Overview

The restaurant industry has quickly adapted to stay-at-home or shelter-in-place orders across the U.S. Many establishments have come up with unique solutions such as offering reduced menus, drive-thru or curb-side pick-up, using apps and texts to manage orders, no contact delivery, combo or boxed meals that fare better in to-go containers, and even implementing robotics for food handling. The industry has also stepped up to support communities, including donating food at risk of going to waste to local food banks, and offering free coffee and snacks to essential workers such as police officers, firefighters, paramedics, doctors, nurses, and hospital employees.

With stay-at-home restrictions beginning to lift, restaurant owners are faced with difficult questions that must be addressed before reopening, such as:

- How can we protect our employees and customers from COVID-19 while dining at our restaurant?
- How do we assure our customers that we are doing all we can to protect them from COVID-19?
- How can we minimize the risk of disease transmission if those that are ill or those who have had contact with a positive case of COVID-19 dine in?
- What do we do if a customer is sick or not following guidelines?

Notably, according to the Food and Drug Administration (FDA) and the Centers for Disease Control (CDC), currently there is no evidence to support transmission of COVID-19 associated with food. Existing food safety requirements are already stringent and reduce the likelihood of foodborne disease transmission. Additional measures can be taken to reduce the risk of transmitting SARS-CoV-2 from touching surfaces or from person-to-person spread through respiratory droplets.

SARS-CoV-2, the virus that causes COVID-19, is thought to be spread primarily through aerosolized respiratory droplets at close range. Airborne transmission from exposure to very small droplets over long distances is unlikely. However, there is evidence that this mode of transmission is possible, particularly in crowded, indoor spaces. People may also become infected by touching contaminated surfaces. The virus has been shown to survive in aerosols for hours and on surfaces for days. Infection can occur through eyes, nose, and mouth exposures. There is also strong evidence that people can spread the virus while pre-symptomatic or asymptomatic.

This document offers practical guidance for restaurant owners to implement measures to reduce the risk of transmitting COVID-19. It addresses the key questions above and provides tips for restaurant employees and customers.

What should an Employer do to protect themselves and their customers?

Restaurant owners should continually monitor global (World Health Organization [WHO]), federal (Center for Disease Control [CDC]), state, and local guidelines for changes in recommendations, disinfection strategies, worker protections and other best management practices. Employers should also consider developing a knowledgeable team to monitor, assess, and implement new strategies as they become available.

In addition, employers should consider the following strategies for reducing the risk of COVID-19 transmission in regards to physical distancing, ventilation, enhanced cleaning and disinfecting practices, restrooms, food preparation areas and contact surfaces, personal hygiene, employee wellness, personal protective equipment (PPE), training, waste and laundering, and communication.

Due to the wide variety of restaurants, functions, and sizes, it may not be possible for establishments to implement all of the following, however, trying to tack-
Reopening: Guidance for the Restaurant Industry

le the problem from multiple angles can help reduce health risks.

Physical Distancing

- Limit the number of customers dining at one time. Consider starting with a “Reservation Only policy” to start. Limit group size to six or less.
- Mark distances of 6 feet for customers waiting to be seated. Consider having customers wait in their cars until called to be seated.
- Try to distance tables and customers so that the nearest customer at one table is at least to 6 feet from another customer at another table.
  - If tables cannot be moved, consider putting signage on every other table or booth marking them as “PHYSICAL DISTANCE TABLE” or “RESERVED FOR YOUR SAFETY”. Consider Plexiglass partitions between booths as an alternative.
- Place plastic partitions between employees and customers wherever possible (e.g., fast food windows, host stands, and bars).
- In lieu of bars, consider providing table-only service for alcoholic beverages.
  - Alternatively, consider handing out signs at the bar that customers can use to put on either side of them to maintain physical distancing.
- Consider non-traditional ordering and payment processing to minimize contact time between servers and customers.
  - Consider an app-based system.
  - Consider writing a numbered menu on a wall/large board that can be easily communicated at a distance.
  - Encourage credit card use over cash, when possible.

Ventilation

- Provide natural ventilation by opening windows and doors whenever possible to increase air flow. If windows and doors cannot remain open, provide good indoor air quality by:
  - Keeping HVAC system operational to maintain thermal comfort and maximize outdoor air based on system design.
  - Maintaining the relative humidity at 40-60%.
  - Limiting the use of portable pedestal or overhead ceiling fans.
- If you need assistance on HVAC issues, ask an HVAC professional and see the American Society of Heating, Refrigerating, and Air-Conditioning Engineers’ (ASHRAE) COVID-19 (Coronavirus) Preparedness Resources updates for more information.
  - AIHA Occupational and Environmental Health and Safety (OEHS) Science Professionals and industrial hygienists are also well versed in general dilution ventilation. AIHA has a consultants list of such qualified professionals.
- Consider using portable HEPA filtration units.
- If fans such as pedestal fans or hard mounted fans are used in the restaurant, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, heat hazards.

Enhanced Cleaning and Disinfecting Practices

- Select appropriate disinfectants – consider effectiveness and safety.
  - The U.S. Environmental Protection Agency (EPA) has developed a list of products that meet EPA’s criteria for use against SARS-CoV-2.
  - Do not mix different EPA registered chemicals together. The combination could be toxic by inhalation. Be particularly careful when using any products containing ammonia, sodium hypochlorite (bleach), or hydrogen peroxide.
– Review product labels and Safety Data Sheets (SDS) and follow manufacturer specifications for cleaning/disinfecting.

– Consider consulting an Occupational and Environmental Health and Safety (OEHS) Science Professional or Industrial Hygiene expert if additional advice is needed. AIHA has a consultants list of such qualified professionals.

• Establish a disinfection routine.

– Ensure disinfection protocols follow product instructions for application and contact time. All items should be allowed to dry thoroughly after cleaning.

– Use disposable wipes or rags when available. If not available, ensure rags are maintained, handled, and cleaned per product instructions.

• Consider developing a standard operating procedure, a checklist, or audit system to consistently train employees on enhanced cleaning/disinfecting practices or to track when and how cleaning and disinfecting is conducted. Note that this may be a requirement in some states or local jurisdictions.

• Consider covering chairs in a non-porous material for easy cleaning and disinfecting.

• Menus should be non-porous and disinfected between use. If paper menus are used, make them single use only. Consider alternatives like a menu board or phone app.

• Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines.

• Aprons, towels, work clothing, etc. should be placed in trash bags at the end of shift, treated as potentially contaminated and laundered per recommendations below.

• Any reused cloth materials should be washed and dried on the highest temperature setting allowable for the fabric.

• Deeper cleaning and disinfecting protocols should be developed and implemented in cases where confirmed cases of COVID-19 are discovered. Refer to AIHA’s Workplace Cleaning for COVID-19.

Restrooms

• Post signage limiting restroom occupancy to allow for proper physical distancing and to remind customers and employees to wash hands before and after using the restroom.

• Minimize touchpoints entering and existing restrooms, if possible.

• If the door cannot be opened without touching the handle, provide paper towels and a trash can by the door so a paper towel can be used when touching the handle and then discarded.

– Consider controlling access to bathrooms with a key so disinfection measures can be better managed. If a key is used, consider disinfecting it after each use.

• Doors to multi-stall restrooms should be able to be opened and closed without touching handles if possible.

• Place signs indicating that toilet lids (if present) should be closed before and after flushing.

• Use no-touch faucets, towel dispensers, soap dispensers, and waste receptacles when possible.

• Hand soap should be readily available for use by occupants.

• Provide paper towels and air dryers in restrooms.¹

– The WHO and CDC currently state that hands can be dried using a paper towel or hand dryer.

¹NOTE VERSION CHANGE: In version 3 of this guidance document, in the section titled “Restrooms” it stated to disconnect or tape off the hand dryer.
Due to current uncertainties surrounding the transmission of SARS-CoV-2, care should be taken when using a hand dryer or paper towel.

The use of touch or push hand dryers is discouraged due to possible surface contamination. If hand dryers are used, consider touchless devices.

Businesses and employers should work with HVAC professionals to ensure that bathrooms are well ventilated, and if filtration is used, that proper filtration practices are being followed.

Increase frequency and efforts to keep bathrooms clean and properly disinfected and maintain a record of sanitary work practices.

**Food Preparation Areas and Contact Surfaces**

- Place adhesive floor mats at entrances and at the entrances of food preparation areas.
- Cover any exposed clean silverware, dishes, glasses, pots, and pans. Relocate hanging bar glasses to a covered area.
- Silverware provided to tables should be wrapped or covered, and glasses turned upside down on a clean napkin.
- Use disposable napkins and tablecloths wherever possible.
- Only use cloth tablecloths if they are changed for each customer and properly laundered after each use, per recommendations below.

- Any items left by customers should be placed in sealed bags and the bag should be disinfected and isolated until customer returns.
- Remove all condiments from the table (e.g., ketchup bottles, salt and pepper shakers, etc.) and consider providing pre-packaged condiments or provide condiments upon request and include condiments in the cleaning/disinfecting routine.

**Personal Hygiene**

- Establish a “before-and after-service” hand washing or sanitizing for all employees including bar staff.
- Employees should wash hands between serving and clearing dishes or establish a dedicated person to clear dishes and wait staff arrange for dish pick up if a customer requests their dishes cleared.
- At minimum, employees should wash their hands after they have been in a public place, after touching their face covering, after blowing their nose, coughing, or sneezing, after using the restroom, after touching any common contact surfaces, and before eating. Avoid touching eyes, nose, or mouth with unwashed hands.
- Employees should wash hands with clean, running water, apply soap, lather and scrub for at least 20 seconds, then rinse. Dry hands using a clean paper towel or air dry. When soap and water can’t be used, use an alcohol-based hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol. Any use of alcohol-based hand sanitizers should follow local and State guidelines.
- Provide hand-washing stations at the front of the establishment and throughout the establishment for customers to wash hands before being seated or when needed, or alternatively, hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol if not feasible.
- Make hand sanitizer stations available throughout work and public places. Stations should also be placed in convenient locations, such as at entrances, exits, near elevators, and restrooms. Touch-free hand sanitizer dispensers should be installed where possible.
- Provide hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol at each table.


**Employee Wellness**

- Health checks and reporting requirements of individuals infected with COVID-19 should be explained to employees prior to reopening and again once operations have resumed.

- Communicate to employees the importance of being vigilant when monitoring symptoms and staying in touch with their employer or manager if or when they start to feel sick.

- Revisit your leave or sick program to allow for time off and follow all HR Policies and HIPAA/other regulatory requirements.

- Conduct employee temperature screening and wellness checks before each shift. (NOTE: be sure to comply with OSHA’s Access to Employee Exposure Medical Records standard for confidentiality.)
  
  - Temperature screening methods can include manual (use non-contact infrared thermometers) or thermal camera meeting [FDA recommendations](https://www.fda.gov). Additional screening information/guidance can be found on the [CDC website](https://www.cdc.gov).
  
  - Assign an employee to manage and conduct the temperature screenings while following CDC guidelines in the above link. If this is not possible, employees can self-check their own temperature.
  
  - Screening should be done in a manner such that the privacy of employees is respected.
  
  - Perform a visual inspection for other signs of illness (e.g., flushed cheeks, rapid or difficulty breathing without recent physical activity, fatigue, extreme fussiness, cough).

  - Employees who have a fever of 100.4˚ F (38˚ C) or above, or other signs of illness should not be admitted to the facility.

- Employers can consider incorporating a wellness questionnaire with questions such as:

  - Have you, or a person you have been in close contact with, been diagnosed with COVID-19 within the last 14 days? (close contact is 6 feet or less for more than 10 minutes.)

  - Have you experienced any cold or flu-like symptoms in the last 72 hours (to include fever, shortness of breath, cough, sore throat difficulty breathing, nausea, vomiting, and diarrhea)?

  - Have you traveled to an international or domestic “hot spot” in the last 14 days?

  - There are a number of examples available for wellness questionnaires (see Resources below).

- Require employees who have symptoms or signs (i.e., fever, cough, or shortness of breath) or who have a sick family member at home with COVID-19 to notify their supervisor and stay home.

- Sick employees should follow the CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met in consultation with healthcare providers and state and local health departments. Consider waiving requirements for medical documentation during the pandemic, as CDC has advised people with mild illness NOT to go to the doctor’s office or emergency room.

- If employee is sick or receives positive COVID-19 test results, results should be reported to employer. In the case of a positive COVID-19 test result, the employee must stay home until cleared for physical return to the workplace by their medical provider, following the CDC’s Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings.

- If an employee tests positive:

  - Follow federal, state, and local recommendations for reporting and communicating cases, while remaining compliant with regulations and guidelines pertaining to protecting private health information such as confidentiality required by the Americans with Disabilities Act (ADA). See OSHA for guidance on reporting workplace exposures to COVID-19.
- Engage HR immediately and enforce all applicable HR rules and regulations.
- The employee shall be isolated to the area they are in currently and removed from the work site for a minimum of 14 days.
- Any individuals having “close contact” (within approximately 6 feet) with the sick employee should also be isolated from the work site for 14 days; and all other employees should continue to follow physical distancing rules. Communicate and reinforce with employees, while maintaining PII and HIPAA requirements, that they may have been exposed and to closely monitor their health, temperature, and current symptoms as identified by the CDC. Contact tracing and sharing of employee information should be done under the guidance of Human Resources due to privacy requirements of HIPAA, ADA, and EEOC. See the CDC’s “Coronavirus Disease 2019 (COVID-19) General Business Frequently Asked Questions”.
- Enhanced cleaning and disinfecting should be done immediately by trained personnel, who should wear face coverings and gloves, dispose of gloves after use, and wash hands and face when complete. Visibly dirty surfaces shall be cleaned using a detergent or soap and water PRIOR to disinfection.
- For disinfection, use only EPA-registered disinfectants on List-N.
- Encourage those who are sick or at greater risk to stay home. This includes:
  - People with underlying medical conditions.
  - People who live with elderly people or those who are at risk.
  - People with upper respiratory or flu-like symptoms or who live with someone with these clinical symptoms.
  - People with COVID-19, people who live with someone with COVID-19, or who have been exposed to someone with COVID-19.
- Employers should educate employees to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms. At a minimum, any worker should immediately notify their supervisor, their health care provider, and the local health department, who will provide guidance on what actions need to be taken.
- Ask employees to consider the following if they commute to work using public transportation:
  - Use other forms of transportation if possible.
  - If taking public transportation, maintain physical distancing and wear a cloth or disposable face covering.
  - Change commute time to less busy times if possible.
  - Wash hands before and as soon as possible after their trip.

Additional Guides for Cafeterias or Cafeteria-style Restaurants

- Consider reducing occupant capacity during peak times, or stagger breakfast/lunch or dinner schedules when practical.
- Consider pick-up only when crowding cannot be managed or as an alternative to those who want to limit their time in the space.
- Remove self-serve food items.
- Remove hot and cold food bars with open food items and communal serving stations.
- Remove dinnerware/drinkware from communal spaces and only issue as needed.
- Replace communal condiments with single serving, individually wrapped items.
- Implement physical distancing by spacing out any queues, only allowing seating at every other table, or expanding the dining area to include more space.
• Consider implementing physical barriers in between seating.
• Limit the number of people who can sit together.
• Implement enhanced disinfection and sanitization measures both in the kitchen and dining areas.
• Consider adding touchless payment options and pre-ordering of food items.

Other Control Measures
• Require gloves for all Back of House (BOH) employees and ensure the gloves are changed per current industry standards.
• Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to servers.
  – If they are worn, they must be changed regularly and are not a substitution for hand washing.
• Require cloth or disposable face coverings for BOH employees – type depends on local requirements and availability.
• Provide or encourage all other employees to wear face coverings and gloves, and to use hand sanitizer. (NOTE: Cloth or disposable face coverings primarily protect others not yourself.)

NOTE: If an employer chooses to provide or the employee supplies their own N95 respirator, please fully consider all the potential OSHA requirements.

• Implement and inform employees of supportive workplace policies as applicable:
  – Flexible sick leave policies consistent with public health guidance. Providing paid sick leave is an important way to encourage employees to stay home when sick.
  – Consider not requiring a COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness in order to qualify for sick leave. If you do require a doctor’s note from your employees to verify that they are healthy and able to return to work, be aware that healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. Get more information related to the Americans with Disabilities Act during the COVID-19 pandemic.
  – Flexibility to stay home to care for a sick family member.
  – Human resources policies consistent with public health guidance, and state and federal workplace laws. For more information on employer responsibilities, visit the Department of Labor’s and the Equal Employment Opportunity Commission’s websites.
  – Employee assistance program and community resources to help employees manage stress and receive support.
  – Encourage employees at increased risk for severe illness to request special accommodations to allow them to perform their job duties safely while also protecting sensitive employee health information.
• Post signs and reminders at entrances and in strategic places providing instruction on hand hygiene, respiratory hygiene, and cough etiquette. This should include signs with images for non-English readers, as needed.

Training
• Provide instruction and training to employees on how to:
  – Handle their work clothing properly at home if laundry service is not provided
  – Properly put on and remove gloves
  – Clean and disinfect tables according to product specifications
  – Correctly use face coverings or respirators (if used)
Reopening: Guidance for the Restaurant Industry

Guidance Document

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Provide Safety Data Sheets (SDS) for cleaning and disinfection products and ensure employees are aware of the hazards of use. Incorporate new hazards into existing OSHA Hazard Communications Program.

Employees should receive, at minimum, awareness training on cleaning and disinfecting products used in the workplace following OSHA Hazard Communication Standards. For employees who will use cleaning and disinfecting products, training should also include proper use, PPE, disposal, and all precautionary measures.

AIHA Occupational and Environmental Health and Safety (OEHS) Science Professionals and industrial hygienists have expertise in selecting personal protective equipment (PPE) and training. AIHA has a consultants list of such qualified professionals.

Waste and Laundering

- Single-use items and used disinfection materials can be treated as regular waste, following food safety guidelines.
- Cloth materials (e.g., linens, aprons, etc.) should be washed and dried on the highest temperature setting allowable for the fabric.

Communication

- Communicate to the diners what the restaurant is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for employees, and health and safety measures in place).
  - Consider communicating to diners when dining out may not be a good option (e.g. taking care of someone who is COVID-19 positive, exhibiting symptoms of COVID-19, being in a high-risk category, etc.).
  - Consider placing signage on tables to show that they have been disinfected after previous customers.
- Communicate that the restaurant has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing).
- Platforms for communication could include websites, reservation processes, hand-outs, and outdoor signage.

What should an Employee do to protect themselves and the customers?

- Employees should evaluate their health continuously; if they are sick, have a fever or symptoms, or someone at home is sick, then they should remain home. NOTE: Employer HR Policies, HIPAA guidelines and other laws should be followed at all times.
- Maintain cloth or disposable (or better if you have it) face covering, clean or replace frequently, and use at minimum when unable to maintain physical distancing of 6-feet.
- Maintain good hygiene practices (washing hands with soap and water for at least 20 seconds or a hand sanitizer with at least 60% ethanol or 70% isopropyl alcohol). For more information, refer to CDC’s handwashing guidelines.
- If an employee tests positive for COVID-19:
  - Stay home and isolate until cleared for physical return to the workplace by your medical provider, following the CDC’s Discontinuation of Isolation for Persons with COVID -19 Not in Healthcare Settings.
  - Contact your supervisor and report your results as soon as possible.
  - Notify your supervisor about others in the workplace with whom you came into contact.
- Wear a cloth or disposable face covering when out in public and maintain physical distancing.
- Depending on local requirements, in alignment with CDC recommendations, wear a cloth or dis-
Reopening: Guidance for the Restaurant Industry

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**Worker Rights**

AIHA believes that basic protections are worker rights, as well as an essential ingredient of occupational health and safety systems, and that employers must provide a safe and healthful work environment.

**What a Customer can do to minimize the transmission of COVID-19**

- If you are sick, stay home. If you have a temperature, stay home. If someone in your house is sick, stay home. If you have allergies and can’t control sneezing, stay home.
Reopening: Guidance for the Restaurant Industry

Guidance Document

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- Use take-out/pick-up services where you can.
- Wear a cloth or disposable face covering as you enter and leave the building.
- Wash your hands before and after you leave the building if possible. If not, use hand sanitizer when you sit down and before you leave the building.
- Maintain a distance of at least 6 feet from other customers and employees when waiting for a table and when walking throughout the restaurant to the extent possible.
- Cover your mouth and nose with a tissue when you cough or sneeze and throw used tissues in the trash. If you don’t have a tissue, cough or sneeze into your elbow, not your hands. Immediately wash your hands after blowing your nose, coughing or sneezing. Learn more about coughing and sneezing etiquette.

Resources
- The National Restaurant Association has compiled information and resources for the restaurant industry, including employer guidelines, safety tips, and links to news articles and state guidelines.
- Numerous wellness questionnaire examples are available online.
- The CDC has developed cleaning and disinfection recommendations for commercial facilities.
- CDC Health Screening: “Should we be screening employees for COVID-19 symptoms?” section of General Business Frequently Asked Questions
- The EPA has developed a list of disinfectants for use against SARS-CoV-2.
- ASHRAE has a list of COVID resources for commercial buildings.
- AIHA’s Indoor Environmental Quality Committee developed these guidance documents about reopening and cleaning buildings after closures due to COVID-19: Recovering from COVID-19 Building Closures and Workplace Cleaning for COVID-19.
- AIHA’s Considerations on the Safe Use of UVC Radiation
- AIHA’s Focus on Construction Health: COVID-19
- AIHA’s Effective and Safe Practices: Guidance for Custodians, Cleaning and Maintenance Staff
- AIHA’s Employers Guide to COVID-19 Cleaning & Disinfection in Non-Healthcare Workplaces
- AIHA’s Reducing Risk of COVID-19 Using Engineering Controls
- AIHA’s PPE for SARS-CoV-2
- AIHA’s Use of Real Time Detection Systems
- AIHA’s Proper Use of Respirators for Healthcare Workers & First Responders
- AIHA’s Workers Rights White Paper
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AIHA is the association for scientists and professionals committed to preserving and ensuring occupational and environmental health and safety (OEHS) in the workplace and community. Founded in 1939 as the American Industrial Hygiene Association® (AIHA®), we support our members with our expertise, networks, comprehensive education programs and other products and services that help them maintain the highest professional and competency standards. More than half of AIHA’s nearly 8,500 members are Certified Industrial Hygienists (CIH), and many hold other professional designations. AIHA serves as a resource for those employed across the public and private sectors, as well as to the communities in which they work. For more information, visit AIHA.org.

About Occupational and Environmental Health and Safety Professionals

Occupational and environmental health and safety (OEHS) professionals (also known as industrial hygienists) practice the science of anticipating, recognizing, evaluating, controlling and confirming workplace conditions that may cause workers’ injury or illness. Through a continuous improvement cycle of planning, doing, checking and acting, OEHS professionals make sure workplaces are healthy and safe.

- Get additional resources at AIHA’s Coronavirus Outbreak Resource Center.
- Find a qualified industrial hygiene and OEHS professionals near you in our Consultants Listing.

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These guidance documents were primarily developed for those smaller business that don’t have readily available occupational health and safety resources, and designed to help business owners, employers, employees and consumers implement science-backed procedures for limiting the spread of the coronavirus. They are subject to any local, state, or federal directives, laws, or orders about operating a business and should only be used if they do not conflict with any such orders. These documents are subject to revision and shall be updated accordingly.

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