



Commercial Kitchen Panic Protocol

Emergency Response SOP | Post at Every Station | 888.887.1675

1 PROTECT

2 PRESERVE

3 PIVOT

4 PROVE

5 PREVENT

Location: _____ Updated: _____ Manager: _____

1 PROTECT

Immediate Safety Steps — People first.

! Gas, smoke, or sparking = EVACUATE immediately.

A STOP & TAG

Announce 'Unit is down — stop loading.' Tag out of service.

B ISOLATE HAZARD

If trained, shut off power, gas, or water to the unit.

C CLEAR THE ZONE

Move staff away. Wipe grease/water. Remove hot pans to prevent slips and burns.

D START THE CLOCK

Record exact time of failure — critical for food safety timelines.

ASSIGN ROLES:

Incident Lead: _____ (safety calls & assigns roles)

Food Lead: _____ Service Lead: _____

2 PRESERVE

Food Safety — Do not guess. Cold $\leq 41^{\circ}\text{F}$. Hot $\geq 135^{\circ}\text{F}$.

! Do NOT trust appliance displays. Use a probe thermometer.

A VERIFY TEMPS

Probe affected product with calibrated thermometer. Record readings with timestamps.

B TRIAGE FOOD

Separate high-risk TCS foods (proteins, dairy, cooked grains) from dry goods immediately.

C MAKE THE CALL

Use the 3-step decision rule:

KEEP & MOVE

Safe temps confirmed. Move to working equipment.

HOLD & EVALUATE

Temps near limit or timeline unclear. Manager reviews.

DISCARD

Can't verify time/temp. Contamination possible. Toss it.

3 PIVOT

Keep Service Moving — Shift, simplify, communicate.

A 86 & SIMPLIFY

Remove affected items from POS immediately. Shift to available cooking methods (e.g., fryer down → sauté or bake).

B RE-ROUTE PRODUCTION

Shift loads to working equipment. Use secondary ovens, backup hot-hold cabinets, or batch smaller runs.

C REASSIGN LABOR

Move a prep cook to support the hot line. Use a dishwasher for food transfers and backup pan runs.

D CONTROL FOH & APPS

Give FOH this script: 'A cookline unit is down — here are our fastest options right now.' Pause/throttle delivery apps.

4 PROVE

Document for the Technician — Record before you call.

WHAT TO RECORD	DETAILS TO CAPTURE
Equipment ID	Make, model, serial #, kitchen location
Time of Failure	Exact time, unusual noises/leaks/trips
Error Codes	Every code shown on the display
Temperatures	Set point, displayed temp, probe reading
Context	Peak volume? Heavy load? Recent service?
Actions Taken	Breaker reset, cleaning, anything tried
Visual Proof	Photos: error code, full unit, damage

5 PREVENT

Avoid the Next Crisis — The best protocol is one you rarely use.

Maintain Asset List

Keep serial #s, install dates, and service contacts for all equipment on file.

Follow PM Cadence

Gaskets & temps daily. Filters weekly. Professional inspection monthly or quarterly.

Run 5-Minute Drills

Pre-shift: 'If the combi-oven goes down — who tells FOH? Where does the chicken go?'

Review Every Incident

After the shift: What failed? What did it cost? How do we respond faster next time?