

CONCESSIONAIRE SAFETY PLAN GUIDE



PURPOSE

The Concessionaire Safety Plan Guide provides guidelines for concessionaires to ensure operations and facilities are safe, identify potential hazards for employees and visitors and identify mitigation efforts to ensure a safe and healthy work environment and visitor experience.

EXPECTATIONS

All concession operations shall develop and maintain, through annual revision, a Safety Plan. The Department requires a Safety Plan which addresses all the services concessionaires provide at the Park. Conversely, if certain services are not provided, it is not necessary to include them in the Safety Plan.

Upon completion of Safety Plan development, seek feedback and approval per the terms of the Safety Plan requirement as stated in the Concession Agreement. Per the Concession Agreement, the Safety Plan shall be approved by the Department.

The Safety Plan must:

- Be specific and detailed, providing clear and defined guidance for concession employees and park management to manage the safe operations of the concession.
- Serve as a companion document to the Park Protection Plan. The Safety Plan does not need to restate information contained in the Park Protection Plan, but must not contradict this plan.

The Concessionaire should:

- Achieve or obtain certifications and licenses regarding safety, such as CPR training, SCUBA certification, Emergency First Response Course, Certified Food Manager Course, etc.
- Facilitate continual training and preventative measures. This can include monthly or quarterly team meeting recaps of safety procedures, daily checklists for concession staff to complete, and daily/monthly/annual reminders to concession staff emphasizing safety.

REQUIRED COMPONENTS

The Safety Plan must include, but not be limited to, the following components:

Component	Expectations and Additional Information
Purpose	Should contain a brief overview of the concessionaire's safety standards as well as the objectives and purpose of the safety plan. This should include but not be limited to, minimum safety standards, each individual employee's responsibilities regarding safety, and the direct responsibility of the concessionaire's operation regarding safety policies and procedures.
Communications	Contact numbers should be on a separate page/sheet which can be posted at all stations of operations so they are readily available and easily accessible to all employees. When possible, all numbers should have listed a land line and a mobile/secondary number. Contact numbers should include: <ul style="list-style-type: none">• Concession Employees• Florida State Parks (Park) Contacts

	<ul style="list-style-type: none"> • Emergency Contacts
Emergency Action	<p>Must cover preparations and responses to weather conditions, and natural and man-caused disasters. Information covering the following items should be considered, as applicable:</p> <ul style="list-style-type: none"> • Hurricanes and major storms • Structural Fire • Crime/Unruly Customer • Animal Bite • Transportation of Injured • Missing Person • Unidentified Containers • Injuries on the Job • Major Injuries or Death • Accidents (minor and major)
Emergency Equipment	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
Equipment, Facility and Programmatic Inspections and Frequency	<p>Information covering the following items should be included, as applicable:</p> <ul style="list-style-type: none"> • Rental Equipment <ul style="list-style-type: none"> ▪ Inspection procedure, schedule and documentation ▪ Customer waivers ▪ Proper instruction needed to be given to customers • Tours/Shuttles/Trams <ul style="list-style-type: none"> ▪ Inspection procedure, schedule and documentation ▪ Communication protocol with tour guides/Captains ▪ Pre-departure routines ▪ End of tour routines ▪ Safety Equipment (life preservers, life buoy, etc.) ▪ First aid equipment ▪ Fire extinguisher locations ▪ Customer waivers • Food and Beverage Services <ul style="list-style-type: none"> ▪ All employees must follow State requirements for Florida Administrative Code (FAC) and Florida Administrative Register Rule 61C-4.023 (Food Protection Manager Certification and Public Food Service Employee Training). • Lifeguards Qualifications and Safety
Traffic Control	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
First Aid	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
Security	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
Fire Prevention	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
Training	<p>Should be specific and detailed, providing clear and defined guidance for concession employees and park management.</p>
Other Minimum Requirements	<p>Should include any other minimum requirements as required by the Department.</p>

Forms	<ul style="list-style-type: none"> • ALL Customers shall complete and sign waivers/equipment rental sheets. • Any and all forms, reports, waiver, etc., should be completed by the concessionaire and reviewed by an attorney and/or insurance company. If needed, most attorney and insurance companies have example forms which they make available to customers. It is the responsibility of the Concessionaire to check all local laws and statutes regarding their business operation and the legality of the forms utilized. • Upon approval of the Safety Plan, it is the concessionaire’s responsibility to ensure all employees read, thoroughly understand and sign an Acknowledgement Form stating that they have read and understand the general employee safety rules established by the concessionaire. This Acknowledgement Form shall be kept in the employee files.
Park Protection Plan	Must be an attachment to the Concessionaire Safety Plan.

REFERENCES

Approved Safety Plans

Samples of approved Safety Plans are available for your reference at <https://www.floridastateparks.org/resources/doing-business-parks>. These samples may be used to assist the concessionaire in developing or updating their plan.

Park Protection Plan

The Park Manager will provide concessionaires with a current copy of the Park Protection Plan.

Division of Recreation and Parks Operations Manual

The Park Manager will provide concessionaires with a current copy of the Operations Manual.

CONTACT

Questions? Please contact the Department’s Partnerships Section at (850) 245-3076 or fps.concessions@dep.state.fl.us.