



**BOH**  
**Standard Operating Procedure**

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# Introduction

Welcome to the Standard Operating Procedure (SOP) guide for the back of house (BOH) staff. In this document, you will find instructions and guidelines to ensure kitchen operations maintain consistency, efficiency, and quality of food preparation and services.

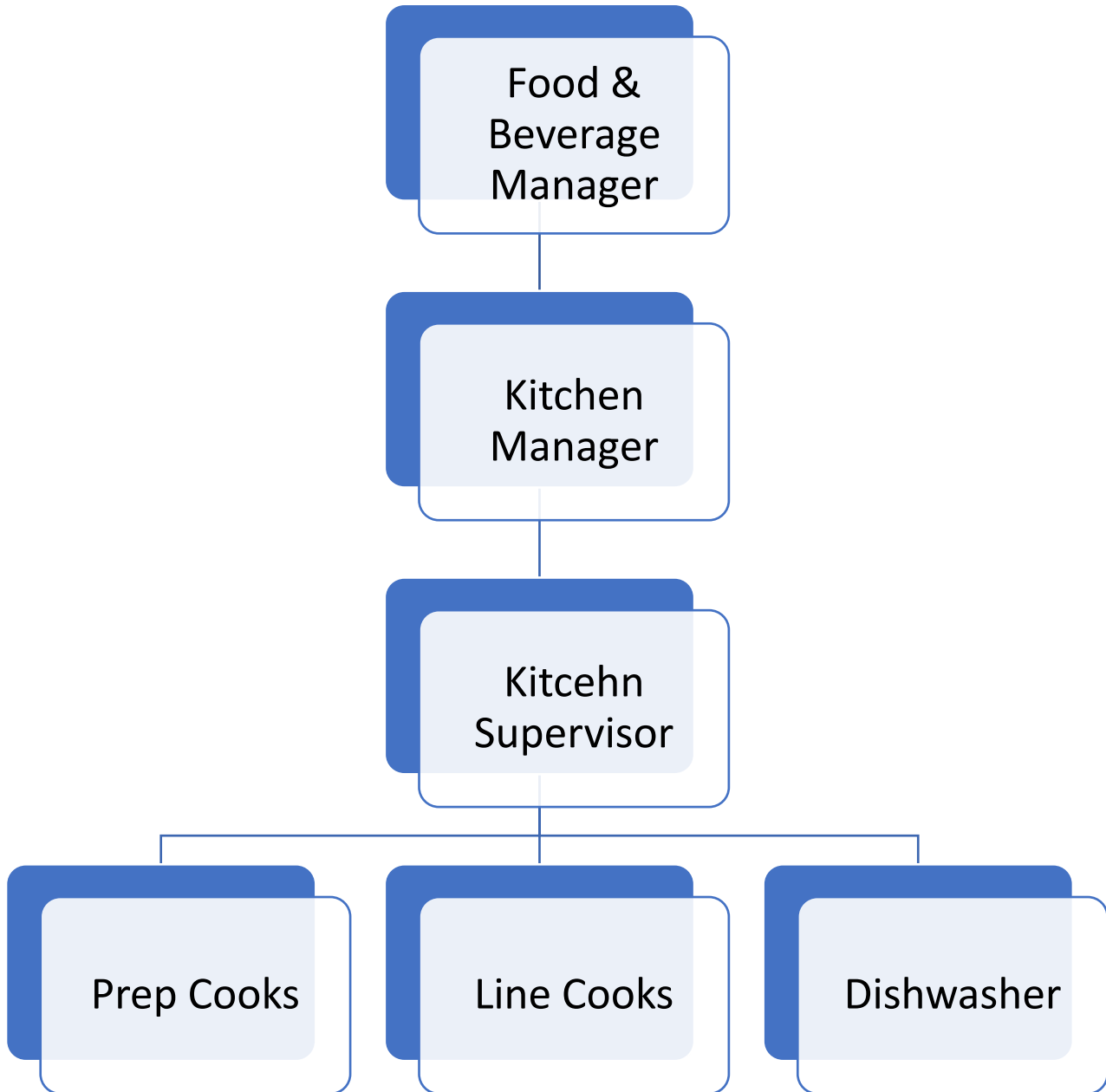
Each section of the SOP is designed to address aspects of kitchen operation, including food preparation, cleaning and sanitation protocols, equipment handling and maintenance, job description, documentation, and review and revision. It is necessary that every kitchen employee familiarize themselves with these procedures and incorporate them into their daily work routines.

Together, let's uphold the highest standards of quality, safety, and efficiency in the kitchen, and continue to show exceptional customer satisfaction.

## BOH Contact Information

| <b>Name:</b>     | <b>Email:</b>  | <b>Cell Phone:</b> |
|------------------|--|--------------------|
| Jonhn Santos     | <a href="mailto:john.santos@lakesidegreens.com">john.santos@lakesidegreens.com</a> | (587) 585-1969     |
| Rolly Romines    | <a href="mailto:rollyromines@shaw.ca">rollyromines@shaw.ca</a>                     | (403) 903-2519     |
| Philip Valadao   | <a href="mailto:Philip.valadao@hotmail.com">Philip.valadao@hotmail.com</a>         | (403) 805-8768     |
| Vy Dang          | <a href="mailto:awesomevy@icloud.com">awesomevy@icloud.com</a>                     | (403) 619-8920     |
| Bryce Mcpherson  | <a href="mailto:Mcpheb1212@gmail.com">Mcpheb1212@gmail.com</a>                     | (587) 899-2606     |
| Troy Simpson     | <a href="mailto:troy.simpson400@gmail.com">troy.simpson400@gmail.com</a>           | (587) 226-8504     |
| Logan McDonnell  | <a href="mailto:Logan.mcdo13@gmail.com">Logan.mcdo13@gmail.com</a>                 | (587) 432-8300     |
| Jonathan Teshome | <a href="mailto:jonathanteshome@gmail.com">jonathanteshome@gmail.com</a>           | (403) 710-5782     |
| Benjamin Burey   | <a href="mailto:benburey23@gmail.com">benburey23@gmail.com</a>                     | (403) 680-9872     |
| Margo Friel      | <a href="mailto:margof45@outlook.com">margof45@outlook.com</a>                     | (403) 797-6168     |
| Gurleen Kaur     | <a href="mailto:Gurleen.290000@gmail.com">Gurleen.290000@gmail.com</a>             | (825) 747-3129     |

# BOH Organizational Chart



# Job Descriptions

- **Kitchen Manager**
- **Kitchen Supervisor**
- **Line Cook**
- **Prep Cook**
- **Dishwasher**

# Kitchen Manager

## **Roles and Responsibilities:**

- The Kitchen Manager is responsible for:
  - Supervising kitchen staff, including hiring, training, and scheduling.
  - Ensuring compliance with health and safety regulations.
  - Managing inventory and ordering supplies.
  - Overseeing kitchen cleanliness and maintenance.
  - Handling customer feedback and complaints related to food and service.

## **Health and Safety:**

- Maintain a clean and hygienic kitchen environment at all times.
- Follow proper food handling, storage, and preparation procedures to prevent contamination.
- Conduct regular cleaning and sanitization of kitchen equipment and surfaces.
- Implement emergency procedures, including fire safety and first aid protocols.

## **Staff Training and Development:**

- Provide initial and ongoing training for kitchen staff on kitchen procedures, safety protocols, and customer service.

## **Inventory Management:**

- Monitor inventory levels and order supplies as needed to maintain sufficient stock.
- Rotate inventory to minimize waste and ensure product freshness.
- Keep accurate records of inventory usage and expenditures.

## **Communication and Coordination:**

- Communicate effectively with kitchen staff regarding daily tasks, menu changes, and special orders.
- Coordinate with front of house staff to ensure smooth service and timely delivery of food.
- Maintain open communication with suppliers regarding orders and deliveries.

**Quality Control:**

- Monitor food quality, portion sizes, and presentation to ensure consistency and customer satisfaction.
- Conduct regular inspections of food preparation areas and equipment.
- Address and resolve customer complaints related to food quality or service promptly.

**Equipment Maintenance:**

- Schedule routine maintenance for kitchen equipment, including cleaning, calibration, and repairs.
- Report equipment malfunctions or safety hazards immediately.
- Document maintenance activities and repairs for reference.

**Record Keeping:**

- Keep accurate records of inventory, staff training, equipment maintenance, and other kitchen activities.
- Store records securely and ensure they are easily accessible for audits or inspections.

**Review and Revision:**

- Review and update the SOP regularly to incorporate feedback, address issues, and improve efficiency.
- Document changes and communicate updates to kitchen staff.

# Kitchen Supervisor

## **Roles and Responsibilities:**

- The Kitchen Supervisor is responsible for:
  - Assisting the Kitchen Manager in daily operations.
  - Supervising kitchen staff during shifts.
  - Ensuring adherence to recipes, portion control, and quality standards.
  - Monitoring kitchen cleanliness and sanitation.
  - Assisting with inventory management and ordering supplies.
  - Providing support in training new kitchen staff.
  - Handling customer inquiries and complaints.

## **During Shift Procedures:**

- Supervise kitchen staff to ensure tasks are completed efficiently and according to standards.
- Monitor food preparation processes to maintain quality and consistency.
- Address any issues or concerns raised by kitchen staff promptly.
- Conduct regular checks on food storage areas to ensure proper labeling, rotation, and organization.
- Maintain cleanliness and organization in the kitchen throughout the shift.

## **Closing Procedures:**

- Conduct a post-shift meeting to discuss any issues encountered during the shift and provide feedback to staff.
- Ensure all kitchen equipment is properly cleaned and stored.
- Conduct a thorough cleaning of the kitchen and food preparation areas.
- Securely store all perishable and non-perishable food items.
- Complete any necessary documentation, such as inventory counts or cleaning logs.

## **Health and Safety:**

- Enforce strict adherence to health and safety regulations, including proper food handling and sanitation practices.
- Monitor kitchen staff to ensure they follow safety procedures when operating equipment and handling hot surfaces.
- Promptly address any safety hazards or concerns to prevent accidents or injuries.

**Communication and Coordination:**

- Maintain open communication with kitchen staff to ensure smooth workflow and address any issues or concerns.
- Relay important information from management or the kitchen manager to kitchen staff.
- Collaborate with front of house staff to coordinate food orders and ensure timely service.

**Quality Control:**

- Regularly inspect food items for quality, freshness, and presentation.
- Address any deviations from recipes or quality standards with kitchen staff.
- Monitor portion sizes and presentation to ensure consistency and customer satisfaction.

**Training and Development:**

- Assist in training new kitchen staff on standard operating procedures, recipes, and safety protocols.
- Provide coaching and feedback to kitchen staff to improve performance and efficiency.
- Identify training needs and opportunities for skill development among kitchen staff.

**Record Keeping:**

- Maintain accurate records of inventory levels, food waste, and cleaning activities.
- Document any incidents or accidents that occur during shifts.

# Line Cook

## Responsibilities:

### 1 Preparation:

- Review the daily menu and prepare ingredients accordingly.
- Follow recipes and portion sizes accurately.
- Ensure all necessary equipment and utensils are clean and ready for use.

### 2 Cooking:

- Maintain cleanliness and organization of the workstation.
- Cook food items according to specified cooking methods (grilling, frying, sautéing, etc.).
- Monitor cooking temperatures and times to ensure food safety and quality.
- Coordinate with other cooks to ensure timely preparation of all orders.

### 2 Plating:

- Plate food items neatly and attractively according to plating standards.
- Garnish dishes appropriately.
- Verify that each plate meets quality standards before sending it to the serving staff.

### 3 Cleaning and Sanitation:

- Clean and sanitize work surfaces, equipment, and utensils regularly throughout the shift.
- Dispose of waste and leftover food properly.
- Follow proper food handling and storage procedures to prevent contamination.

### 4 Communication:

- Communicate effectively with the kitchen team and servers to ensure smooth operation.
- Notify the kitchen manager of any issues or shortages in ingredients.
- Coordinate with servers to accommodate special requests or dietary restrictions.

## Safety:

- Adhere to all safety and sanitation guidelines.
- Use kitchen equipment and tools safely and appropriately.
- Report any safety hazards or incidents to the kitchen manager immediately.

Training:

- Attend training sessions to improve cooking skills and knowledge of menu items.
- Assist in training new line cooks as needed.

Closing Procedures:

- Clean and sanitize the workstation thoroughly at the end of the shift.
- Properly store leftover food and ingredients.
- Shut down equipment and secure the kitchen area before leaving.

# Prep Cook

## Responsibilities:

1. Properly wash and sanitize hands before starting work.
2. Gather all necessary ingredients and equipment for the assigned tasks.
3. Follow recipes and portion sizes accurately.
4. Prepare ingredients according to recipe specifications (e.g., chopping, slicing, dicing, marinating).
5. Label and date all prepped ingredients and store them appropriately.
6. Maintain cleanliness and organization of workstations and storage areas.
7. Follow food safety guidelines to prevent cross-contamination and ensure food safety.
8. Communicate any shortages, quality issues, or equipment malfunctions to the supervisor.
9. Dispose of kitchen waste properly.
10. Assist with other kitchen duties as needed.

## Procedure:

### 1 Preparation:

- Review the prep list provided by the supervisor.
- Wash and sanitize hands.
- Gather all necessary ingredients and equipment.

### 2 Prepping Ingredients:

- Refer to recipes for ingredient preparation instructions.
- Wash, peel, chop, slice, dice, and/or portion ingredients as required.
- Use appropriate tools and techniques to achieve desired results.

### 3 Labeling and Storage:

- Label prepped ingredients with name and date.
- Store prepped ingredients in designated containers or storage areas, following FIFO (First In, First Out) method.

#### 4 Clean-Up:

- Clean and sanitize work surfaces, cutting boards, knives, and other equipment used during prep.
- Dispose of kitchen waste in designated bins.
- Sweep and mop floors as needed.

#### Safety Measures:

- 1 Always handle knives and other sharp objects with care.
- 2 Use appropriate protective gear (e.g., gloves, aprons) when handling hot or potentially hazardous ingredients.
- 3 Be mindful of wet floors and spills to prevent slips and falls.
- 4 Report any safety hazards or incidents to the supervisor immediately.

#### Documentation:

- 1 Keep accurate records of prepped ingredients, quantities, and any issues encountered during the prep process.
- 2 Document any deviations from the standard procedures and report them to the supervisor.

#### Training:

- 1 Ensure all prep cooks receive proper training on the SOP and adhere to its guidelines.
- 2 Provide ongoing training and feedback to maintain consistency and improve efficiency.

# Dishwasher

## Equipment Needed:

- Dishwasher
- Dishwashing detergent
- Rinse Aid
- Safety gloves
- Apron

## Procedure:

### 1 Preparation:

- Put on safety gloves and apron to protect yourself from hot water and chemicals.
- Check that the dishwasher is clean and free from any leftover food particles or debris.
- Ensure that the detergent and rinse aid compartments are filled.

### 2 Loading:

- Arrange dishes, glasses, and utensils in the dishwasher racks, making sure that they are placed properly and not overcrowded.
- Separate delicate items from heavy-duty ones to prevent damage during the washing cycle.
- Avoid blocking the spray arms with large items to ensure thorough cleaning.

### 3 Detergent Dispensing:

- Measure and add the appropriate amount of dishwashing detergent according to the manufacturer's instructions.

### 4 Double-check that the detergent compartment is securely closed to prevent any spills during the wash cycle.

### 5 Selecting Wash Cycle:

- Choose the appropriate wash cycle based on the type and level of soiling on the dishes.
- Consider energy-saving options if available to reduce water and energy consumption.

### 6 Starting the Dishwasher:

- Close the dishwasher door securely.
- Ensure that the dishwasher is operating smoothly without any unusual noises or leaks.

### 7 Monitoring:

- Periodically check the dishwasher during the cycle to ensure proper operation.
- Address any issues such as leaks, unusual noises, or error codes immediately by stopping the dishwasher and investigating the cause.

## 8 Unloading:

- Once the cycle is complete, wait for a few minutes before opening the dishwasher door to allow steam to dissipate.
- Carefully unload the dishes, starting from the bottom rack and working your way up to prevent any breakage or accidents.
- Check for any remaining food particles or stains and rewash if necessary.

## 9 Maintenance:

- Regularly clean the dishwasher interior, including the filter, spray arms, and door seals, to prevent buildup and maintain optimal performance.
- Report any maintenance issues or malfunctioning parts to the appropriate personnel for repair or replacement.

## 10 Safety Precautions:

- Always wear safety gloves and apron when operating the dishwasher to protect yourself from hot water and chemicals.
- Keep the dishwasher area clean and free from obstacles to prevent accidents.
- Follow proper handling and storage procedures for dishwasher detergent and rinse aid to avoid skin irritation or ingestion.

# Food Safety and Procedures

- Opening and Closing checklists
- Daily, weekly, monthly checklists
- Proper hand washing/sanitization
- Cross-contamination prevention
  - Meat, Poultry, Fish and Seafood procedures
- Temperature control for storage and cooking
- Cleaning and sanitizing surfaces and equipment
- Following hygiene standards

## **OPENING DUTIES A.M**

- Turn on lights.
- Open back door for delivery and staff entry.
- Turn on exhaust hood vent.
- Turn on cooler and freezer light.
- Turn on Dishwasher, pizza oven 450°F, reg. oven 350°F, fryers, flat-top and steak grill.
- Fill steam table up to drainage line and set to 170°F.
- Bring out cart that contains left over sauces and food from the cooler.
- Heat up and rotate sauces.
- Make (if needed) soup, gravy, au jus, and bacon for the line.
- Fill sanitizer bucket for the line , prep area, and salad station.
- Check inside line coolers and make sure it's fully stocked for the day.
- Check prep area board for priority prep and prep level needed for the day.
- Empty and change prep area garbage's if needed.

## CLOSING DUTIES P.M

- Flip and clean line inserts.
- Wipe down line coolers.
- Drain steam table and clean.
- Brush grills on broiler.
- Scrub flat top clean.
- Strain and wipe fryers.
- Clean microwave.
- Wipe down both the plate shelf and the pass shelf.
- Wipe down toaster and counter.
- Tuck plastic under the bread so the bread doesn't get hard.
- Ensure bread products are tied and sealed to ensure freshness.
- Sweep and mop walk in cooler and freezer.
- Clean and sanitize prep tables.
- Wipe down stand-up coolers.
- Make sure all food is properly stored and nothing is left out.
- Check to make sure all equipment are turned off. (oven, fryer, flat-top, broiler, stove, steam table, heater on the pass, dishwasher, hood fan)
- Check to make sure all cooler and freezer doors (walk-in and stand ups) are closed properly.
- Clean and sanitize all sinks and dish pit.
- Empty and change garbage's.
- Sweep and mop all kitchen floors including bathroom, dry storage, walk-in cooler.
- Make sure floors are free of footprints and dirt.
- Lock back door.
- Turn off all lights.

## DAILY CLEANING DUTIES

### Mondays

- Soak and clean all hood fan filters.
- Change/drain/clean drip trays on broiler, flat top, and stove top.
- Scrub down stove top.
- Clean ovens.

### Tuesdays

- Change dirtiest fryer oil.
- Deep clean steak grill.

### Wednesdays

- Rinse inside dish pit garbage.
- Deep clean dish pit area and mop bucket corner.

### Thursdays

- Brush/Scrub the floors.

## WEEKLY CHECKLIST

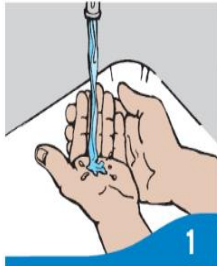
- Empty reach-in coolers and wash and sanitize them.
- Delime sinks and washer.
- Clean the ovens. Be sure to follow the manufacturer's instruction on this particular job.
- Oil cast iron cookware.
- Use drain cleaners on floor drains.

## MONTHLY CHECKLIST

- Wash behind the hotline (oven, stove, fryers) to cut down on grease build up, which is a major fire hazard.
- Clean freezers.
- Empty and sanitize the ice machine.
- Calibrate ovens.
- Calibrate thermometers.
- Sharpen the meat and cheese slicer.
- Wash walls and ceilings.
- Wipe down the dry storage area.
- Change any pest traps.
- Restock your first aid kit.
- Update your material safety data sheets, which outline how to safely use any chemicals in your kitchen.

# Proper Hand Washing/Sanitization

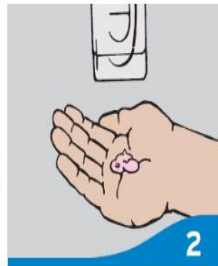
## Proper Hands washing



Wet your hands with hot, running water (at least 100°F/38°C).

Mójese las manos con agua corriente caliente (al menos, a 100°F/38 °C).

1



Apply soap.

Aplíquese el jabón.

2



Scrub hands and arms for at least 20 seconds. Clean under fingernails and between fingers.

Lávese las manos y los brazos por lo menos veinte (20) segundos. Lávese debajo de las uñas y entre los dedos.

3



Rinse thoroughly under running water.

Enjuáguese las manos completamente con el agua corriente.

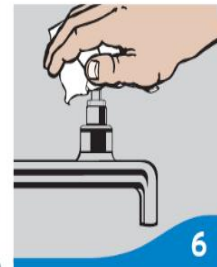
4



Dry hands and arms with a single-use paper towel.

Séquese las manos y los antebrazos con una toalla de papel descartable.

5

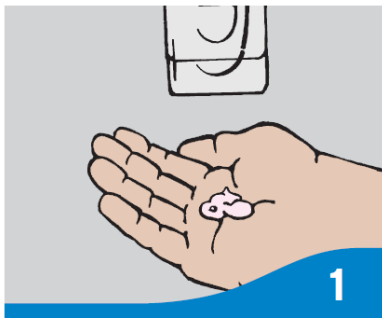


Turn off faucet using paper towel.

Cierre el grifo con la toalla de papel.

6

## Proper Hand Sanitization



Dispense adequate amount of hand sanitizer to fully cover your hands.

1



Rub hand sanitizer to cover the entire surface area of the hands, paying special attention to the area between fingers and around nails.

2



Rub until dry. DO NOT RINSE.

3

## **Cross-Contamination Prevention**

- **Meat Procedures**
- **Poultry Procedures**
- **Fish and Seafood Procedures**

# Meat Procedures

## Objective:

This SOP is to ensure that products are handled and stored according to hygiene standards.

## Procedure:

- Chilled meat is to be received chilled at 5° Celsius and to be stored in the chiller. Follow instructions and expiry dates on the product label accordingly.
- Frozen meat is to be received frozen and be stored immediately in the freezer at -18° Celsius when received.
- All portion meat needs to be (wrapped) vacuum-packed individually, using the production label and marked dates.
- All meat products should be kept separately from seafood/poultry/vegetables and fruit items.
- All meat products should not be kept for more than 1 1/2 hour at room temperature.
- All meat products should be kept separately from cooked/processed meat.
- Each cutting board color has its designated product, assigned by the Executive Chef of each property, i.e.: green is used for vegetables, brown for meat, blue for fish, white for fruits, yellow for poultry etc., essential to avoid cross-contamination.

# Poultry Procedures

## Objective:

This Sop is to ensure that poultry products are handled and stored according to company hygiene standards.

## Procedure:

- Chilled poultry products are to be received chilled at 4° Celsius and to be stored in the chiller. Following instructions and expiry dates on the product label accordingly.
- Frozen poultry products to be received frozen and to be stored immediately in the freezer at -18° Celsius when received.
- When defrosting poultry, take-out of package, lay on a tray with rack to strain the excess water, cover with plastic film and place label with date of defrosting. The use of the product should not exceed more than 5 days.
- All raw poultry products should not be kept near the meat, seafood, salad, or pastry/baking preparation areas.
- All poultry products should not be kept for more than 30 minutes at room temperature.
- All poultry products should be kept separately from seafood/meat/vegetable/fruit items.
- All raw and cooked poultry products should be strictly kept separately in the chiller.
- All poultry products should be placed with the production label and use a sticker indicating which products have to be used first.
- All the portioned poultry needs to be (wrapped) vacuum-packed individually using the production label and marked dates.
- Each cutting board color has its designated product, assigned by the Executive Chef of each property, i.e.: green is used for vegetables, brown for meat, blue for fish, white for fruits, yellow for poultry etc., essential to avoid cross-contamination.

# Fish and Seafood Procedures

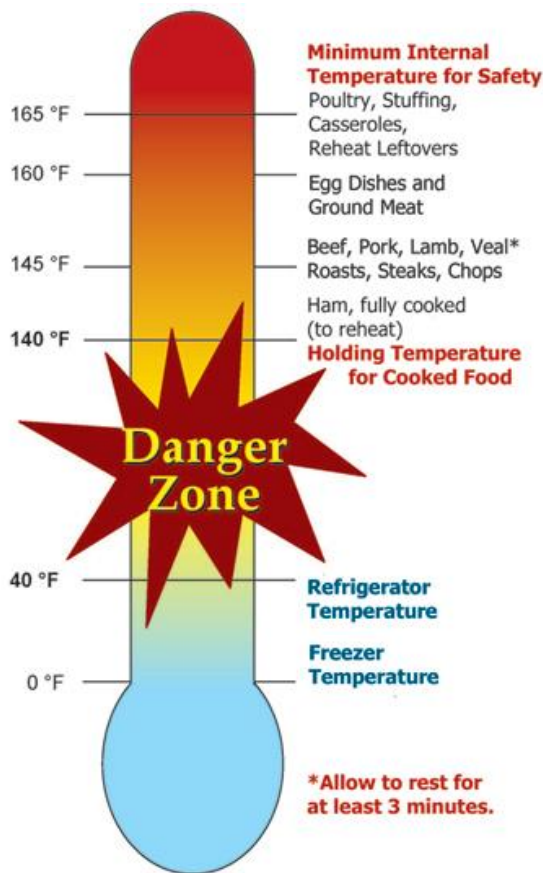
## Objective:

This SOP is to ensure that fish and seafood is handled and stored according to company hygiene.

## Procedure:

- All types of fresh seafood should be placed in containers with ice and each container must have a rack to separate excessive ice water. Each container is to be covered.
- Upon arrival product is thoroughly checked and stored in accordance with HACCP guidelines.
- Supplier container should be exchanged with the business containers at the receiving area.
- All types of fresh seafood need to be stored in the fridge at 0-1<sup>0</sup> Celsius.
- Each cutting board color has its designated product, assigned by the Executive Chef of each property, i.e.: green is used for vegetables, brown for meat, blue for fish, white for fruits, yellow for poultry etc., essential to avoid cross-contamination.
- all fresh seafood items should be consumed within 4 days after delivery.
- All frozen seafood must be stored in freezer at -18<sup>0</sup> Celsius.
- All defrosted “frozen seafood” must have proper labels while removing from freezer and should not be kept for more than 4 days in the fridge.
- In case of any expired items, dispose of the item(s), make a spoilage report, and submit to the Executive Chef and/or Kitchen Manager for signature.
- all cooked and raw seafood items are to be kept separately in the chiller and kept away from pastry/bakery/fruit/vegetable/meat/poultry preparation areas.

# Temperature Control for Cooking and Storage



## Keep Food Out of the "Danger Zone"

- Keep hot food hot - at or above 140 °F. Place cooked food in chafing dishes, preheated steam tables, warming trays, and/or slow cookers.
- Keep cold food cold - at or below 40 °F. Place food in containers on ice.

## Cooking

Raw meat and poultry should always be cooked to a safe minimum internal temperature (see graphic). When roasting meat and poultry, use an oven temperature no lower than 325 °F.

## Storing Leftovers

One of the most common causes of foodborne illness is improper cooling of cooked foods. For this reason, leftovers must be put in shallow containers for quick cooling and refrigerated at 40 °F or below within two hours.

## Reheating

Foods should be reheated thoroughly to an internal temperature of 165 °F or until hot and steaming. In the microwave oven, cover food and rotate so it heats evenly.

# Cleaning and Sanitizing Surfaces and Equipment

Cleaning and sanitizing surfaces and equipment in the kitchen is crucial for maintaining a hygienic environment and preventing the spread of foodborne illnesses. Here's a step-by-step description of the process:

1. **Gather Supplies:** Collect all necessary supplies including gloves, cleaning cloths, detergent, sanitizing solution (e.g., bleach solution or commercial sanitizer), scrub brushes, and any other cleaning tools you may need.
2. **Preparation:** Clear the surfaces of any clutter or items that aren't supposed to be there. This allows for easier and more thorough cleaning.
3. **Scrape:** If there are any food residues or stuck-on debris on surfaces or equipment, use a scraper to remove them. This step makes subsequent cleaning more effective.
4. **Wash with Detergent:** Using hot, soapy water and a clean cloth or sponge, thoroughly wash all surfaces and equipment. Pay special attention to areas that come into direct contact with food, such as cutting boards, countertops, and utensils. Scrub well to remove grease, grime, and any visible dirt.
5. **Rinse:** After washing, rinse all surfaces and equipment with clean water to remove any soap residue.
6. **Sanitize:** Once rinsed, sanitize the surfaces and equipment to kill any remaining bacteria or pathogens. Prepare a sanitizing solution according to the manufacturer's instructions or use a bleach solution (1 tablespoon of bleach per gallon of water). Apply the sanitizer to the surfaces using a clean cloth or spray bottle, ensuring complete coverage. Let the sanitizer sit for the recommended contact time (usually a few minutes) to effectively kill germs.
7. **Air Dry:** Allow the surfaces and equipment to air dry completely. Avoid wiping them with a cloth, as this can reintroduce bacteria.
8. **Inspect and Reassemble:** After drying, inspect the surfaces and equipment to ensure they are clean and sanitized. Reassemble any equipment that was disassembled for cleaning.
9. **Dispose of Cleaning Materials:** Properly dispose of any used cleaning cloths or sponges, and empty and clean any buckets or containers used for cleaning solutions.
10. **Regular Maintenance:** Implement a regular cleaning schedule to ensure that surfaces and equipment are consistently cleaned and sanitized to maintain a safe and hygienic kitchen environment.

# Following Hygiene Standards

Following hygiene standards in the kitchen is essential for ensuring food safety and preventing the spread of illnesses. Here's how you can adhere to hygiene standards:

## 1. **Personal Hygiene:**

- Wash hands thoroughly with soap and water before handling food, after using the restroom, after handling raw meat, and after touching your face, hair, or any other potentially contaminated surfaces.
- Tie back long hair and avoid wearing jewelry that could fall into food.
- Wear clean clothing and aprons while working in the kitchen.
- If you're sick, especially with symptoms like vomiting or diarrhea, avoid handling food.

## 2. **Food Handling and Storage:**

- Store food at proper temperatures: refrigerate perishable items promptly and ensure hot foods are kept hot and cold foods are kept cold.
- Use separate cutting boards and utensils for raw meats, poultry, seafood, and ready-to-eat foods to prevent cross-contamination.
- Thaw frozen foods in the refrigerator, microwave, or under cold running water, never at room temperature.
- Label and date food items to ensure proper rotation and prevent spoilage.

## 3. **Cleaning and Sanitizing:**

- Clean and sanitize food contact surfaces, utensils, and equipment regularly, following the steps outlined in the previous response.
- Use separate cloths or sponges for cleaning different areas to prevent cross-contamination.
- Clean spills immediately to prevent slips and falls and to avoid the spread of bacteria.
- Regularly clean kitchen floors, walls, and ceilings to maintain a hygienic environment.

## 4. **Pest Control:**

- Implement measures to prevent pests such as rodents and insects from entering the kitchen, including sealing cracks and gaps, storing food properly, and disposing of garbage promptly.
- Use pest control methods approved for food establishments, such as traps and baits placed away from food preparation areas.

## 5. **Waste Management:**

- Dispose of food waste and garbage promptly and properly in designated bins.
- Regularly clean and sanitize garbage bins and containers to prevent odors and bacterial growth.

**6. Training and Education:**

- Provide training to kitchen staff on proper food handling, hygiene practices, and sanitation procedures.
- Keep staff informed about any changes in hygiene standards or regulations and ensure they understand their roles and responsibilities in maintaining food safety.

**7. Regular Inspections:**

- Conduct regular inspections of the kitchen and food preparation areas to identify any potential hygiene issues and address them promptly.

# Equipment Handling and Maintenance

- Ovens
- Fryers
- Flat Top Grill
- Stove Top Burners
- Steak Grill
- Panin Press
- Heat Lamps
- Steam Table
- Toaster
- Microwave
- Line Fridges
- Walk-in Cooler
- Freezer

# Ovens

## **Regular Cleaning:**

- Clean the oven regularly to remove food spills, grease, and debris. Use a mild oven cleaner or a mixture of baking soda and water to scrub the interior surfaces. Remove oven racks and trays and clean them separately.

## **Door Gasket Inspection:**

- Check the oven door gasket regularly for signs of wear or damage. A damaged gasket can affect the oven's efficiency and lead to heat loss. Replace the gasket if it is worn or no longer seals properly.

## **Ventilation:**

- Ensure that the oven's ventilation system is working correctly to prevent overheating and to remove excess heat and moisture from the oven cavity. Clean the ventilation openings regularly to prevent blockages.

## **Temperature Calibration:**

- Periodically check the oven's temperature calibration to ensure that it is heating accurately. Use an oven thermometer to verify the temperature at various settings and adjust as needed.

## **Avoiding Spills:**

- Use oven-safe cookware and baking sheets to prevent spills and drips inside the oven. Line the bottom of the oven with a foil or a reusable oven liner to catch any spills and make cleaning easier.

## **Proper Use of Oven Racks:**

- Use the correct oven rack positions for different types of cooking. Follow recipe instructions for rack placement to ensure even cooking and optimal results.

## **Scheduled Maintenance:**

- Schedule regular maintenance checks by a qualified technician to inspect the oven's components, including heating elements, thermostat, and controls. Address any issues promptly to prevent further damage or safety hazards.

## **Safe Handling:**

- Exercise caution when using the oven to avoid burns and injuries. Use oven mitts or heat-resistant gloves when handling hot dishes or trays and be mindful of hot surfaces when opening and closing the oven door.

## **Energy Efficiency:**

- To conserve energy and reduce operating costs, avoid opening the oven door frequently during cooking. Use the oven light and window to check on food instead of opening the door, which allows heat to escape.

# Fryers

## **Cleaning:**

- Clean the fryer regularly to remove built-up grease and food particles. Follow the manufacturer's instructions for cleaning procedures, including how to safely drain and dispose of used oil. Make sure to clean the fryer basket, heating elements, and any removable parts.

## **Oil Management:**

- Monitor the quality of the frying oil and replace it as needed. Overused oil can affect the taste and quality of fried food. Filter the oil regularly to remove impurities and extend its lifespan.

## **Temperature Control:**

- Maintain the proper frying temperature according to the type of food being cooked. Use a thermometer to monitor the oil temperature and adjust the settings as necessary to prevent burning or undercooking.

## **Safe Operation:**

- Follow safety protocols when using fryers to prevent accidents and injuries. Avoid overfilling the fryer with oil or food, as this can cause splattering and spills. Use caution when lowering food into the hot oil to avoid burns.

## **Ventilation:**

- Ensure adequate ventilation in the kitchen to remove heat and odors generated by the fryer. Proper ventilation also helps prevent the buildup of grease and reduces the risk of fire hazards.

## **Inspect and Maintain Components:**

- Routinely inspect the fryer's components, such as the heating elements, thermostat, and fryer basket, for signs of wear or damage. Replace any worn or damaged parts to maintain optimal performance.

## **Training:**

- Train staff on how to safely operate and clean the fryer. Provide instruction on proper frying techniques and safety precautions to minimize risks in the kitchen.

## **Regular Maintenance:**

- Schedule regular maintenance checks by a qualified technician to ensure that the fryer is functioning correctly. This includes inspecting gas lines, electrical connections, and other mechanical components.

# Flat Top Grill

## **Preheating and Seasoning:**

- Before using the flat top grill, preheat it to the desired temperature. Season the surface with oil to create a non-stick coating and prevent food from sticking.

## **Cleaning After Each Use:**

- After each use, scrape off any food residue and grease using a grill scraper or spatula while the grill is still hot. Wipe down the surface with a damp cloth or paper towels to remove any remaining debris.

## **Deep Cleaning:**

- Perform a deep cleaning of the flat top grill regularly. Allow the grill to cool completely, then use a grill stone or grill brick to scrub away any stubborn residue. Rinse the surface with water and wipe it dry.

## **Grease Management:**

- Proper grease management is crucial for preventing flare-ups and maintaining the grill's performance. Empty the grease trap or drip tray regularly and dispose of the grease properly.

## **Seasoning Maintenance:**

- Re-season the flat top grill periodically to maintain its non-stick properties. After cleaning, apply a thin layer of oil to the surface and heat it until it starts to smoke. Allow the grill to cool, then wipe off any excess oil.

## **Inspect for Damage:**

- Routinely inspect the flat top grill for signs of damage, such as rust or corrosion. Replace any damaged parts promptly to prevent further deterioration and ensure safe cooking.

## **Adjustable Temperature Control:**

- If your flat top grill has adjustable temperature control, calibrate it regularly to ensure accurate cooking temperatures. Follow the manufacturer's instructions for calibration procedures.

## **Safe Handling:**

- Train staff on safe handling procedures to prevent accidents and injuries. Use heat-resistant gloves and utensils when working with the grill, and be cautious of hot surfaces.

## **Regular Maintenance Checks:**

- Schedule regular maintenance checks by a qualified technician to inspect the grill's components and ensure that it is functioning properly. Address any issues promptly to prevent costly repairs or replacements.

# Stove Top Burners

## **Regular Cleaning:**

- Clean stove top burners after each use to prevent the buildup of food particles, grease, and spills. Remove burner grates and caps and wash them with warm, soapy water. Use a non-abrasive sponge or brush to scrub away any stubborn stains.

## **Deep Cleaning:**

- Perform deep cleaning of the burners and burner ports periodically. Remove burner caps and grates, and use a toothpick or small brush to clean out any debris from the burner ports. Be careful not to damage the ports.

## **Check for Clogs:**

- Inspect burner ports regularly for any signs of clogging. Clogged ports can cause uneven heating and inefficient cooking. Use a small wire or pin to carefully clear any debris from the ports.

## **Inspect for Damage:**

- Routinely inspect burner components for signs of wear or damage. Check for cracks or warping in the burner grates, caps, and bases. Replace any damaged parts to ensure safe and efficient operation.

## **Adjust Flame:**

- Check the flame pattern of each burner regularly. The flame should be blue with a steady, even burn. If the flame is yellow or flickering, it may indicate a problem with the burner or gas supply. Consult a professional for inspection and repair if necessary.

## **Proper Placement:**

- Ensure that burner caps and grates are properly placed on the burners after cleaning. Improper placement can affect the burner's performance and may cause safety hazards.

## **Avoid Spills:**

- Be careful not to spill liquids or food directly onto the burners, as this can cause flare-ups and damage to the burners. Use pots and pans with flat bottoms to prevent spills and ensure even heating.

## **Use Proper Cookware:**

- Use cookware that is suitable for your stove top burners. Flat-bottomed pots and pans are ideal for even heat distribution. Avoid using oversized or warped cookware that may cause uneven heating or damage to the burners.

## **Regular Maintenance:**

- Schedule periodic maintenance checks by a qualified technician to ensure that your stove top burners are functioning properly. They can inspect for any potential issues and perform any necessary repairs or adjustments.

# Steak Grill

## Pre-Operational Checks

- Inspect the steak grill for any visible signs of damage, such as cracks or loose components.
- Ensure the grill grates are clean and free of food debris or grease buildup.
- Test the heating elements to ensure they are functioning properly.

## Operating Procedures

- Turn on the steak grill and allow it to preheat to the desired temperature.
- Place the steaks on the grill grates and cook to the desired level of doneness.
- Monitor the cooking time and adjust as needed to achieve the desired results.

## Cleaning Procedures

- Clean the grill grates and exterior of the steak grill regularly with a grill brush and mild detergent.
- Remove any food debris or grease buildup from the grill grates or surfaces.
- Empty and clean the grease trap or drip tray as needed to prevent buildup and odors.

## Maintenance Procedures

- Regularly inspect the grill grates and burners for signs of wear or damage and replace if necessary.
- Clean or replace any removable parts, such as drip trays or grease traps, as needed.
- Schedule professional maintenance as recommended by the manufacturer or if any issues arise.

## Safety Precautions

- Do not attempt to repair or modify the steak grill unless trained and authorized.
- Avoid touching hot surfaces or moving parts while the steak grill is in operation.
- Keep the area around the steak grill clear to prevent accidents and allow for proper ventilation.

# Panini Press

## Pre-Operational Checks

- Inspect the panini press for any visible signs of damage, such as cracks or loose components.
- Ensure the cooking surfaces are clean and free of food debris or grease buildup.
- Test the heating elements to ensure they are functioning properly.

## Operating Procedures

- Turn on the panini press and allow it to preheat to the desired temperature.
- Place the food items on the cooking surfaces and close the press gently.
- Monitor the cooking time and adjust as needed to achieve the desired level of doneness.

## Cleaning Procedures

- Clean the cooking surfaces and exterior of the panini press regularly with a mild detergent and water solution.
- Remove any food debris or grease buildup from the cooking plates or surfaces.
- Turn off the panini press and allow it to cool before cleaning to avoid burns.

## Maintenance Procedures

- Regularly inspect the cooking plates and hinges for signs of wear or damage and replace if necessary.
- Clean or replace any removable parts, such as drip trays or grease traps, as needed.
- Schedule professional maintenance as recommended by the manufacturer or if any issues arise.

## Safety Precautions

- Do not attempt to repair or modify the panini press unless trained and authorized.
- Avoid touching hot surfaces or moving parts while the panini press is in operation.
- Keep the area around the panini press clear to prevent accidents and allow for proper ventilation.

# Heat Lamps

## Pre-Operational Checks

- Inspect the heat lamps for any visible signs of damage, such as cracks or loose components.
- Ensure the lamps are securely mounted and positioned to provide adequate heat coverage.
- Test the on/off switch to ensure it is functioning properly.

## Operating Procedures

- Turn on the heat lamps and allow them to preheat to the desired temperature.
- Position food items evenly under the heat lamps to ensure even heating.
- Monitor the temperature of the food regularly to prevent overcooking or drying out.

## Cleaning Procedures

- Clean the exterior surfaces of the heat lamps regularly with a mild detergent and water solution.
- Remove any food debris or grease buildup from the lamp shades or reflectors.
- Turn off the heat lamps and allow them to cool before cleaning to avoid burns.

## Maintenance Procedures

- Regularly inspect the electrical components for signs of wear or damage and replace if necessary.
- Clean or replace the lamp shades or reflectors as needed to maintain optimal heat distribution.
- Schedule professional maintenance as recommended by the manufacturer or if any issues arise.

## Safety Precautions

- Do not attempt to repair or modify the heat lamps unless trained and authorized.
- Avoid touching the lamp shades or reflectors while the heat lamps are operating to prevent burns.
- Keep the area around the heat lamps clear to allow for proper airflow and heat distribution.

# Steam Table

## Pre-Operational Checks

- Inspect the steam table for any visible signs of damage, such as cracks or leaks.
- Check the water level in the steam wells and refill as needed.
- Test the heating elements to ensure they are functioning properly.

## Operating Procedures

- Turn on the steam table and allow it to preheat to the desired temperature.
- Arrange food pans evenly in the steam wells to ensure even heating.
- Monitor the water level and refill as needed to maintain steam production.

## Cleaning Procedures

- Empty and clean the steam wells at the end of each day or as needed.
- Use a mild detergent and water solution to clean the interior and exterior surfaces.
- Remove any food debris or spills from the steam wells and drain.

## Maintenance Procedures

- Regularly inspect the heating elements for signs of wear or damage and replace if necessary.
- Clean or replace the steam table drains to prevent clogging.
- Schedule professional maintenance as recommended by the manufacturer or if any issues arise.

## Safety Precautions

- Do not attempt to repair or modify the steam table unless trained and authorized.
- Avoid reaching into the steam wells while the steam table is operating to prevent burns.
- Keep combustible materials away from the steam table to reduce the risk of fire.

# Microwave

## Pre-Operational Checks

- Inspect the microwave oven for any visible signs of damage, such as cracks or loose components.
- Ensure the interior is clean and free of food debris or spills.
- Check the door seal for damage and ensure it is closing securely.

## Operating Procedures

- Follow the manufacturer's instructions for operating the microwave oven.
- Use appropriate settings and cooking times for different types of food.
- Avoid overloading the microwave oven to ensure even cooking and prevent overheating.

## Cleaning Procedures

- Wipe down the interior and exterior surfaces of the microwave oven regularly with a mild detergent and water solution.
- Remove any food spills or splatters immediately to prevent buildup and odors.
- Clean the turntable and support ring separately with warm, soapy water as needed.

## Maintenance Procedures

- Regularly inspect the door seal for wear or damage and replace if necessary.
- Check the vents for any obstructions and clean as needed to maintain proper airflow.
- Schedule professional maintenance as recommended by the manufacturer or if any issues arise.

## Safety Precautions

- Never operate the microwave oven with a damaged door seal or if it appears to be leaking radiation.
- Do not attempt to repair or disassemble the microwave oven while it is plugged in.
- Keep combustible materials away from the microwave oven during operation.

# Line Fridges

## Pre-Operational Checks

- Check temperature settings and ensure they are within the recommended range for food safety (typically between 32°F to 40°F).
- Inspect door seals for damage and ensure they are sealing properly.
- Check for any visible signs of damage, leaks, or condensation buildup.

## Operating Procedures

- Ensure items are stored properly to allow for efficient airflow and even cooling.
- Avoid overloading the fridge shelves, which can obstruct airflow and reduce efficiency.
- Keep doors closed as much as possible to maintain temperature consistency.

## Cleaning Procedures

- Clean shelves, surfaces, and door seals with a mild detergent and warm water solution regularly.
- Defrost the fridge regularly according to the manufacturer's recommendations.
- Avoid using sharp objects to remove ice buildup to prevent damage to the interior surfaces.

## Maintenance Procedures

- Regularly inspect and clean condenser coils to maintain optimal cooling efficiency.
- Check and replace door seals if they are damaged or not sealing properly.
- Lubricate hinges and latches as needed to ensure smooth operation.

## Temperature Monitoring

- Monitor and record the temperature of the line fridge at least once daily.
- Keep temperature logs up-to-date and accessible for inspection.

## Emergency Procedures

- In case of a power outage, keep the fridge doors closed to retain cold temperature.
- If the temperature rises above safe levels for an extended period, transfer perishable items to alternative storage or notify management for disposal.

# Walk-in Cooler

## Pre-Operational Checks

- Check temperature settings and ensure they are within the recommended range (typically between 32°F to 40°F).
- Inspect door seals for damage and ensure they are sealing properly.
- Check for any visible signs of damage, leaks, or condensation buildup.

## Operating Procedures

- Ensure the door is closed securely after each use to maintain temperature consistency.
- Avoid overloading the cooler, which can obstruct airflow and reduce efficiency.
- Organize items to allow proper airflow and prevent cold spots.

## Cleaning Procedures

- Clean shelves, surfaces, and door seals with a mild detergent and warm water solution regularly.
- Defrost the cooler regularly according to the manufacturer's recommendations.
- Avoid using sharp objects to remove ice buildup to prevent damage to the interior surfaces.

## Maintenance Procedures

- Regularly inspect and clean condenser coils to maintain optimal cooling efficiency.
- Check and replace door seals if they are damaged or not sealing properly.
- Lubricate hinges and latches as needed to ensure smooth operation.

## Temperature Monitoring

- Monitor and record the temperature of the walk-in cooler at least once daily.
- Keep temperature logs up-to-date and accessible for inspection.

## Emergency Procedures

- In case of a power outage, keep the cooler door closed to retain cold temperature.
- If the temperature rises above safe levels for an extended period, transfer perishable items to alternative storage or notify management for disposal.

# Freezer

## Pre-Operational Checks

- Check temperature settings and ensure they are within the recommended range (typically between 0°F to -10°F).
- Inspect door seals for damage and ensure they are sealing properly.
- Check for any visible signs of damage, leaks, or ice buildup.

## Operating Procedures

- Ensure the door is closed securely after each use to maintain temperature consistency.
- Avoid overloading the freezer, which can obstruct airflow and reduce efficiency.
- Organize items to allow proper airflow and prevent cold spots.

## Cleaning Procedures

- Defrost the freezer regularly according to the manufacturer's recommendations.
- Clean shelves, surfaces, and door seals with a mild detergent and warm water solution.
- Avoid using sharp objects to remove ice buildup to prevent damage to the interior surfaces.

## Maintenance Procedures

- Regularly inspect and clean condenser coils to maintain optimal cooling efficiency.
- Check and replace door seals if they are damaged or not sealing properly.
- Lubricate hinges and latches as needed to ensure smooth operation.

## Temperature Monitoring

- Monitor and record the temperature of the walk-in freezer at least once daily.
- Keep temperature logs up-to-date and accessible for inspection.

## Emergency Procedures

- In case of a power outage, keep the freezer door closed to retain cold temperature.
- If the temperature rises above safe levels for an extended period, transfer perishable items to alternative storage or notify management for disposal.

# Review and Revision

# Documentation

- **Safety Checklist**
- **Hazard Assessment and Control Sheet**
- **Food Waste Sheet**
- **Kitchen Meals**
- **WCB Reporting Forms**
- **BOH Communication**



# Safety Checklist

## DISHWASHING AREA

- Ceiling & flooring.
- Lighting.
- Dishwasher Machine.
- Counters.
- Soak station sink.

Repairs: \_\_\_\_\_

\_\_\_\_\_

## PREPARATION STATION

- Counters.
- Lighting.
- Ceiling & flooring.
- 2 Pepsi Cooler Fridge.
- Washroom toilets.

Repairs: \_\_\_\_\_

\_\_\_\_\_

## LINE/MAIN COOKING AREA

- Counters.
- Line fridges.
- Hot holding station.
- Heat lamps.
- Ovens.
- Fryers. (1, 2, 3)
- Flat Top and salamander.
- Hood Vents.

Repairs: \_\_\_\_\_

\_\_\_\_\_

## DRY STORAGE

- Shelving.
- Flooring and ceiling.

## FREEZER/WALK-IN COOLER

- Door, lock.
- Flooring & ceiling.
- Temperature.

Repairs: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Inspected by: \_\_\_\_\_

Note priority repairs: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Hazard Assessment and Control

| <b>Food and Beverage Department – Kitchen</b>             |   |           |            |      | <b>Date of assessment:</b>  |                   |
|---|---|-----------|------------|------|---|-------------------|
| <b>Assessment performed by:</b> (names)                   |   |           |            |      | <b>Reviewed/revised:</b>  |                   |
| Tasks:<br>(List all tasks/activities of the job/position) | Hazard:<br>(List all existing and potential health and safety hazards)                        | Severity  | Likelihood | Risk | Controls:<br>(List the controls for each hazard:<br>Elimination, Engineering, Administration, Personal Protective Equipment)          | Date implemented: |
|   |   | S x L = R |            |      |   |                   |
| Food Preparation  | Cutting and Chopping<br>Handling hot surface and liquids<br>Handling raw meat                 |           |            |      | Proper training of knife handling techniques.<br>Provide oven mittens.<br>Train handwashing/sanitation procedures.                    |                   |
| Cooking   | Use of open flames and hot surfaces<br>Splattering oil<br>Overheating appliances              |           |            |      | Ensure proper ventilation for fumes/smoke.<br>Provide heat-resistant clothing.<br>Regular maintenance of cooking equipment.           |                   |
| Cleaning  | Handling chemicals<br>Wet floors<br>Lifting heavy objects                                     |           |            |      | Provide personal protective equipment (PPE)<br>Use non-slip mat for wet floor areas.<br>Provide training on proper lifting technique. |                   |
| Dishwashing   | Handling sharp utensils and broken glassware<br>Wet floors<br>Exposure to hot water and steam |           |            |      | Teach knife and glass handling skills.<br>Ensure non-slip footwear is worn.<br>Regularly maintain dishwashing equipment.              |                   |
| Equipment maintenance                                     | Handling electrical appliances<br>Moving heavy equipment<br>Exposure to moving parts          |           |            |      | Teach electrical safety procedures.<br>Provide lifting equipment for heavy objects.<br>Learn about the safety mindset.                |                   |

|   |  |  |
|---|--|--|
| <b>Severity:</b><br>How Serious could the consequences be?<br>3 – It could kill you or cause a permanent disability today or over time.<br>2 – It could send you to the hospital.<br>1 – It could make you uncomfortable. | <b>Likelihood:</b><br>How likely is it going to happen?<br>3 – Highly likely<br>2 – Might happen<br>1 – Unlikely | <b>Risk:</b><br>Calculate the risk of hazards to prioritize preventive action.<br><br>Severity x Likelihood = Risk |
|---|--|--|





# WCB Reporting

**Worker Report:**

[https://www.wcb.ab.ca/assets/pdfs/workers/c060\\_with\\_instructions.pdf](https://www.wcb.ab.ca/assets/pdfs/workers/c060_with_instructions.pdf)

**Employer Report:**

[https://www.wcb.ab.ca/assets/pdfs/employers/c040\\_instn.pdf](https://www.wcb.ab.ca/assets/pdfs/employers/c040_instn.pdf)

# **BOH Communication**

## AM/PM

Concerns:

Improvements:

Maintenance: