

Emergency Procedures For Retail Food Establishments

Flood

Consider the following in the event of a flood:

- If there is a threat of a flood, monitor the weather (purchase a Weather Radio with a warning alarm tone and battery backup);
- If a flood watch is issued, be prepared to evacuate customers and employees from the store;
- Inspect areas of the facility that are subject to flooding. Elevate merchandise as necessary;
- Review evacuation procedures;
- If a flood warning is issued, evacuate store if the safety of customers and employees is threatened and/or the local authorities issue a mandatory evacuation;
- Check to make sure everyone has evacuated;
- Secure all cash registers and lock all doors to office.

Tornado/Severe Weather

Consider the following in the event of a tornado/severe weather:

- If there is a threat of a tornado, monitor the weather (purchase a Weather Radio with a warning alarm tone and battery backup);
- If a tornado watch is issued, be prepared to move all customers and employees to a designated safe area (A safe area would be a protected area away from doors and windows);
- If a tornado warning is issued, move all customers and employees to the designated safe areas;
- Secure all cash registers and lock all doors to office.

Consider the following after a tornado/severe weather:

- If there are any injuries or damage as a result of the severe weather, contact local emergency services immediately.

Fire

Consider the following in the event of a fire:

- Act quickly and calmly;
- Call 911, or your fire department;
- Evacuate the building, if the safety of customers and employees is threatened;
- Check to make sure everyone has evacuated;

- Secure all cash registers and lock all doors to office;
- Do not return to the building until the fire department says it is safe to do so.

Power Failure

Consider the following in the event of a power failure:

- Contact local utility company (if able) to determine anticipated time service will be restored;
- Secure all cash registers and lock all doors to office;
- Shut down any equipment that could be damaged when power is restored;
- Evacuate the building, if the safety of customers and employees is threatened;
- Check to make sure everyone has evacuated.

Gas Leak

Consider the following in the event of a gas leak:

- If possible, turn off the gas, extinguish all flames and do not turn off and on electrical switches;
- Contact local utility company;
- Evacuate the building, if the safety of customers and employees is threatened;
- Check to make sure everyone has evacuated.

Bomb Threat

Consider the following in the event of a bomb threat:

- All bomb threats must be taken seriously – call 911 or local police immediately;
- Shut down all electronic equipment (Pager systems, 2-way radios, Cell phones, etc.);
- If your company has a Call Report, use it to record information;
- If your company does not have a specific call report, ask the following questions...
 - Where is the bomb?
 - When is the bomb going to go off?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Did you place the bomb?
- Evacuate the building, if the safety of customers and employees is threatened;
- Check to make sure everyone has evacuated.

*Please note: all of these procedures mention evacuation of the store as a possible step. Every store should have an evacuation plan that includes:

- Specifying which exits to use in various places within the building;
- Designating staff to assist those in need (such as disabled or injured people);
- How to communicate the evacuation order and follow-up directions throughout the building (keep in mind possible power outages, etc.);
- A designated rendezvous point after evacuation;
- A communication and staffing plan for use at the rendezvous point;
- The communication and staffing plan should be validated before use and exercised periodically.