



# Safety Matters



Questions?  
Contact IMA's Sonic Team



**Renee Rhodes**  
Risk Control Specialist  
316.266.6345  
[renee.rhodes@imacorp.com](mailto:renee.rhodes@imacorp.com)



**Brenda Rice**  
Risk Control Specialist  
913.912.2932  
[brenda.rice@imacorp.com](mailto:brenda.rice@imacorp.com)



**Chris Retter**  
Risk Control Manager  
316.266.6289  
[chris.retter@imacorp.com](mailto:chris.retter@imacorp.com)

If you would like to receive  
this newsletter via email,  
please send your email  
addresses to  
[renee.rhodes@imacorp.com](mailto:renee.rhodes@imacorp.com).

## PROTECTING YOUR EMPLOYEES

Frequently, restaurants begin implementing a safety program after discussing the importance with management or as a reaction to an incident that has recently occurred. For months many resources, man-hours, and funds are put into these programs to train employees at all levels in the organization. But then the momentum stops. The issue being, little instruction has been provided to managers on implementation of new programs and for training new and existing employees. Whose responsibility is it, when should the safety training take place, and how does one document the completed training?

It is imperative safety and health training is initiated at the onset of an employees' tenure at the drive-in. First, new employee training engages the employees, making them feel welcome and part of the "team" atmosphere. This helps minimize the feeling of being unwelcome and potential inadequacy. Therefore, instead of worrying if they belong, the employee can immerse himself into the actual tasks at hand – increasing efficiency, production, and boosting self-confidence at the same time.

This is important because New Employee Orientation does not only help the individual; it greatly benefits the organization as well. Workers who have been with a company for less than a year are cited for being responsible for over a third of the workers compensation claims. By cultivating a safety program from the hiring phase, this statistic can be drastically lowered. Important points the new orientation should include are as follows:

- "Purpose of the job and its contribution to the mission of the organization
- Essential job functions
- Safety requirements and PPE
- Expected behaviors
- Values and culture of the organization"<sup>1</sup>

### Statistics for the Sonic Insurance Program on employee injuries 2009-2012

| LENGTH EMPLOYED RANGE  | NUMBER OF CLAIMS | TOTAL PAID   | TOTAL INCURRED |
|------------------------|------------------|--------------|----------------|
| A) < 1 MONTH           | 1218             | \$3,741,589  | \$4,980,058    |
| B) 1-6 MONTHS          | 1877             | \$4,269,375  | \$4,933,106    |
| C) 7-11 MONTHS         | 753              | \$1,580,949  | \$1,975,569    |
| D) 1 YEAR              | 859              | \$2,021,710  | \$2,640,575    |
| E) 2-5 YEARS           | 608              | \$1,524,291  | \$1,687,449    |
| F) 6-10 YEARS          | 172              | \$658,910    | \$1,276,767    |
| G) 11-19 YEARS         | 73               | \$95,486     | \$173,443      |
| H) 20-29 YEARS         | 16               | \$51,085     | \$88,925       |
| I) 30+ YEARS           | 3                | \$44,775     | \$44,775       |
| HIRE DATE NOT REPORTED | 12               | \$5,953      | \$6,489        |
| GRAND TOTAL            | 5591             | \$13,994,123 | \$17,807,156   |

As it relates to claims and minimizing costs, safety requirements would ultimately be the most important key point. Communicating in a handbook to the employee of the proper personal protective equipment expected to be used, anticipated hazards, and any regulations that must be followed is all beneficial information that should also be exhibited within the workplace for easy review. Additionally, if a claim were to occur, proper incident reporting and what to do in case of an injury are items that should be discussed as well.

Ensuring employees have the proper training to do their jobs not only allows for increased production, but also improves employee retention and satisfaction. When this occurs, it follows suit that the restaurant would experience higher employee retention and thus minimizes the potential increase in work comp costs associated with new employees. The cycle could be slowed and gains could be realized, all as a result of taking a little extra time with each new employee.



# Safety Matters

brought to you by 

## Questions? Contact IMA's Sonic Team



**Renee Rhodes**  
Risk Control Specialist  
316.266.6345  
[renee.rhodes@imacorp.com](mailto:renee.rhodes@imacorp.com)



**Brenda Rice**  
Risk Control Specialist  
913.912.2932  
[brenda.rice@imacorp.com](mailto:brenda.rice@imacorp.com)

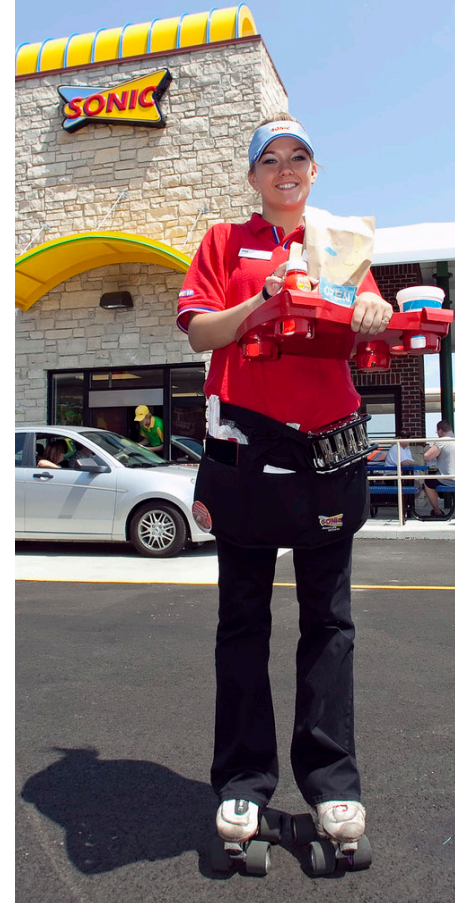


**Chris Retter**  
Risk Control Manager  
316.266.6289  
[chris.retter@imacorp.com](mailto:chris.retter@imacorp.com)

If you would like to receive this newsletter via email, please send your email addresses to [renee.rhodes@imacorp.com](mailto:renee.rhodes@imacorp.com).

## Training & Education Best Practices

1. Employees receive safety and health training.
2. Employee training covers hazards of the workplace.
3. Employee safety and health training covers all OSHA-required subjects.
4. Employee training covers the facility safety system.
5. Appropriate safety and health training is provided to every employee.
6. New employee orientation includes applicable safety and health information.
7. Work-site safety goals and objectives are understood by employees.
8. Safety and health goals and objectives are understood by employees.
9. Employees periodically practice implementation of emergency plans.
10. Employees are trained in the use of emergency equipment.
11. Supervisors receive safety and health training.
12. Supervisors receive all training required by OSHA standards.
13. Supervisors are effectively trained on all applicable hazards.
14. Supervisors are trained on all site-specific preventive measures and controls relevant to their needs and supervisory responsibilities.
15. Supervisor training covers the supervisory aspects of their safety and health responsibilities.
16. Safety and health training is provided to managers, covering their areas of responsibilities for safety and health.
17. Managers are aware of all relevant safety and health training mandated by OSHA.
18. Managers understand the organization's safety and health system.
19. Relevant safety and health aspects are integrated into all management training.



## Important to Note on Employee Safety Training

**Document all training activities by having employees sign and date a roster and keep examples of handout materials with training rosters. Keep training records easily accessible so they can be produced upon request.**

**Ensure all employees have been trained on Personal Protective Equipment required to perform all aspects of their job and how to read and understand the SDS sheet for the chemicals they are exposed to throughout the workday.** Appropriate personal protective equipment (PPE) is to be provided in accordance with risk and hazard assessments to ensure it is suitable. Arrangements are to be made to ensure PPE is maintained, stored properly, is provided to users in conjunction with information, instruction and training on how to use it safely, and is used correctly and consistently by employees where required. Individuals should be trained on the proper use and maintenance of selected equipment and monitored for effectiveness.

## You have resources available!



**Sonic Insurance Program Resource Portal**

URL: <http://www.imacorp-sip.com>  
Username: sonicip (case sensitive)  
Password: footlong (case sensitive)

Provided for Sonic franchisees by 

**Contact Renee Rhodes with questions:**

316.266.6345 office  
316.250.2121 cell  
[renee.rhodes@imacorp.com](mailto:renee.rhodes@imacorp.com)

If you have experienced an accident, the IMA, Inc. team is here to assist you. Should you have any questions or problems in reporting a claim, or if you need any other assistance in the handling of your claims, please contact Lynn Hill, your IMA claim advocate, at 1-800-233-6693.

Contact IMA Risk Control Specialist Renee Rhodes or Brenda Rice if you would like assistance with a comprehensive risk assessment including Drive-in safety audits and development of safety policies and procedures. IMA is also available to speak at manager's meetings and co-op meetings to cover claims trends, claims strategies, and loss prevention measures.