**Fire Safety**

Knowing what to do in the event of a fire will help you protect yourself, your Team Members, and your Customers from harm and possibly minimize damage.

Fire Prevention Practices

There are several precautions you and your Team Members can take to help prevent fires:

* Don’t overload outlets or use temporary wiring.
* Don’t leave trash near warm areas, like water heaters, overnight.
* Only allow smoking in designated areas. Make sure ashtrays are available and clean so Customers or Team Members are not tempted to throw cigarette butts into trashcans. Absolutely no smoking in-store.
* Keep combustible materials in safe containers and in safe areas.
* Don’t store anything or leave clutter near water heaters.

Fire Safety Guidelines

There are also several precautions you can take to eliminate unnecessary problems during a fire:

* Make sure exit signs are present and in good working condition (if applicable).
* Keep all walkways and exits clear of obstructions so Team Members and Customers can exit the building quickly in the event of a fire.
* Check fire extinguishers regularly. Visually check the gauge to make sure the fire extinguisher is charged. Also look for signs of damage or corrosion that might prohibit the extinguisher from operating properly. Recharge extinguishers immediately after use.
* Develop a fire emergency plan and make sure all Team Members are familiar with the plan and will know what to do if there is a fire.
* Make sure Ansul System is fully charged (if applicable).

Procedure in the Event of a Fire

* Evaluate the situation. If the fire is not out of control and can be put out with a fire extinguisher, do so.
* Evacuate everyone from the building. Then close the door and instruct a Team Member to make sure no one goes back into the building.
* Inform or evacuate any nearby tenants who may be in danger.
* If it is safe to do so, turn off the gas. However, safety is most important.
* Call 911 or the fire department. Follow all instructions.
* Account for all Team Members at a designated meeting spot.
* Once the fire is out, report the incident to the Franchisee, the corporate office and your insurance company.
* Check local ordinances to see what inspections may be required prior to re-opening.

**Earthquake**

An earthquake will include excessive noise and ground movement. Falling objects, broken glass, and fires starting are the biggest risks.

* Maintain a list of emergency numbers for fire, police, and ambulance (911).
* If there are any injuries, attend to them using the first aid kit.
* Any major injuries should receive immediate professional medical attention.
* Stay calm and seek cover.
* If inside building, get under counter or something similar and stay there until the quake stops.
* If driving, pull over to side of road and stop. Stay in vehicle until the quake stops.
* Do not turn on lights or light a match; a fire can potentially break out.
* Prepare for an aftershock.
* If possible, shut off gas, water and electricity.
* Do not use the phone, unless it is an emergency. The lines will be needed by emergency personnel.
* Report any incidents to the Franchisee and the corporate office.

**Hurricane**

Generally hurricanes are notified to the public well in advance of striking an area.

**Hurricane Watch** – This is issued when conditions are favorable for a hurricane to occur. You should be prepared for the hurricane.

**Hurricane Warning** – This is issued when a hurricane is imminent. Be prepared to act immediately.

With a hurricane approaching it is important to follow all possible safety procedures.

* Know the nearest evacuation center.
* Stay updated as to storm activity.
* If time permits, board up the windows, removing any signage.
* Bring in any loose items from the outside of store.

In the case of mandatory evacuation, account for all Team Members and begin the evacuation process. Remain at a public shelter until it is safe to return to the store.

Notify the Franchisee and the corporate office regarding the incident.

**Tornado**

Tornados occur with little warning. Be prepared to act immediately in the case of a tornado. The National Weather Service will keep you updated regarding the situation.

**Tornado Watch** – Conditions are right for a tornado; prepare for the possibility of a tornado.

**Tornado Warning** – A tornado has been spotted and you should take cover immediately.

* If a tornado warning is issued, take cover immediately. A prearranged safety place should be discussed in advance in order to account for everyone safely.
* The best place to take cover is under something sturdy to prevent falling debris from hitting your head. Avoid areas with windows, items on the wall, and major electrical areas where potential fires can start.
* Do not light a match or attempt to restore electricity once the storm has passed.
* If your store is directly affected by a tornado, evacuate the building and account for all Team Members after it has passed. Any injuries should be immediately treated by professional medical personnel.
* Inform the Franchisee and the corporate office regarding the incident.
* Dispose of any potentially contaminated foods, or foods kept at improper temperatures due to power outage.

**Flood**

During a flood it is important to remember that floodwaters, no matter how they appear, can be deadly. The currents are often inescapable for even the best of swimmers.

* If a flood is imminent, attempt to shut off the electricity and gas before evacuating.
* If an evacuation of the premises is necessary, move to the highest ground possible, the roof if necessary.
* If you are driving, leave the vehicle and seek higher ground. Cars are often swept away with floodwaters.
* Stay in contact with authorities if possible; remember everyone is in the same position. Do not panic, help will arrive.
* After the incident, report it to the Franchisee and the corporate office.
* Do not attempt to reenter the store until it is safe.
* Dispose of any contaminated food.

**Bomb threat**

Staying calm is very important in the situation of a bomb threat. This is not to be taken lightly or as a joke.

* Immediately evacuate the store.
* At a nearby phone, call the police/fire department. Tell them you have received a bomb threat. Give them the following information:
* Company name
* Address of store
* Your name
* Follow the instructions of the police. Do not attempt to look for a bomb unless the police suggest you do so.
* Notify the Franchisee and the corporate office of the incident.

**Snow / inclement weather**

Generally snow storms are notified to the public well in advance of striking an area. When you know a bad storm is coming, make efforts to pull in extra help before it hits.

In bad weather conditions the following steps should be taken:

* Inform drivers to slow down in the conditions and quote longer delivery times.
* Attempt to call in additional help.
* Restrict delivery to flat terrain areas only.
* Have Manager hit the road to assess the situation.
* If other delivery places are open, we should be open.
* If warranted, notify supervisor of inclement weather conditions and ask permission to temporarily stop deliveries until conditions improve.
* Setup “Wet Floor” signs in lobby or areas that are slippery when wet.

Every effort should be made to remain open and your Team Members should want to work at these times. This is a cultural element that is embedded into the team by the Manager. At these times, it’s all hands on deck because this is when we are busiest. Our Customers depend on us to be open, even when it is tough. This is something that separates us from the other pizza places that throw in the towel because of a couple inches of snow. Talk about this often with your team in a positive way and it will become part of the culture in your store.

**Power Outage**

If the power goes out, take the following steps to avoid all of your food products going bad:

* Do not open your walk-in cooler. If you leave it closed, it will maintain temperature for hours longer.
* Buy ice and pack it in the makeline rail to maintain temperature
* Contact Breakaway immediately to turn your online ordering off.

You may lose some or all of your dough because the increased temperature will cause it to over-proof. It is important to make same-day dough as soon as the power is restored.

If you are not able to get power restored today, the two best solutions are:

* Locate a refrigerated truck
* Buy / rent a generator and have an electrician wire it into your location.

If you end up closing, keep detailed and accurate documentation of how long you were closed and estimate you loss of sales based on your last three weeks of business. Loss of sales due to power outage (or weather emergency) may be covered by your insurance. Labor spent on weather-related clean up may also be covered by your insurance.