleaning schedule and clean up spills and splashes immediately.	X Carry items too tall for you to see over.
✓ Place caution signs when mopping or when floors are wet.	X Store items on the floor that might be tripped on, especially hot items, such as oil.
✓ Use non-slip floor mats. Keep mats clean and secured in place.	X Wear clothing that is oversized, baggy, or extended below shoe level, causing a potential trip hazard.
✓ Eliminate cluttered or obstructed work areas.	X Wear leather-soled, open-toed, platform, high heeled, or canvas shoes.
✓ Report to your supervisor any blind corners, problem floor surfaces, or hazardous areas.	X Do not overfill bus tubs, since items may fall out and cause a trip hazard.
✓ Use clean mops so they do not spread grease.	
✓ Keep work areas well lit.	

Chemical Hazard Communication

Improperly used chemicals may cause minor or major injury, or even death, to restaurant workers. This includes the chemicals used to clean and sanitize.

Some commonly used chemicals can cause serious harm to employees, such as skin redness, irritation, burns, and may also cause cracking of the skin leading to chemicals entering into the bloodstream. They can also enter the body through breathing in and can cause irritation to the nose, throat, and lungs.

There are several steps restaurant employees and managers can take to reduce the risks involved when working with hazardous chemicals:

- Make sure that employees understand that some chemicals can enter the body through intact skin, as well as breathing in.
- Provide training to employees on good housekeeping practices and chemical safety.
- Make sure that workers wash their hands thoroughly before eating, drinking, or smoking.
- Provide appropriate gloves, rubber aprons, and other personal protective equipment at no cost to employees and train them on proper use.
- Have an emergency response procedure in place.

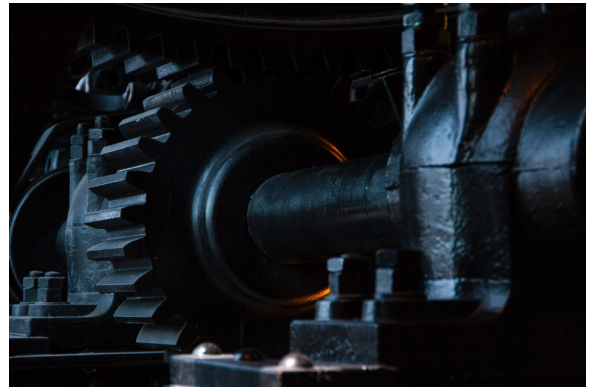


DO	DON'T
✓ Be informed and make sure you understand the hazards of the chemicals you work with.	X Use hazardous chemicals if a safer one is available.
✓ Know where SDSs are located.	X Use chemicals until trained on the chemical hazards and how to protect yourself.
✓ Follow instructions in SDS whenever you use chemicals.	X Use chemicals in unlabeled containers.
✓ Label workplace containers, such as spray bottles, according to our hazard communication program requirements.	X Mix incompatible chemicals.
✓ Wear appropriate personal protective equipment, such as gloves, face shields, splash goggles, and respirators.	X Use empty water bottles or food containers for chemicals.

Machine Guarding

Restaurants use many types of equipment that require machine guarding. Food processors, choppers, slicers, grinders, mixers, and compactors have moving parts that must be guarded because of their hazardous motions.

Workers can be injured by the lack of guards, intentional removal of the guards, or improper guarding. Machine guarding-related injuries in restaurants include cuts, bruises, burns, amputations, and strangulation. Employers can protect their workers from such injuries by:



- Checking and maintaining all machine guards on the equipment according to the manufacturer's instructions.
- Having employees follow the safe operating procedures that are put in place to safeguard them against machine guarding hazards, and not letting them take risky short cuts.
- Training workers on machine guarding safety as frequently as needed. Trainings should include practical demonstrations on how to operate the equipment properly and how to avoid injuries and accidents.
- Child Labor Laws prohibit workers under 18 years of age from performing work on certain machinery such as dough mixers and meat slicers.

DO	DON'T
✓ Use caution while working with all moving equipment, especially with power driven ones.	X Remove parts of equipment that expose cutting or moving parts.
✓ Guard hazardous parts of equipment, such as dough rollers, slicer blades, and mixer hooks/paddles.	X Use unguarded equipment.
✓ Keep hair, clothing, jewelry, fingers, hands, and gloves away from dangerous moving/cutting parts.	X Bypass manufacturer's safeguards.
✓ Use extension tools as required.	X Unjam equipment without following lockout procedures for that particular equipment.
✓ Contact supervisor if a guard is damaged or missing.	X Use equipment unless trained.
✓ Follow manufacturer's instructions on the operation, cleaning, and maintenance of the equipment.	

Ladder Safety

Restaurant employees face the danger of falls when working in or reaching for storage shelves and other elevated places using ladders or steps.

Employers can prevent employees from falling from ladders and steps by:

- Providing ladders and steps in good working condition. The ladders and steps should also be suitable for the specific job.
- Providing training on inspection, use, and maintenance of ladders and steps.
- Child Labor Laws prohibit workers under 15 years of age from performing work on ladders.



DO	DON'T
✓ Routinely check the condition of ladders for damage, defects, and slippery conditions.	X Access elevated locations without a proper ladder.
✓ Check your shoes for oil, grease, etc., before climbing ladders and steps.	X Use ladders that appear to have damaged or defective components.
✓ Only use proper ladders for the job to be performed.	X Use metal ladders when doing electrical work, such as changing lights.
✓ Only use ladders that can be properly used within the space provided.	X Use unless trained.
✓ Always position the ladder in such a way that you do not have to overreach.	X Use chairs, buckets, or anything else instead of a ladder.
✓ Always maintain 3 points of contact.	X Step on the top two steps.
✓ Climb or come down facing the steps.	X Try to handle overloads, overestimate your strength, and not get help when needed.
✓ Protect against surrounding hazards, such as hot liquids, when you are on the ladder.	

Injury and Illness Prevention Program (IIPP)

The IIPP is a basic written workplace safety program. Title 8 of the California Code of Regulations (T8CCR) **section 3203** requires every employer to develop and implement an effective IIPP.

The benefits of an effective IIPP include improved workplace safety and health, better morale, increased productivity, and reduced costs of doing business. The costs to the workplace can include medical treatment, higher worker's compensation insurance premiums, indemnity, and litigation.

Employees injured on the job experience a great deal of pain and suffering. They may also lose their salary and miss opportunities for future job advancement. Hence, having an effective IIPP is not just a regulatory requirement but also an extremely important part of the restaurant business. For your IIPP to be effective you must fully put it into practice in your workplace.

Injury and Illness Prevention Program elements as required by title 8, section 3203 are:

1. Responsibility
2. Compliance
3. Communication
4. Hazard Assessment
5. Accident/Exposure Investigation
6. Hazard Correction
7. Training and Instruction
8. Employee access to the written IIPP
9. Recordkeeping

To be effective, your IIPP must:

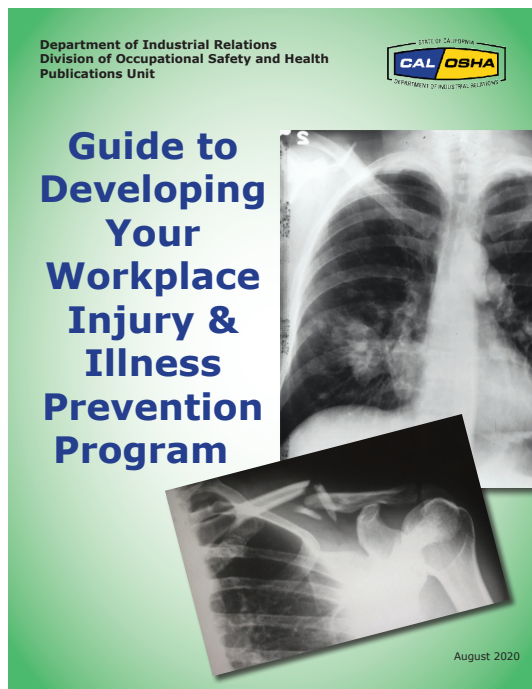
- Fully involve all employees, supervisors, and management.
- Identify the specific workplace hazards employees are exposed to.
- Correct identified hazards in an appropriate and timely manner.

An IIPP is not just a paper program. How well you actually put it into practice in your workplace is what will determine how effective it will be. You must regularly review and update your IIPP in order for it to remain effective.

Employers meeting the following conditions fall under certain exceptions to the written IIPP and documentation requirements:

- Establishments with fewer than 20 employees during the calendar year and in an industry not on the designated high hazard list and who have a Workers' Compensation Experience Modification Rate (ExMod) of 1.1% or less; and establishments with fewer than 20 employees during the calendar year on a designated list of low and non-high-hazard industries can limit written documentation of the IIPP to the following requirements:
 - The identity of the person(s) with authority and responsibility for program implementation.
 - Scheduled periodic inspections to identify unsafe conditions and work practices.
 - Training and instruction provided to employees.
- Local government entities are not required to maintain documentation of:
 - Scheduled periodic inspections to identify unsafe conditions and work practices.
 - Training and instruction provided to employees.

Please refer to T8CCR, section 3203 for details on what the written program must consist of.



Your IIPP is the backbone of your workplace health and safety program. It also plays a critical role in helping you address hazard-specific issues through other effectively implemented written programs, such as:

- **Fleet safety.** Whether your employees are using a “company” or personal vehicle, there is an inherent occupational hazard that might need to be addressed such as driver screening, routine vehicle inspections, use of cell phones or other distractions, and productivity pressures.
- **Workplace violence** relative to customers or members of the public.
- **Chemical hazard communication,** particularly when it comes to some of the aggressive grease cleaners that might be used in your workplace.

How do I get started?

1. Use the **IIPP worksheets** on the following pages. Remember; as you go through each element keep asking yourself “Is it effective?” and “What needs improvement?”
2. Reference the following additional Cal/OSHA guidance: **Guide to Developing Your Workplace Injury & illness Prevention Program.**
3. Use the **Sample Written Injury and Illness Prevention Program for Restaurants** as a starting point for your written IIPP. Don’t forget, how well you actually implement the IIPP is most important for the success of your plan.
4. The Cal/OSHA Consultation Service is also available to answer health and safety concerns you may have, including questions on the IIPP. Refer to the back cover page of this guide to find the phone number of the Cal/OSHA Consultation Office nearest you.

Sample Written Injury and Illness Prevention Program (IIPP) for Restaurants

This is a fillable template that the employer must complete. Instructions in red font enclosed in brackets indicate where you must enter your worksite-specific information. In addition, you must complete the tables, including addition of more table cells as needed.

Every California employer must establish, implement, and maintain a written IIPP, and a copy must be maintained at each workplace or at a central worksite if the employer has non-fixed worksites. The requirements for establishing, implementing and maintaining an effective written Injury and Illness Prevention Program are contained in title 8 of the California Code of Regulations, section 3203 and consist of the following eight elements:

1. Responsibility
2. Compliance
3. Communication
4. Hazard Assessment
5. Accident/Exposure Investigation
6. Hazard Correction
7. Training and Instruction
8. Recordkeeping

This model program template has been prepared for use by an employer with employees working in a restaurant. Given the broad spectrum of types of restaurants, it may not match your establishment’s exact needs. However, it does provide the essential framework required for an Injury and Illness Prevention Program.

You are not required to use this sample program, but if you do, the individual in your workplace with the authority and responsibility — the restaurant owner or manager — must:


- Carefully review the requirements for each of the eight program elements.
- Determine how they will be implemented in your workplace.
- Fill in the appropriate blanks (where indicated by instructions in red font set in brackets) and check the boxes for the items that are applicable to your workplace.

Using this sample program will not guarantee that your program will meet regulatory requirements. However, it should save you some time in developing your program, and remember, it is important that you customize it to how you actually manage safety at your work sites.

Sample forms for hazard assessment and correction, accident/exposure investigation, and worker training and instruction are provided with this model program. Refer to the Cal/OSHA publication titled [Guide to Developing Your Workplace Injury & Illness Prevention Program](#) (www.dir.ca.gov/doshi/dosh_publications/iipp.pdf) and [Guide to Restaurant Safety](#) (www.dir.ca.gov/doshi/dosh_publications/Reg.pdf) for additional guidance.

This model program must be maintained by the employer in order to be effective.

Read the [injury and illness prevention program regulation](http://www.dir.ca.gov/title8/3203.html) online (www.dir.ca.gov/title8/3203.html)



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Do we have formal safety policies?		
Objective: Clear stipulation of the workplace safety priorities, and what is consistently expected of management, employees and other contractors.		Action Needed
Do They:	<ul style="list-style-type: none"> Discourage safety and health non-performance? Promote the safest workplace possible? 	
Are They:	<ul style="list-style-type: none"> Consistently enforced? Understood by all employees? In writing? 	

Have we formally identified who is responsible for making sure our IIPP is effective?		
Objective: The person(s) with the responsibility also has the authority and resources to implement the IIPP.		Action Needed
Responsible person(s):	<ul style="list-style-type: none"> Name(s) or job title(s)? Does everyone know who it is? 	
Authority:	<ul style="list-style-type: none"> Do they have all the necessary authority – i.e., can they direct employees on what to do; hire, discipline, and reward employees; and procure equipment/services without having to get permission? 	

Do we have the means to ensure employees' compliance with workplace safety policies and procedures?		
Objective: Employee and management involvement along with equal and consistent accountability of hourly employees and all levels of management.		Action Needed
Enforcement:	<ul style="list-style-type: none"> Are there formal written and implemented disciplinary procedures that are clearly understood by all employees? 	
Recognition:	<ul style="list-style-type: none"> Are the procedures designed to encourage employee participation and reinforce positive behavior? 	
Re-Training:	<ul style="list-style-type: none"> Is inappropriate safety behavior the focus of retraining? 	

Is communication occurring among employees, supervisors, and managers?		
Objective: Two-way communication between all restaurant personnel.		Action Needed
Employees Reporting Hazards:	<ul style="list-style-type: none"> Are employees encouraged to report hazards without fear of reprisal? 	
Comprehension:	<ul style="list-style-type: none"> Are the communication methods in a form readily understandable by all personnel? 	
Methods: Safety meetings, training programs, postings, anonymous notification, and other:	<ul style="list-style-type: none"> Are the methods of communication appropriate for the workplace? Are additional methods necessary? 	
Safety Meetings:	<ul style="list-style-type: none"> Are they occurring often enough? Are they being documented? Has the lead/supervisor been shown how to properly conduct them? Are the prevention measures of identified worksite hazards and injuries the primary focus? 	
Written Workplace Safety and Health Rules:	<ul style="list-style-type: none"> Have they been tailored to the restaurant? Are employees aware of them? 	

Are routine workplace inspections conducted?		
Objective: Workplace hazards are proactively identified.		Action Needed
Routine:	<ul style="list-style-type: none"> Are the inspections done consistently and often enough? Who does them? Do they know what to look for? 	
Documentation:	<ul style="list-style-type: none"> Are formal checklists used? 	
Workplace Changes:	<ul style="list-style-type: none"> Will the inspection procedures identify previously unrecognized hazards and hazards created by changes in workplace materials and processes? 	

Are identified hazards eliminated or controlled in a timely manner?		
Objective: Identified hazards are prioritized and tracked until eliminated or controlled.		Action Needed
Prioritization:	<ul style="list-style-type: none"> Is prioritization based on hazard severity? 	
Tracking:	<ul style="list-style-type: none"> Is hazard correction formally assigned to an individual, and is correction status followed through to completion? 	
Imminent Hazards:	<ul style="list-style-type: none"> Are there procedures in place to eliminate employees' exposure to the hazard if the hazard itself cannot be immediately eliminated? 	

Are injuries, illnesses, accidents, and near-miss incidents investigated?		
Objective: Prompt identification of the true cause(s) of an injury, illness, hazard, accident, or near-miss incident.		Action Needed
Determination of True Cause:	<ul style="list-style-type: none"> Are the real reasons for an incident being determined? 	
Documentation:	<ul style="list-style-type: none"> Does the investigation form facilitate documentation of true causes? Form 301 or equivalent? Incident investigation forms? Employer report of injury? All the above? 	

Are employees being trained?		
Objective: Employees know what hazards may be present in their workplace, and how their exposure can be prevented or controlled.		Action Needed
New Employees (temporary and permanent):	<ul style="list-style-type: none"> Are they being trained/instructed prior to job assignment? 	
Workplace Changes and Unidentified Hazards:	<ul style="list-style-type: none"> Are employees trained whenever there are changes in process or materials that may introduce new hazards? 	
Supervisors:	<ul style="list-style-type: none"> Do supervisors receive additional training on the recognition of workplace hazards? 	
Quality:	<ul style="list-style-type: none"> Is there follow-through to make sure the training is effective? 	

Are records being kept of the steps taken to implement and maintain the IIPP?		
Objective: What gets done gets documented.		Action Needed
Inspections:	<ul style="list-style-type: none"> Person conducting the inspection? Date? The unsafe condition? The corrective action taken? 	
Investigations:	<ul style="list-style-type: none"> Person conducting the investigation? The true cause(s) of the incident? 	
Training:	<ul style="list-style-type: none"> Employees' names or other identifier? Dates? Types of training and the providers? 	
Identity of Person Responsible for the IIPP:	<ul style="list-style-type: none"> Name? Job title? 	
Safety Meetings:	<ul style="list-style-type: none"> Who does them? What was covered? When were they done? Who was in attendance? 	

Are employees allowed access to the Program?		
Objective: Employees know how to examine and receive a copy of the IIPP, and know they have the right to do so.		Action Needed
Access:	Provide one of the following: <ol style="list-style-type: none"> 1. Access in a reasonable time, place, and manner, but in no event later than 5 business days after the request is received from an employee or designated representative. 2. Unobstructed access to the IIPP through a company server/website that allows employees to review, print, and email the current version. 	
Procedures:	<ul style="list-style-type: none"> • Employee right to access the IIPP. • The procedures for them to use to access the IIPP. 	

Do we have a written IIPP that addresses all of the above issues?
<p>Objective: Regardless of how small an employer is, the IIPP needs to be in writing. The smaller the employer, the more informal and simpler it will be. This is necessary to:</p> <ol style="list-style-type: none"> 1. Prevent confusion, 2. Increase understanding, 3. Increase accountability, and 4. Maintain continuity through staff changes.

Hazard Communication Program (HAZCOM)

Employers whose employees may be exposed to hazardous substances are required to have a written hazard communication program that addresses all the requirements of California Code of Regulations title 8, section 5194. Please refer to [section 5194](#) for details on what the written program should include.

Employers who tailor a written program to meet the specific needs of their workplace will maximize the benefits of workplace safety.

A written hazard communication program for the restaurant industry must describe the procedures for meeting all the requirements of the regulation, including:

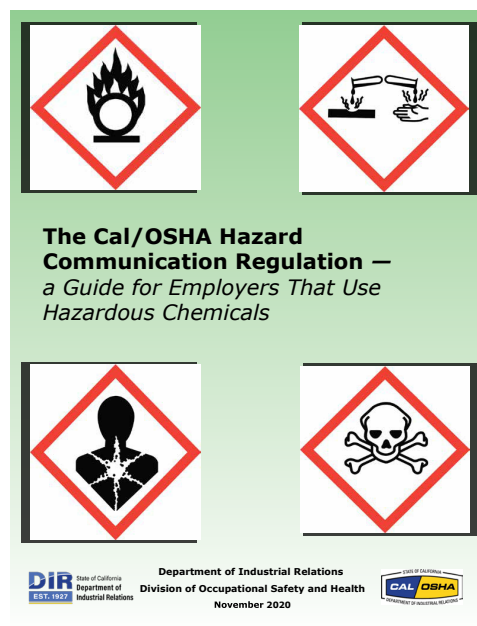
- Developing and maintaining a list of the hazardous substances in the workplace.
- Labeling of containers of hazardous substances and other forms of warning.
- Availability of SDSs and making sure they are readily accessible.
- Employee training on hazardous substances they are or may be exposed to.
- Protective measures to be used, such as work practices, personal protective equipment, and emergency procedures.
- A plan for the periodic evaluation of program effectiveness and plans for updating the program when necessary.

The written hazard communication program must be available upon request to employees and relevant others. Cal/OSHA has a written [Model Hazard Communication \(HAZCOM\) Program](#) tailored to the restaurant industry. Using it will not guarantee your program will meet regulatory requirements. However, it should save you time in developing your own.

Employee training is an integral part of the hazard communication program and must be provided at the time of initial assignment, whenever a new chemical hazard is introduced into the workplace, and when employees may be exposed to other employers' workplace chemical hazards. Employee training on new or revised SDS information must be provided within 30 days of the employer receiving that information.

The Cal/OSHA Consultation Service is also available to answer health and safety concerns you may have, including questions on personal protective equipment (PPE). Refer to the back cover page of this guide to find the phone number of the Cal/OSHA Consultation Office nearest you.

Cal/OSHA's [Guide to the California Hazard Communication Regulation](#) is available online for your reference.



Resources on Restaurant Safety

Cal/OSHA

- [Model Hazard Communication Program \(HAZCOM\) for Restaurants](#)
- [Sample Injury and Illness Prevention Program \(IIPP\) for Restaurants](#)
- [Guide to California Hazard Communication Regulation](#)

OSHA

- [Youth Worker Safety in Restaurants - eTool](#)

NIOSH

- [Burn Injury Fact Sheet](#)
- [Electrical Safety in Restaurants](#)

LOHP

- [Facts for Employers - Safer Jobs for Teens](#)
- [Restaurant Safety Training Materials](#)
- [Restaurant Workers and Owners: Tips on Worker Safety](#)

WOSHTEP

- [Injury and Illness Prevention Program \(IIPP\) Resources](#)

Other States

- [New Jersey FACE Dough Mixing Fatality](#)
- [Ohio State Ladder Fact Sheet](#)
- [University of Nevada, Reno Business Environmental Program College of Business](#)
- [Washington State Department of Labor and Industries](#)

Child Labor Laws



Cal/OSHA Consultation Programs

Toll-free Number: 1-800-963-9424

Internet: www.dir.ca.gov

On-site Assistance Program Area Offices



Voluntary Protection Program – Oakland, CA 94612 (510) 622-1081

This guide is available with active links at: www.dir.ca.gov/dosh/PubOrder.asp