



Loss Prevention

COMPInsiders[®]
by summit

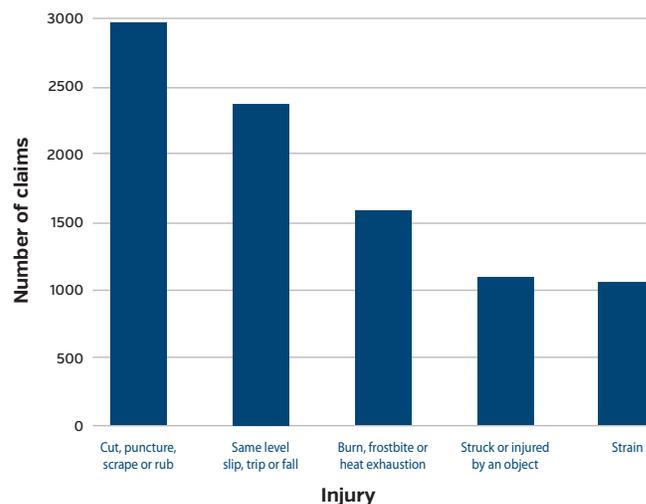
Top Injuries in Food Service

Food service workers are responsible for preparing and serving meals, snacks and beverages for customers. The food service industry includes full- and limited-service restaurants, caterers, mobile food services and drinking establishments.¹ Work-related injuries are common in this industry due to the variety of tasks performed and services provided. Let's look at some of the more common injuries we've seen and some recommended tips to help avoid them.

Common injuries²

Based on lost-time and medical-only claims during 2016–2019, for Summit-managed insurers.

- 1. Cut, puncture, scrape or rub:** Involving missing guards on equipment, not wearing cut resistant gloves while using sharp blades or discarding the trash.
- 2. Same level slip, trip or fall:** Involving food or liquid spills on floors, wet or uneven surfaces, cluttered floors or not wearing slip resistant shoes.
- 3. Burn, frostbite or heat exhaustion:** Involving contact with hot plates, steam and hot surfaces (grills, ovens, stoves), improper use of fryers or over exposure to cold temperatures.
- 4. Struck or injured by:** Involving faulty equipment, improperly stored materials, poor housekeeping, one way exit and entry door to kitchen or workplace violence.
- 5. Strain:** Involving improper lifting and carrying, overreaching, repetitive movement, bad posture or poor physical condition, prolonged standing or moving heavy items.

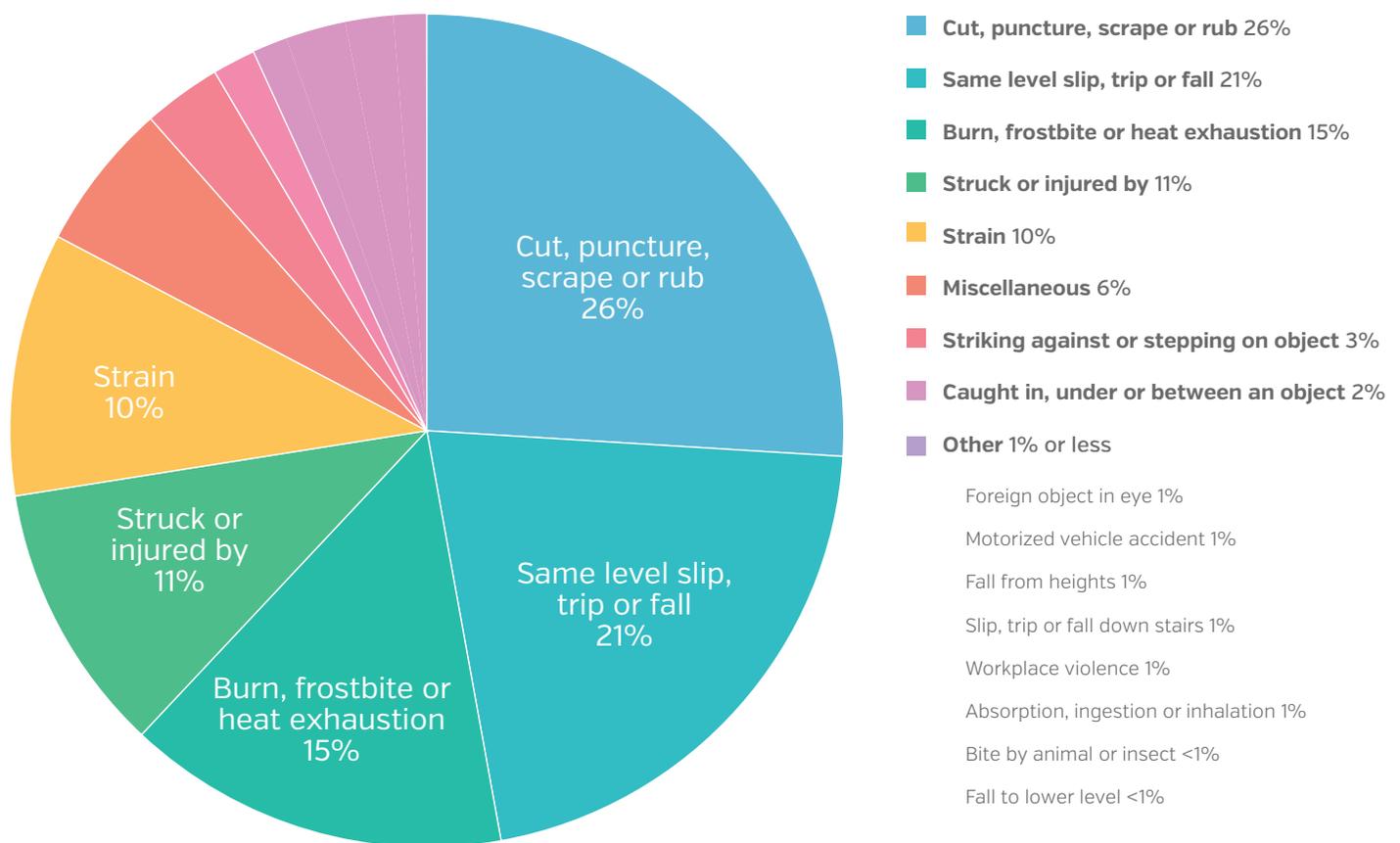


Food service industry: A significant portion of total claims

Summit's internal data shows that injuries among food service workers made up 10 percent of the total claims reported from 2016 to 2019. The most common body parts involved in these injuries are the finger, hand, knee, lower back and thumb with the majority of injury causes being lacerations, burns, contusions and muscle strains.² With the fast-paced, multi-tasking environment of the food service industry, injuries happen. Many of these injuries can be avoided with proper education and safety measures.

Injuries reported among food service employees²

Based on lost-time and medical-only claims during 2016–2019, for Summit-managed insurers.



Did you know?

Restaurants and other eating and drinking establishments employ 11.6 million people in the United States, and nearly 30 percent of them are under 20 years old.³ It's important to remember that workers under the age of 16 are not allowed to bake, and they can only do light cooking with electric or gas grills that do not involve an open flame. Workers under the age of 18 are not allowed to use, clean, take apart or assemble large electrical appliances, such as automatic slicers and bakery machines.⁴



Preventing being cut, punctured, scraped or rubbed by an object

- Require employees to wear personal protective equipment, such as steel mesh or Kevlar gloves, to protect against cuts and scrapes.
- Never leave knives soaking in water.
- Use a knife only for its purpose and always use the appropriate knife for the job.
- Designate one clearly marked trash can for broken glass and sharp can lids.
- Properly store knives in blocks or racks.
- Avoid cutting with a knife while distracted.⁵



Preventing slips, trips and falls

- Use nonslip mats in the kitchen.
- Wipe up liquid and food spills immediately.
- Wear comfortable, slip-resistant shoes.
- Carry items at a height that keeps vision clear.
- Provide proper storage so walkways and work areas are free of clutter.^{6,7}



Preventing burns, frostbite or heat exhaustion

- Don't strain or carry hot oil. Wait until it is cool.
- Wear temperature appropriate clothing and drink plenty of fluids.
- Never reach over an open flame.
- Wear protective gloves and mitts when exposed to heat or cold.
- Avoid spilling water or ice into hot oil or storing drinks by deep fryers. (Deep fryers are the number one cause of burns.)⁸



Preventing being struck or injured by an object

- Maintain good stocking practices to prevent falling of stored materials and objects.
- Use flashlights and high visibility vests for valet employees working at night.
- Use two-way doors with windows in high traffic areas to avoid collisions. Separate exit and entry doors in the kitchen are ideal.
- Lay out the dining room and kitchen without tight or blind corners to avoid collisions.
- Train workers on what to do in case of robbery, crime or a potentially violent situation.⁴



Preventing strains

- Lift with your legs, not your back.
- Install tables and chairs permanently so they don't have to be set up and taken down daily.
- Don't bend or reach to get a heavy or awkward item. Ask for help to lift and move it properly.
- Redesign drive-through windows so workers don't have to stretch to serve customers.
- Provide smaller bus pans and trays.^{8,9}

Summit is here for you

Ensuring the safety of your employees is necessary to running a prosperous food service establishment. Your employees are essential to your business's productivity and success, so it makes sense that you invest in their health and well-being.

Summit is here to support you in that goal—not only by providing premier workers' comp coverage—but also by offering resources to help educate you and your employees on safe work practices.

Our loss prevention visits can assist in injury prevention by:

- Providing assistance and training for hazard identification, job safety analysis and accident investigations
- Conducting site surveys
- Providing recommended solutions to improve safety

Our employers and agents have access to an extensive library of online safety training videos and supplemental materials. Insureds and agents can request login credentials by emailing SafetyResourceRequest@summitholdings.com. (Videos provided through JER HR Group LLC, dba Training Network, a Summit vendor.)

Because we understand that accidents can still happen, even if an insured has initiated safety practices, we also offer a return-to-work program called Back2work®. Benefits of using this program after a work injury may include:

- Opportunities for transitional duty
- Quicker recovery
- Lower costs



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1. "Industries at a Glance; Food Service and Drinking Places: NAICS 722." U.S. Bureau of Labor Statistics, Nov. 10, 2020. www.bls.gov/iag/tgs/iag722.htm (Accessed Nov. 10, 2020).

2. This information was obtained from Summit managed insurers Bridgefield Casualty Insurance Company, Bridgefield Employers Insurance Company, BusinessFirst Insurance Company, RetailFirst Insurance Company and Retailers Casualty Insurance Company (01/01/2016 to 12/31/2019).

3. "Youth Worker Safety in Restaurants ETool." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/hazards_development.html (Accessed Nov. 10, 2020).

4. Labor Occupational Health Program at UC Berkeley and Young Workers United. A Menu for Protecting the Health and Safety of Restaurant Workers, 2011, www.osha.gov/sites/default/files/2018-12/fy10_sh-20864-10_rest_worker_manual.pdf (Accessed Nov. 10, 2020).

5. "Youth Worker Safety in Restaurants ETool: Food Preparation - Knives and Cuts." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/knives_foodprep.html (Accessed Nov. 10, 2020).

6. "Youth Worker Safety in Restaurants ETool - Serving - Slips/Trips/Falls." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/slips_serving.html (Accessed Nov. 10, 2020).

7. "Youth Worker Safety in Restaurants ETool - General Hazards - Slips/Trips/Falls." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/hazards_slips.html (Accessed Nov. 10, 2020).

8. "Youth Worker Safety in Restaurants ETool - Cooking, Burns." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/cooking_burns.html (Accessed Nov. 10, 2020).

9. "Youth Worker Safety in Restaurants ETool - Delivery/Storage - Strains and Sprains." Occupational Health & Safety Admin., U.S. Dept. of Labor, www.osha.gov/SLTC/youth/restaurant/delivery.html (Accessed Nov. 10, 2020).

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