

# *Restaurant & café guide*

*'Helping our customers stay in business by reducing risk'*



## About NZI Risk Solutions

*NZI has extensive experience in providing expert risk management advice to help our commercial customers remain in business. We have used this industry knowledge and developed a suite of fact sheets to help you take control of your business risks.*

# Your restaurant & café guide

## Contents

Commercial kitchen fire safety.....	1
Public and customer safety .....	3
Cash handling procedures .....	3
Physical and electronic security .....	4
Self assessment checklist .....	5



## Commercial kitchen fire safety

Commercial cooking activities result in a significant number of fires each year.\* To help prevent any damage to your property and avoid business interruptions to your café or restaurant operations – take some simple precautions and implement regular inspections for fire safety, security controls and health and safety risks. Here are some specific risk management tips to guide you.

### Regular cleaning and maintenance

#### Cooking hood filters

The fume extraction hood filters must be cleaned or exchanged at least every two weeks. For larger or very busy kitchens, this should be done weekly. Consider using disposable pre-filters over the metal filters. These largely stop grease entering the metal filters and extraction flue, which means they require less cleaning.

#### Cooking hood ducts

The ducting behind the filters and the inner ducting leading to the discharge outlet outside, including the extraction fan, must be professionally inspected and cleaned at least annually.

#### Oil used in deep fryers

Oil in the deep fryers needs to be changed regularly, as old or contaminated oil can ignite at much lower temperatures. Oils must be replaced at least weekly and should be filtered at least every two days. For larger or very busy kitchens, oils should be changed twice a week and filtered daily.

#### Equipment maintenance

Air conditioning systems, refrigeration, commercial cooking and dishwashing equipment should be inspected by a suitably qualified technician at least annually. Deep fryers should be fitted with automatic temperature cut-out switches. Electrical safety inspections are particularly important for deep fry cooking equipment – when thermostatic controls fail, they can be a major cause of commercial kitchen fires.

\*New Zealand Fire Service Commission Research Report.





### Electric motors and pumps

Electric motors and pumps should be inspected regularly and all motor casings must be kept free of dust, grease and oil accumulation. You should also maintain good housekeeping standards around all equipment, providing clear space between storage and equipment, to ensure adequate natural ventilation.

### Isolation of gas supplies

All gas installations should comply with the Gas (Safety and Measurement) Regulations 2010. The supply of gas should also be isolated via the main shut-off valve at the close of trade each day. Best practice is to install the switch for the shut-off valve inside the kitchen, near the main exit.

***"All fire protection equipment must be serviced by a qualified technician, at least annually. Automatic sprinkler systems and fire detection systems require more frequent inspection."***

### Maintenance of fire protection equipment

All fire protection equipment must be serviced by a qualified technician, at least annually. Automatic sprinkler systems and fire detection systems require more frequent inspection. Refer to the appropriate Standards including NZS 4512:2010 Fire Detection and Alarm Systems in Buildings and NZS 4541:2013 Automatic Fire Sprinkler Systems – or your service contractor for guidance, to ensure that your sprinkler and fire detection systems are compliant.

### Fire extinguishing equipment

You should select, install and maintain hand operated fire-fighting equipment, including fire extinguishers and fire blankets, in accordance with the New Zealand Standard 4503:2005.

#### Fire blanket

An approved fire blanket must be wall mounted in a position close to the cooking area, where it is accessible to staff at all times.

#### Portable fire extinguishers

At least one F Rated wet chemical portable fire extinguisher must be wall mounted in a position close to the cooking area, where it is accessible to staff at all times, but no closer than 2 metres to deep fryers. Wet chemical extinguishers are specially designed to be most effective on cooking oil fires.

#### Additional fire extinguishers

Additional extinguishers should also be installed in your restaurant or café. For example, a Carbon Dioxide (Co2) extinguisher should be wall mounted close to your electrical switchboard. A Dry Powder (ABE Rated) extinguisher should be used for extinguishing fires involving wood, paper or plastic. All extinguishers should have clear signage and be placed where they're accessible to staff, at all times.

### Automatic fire suppression systems

Larger restaurants may wish to consider installing an appropriate automatic wet chemical fire suppression system to their cooking hoods and ducts, to better protect their business.

## Public & customer safety

Under Health & Safety legislation, as a business owner you have a duty of care to ensure the safety and wellbeing of the public, by controlling the risks associated with your business operations.

### Customer access and exits

#### Entrances

Ensure entrances to your café or restaurant have adequate lighting, tiled surfaces and stair treads are in good condition. Appropriate anti-trip wet weather mats may be required.

#### Stairs and ramps

Hand rails should be provided for any ramps or stairs with two or more risers.

#### Emergency exits

Emergency exits must never be locked or obstructed. Illuminated exit signs and emergency lighting must be installed and maintained by a qualified technician.

### Internal floor surfaces

#### Floor maintenance

All floor surfaces must be kept clean at all times. Broken tiles and worn or damaged carpet must be replaced or repaired immediately.

**"All floor surfaces must be kept clean at all times. Broken tiles and worn or damaged carpet must be replaced or repaired immediately."**

#### Amenities

Cracked or broken tiles, hand basins or toilet bowls and cisterns must be replaced.

#### Customer access

Customers must never be allowed access through kitchen or food preparation areas. Access to bathroom facilities should also be kept clear of storage.

#### Cleaning spills

All spills must be cleared immediately and floor surfaces should be dried with a towel, particularly if surfaces are slippery when wet. Safety signs highlighting 'Caution, Wet Floor' should be available for use, when necessary.



## Cash handling procedures

Procedures should be created and documented, detailing the processes and responsibilities for how cash is handled on your business premises.

### Cash handling procedures should cover these factors:

#### Separating cash handling duties

Allocate duties so that collecting, depositing and reconciling cash is not carried out by the same person.

#### Limit cash at point of sale

Set a maximum level of cash to be held at the point of sale. Excess cash should be deposited regularly in a safe on the premises.

#### Safeguard the handling of cash

Cash takings should not be handled in direct view of the public. A protected area at the back of the café or restaurant should be used for counting takings.

#### Storage of cash during business hours

Point of sale registers should be positioned in a 'defendable space' – somewhere that's not easily accessible to the public. Also, registers or cash drawers should never be left open between transactions and cash takings that exceed the limit you set for holding cash on-site should be securely locked in the safe.

### Considerations for choosing and installing a safe

#### Cash ratings

Manufacturers provide a suggested 'cash rating' for their safes. This rating indicates the safe's suitability for the maximum amount of cash and type of valuables likely to be stored.

### Two-key operations

This only allows access to the main cash safe when both individual keys are used. This allows you to issue a key to two people and ensures that the safe is only opened when both persons are present.

### Drop chute or deposit chutes

Allow staff to deposit excess cash takings without them having access to the main cash safe.

### Change or float drawer

Allows staff to access the float when trading starts and secure the cash float at the close of trade, without them having access to the main cash safe.

### Installation

Safes need to be properly secured – this means they must be bolted to a solid concrete floor or wall (not a timber cupboard or bench). Manufacturers or suppliers should be able to arrange for a safe to be professionally installed.



## Physical & electronic security

Property that is damaged from a 'break and entry' on your premises can cause serious business interruption to your café or restaurant – and can be costly. Protect your bottom line with these simple measures.

### Considerations for minimising property damage

#### Securing valuables

Items of high value including all cash, should be protected and stored in a safe that's been professionally installed and is secure.

#### Do not secure low value items

An opportunistic thief will break open any locked drawers or cabinets, assuming they contain valuables. Therefore drawers, cupboards, offices, cool rooms and point of sale registers or cash drawers, which only contain items of minimal value, should be left unlocked and/or open.

### Crime prevention through environmental design (CPTED)

Use this design concept to limit opportunities for theft and criminal activity and apply natural surveillance techniques. For example, ensure your shop front is not visually obstructed by plants or other barriers and you install external security lighting at the front and rear of your premises. Placing lighting sensors internally can also provide valuable protection.

***"Consider using security grills and bars to conceal areas such as rear doors and windows. Plus, use appropriate locking hardware on all doors."***

### Install adequate physical protection

Consider using security grills and bars to conceal areas such as rear doors and windows. Plus, use appropriate locking hardware on all doors. This will help make your business a less attractive target.

### Electronic security systems

#### Alarm monitoring

Alarm systems should be monitored by a licensed security monitoring company, who has authority to send a security patrol, should you not be contactable.

#### Dual path connection

Alarm systems should be equipped with a dual reporting function from the premises to a monitoring company. These systems typically operate via a land based telephone line as well as a wireless network connection, to ensure connectivity should the telephone line be disconnected.

#### Security detection devices

Multiple security detection devices such as perimeter door reed switches and glass break detectors, as well as internal movement detectors, will promptly activate alarms and help identify actual break-ins from isolated false alarms.

#### Internal and external alarm devices

To disturb intruders, an alarm system should include a loud audible internal alarm and a highly visible external strobe light.

***We hope you find this information useful and we encourage you to manage your business risks by implementing these risk control measures in your café or restaurant.***

## Self assessment checklist

Commercial kitchen fire safety	Yes	No
Cooking hood filters are cleaned at least every two weeks	<input type="checkbox"/>	<input type="checkbox"/>
Cooking hood ducts are inspected and professionally cleaned, at least annually	<input type="checkbox"/>	<input type="checkbox"/>
Oil in deep fryers is replaced at least weekly and filtered every second day	<input type="checkbox"/>	<input type="checkbox"/>
Air conditioning, refrigeration, cooking and dishwasher equipment is serviced annually	<input type="checkbox"/>	<input type="checkbox"/>
Good housekeeping and adequate ventilation is provided for motors and equipment	<input type="checkbox"/>	<input type="checkbox"/>
Gas supplies are isolated from the main supply after hours	<input type="checkbox"/>	<input type="checkbox"/>
A fire blanket is correctly installed	<input type="checkbox"/>	<input type="checkbox"/>
A wet chemical fire extinguisher is correctly installed	<input type="checkbox"/>	<input type="checkbox"/>
An additional fire extinguisher for electrical fires is also correctly installed	<input type="checkbox"/>	<input type="checkbox"/>
An additional fire extinguisher for fires from wood, paper and plastics is correctly installed	<input type="checkbox"/>	<input type="checkbox"/>
All fire equipment is regularly serviced according to the New Zealand Standards	<input type="checkbox"/>	<input type="checkbox"/>
Public & customer safety	Yes	No
Entrances, stairs, ramps and exits are in a safe condition	<input type="checkbox"/>	<input type="checkbox"/>
Internal floors and amenities are in a safe condition	<input type="checkbox"/>	<input type="checkbox"/>
Customers are not permitted access to the kitchen or food preparation areas	<input type="checkbox"/>	<input type="checkbox"/>
Access to amenities is kept free of storage	<input type="checkbox"/>	<input type="checkbox"/>
Spills are cleaned up immediately and floors are left dry	<input type="checkbox"/>	<input type="checkbox"/>
Wet floor signs are available if required	<input type="checkbox"/>	<input type="checkbox"/>
Regular inspection of all tables and chairs, damaged items are removed	<input type="checkbox"/>	<input type="checkbox"/>
External seating complies with local council restrictions	<input type="checkbox"/>	<input type="checkbox"/>
Compliance and understanding of all food safety requirements	<input type="checkbox"/>	<input type="checkbox"/>
Cash handling procedures	Yes	No
Do you have documented cash handling procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Are these procedures available to relevant staff?	<input type="checkbox"/>	<input type="checkbox"/>
Do you set maximum limits for cash held at point of sale?	<input type="checkbox"/>	<input type="checkbox"/>
Are takings counted in a secure 'back of house' location?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a safe installed with the appropriate cash rating for your business?	<input type="checkbox"/>	<input type="checkbox"/>
Are takings and float secured in the safe after hours?	<input type="checkbox"/>	<input type="checkbox"/>
Is banking conducted at least every two days?	<input type="checkbox"/>	<input type="checkbox"/>
Do you change the combination to the safe when authorised staff leave?	<input type="checkbox"/>	<input type="checkbox"/>
Physical & electronic security	Yes	No
Do you have bars or security grills fitted to all concealed doors and windows?	<input type="checkbox"/>	<input type="checkbox"/>
Is an electronic security alarm installed?	<input type="checkbox"/>	<input type="checkbox"/>
Is this alarm monitored by a licenced security company?	<input type="checkbox"/>	<input type="checkbox"/>
Does the alarm have a dual path connection – telephone line and wireless network?	<input type="checkbox"/>	<input type="checkbox"/>
Are there perimeter detection devices installed as well as internal detectors?	<input type="checkbox"/>	<input type="checkbox"/>
Are internal and external audible alarms installed?	<input type="checkbox"/>	<input type="checkbox"/>

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\*These guidelines are of a general nature only. They are not intended to be a comprehensive list of all the risk management steps you should consider taking to reduce the risk of damage and financial loss, nor is it intended to be legal advice.

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