

# **Worker Safety and Prevention MCD Owner/Operator – Best Practice Guide**

## **Shoe Policy**

Everyone always should wear Slip Resistant Shoes

Shoes for Crews, Overshoes, or Booties are preferred

No Shoes, No Work, No Exceptions

Managers set the example, many Owner/Operators offer Free Shoes/Uniforms for Managers

## **Floor Cleaning**

A regular schedule should be established per store according to McDonald's

ALWAYS use the McDonald's Floor Cleaning Procedure

Review and train all employees from the McDonald's Interior Procedure Manual

Cleaning procedure should be clearly documented and always followed

Use non-slip textured strips on floor of freezer

Ice build-up in freezers should be dealt with immediately

Prevent Ice Buildup: Maintain seals, door open for shortest period of time when loading

## **Training**

By the first promotion, employee must attend HR, Safety/Security and Money Training

Have centralized orientations either at one store/office by designated trainer

Use McDonald's Connection for eLearning

Reinforce key concepts from the MCD Operation Training Manual

Safety Meetings should be discussed with the Crew at least 15 minutes each month

For larger owner/operators, a dedicated Training Manager is suggested

## **Incentive Program**

Goal: Get crew to take ownership of safety (stakeholders)

Safety programs make a significant difference (teach them it is not just luck)

Give Crew bonus monthly based on Safety Record (Example: Managers \$100, all Crew \$10)

Specify clear expectations and achievement necessary to be rewarded

Have well enforced disciplinary procedure for not complying with established safety rules

Managers each year write down what they did to improve safety in their store

Peer pressure among stores should exist as part of a good culture

## **Housekeeping**

Spills and grease are always cleaned immediately

If drying is needed, area should be marked with wet floor sign(s)

Have enough trash bins, employees should be expected to clean their work area frequently

By law, you must maintain a safe workplace

## Lifting Policies

Have clear policies that all must follow

(i.e.. Always use carts for moving certain boxes, ice, teas, oil, etc.)

Have instruction for good lifting techniques

Store heavier items at waste level so no lifting or bending is needed

Take extra precautions when handling Iced Tea Dispensers and Containers

- Take measures to prevent lifting of too much ice, tea, or certain boxes
- If possible, use oil removal and tea distribution systems

Use dedicated ice buckets approved for the manual transporting of ice.

If possible it is better to have automatic ice dispensers on soda machines.

Side loading trash dumpsters are preferable - reduces height of lift to dump trash bins

When necessary, obtain assistance when taking trash to dumpster to minimize lift

If possible, install automatic system to change the cooking oil

Use correct steps stools to reach from shelves and hard to reach places

## Security

Always follow McDonald's Store Opening and Closing Procedures

Use proper deposit procedures, maybe hand money to manager via drive-thru window

Have peep hole in the rear door and/or monitored with security camera

Ensure adequate exterior lighting

Ensure burnt out light bulbs in store and parking lot are reported and replaced timely

Prohibit trash removal after dark

Freezers/Coolers are required to have emergency exit devices

Have camera surveillance systems in all stores including in Freezers and Refrigerators

Employee Safety always comes before any money – Don't be a hero

## Miscellaneous:

Invest in safety, it is worth \$1,000 to prevent a \$10K+ claim

Inspect electrical cords and plugs

Always Post Accident Drug Test

[http://www.besnardsinsurance.com/resources/MCD/wc\\_fl\\_post\\_injury\\_drugtest.pdf](http://www.besnardsinsurance.com/resources/MCD/wc_fl_post_injury_drugtest.pdf)

Get Workers' Compensation certificates of insurance from all contractors

Hold managers/employees accountable for safety.

Train employees on the proper use of ladders. Also include ladder inspection procedures

## Awareness

Safety Committee's within each Store

Posters and updated Notifications Posted regularly on colorful paper

Signs posted near hazards

## Hiring

Hire only the absolute best employee's

Have centralize hiring and screening by an office or a single store

Use McState.com "Hire To Win" process

Before background check is performed, ask:

"Is there anything I should know about before we check your background?"

Background screening sites:

[http://www.besnardinsurance.com/WC\\_FLbackgroundchecks.html](http://www.besnardinsurance.com/WC_FLbackgroundchecks.html)

Run Sexual Predator and Felony Check before they get to orientation

McDonald's can also use: <http://www.backgroundchecks.com>

Use Accommodation Form - placing them into a safe position based on any needs

## Claim Reporting

Checklist Provided at:

[http://www.besnardinsurance.com/resources/MCD/wc\\_claims\\_checklist.doc](http://www.besnardinsurance.com/resources/MCD/wc_claims_checklist.doc)

Get employee back to work within 7 days

Conduct thorough accident investigations to identify "root cause" of injuries.

Once the "root cause" is identified, corrective action can prevent injury recurrence.

## Store Manager Meetings

Message of Safety being a priority that will be monitored - comes from the Owner directly

Every 1-2 weeks all Managers should be attending a meeting - Safety/Security on the agenda

- Discuss awareness, large claims, improvement examples, goals, safety awards, new incentives, accept suggestions, etc.
- Summary Notes of the meeting should be given to all Store Managers so that they have something to review with crew and other managers

Create a Culture of Safety – It Starts Here

## Crew Meetings

Summary Notes from managers meetings reviewed with the crew

Discuss the Stores Safety Record and Goals

Mention any incentives; even the smallest incentive can make a difference

Show team members what percent of each month sales go to Insurance

## Claims Management

It's your money so don't just call in claims and forget about them

Monthly: Review Notice of Injury forms with Claims being handled by Insurance Company

## **NCCI Experience Modifier (NCCI Exp. Mod)**

Only 1/3 of "Medical Only" claims effect your Mod. (get them back to work within 7 days)

Claims can be reduced by 25% if employee did not follow safety procedure

Report all claims ASAP – at minimum within 24 hours

Review Historical Claims (Am I doing better or worse?)

Trends (Year-End Reserves)

Monitor # Time/Work Lost Claims per year and Frequency of claims

Call Insurance Company periodically and review claims and stay involved.

Work with Adjusters to get Claims Settled quickly

Ongoing claims just keep adding up more fees

A special thanks to all the Owner/Operators, Risk Managers, Director of Operations, Supervisors, Store Managers, Managers, Crew, and Insurance Companies who helped provide this content.

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