



10 S. LaSalle Street, Suite 2000, Chicago, IL 60603
 Phone (312) 601-9300

APPLICATION FOR FOOD DELIVERY INSURANCE

Applicant's Instructions:

1. **Answer all questions.** If the answer requires detail, please attach a separate sheet.
2. **Application must be signed and dated by owner, partner or officer.**
3. **PLEASE READ CAREFULLY THE STATEMENTS AT THE END OF THIS APPLICATION.**
 (Please type or print in ink.)

HIRED/NON-OWNED AUTOMOBILE LIABILITY SECTION

1. APPLICANT INFORMATION	PROPOSED EFF DATE:
a. Corporate and d/b/a Name of Applicant: _____	
b. Business Address: _____ Mailing Address (if different): _____	
c. Contact Name/Title: _____	
d. Telephone #: () _____ Years in Business: _____	
e. Type of Business: ___ Individual ___ Partnership ___ Corporation ___ LLC ___ Other (explain): _____	
f. Number of Employees: Full Time Part Time Total	
g. Number of locations: _____. If more than 1 location, on a separate sheet of paper please identify all locations and/or subsidiaries for which you intend to obtain insurance through this application. For each location and/or subsidiary, please provide the corporate and d/b/a name and address (including city, state and zip code). Also, for each location and/or subsidiary, please provide the number of full-time and part-time employees and full-time and part-time drivers.	
h. Requested Limit: ___ \$1,000,000 ___ \$2,000,000 (required for excess coverage)	
i. Requested Deductible (\$500 IS MINIMUM REQUIRED): ___ \$500 ___ \$5,000 ___ \$10,000 ___ \$25,000	

2. OPERATIONS – THIS INFORMATION IS FOR THE PROSPECTIVE POLICY TERM, NOT THE PAST ONE	
a. Total # of Employed Drivers: Full Time: _____ Part Time: _____ Maximum # on the road at any one time: _____	
b. # of Deliveries Per Year: _____ Maximum Delivery Distance: _____ (in miles)	
c. Total Store Receipts: _____ Total Delivery Receipts: _____	
d. Are you involved with any catering-type operations? ___ Yes ___ No If yes, please provide full description below: _____ _____	



3. PROCEDURES/RISK MANAGEMENT

What is the procedure when a driver is ticketed? Be specific. _____

4. CLAIMS/ACCOUNT HISTORY

a. Please provide five (5) years currently valued (less than 75 days from effective date) hard copy company letterhead loss runs for all hired and non-owned policies in force for this applicant. Loss runs must be first dollar. For any incurred claim in excess of \$25,000, please provide a detailed explanation on a separate sheet of paper.

b. Current hired/non-owned automobile coverage: Limits: _____ Deductible: _____ Carrier: _____

c. Has similar insurance ever been refused, cancelled or non-renewed by an insurance company? ___ Yes ___ No
(Not applicable in Missouri) If yes, please explain on a separate sheet of paper.

5. MOTOR VEHICLE RECORD CRITERIA

If Underwriters issue the policy for which you are applying, the following criteria WILL apply:

- ✓ You **MUST NOT** guarantee deliveries within a certain time frame
- ✓ You **MUST NOT** be involved with the delivery of any type of liquor
- ✓ All drivers **MUST** have a minimum two (2) years driving history
- ✓ All drivers **MUST** be at least 18 years of age
- ✓ All drivers **MUST** have a valid driver's license
- ✓ You **Must** obtain an **MVR** prior to hiring and every six(6) months thereafter
- ✓ You **MUST** maintain accurate and current records for all driver's personal auto liability insurance. **THESE RECORDS MUST BE UPDATED PRIOR TO THEIR EXPIRATION FOR THE UPCOMING TERM OF THEIR PERSONAL AUTO LIABILITY INSURANCE**
- ✓ Driver's vehicles **MUST** be properly maintained. Managers must check drivers' vehicles quarterly to make certain that all of the lights, signals, brakes, mirrors, wipers, etc... are in good working order. These checks should be properly recorded and if employee's vehicles are not up to standard, they will not use that vehicle for deliveries and will be required to repair the vehicle before returning it to service.
- ✓ Each driver's vehicle **MUST** have a license plate, sticker and insurance I.D. card verifying at least state minimum required limits
- ✓ No driver can have a prior conviction for any of the following:
 1. leaving the scene of an accident
 2. hit and run
 3. any drug or alcohol related violation
 4. reckless driving
 5. participation in illegal speed contest
 6. vehicular homicide
 7. eluding a law enforcement officer
- ✓ No driver may have more violations than the following:
 1. Three (3) moving violations in the past 36 months (i.e. speeding, failure to stop, signal device, etc.)
 2. One (1) "at fault" accident in the past 36 months



COMMERCIAL GENERAL LIABILITY SECTION

LIMITS OF LIABILITY (OCCURRENCE FORM ONLY) – offered as follows:

General Aggregate (Per Location)	\$2,000,000
Products and Completed Operations Aggregate	\$2,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000
Damage to Rented Premises (each occurrence)	\$ 250,000
Medical Expense (any one person)	\$ 5,000
Employee Benefits	\$1,000,000

- Standard deductible is \$1,000 per occurrence BI/PD
- Deductible option of \$2,500 per occurrence BI/PD can be purchased at an 8% discount
- \$2,000,000 occurrence option can be purchased for \$150 additional charge per location

Is any food/drink served on the premises?	YES _____ NO _____
Are there tables available for customers to use for eating/drinking?	YES _____ NO _____
If “yes” to above, how many tables?	_____
Total seating capacity	_____
Is there table service?	YES _____ NO _____
Is any liquor served on your premises?	YES _____ NO _____
If “yes” to above, what percentage of total receipts is attributed to liquor?	_____
Are any recreational facilities provided? If “YES”, please explain:	YES _____ NO _____

EMPLOYEE BENEFITS

Each Employee	\$1,000,000
Aggregate	\$1,000,000
Deductible-Each Employee	\$ 2,500
Retro date of coverage	Policy Inception

COMMERCIAL PROPERTY SECTION

Limits of Liability:	\$ 350,000
Location Limit Per Store, Per Occurrence Blanket Limit for BPP, BI/EE, Accounts Receivable, Computer Equipment, EDP Hardware & Software, Personal Effects & Property of Others, Valuable Papers & Records (other than electronic data).	
⇒ <u>Windstorm/Hail/Flood EXCLUDED in All 1st Tier Counties/Parishes bordering the Gulf of Mexico and the entire coast of the Atlantic Ocean, the state of Florida, and areas of Harris County, TX where Texas Windstorm Insurance Association (TWIA) coverage is available</u>	
⇒ <u>In addition, Flood is excluded in respect of Properties located in Flood Zones A, AO, AH, A1-A30, AE, A99, AR, AR/AE, AR/AO, AR/A1-A30, AR/A, V, VE, and/or V1-V30</u>	
⇒ <u>Earthquake is EXCLUDED in Alaska, Arkansas, California, Illinois, Kentucky, Missouri, Nevada, Oregon, South Carolina, Tennessee, Utah and Washington</u>	
<u>SUBLIMITS:</u>	(WITHIN THE \$350,000 ABOVE)
Food Spoilage (EXCLUDED where Wind/Hail is excluded)	\$ 25,000
Utility Service Interruption – Time Element EXCLUDING overhead transmission lines (EXCLUDED where Wind/Hail is excluded)	\$ 50,000
Outdoor Signs of All Kinds	\$ 10,000
Equipment Breakdown	\$ 25,000
EDP Hardware & Software	\$ 25,000
Building Ordinance or Law (only if buildings are covered)	\$ 250,000
<u>AGGREGATES:</u>	
Flood (when covered)	\$2,000,000
Earthquake (when covered)	\$2,000,000

DEDUCTIBLES

- \$1,000 Per Occurrence, except \$50,000 for Flood & Earthquake (where provided)
- Business Interruption – 24 hour waiting period, Per Occurrence, but none for EE
- Food Spoilage - \$1,000 Per Occurrence
- Utility Service Interruption – 48 hour waiting period
- Outdoor Signs - \$1,000 Per Occurrence
- Equipment Breakdown - \$2,500 Per Occurrence / 24 hour Wait for Indirect
- EDP Hardware & Software - \$1,000 Per Occurrence

CRIME, EMPLOYEE THEFT, MONEY & SECURITIES SECTION

(Drivers must drop cash, credit card receipts, and checks upon return to the store after each delivery run.)

<u>Coverage</u>	<u>Limits</u>
Employee Theft	\$ 25,000
On & Off Premises	\$ 10,000
<u>Deductibles:</u>	
Per Occurrence Per Store	\$ 1,000

SCHEDULE OF LOCATIONS

<p>Location # _____</p> <p>Address: _____</p> <p>City _____ State _____ Zip _____</p> <p>County/Parish _____</p> <p>Construction _____ Year Built _____</p> <p>Updates (if any): Wiring _____ HVAC _____ Plumbing _____ Roofing _____ Other _____</p> <p>Protection Class _____ Area _____</p> <p>Building Coverage Limit Requested (if needed) _____</p> <p>Additional Contents Coverage Limit Requested (if needed) _____</p> <p>Additional BI/EE Limit Requested (if needed) _____</p> <p>Increased Building Ordinance or Law Limit (if needed) _____</p>
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Location # _____

Address: _____

City _____ **State** _____ **Zip** _____

County/Parish _____

Construction _____ **Year Built** _____

Updates (if any): **Wiring** _____ **HVAC** _____ **Plumbing** _____ **Roofing** _____ **Other** _____

Protection Class _____ **Area** _____

Building Coverage Limit Requested (if needed) _____

Additional Contents Coverage Limit Requested (if needed) _____

Additional BI/EE Limit Requested (if needed) _____

Increased Building Ordinance or Law Limit (if needed) _____

Location # _____

Address: _____

City _____ **State** _____ **Zip** _____

County/Parish _____

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Protection Class _____ **Area** _____

Building Coverage Limit Requested (if needed) _____

Additional Contents Coverage Limit Requested (if needed) _____

Additional BI/EE Limit Requested (if needed) _____

Increased Building Ordinance or Law Limit (if needed) _____

(For greater than 4 locations, re-print this page as necessary.)

SUPPLEMENTAL QUESTIONS FOR PACKAGE COVERAGE

➤ Is there a written maintenance schedule for cooking devices? YES _____ NO _____

➤ If yes, how often is equipment cleaned /maintained? Please check one.

Daily _____ Weekly _____ Monthly _____ Other _____

➤ Do you have a written contract with an outside service to perform this cleaning? YES _____ NO _____

➤ What types of cooking equipment do you have on the premises?

TYPE	# OF EACH	TYPE	# OF EACH
Broilers	_____	Fryers	_____
Microwave ovens	_____	Char broilers	_____
Griddles	_____	Ovens	_____
Pizza ovens	_____	Ranges	_____
Steam tables	_____	Other	_____

Describe any exposures to flammables, explosives or chemicals _____

➤ Have your premises and equipment been inspected by any outside agency? (A municipality) YES _____ NO _____

➤ If yes, please describe any recommendations made and confirm whether or not you are now in full compliance with those recommendations.

ADDITIONAL INTERESTS

Interest	Name and Address	Interest in Location#
Additional Insured		
Loss Payee		
Mortgagee		
Lienholder		
Employee as Lessor		

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Additional Insured		
Loss Payee		
Mortgagee		
Lienholder		
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Interest	Name and Address	Interest in Location#
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Interest	Name and Address	Interest in Location#
Additional Insured		
Loss Payee		
Mortgagee		
Lienholder		
Employee as Lessor		

CLAIMS PROCEDURES

In the event of any claim, the insured **MUST** report it to the following:

Triton Claim Service, LLC
2400 Lakeview Parkway, Suite 475, Alpharetta, GA 30004
Phone (800) 537-8023 – 24/7 Emergency – all claims involved bodily injury
Email: amwinsclaim@tritonclaims.com
Fax: (770) 645-0665 or (770) 645-2910

- During the past 5 years has the insured been indicted for or convicted of any degree of the crime of fraud, bribery, arson or any other arson-related crime in connection with this or any other property?
YES _____ NO _____

- Any bankruptcies, tax or credit liens against the applicant in the past 5 years?
YES _____ NO _____

Any person who knowingly and with intent to defraud any insurance company or other person, files an application for insurance containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

I declare that the above statements and representations are true and correct and that no facts have been suppressed or misstated. I acknowledge that the completion of this Application does not bind Underwriters to sell or issue, or me to purchase this insurance, but any subsequent policy of insurance issued will be in full reliance upon the statements and representations made in this Application and any materials submitted with it will be made part of the policy.

**I authorize the release of claim information from any prior insurer to:
AmWINS Brokerage of Illinois LLC, 10 S. LaSalle Street, Suite 2000, Chicago, IL 60603.**

Signature of Applicant Representative

Date

Name of Applicant Representative

Title of Applicant Representative

RISK MANAGEMENT GUIDELINES*

TABLE OF CONTENTS

	Reviewed and Initialed
I. VEHICLE AND DELIVERY SAFETY TIPS	
A. For Employer To Share With Employee	_____
B. Food Driver’s Vehicle Inspection Form	_____
C. Safe Driving Guidelines	_____
D. Winter Weather Driving Guidelines	_____
E. Rainy Weather Driving Guidelines	_____
II. STORE SAFETY AND SECURITY GUIDELINES	
A. Store Cleanliness	_____
B. Health Code Regulation Guidelines	_____
C. Store Safety	_____
D. Security Guidelines	_____

***These are guidelines to help you, the store owner better manage your business and become more efficient in risk management control.**

FOR EMPLOYER TO SHARE WITH EMPLOYEE

The following motor vehicle violations, unless otherwise noted, may result in termination of employment as determined by the employer.

- License suspended or revoked.
- Driving while intoxicated or impaired under the influence of alcohol or drugs.
- Reckless driving or similar violation, such as racing.
- Speed in excess of 25mph over the posted speed limit, if it is reported on your motor vehicle report.
- Criminal type convictions, such as negligent homicide, manslaughter, hit and run, etc.
- Driving without a valid license, including a suspended license or revoked license.
- Failure to report an accident or making a false report to authorities.
- Drivers will also have:
 - NO more than ONE at fault accident in the past 3 years.
 - NO more than THREE moving violations in the past 3 years.
 - Exceptions to moving violations will be made on an individual basis.

FOOD DRIVER'S VEHICLE INSPECTION FORM

Must Be Completed Before Vehicle Can Be Used For Deliveries And Every 6 Months Vehicle Is In Use.

Must Be Kept In Employee File

Employee Name _____

Vehicle: Year _____ Make _____ Model _____

VIN: _____ (last 6 digits only)

Registered Owner's Name _____

Owner's Address _____

Vehicle has been inspected and passed:	Yes	No	
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Head Lights	_____	_____	
Tail Lights	_____	_____	
Brakes & Brake Lights	_____	_____	
Turn Signals	_____	_____	
Inside Dome or Map Light	_____	_____	
Driver Seat Belts	_____	_____	
Inside Rear View Mirror	_____	_____	
Driver Door Side Mirror	_____	_____	
ALL Window and Door Glass In Place and Unbroken	_____	_____	
ALL Doors In Place and Operational	_____	_____	
ALL Tires Have 2/8 Inches of Tread	_____	_____	
All Wheels Have All Lug Nuts Required	_____	_____	
Current Registration Tag Displayed	_____	_____	

Explain all "NO" answers and corrections taken here:

Date Inspection Was Completed ____/____/____

Name of Person Doing Inspection _____

SAFE DRIVING GUIDELINES

- Follow all traffic rules, signs and signals.
- Yield to drivers who are determined to speed.
- Never challenge another driver with words or gestures-even if they are at fault. Such challenges have been the source of many tragic acts of violence.
- Stay at least one vehicle length per 10 M.P.H. and allow more distance in bad driving conditions.
- Always use your seat belt. This includes your lap belt, as well as your shoulder belt. Both are necessary for safety. IT'S THE LAW!
- Keep your mind on your driving, eyes on the road and on other drivers.
- Keep both hands on the wheels.
- Be aware of "blind spots" in the vehicle and always turn your head and look before changing lanes.
- Watch for sudden changes in movement on the road, i.e., sudden braking, bicycles, animal crossings, etc.
- Watch for brake lights, slow down and be prepared to stop.
- Check your rear view and side mirrors often.
- Be aware of what is happening around your vehicle.
- Avoid changing lanes unnecessarily.
- NO unauthorized stops w/o manager permission.
- Drivers may not use any type of radar detecting or jamming equipment.
- Drivers may not use cell phones while driving. Drivers must be stopped and legally parked before using a cell phone. Exception: hands free device.
- Drivers shall avoid entering any residence or dwelling and should NEVER enter a hotel or motel room.
- Drivers may have no other individuals in their vehicles for any reason, other than fellow employees with managerial approval.
- NO EMPLOYEE SHALL RESIST ANY TYPE OF ROBBERY ATTEMPT: If you are robbed give your money bag up immediately, you will not be held liable for the money you have collected while on your current deliveries.

WINTER WEATHER DRIVING GUIDELINES

- **BLACK ICE:** Black ice is defined as ice that remains on roadways that are not subjected to direct sunlight. Black ice commonly forms on roads that wind around lakes and rivers, in tunnels, on overpasses and in highly shaded, rural areas. Black ice is almost invisible to the naked eye. Be especially leery when driving your car into shaded areas, and slow your vehicle down during your approach.
- **DISTANCE FACTOR:** The most important thing to remember when driving on slick roads is that you must travel, steer and brake more slowly than usual. The distance needed to stop on ice is twice as long as that you would need to brake under normal driving circumstances. This means you should keep at least a three car distance from the vehicle directly in front of you.
- **REAR WHEEL DRIVE:** because there is virtually no weight on the rear wheels of your car, vehicles that operate by using rear wheel drive tend to slide from side to side during turns on icy roads. Cars and light duty truck owners can place bags of sand or kitty litter in the truck or trunk to help balance the weight, and distribute it equally.
- **KNOW YOUR BRAKES:** Your owner's manual will provide information about your system. Not all braking systems are the same. Find out which types of brakes your vehicle has and then follow the safety steps below.
 - i) **ABS:** Anti-lock braking systems (ABS) offer significant advantages on slick roads, if used correctly. To operate ABS effectively, motorists should apply steady pressure to the brake pedal during the entire stop. ABS will automatically pump the brakes, if necessary, to keep the wheels from locking. Never manually pump ABS brakes yourself. Apply only steady pressure continuously until you come to a complete stop.
 - ii) **NON-ABS:** If you don't have ABS, you should gently apply pumping pressure to your brakes during slippery conditions. Do not apply steady pressure to your brakes. Standing on your brakes will only cause wheel lock, and may result in your car spinning out of control.
- **FRONT WHEEL DRIVE SKIDS:** The biggest problem facing most winter drivers is skidding on slick, icy or snow covered roads. It is possible to steer out of a skid! Once you feel your car begin to skid, slowly remove your foot from the accelerator, until you feel your wheels regain traction control. (Do not attempt to brake!) As your vehicle's tires grab the road, slowly turn the steering wheel in the direction you want your front wheels to go.
- **REAR WHEEL DRIVE SKIDS:** When you begin to spin, remove your foot from the gas pedal. Slowly steer in the direction you want the car to go. If you are still skidding out of control, counter-steer until your vehicle is pointing in the right direction. Never apply steady pressure to the brakes.
- You can improve your **VISIBILITY** by clearing all snow and ice from your vehicle. Be sure to remove ice and snow from your hood, roof, trunk, turn signal lights, tail and headlights, windows, mirrors, and fenders.
- Use your **LOW BEAMS** when driving in an ice or snow storm. You will have better visibility.
- Allow for greater **STOPPING DISTANCE** during snow and ice storms. In order to bring your car to a safe stop, you must allow 8-10 seconds between you and the vehicle in front of you.
- Remember that **POSTED SPEED LIMITS** are only to be followed during ideal weather conditions. Slow down while driving on snow or ice.
- When driving **UPHILL** on ice, pick a path that will allow the most traction. Monitor vehicles in front of you and steer clear of areas where they spin wheels or slide backward. Unpacked snow will give the most vehicles sufficient uphill traction.
- To maintain control on **CURVES** and **TURNS**, reduce speed just before the turn. Any sudden acceleration or deceleration during a turn will send you into a skid.
- **NEVER** brake while driving on ice. If you are approaching a path of ice, brake during your approach. Applying pressure to your brakes while on ice will only throw you into a skid.
- Maintain your **TIRES**. Tires that are in proper working condition and are adequately inflated provide better traction.
- Travel **GENTLY**. Everything you do on icy roads will affect how your vehicle handles the situation. Move slowly. Turn slowly. Brake slowly. Sudden changes can cause your car to spin out of control.
- **EMERGENCY WEATHER KIT:** Having a well-stocked emergency kit in your car can help to save your life and make you more comfortable during breakdowns, accidents and long waits. Your kit should include: Battery jumper cables, first aid kit, shovel, basic tools such as pliers, wrench, screwdriver, hammer, blankets, extra clothing, flashlight, bag of sand, and cellular phone.

RAINY WEATHER DRIVING GUIDELINES

- The biggest issue to take into consideration is that a wet road is more **SLIPPERY** than a dry road. Your tires lose traction and adherence to the road because there is a film of liquid between your tires and the asphalt. Thus, you should leave extra space between you and the car in front of you. Brake earlier and with less force than you would normally. Not only does this increase the stopping distance between you and the car in front of you, it also lets the driver behind you know that you are slowing down. Also, be more meticulous about using turn signals so that other drivers know your intentions and take turns and curves with less speed than you would in dry conditions.
- Most of America's roads are crowned in the middle, which means that the water will run off to the sides. If possible, **STAY IN THE MIDDLE OF THE ROAD** to avoid deep standing puddles.
- Don't attempt to cross **RUNNING WATER**.
- After you cross a puddle, **TAP ON YOUR BRAKE** pedal lightly to dry off some of the water on your rotors.
- Turn on your **HEADLIGHTS** even when there is a light sprinkle. It helps you see the road and more importantly, it helps other motorists see you. However, don't use your high beams in the rain or fog. It will obscure your view further, as the beam will reflect back at you on the water droplets in the air.
- Watch out for **PEDESTRIANS**. Fiddling with an umbrella or a rain slicker means that a usually observant pedestrian is otherwise distracted. Plus, raindrops deaden sound so the usual audio clues for measuring car distances become obscured. Keep a sharp lookout for people in the road.
- If it is raining so hard that you cannot see the road or the car in front of you, **PULL OVER AND WAIT IT OUT**.
- If there is a chance that the **RAIN WILL FREEZE**, double your precautions.
- Make sure that your **WIPERS** are in good condition and functioning properly. If they are brittle or damaged, replace them before you are caught in a downpour.

STORE CLEANLINESS

The manager/owner has a legal responsibility to maintain a clean and sanitary store environment to prevent contamination. Micro-organisms and viruses can spread quickly to both cooked and uncooked food. Therefore, cleaning and sanitizing must be performed regularly and correctly. If not used properly, cleaning and sanitizing chemicals can be just as harmful to customers and employees as the illnesses they aim to prevent. A manager may be held liable if a customer or employee becomes ill due to negligible standards of cleanliness. To avoid such a situation, it is imperative to become familiar with, and closely adhere to good sanitary practices in accordance to your state's health code. Most health departments hold national and state food sanitation courses. In some areas, laws require that foodservice managers become certified in these courses. The courses are available to anyone for a fee. If not mandatory, we still recommend having your managers become certified, since the information obtained is vital to the safety of your customers.

HEALTH CODE REGULATION GUIDELINES

- Posters concerning the big five illnesses should be displayed in a visible area.
- Date marking should be required for frozen, refrigerated, canned, and prepped food.
- All hair should be kept under restraint with either a hat or hairnet.
- Hands must be washed after using the restroom, before handling food, after handling money, after smoking, and after eating. Notices must be posted in all hand washing areas.
- Disposable gloves must be worn when handling any ready-to-eat foods.
- Food containers should be changed daily.
- Employees handling food are prohibited from wearing fake nails or nail polish.
- All items, including boxes and soda, should be stored at least six inches off the floor.
- Chemicals and cleaning supplies must be stored separately from food.
- Proper action must be taken to control insects or rodents.
- Refrigeration units must be equipped with a thermometer and maintained at a temperature of no higher than 40° F (0 F or lower for freezers).
- Dishes must be washed and rinsed with hot water (at least 110° F), and sanitized between 120° - 150°F. Dishes must be submerged in sanitizer for at least one minute and allowed to air dry. Always use test strips to ensure proper sanitizer dilution.
- Spray bottles must be labelled.
- Lids and straws must be used for employee beverages.
- Light bulbs must be shielded to contain glass if broken.
- All exterior and restroom doors must be self-closing.

STORE SAFETY

Your first priority is to your customers. Have all necessary safety practices in place, posted clearly, and properly adhered to.

Follow all state and federal occupational laws. If they conflict, always defer to the stricter of the two policies. Store rules and policies should be reviewed annually and adjusted as necessary. Do not be closed minded to a new approach on safety. Ask your managers and shift leaders for input, since they are the ones working in the evenings and on the weekends.

Encourage all team members to abide by the following safety tips:

- Maintain clean and organized work areas.
- Keep floors clear of objects, and clean spills as they happen.
- Keep trash in predetermined areas.
- Keep all combustible materials away from water heaters and pilot lights.
- Contact the gas company immediately if any smell of gas (rotten eggs) is prevalent.
- Transport hot materials with caution. Use proper safety gear, such as oven mitts, as required.
- Report any unsafe conditions or machinery to the manager.
- Replenish first aid supplies regularly, and store in an easily accessible location.

SECURITY GUIDELINES

Late opening:

Although your store may be surrounded by other businesses, you may become isolated once they close, making your store the perfect target. The following provides recommendations regarding how to prevent your store from being a target; how to prevent a robbery from being successful; and how to keep your employees and customers both safe and unharmed:

- Always lock the door immediately at scheduled closing time, or after the last order has left your store.
- If the store is equipped with an electronic door lock, keep it locked after dark. In locations requiring a higher level of security, only let customers in if you can confirm that they have placed an order.
- The back/side door must remain locked at all times.
- The safe must remain locked at all times.
- Never count money in view of the public.
- Do not discuss cash or sale volumes with customers present.
- Never prepare deposits with door unlocked.
- Keep less than \$150 in the cash register at all times.
- Drop \$20+ bills into the safe as they are received.
- Mark any bills \$50 or higher to confirm they are genuine. \$100 bills should not be accepted on deliveries.
- When making change, keep the customer's money on the counter, or anywhere that is visible to both parties (not in the register).
- It is the responsibility of the manager on duty to collect regular drop money from drivers.
- Parking lots should be well lit after dark. Notify the supervisor or owner if existing lighting needs to be repaired, or additional lighting needs to be installed.
- Friends or off duty employees are not permitted in the store after hours.
- Never leave deposits in the safe overnight unless directed by a supervisor/owner.
- Drive directly to the bank when making deposits.
- If you do not have a cell phone, know where the closest telephone is located in case of an emergency.
- Document any details of suspicious activity, including descriptions of clothing; height; weight; car model, make, and color; license plate number; dates; times; number of persons present; and any other details will be important in light of an unpleasant situation.
- If you feel unsafe, call the police to escort you to the bank.
- In the event of a robbery, do not resist. Always cooperate and avoid eye contact. DO NOT pursue the robber. Call 911, and lock the store or your car door after the robber flees.
- Never return to the store after making a night-time deposit.

I have read the following guidelines as identified in I,A-E and II, A-D above.

X. _____ **Signature and Date**