



**VOLUNTEER  
SUBCONTRACTOR  
TEMPORARY EMPLOYEE  
TAKE HOME ORIENTATION  
WORKBOOK**

PLEASE RETURN SIGNED FORM PACKET TO YOUR  
MANAGER OR GROUP LEAD | POLICY DESCRIPTIONS ARE  
YOURS TO KEEP

January 2024



# Volunteers, Subcontractor Employees and Temporary Staffing Agencies Training

## Levy Training and Acknowledgments

Required annually. Average completion time is 30 minutes. This training includes:

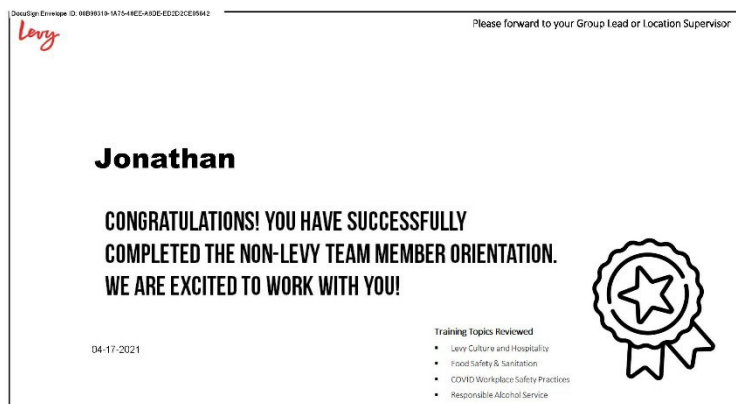
- Payment and cash handling agreement
- safety and sanitation, non-slip shoes, cut resistant gloves, OSHA
- policy against harassment and discrimination
- health reporting agreement
- liquor liability and responsible alcohol service standards

Acknowledgments to sign:

- Fair Treatment Policy
- Payment and Cash Handling
- Health Reporting Agreement
- Safety Pledge
- Safety Basics and Policies
- Policy and Training Acknowledgement

## Instructions

- Complete the training found at: <https://npo-training.videoshowcase.net>
  - You will need this packet handy while you complete the training
  - Download the completion certificate (see sample below)
- Provide your training completion certificate to your group lead or manager
- Sample training completion certificate:



# VOLUNTEER / TEMP / SUBCONTRACTOR SERVS SAFE REQUIRED TRAINING

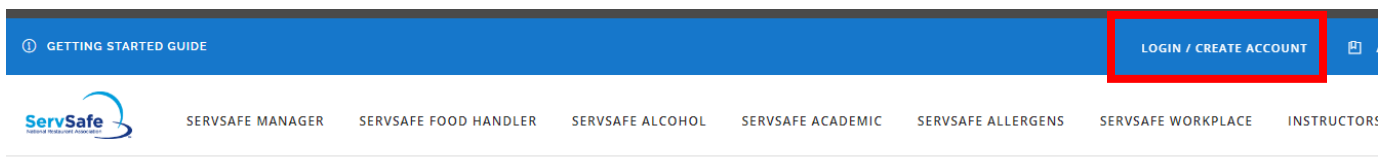
One may not sell or serve alcohol at any Levy locations unless they have completed the required training below. If you have any questions, please reach out to your Levy HR partner.

1. Watch a short Levy orientation video found at <https://npo-training.videoshowcase.net>
2. It is legally required to complete ServSafe Alcohol Certification training. This state-recognized certificate is valid for three (3) years

*If you already have a valid ServSafe Alcohol certification (or state-specific required equivalent), you do not need to complete.*

To complete ServSafe Alcohol Certification, follow the steps below:

Go to [www.servsafe.com](http://www.servsafe.com) and create a profile if you do not already have one



After logged in, click on ServSafe Alcohol at the top



Enter the state you're serving alcohol in and click Submit

A screenshot of the 'Get Started Now' form for ServSafe Alcohol certification. The form has a blue background with white text. At the top, there is a circular icon with a scale of justice. Below the icon, the text reads 'Get Started Now'. Underneath, there is a paragraph: 'Alcohol service involves many risks. Prepare yourself to handle these risks with responsible alcohol training from a trusted and experienced source, the National Restaurant Association.' At the bottom of the form, there are two input fields. The first field is labeled 'ENTER STATE OR PROVINCE' and is highlighted with a red rectangular box. The second field is labeled 'SUBMIT' and has a red arrow pointing to it from the right.

Add the ServSafe Alcohol Online Course and Primary Exam – 3rd Edition to your cart



ServSafe Alcohol Online Course  
and Primary Exam-3rd Edition

NOW IN ENGLISH AND SPANISH! -

SSAOLP3

\$30.00

ADD TO CART

Click [View Your Cart](#), then [Checkout](#)

Enter payment information then select [Continue](#)

Enter **LEVY23** in the coupon code field on the shopping cart page (this coupon gives you a 32% discount)

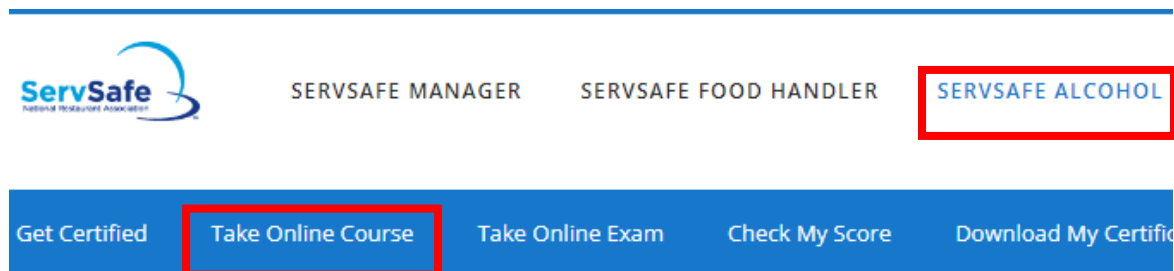
**NOTE: this coupon code is ONLY applicable to anyone working at a Levy location – these codes are tracked and cannot be shared. Any distribution of this code outside of intended purposes may result in termination of the team member and associated group/company.**

Click [Apply Coupon Code](#) and complete your payment process

To take your online course:

Click on [ServSafe Alcohol](#) at the top of the screen, scroll down and select [Take Online Course](#)

Click [Launch](#) next to the ServSafe Alcohol Course



Complete the online course. When finished click on [Take Online Exam](#).

Select the state specific alcohol exam from the dropdown options. If your state does not appear, select [Primary ServSafe Alcohol Exam](#)

Your exam access code will populate automatically, click [Continue](#) to start your exam

You will be notified if you have passed or failed immediately after the exam. After 48 hours you will be able to print your certificate any time you need it by going to Certificates, then [View/Print Certificates](#). Certificates are valid for three years.

## Our Values

As we evolve and grow exponentially, our scope is beyond what we imagined in our wildest dreams. Through all of our expansion, we have never lost sight of the values that are at the core of what we believe and do. These values live in our team members, guide our experiences, and inspire the interactions we have, every day.



### Nice

We live by the Golden Rule. While important, business acumen, hospitality expertise, ingenuity and excellent work ethic cannot and will not replace the value of being nice.



### Passionate

We are all-in whatever we do. Whether we are serving dinner for thought leaders at a global conference, analyzing data to optimize pricing, or inspiring us new team members at onboarding. Our love for the craft is the heart and soul of Levy. We never stop dreaming or making it happen and we are proud to tell that story.



### Inclusive

We are welcoming at heart.



### Innovative

We proudly claim the title of original industry disrupters. We push ourselves to use the best of our left brain and our right brain. Through our balanced approach, we influence what is next, what is best and what is different, giving every partner, team member, and guest the opportunity to be part of what is around the corner.

## Hospitality Training

### Greet

- Make eye contact with guests
- Display a neat and clean appearance
- Project a positive attitude
- Use a warm and friendly tone

### Exceed

- Build relationships with guests
- Use the guests name
- Take time for kids
- Take initiative to help guests

### Thank

- Invite all guests back
- Make guests feel appreciated
- Celebrate special events

### Understand

- Tailor your interactions to guests
- Anticipate a guest's questions
- Remember a guest's preferences
- Personalize each experience

### Support

- Work together as a team
- Do a little extra for each guest
- Fix issues right away
- Offer choices and alternatives

Levy  
G.U.E.S.T.  
*Connect*

# History

Our first entrepreneurial venture was all about delicious food and treating guests as if they were in our home. From the legendary hospitality served up in a restaurant called D.B. Kaplan's Delicatessen, to being the original disrupter in sports and entertainment dining, we've always been about going all-in on our passion.

This didn't happen overnight. In 1978, Larry Levy and his brother Mark decided to expand beyond their real estate and insurance roots by creating D.B. Kaplan's.

But just 6 months later, the restaurant wasn't performing to their high expectations. They decided to enlist the help of their mother, Eadie, to help with recipes and day-to-day operations. Together, they discovered that they loved creating amazing food and delivering truly, memorable experiences to each and every guest. They pursued their passion and learned how to deliver heartfelt hospitality, anticipate the guest needs, and pay attention to everything the guest smells, sees, tastes and touches.

We embrace that the strength of our company lies both in our heritage and ambition. Our history continues to fuel us as passionate, innovative thinkers and doers.

# Our Values

As we evolve and grow exponentially, our scope is beyond what we imagined in our wildest dreams. Through all of our expansion, we've never lost sight of the values that are at the core of what we believe and do. These values live in our team members, guide our experiences and inspire the interactions we have, every day.



## Nice

We know the best work is done by the nicest people.



## Passionate

We have a fire in the belly way of doing things.



## Inclusive

We are welcoming at heart.



## Innovative

We are forever curious about what's next and how to be better.

# Brand Growth

Today, we exist as a family of brands. Our reach extends across a broad spectrum of experiences including sports venues and events, convention centers and restaurants in traditional and unexpected locations. We also deliver innovative capabilities needed by our partners and our own businesses.

## Core Food & Hospitality Groups

Existing Levy brand presence and established value; currently branded as "Levy Restaurants"



## Supported Sub-Sectors

Acquisitions that build on the Core with a high level of existing brand equity, now supported by Levy



## Related Subsidiaries

New capabilities and offerings established to support Core and Supported Levy brands



## Levy internal-facing

Internal team or program identities for establishing and building collective sense of team culture



# Compass Group

As the leading foodservice and support services company, Compass Group North America is a family of companies building experiences for all of our customers. We serve award-winning restaurants, corporate cafes, hospitals, schools, arenas, museums, and more. In addition, we are proud to offer state-of-the-art self-service and office coffee solutions.



# SERVICE RECOVERY

*Mistakes happen but what matters most is what we learn from them and how we recover. Guests are inclined to forgive and forget mistakes if we handle with grace and empathy. We can learn from each mishap or hiccup as they are all teaching lessons. Service breakdowns may be uncomfortable to deal with, but as a team we will work together to ensure every guest walks away with a positive experience. Also, as you practice service recovery, remember to use the team members and managers around you as a resource. A useful and memorable way to champion service recover is to A.C.T.!*

## Service Recovery Model

**A** pologize

**C** orrect

**T** hank

## Golden Rules of Safety & Sanitation

### IMPORTANT SAFETY TIPS

**Lifting-** Never lift more than you can comfortably handle

**Shoes-** Slip resistant shoes are mandatory

**Cutting-** Cut resistant gloves are mandatory

**Cleaning-** Clean up spills and hazards immediately

**Heat-** use only oven mitts to grasp hot items, not towels or other articles

**Gear-** Wearing protective equipment is required around chemicals, equipment, or hazards

### BIG OR SMALL - REPORT THEM ALL!

### IMPORTANT SANITATION TIPS

**Hygiene-** Clean uniforms, bathing daily, fingernails short and clean, and proper uniform

**Hand Washing-** Wash your hands frequently and properly, wear food handling gloves

**Eating and Drinking-** Food and beverages are not allowed at stations. Ensure all beverages and food are properly

**stored. Time & Temperature-** Keep hot food hot and cold food cold. Use a thermometer!

**Cross Contamination-** Cleaning and sanitizing is key

**Sickness-** Stay home when you are ill

### Temperature Listing

**135 degrees** -- vegetables, fruit, grains (rice, pasta) and legumes (beans, refried beans)

**145 degrees for 15 seconds** — roasts of pork, beef, veal, and lamb

**145 degrees for 15 seconds** — seafood including fish, shellfish and crustaceans, steaks/chops of pork, beef, veal and lamb, shell eggs that will be served immediately

**155 degrees for 17 seconds** — ground meat including beef, pork, and other meats, injected meat including brined ham and flavor-injected roasts, mechanically tenderized meats, ground seafood including chopped or minced seafood, shell eggs that will be held for service

**165 degrees for 15 seconds** — poultry including whole or ground chicken, turkey or duck, stuffing made with fish, meat or poultry, stuffed meat, seafood, poultry, or pasta

## Liquor Liability

I acknowledge that part of my duties as a team member/volunteer/subcontractor with Levy is to serve alcoholic beverages to persons who may be legally permitted to consume alcohol. I understand that, before my first shift I am to complete the applicable Levy on-site alcohol training and certification or the online alcohol training and certification.

I agree, as a condition of my continued employment or involvement through non-profit group or subcontractors, to exercise my best efforts to avoid serving minors, intoxicated persons and people who may cause problems to themselves or others as a consequence of the alcohol that I serve them. I will check anyone appearing 30 years or younger in age for valid identification. In addition to not serving minors and intoxicated guests, I agree to promptly report any such people to my supervisor or the manager, whoever is on duty. I understand and acknowledge that knowingly serving alcohol to an intoxicated person or known alcoholic, or serving alcohol to a minor, whether knowingly or not, are grounds for disciplinary action up to and including termination of employment, non-profit group participation or subcontractor participation and/or removal from the facility.



# Slip-Resistant Shoe Policy

**Standard:** All BOH and FOH team members must wear slip resistant shoes at all times. Shoes must be kept in good repair, including but not limited to, treads on the soles are not worn down. This includes managers and supervisors who work in the operation. This requirement is clearly stated in the Levy Employee Handbook under Personal Appearance. New team members must have their slip resistant shoes the first day on the job. The exception to this rule would be Human Resources, Accounting and Sales Department team members. Also, team members who strictly work in the office or team members who do not come in contact with any part of the operation are exempt as well. All other exceptions must be approved by the Vice President of Risk Management.

**Procedures:** Team members can purchase slip resistant shoes from the store of their choice; however, they must provide proof that the shoes have a slip resistant sole. This will be stated on the shoe box or sole of the shoe. It's the responsibility of the manager or supervisor to confirm they are slip resistant. In the event the shoes are not labeled as slip resistant, appropriate documentation must be provided by the manufacturer and placed in the team member's personnel file. It is the responsibility of the manager or the supervisor to confirm team members are wearing their slip resistant shoes prior to the start of the shift. A team member will not be allowed to work unless they are wearing them. The GM/DO and the Loss Prevention Coordinator are responsible for the implementation, monitoring and enforcement of this.

**Options for Shoes:** Shoes for Crews: order online at [www.shoesforcrews.com](http://www.shoesforcrews.com) Coupons are often offered through RetailMeNot. Skechers: order in store or online at [www.skechers.com](http://www.skechers.com)

# Cut Glove Policy

**Standard:** All BOH and FOH team members using a knife (including serrated); mandoline, box cutter or cleaning sharp equipment or utensils must wear a cut-resistant glove. This includes hourly team members, servers, managers, chefs and supervisors who work in the operation. The exception would be for team members who are using a knife for "fine" cutting such as julienne or small dice, using a knife in a show kitchen or a cutlery station in the FOH or operating a slicer. These team members do not need a glove.

**Procedures:** Always clean and sanitize the cut-resistant glove between uses or whenever a new product or task is being performed. Always wash hands when changing gloves! To properly care for the cut-resistant gloves they must be clean and sanitized after each use. Place the glove on your hand and wash with hot, soapy water. Remove the glove from your hand to rinse, using clean, warm water, rinsing from the fingertips to the cuff. Do not rinse from the cuff toward fingertips, this will cause debris to get caught. Immerse glove in Quat sanitizer at 200 ppm for 60 seconds. Air dry the glove after sanitizing. Don't clean the glove in the dish machine, this will cause food debris to become embedded in the interior of glove.

## Gloves:

**Cut-Resistant Glove:** Used when using a knife or operating sharp equipment, with the exception of using a meat slicer, working in a Display Kitchen or at a Carving Station while guests are present. Place disposable white/ opaque, vinyl, form fitting, powdered/non-powdered glove over the cut-resistant glove.

**Polishing Glove:** Used when polishing glassware and flatware to prevent cuts if glassware breaks or injury when polishing flatware.

**Tub Glove:** Used when washing dishes or operating the dish machine. Will prevent/reduce incidents involving cuts when reaching into bus tubs or sinks. To be used with white, powdered or non-powdered glove over the tub glove or rubber dish glove.

**Shucker Glove:** Used when shucking clams and oysters, preventing/reducing cuts or stabbing injuries while shucking.

**To:** All Associates  
**Date:** January 2024  
**Subject:** **Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying**  
**(hereinafter *Fair Treatment Policy*)**

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It is the policy and practice of Compass Group USA, Inc., and its affiliated companies (the “Company”) to provide a work environment for all Associates, Applicants, Interns, Volunteers, and Contract Workers that is free from unlawful discrimination and harassment based on race (including traits historically associated with race, such as hair texture and protective hairstyles, including braids, locks, and twists), ethnicity, color, religious creed, ancestry, religion, disability, age, sex, marital status, pregnancy, child birth or any related condition, reproductive health decision-making, sexual orientation, gender, gender identity, gender expression, transgender identity, national origin, citizenship status, uniform service member and veteran status, protected medical condition, genetic information, protected concerted activity, or any other classification protected by applicable federal, state, and local laws (hereinafter “protected classifications”). Unlawful discrimination and harassment will not be tolerated by any Associates or Third Parties, including Customers, Clients, and Vendors. Nothing in this Policy is intended to prohibit Associates from discussing their wages, benefits, or terms and conditions of employment with each other or a third-party.

It is also the practice of the Company to provide a workplace that is free of bullying and intimidating behavior by or towards co-workers, customers, and vendors. Bullying is considered any threatening, offensive, intimidating, or cruel behavior which humiliates, belittles, or demeans any individual.

Finally, it is the practice of the Company to provide a workplace with open communication, and that is free from retaliation or unfair treatment against any individual that reports good faith concerns of suspected violations of this Policy.

The Company complies with, and strictly enforces federal, state, and local laws that prohibit discrimination, harassment, and retaliation, including but not limited to the following laws (as amended): the National Labor Relations Act of 1935; the Equal Pay Act of 1963; Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; the Pregnancy Discrimination Act of 1978; the Americans with Disabilities Act of 1990; the Family Medical Leave Act of 1993; the Uniformed Services Employment and Reemployment Rights Act of 1994; the Genetic Information Nondiscrimination Act of 2008; or other similar state or local laws. The Company however, goes above and beyond these legal requirements and strives to provide our Associates with a work environment in which all Associates are treated in a fair and respectful manner. Accordingly, an Associate may be subject to discipline under this Policy even if the Associate’s conduct does not constitute a violation of applicable law.

**Examples of Unacceptable Conduct in Violation of this Policy:** The below categories are examples of unacceptable conduct that shall be deemed a violation of this Policy and will result in disciplinary action up to and including termination. This list is not exhaustive and is meant to provide examples only.

- ☒ **Unfair Opportunities:** Making any decision regarding the hiring, firing, promotion, or demotion of an Associate or making any decision that adversely affects the wages, benefits, or working conditions of an Associate based in whole or in part on a protected classification.
- **Verbal Mistreatment:** Use of racial/sexual slurs, derogatory comments, or insults based on a protected classification; Inappropriate comments about another’s body, anatomy, and/or dress; Questions about another’s sexual preference or practices; Sharing sexual or otherwise offensive stories, jokes and experiences; Making lewd or suggestive gestures or comments.

- ☑ **Visual Mistreatment:** Discriminatory, violent and/or sexually explicit material (electronic or paper), through e-mails, pictures, text messages, blogs, tweets, chat rooms, posters, calendars, cartoons, drawings, or writings that are offensive, sexual, or contain a negative stereotype based on a protected classification.
- ☑ **Sexual Mistreatment or Favors:** Making sexual advances or other verbal or physical conduct of a sexual nature in or outside the workplace. The Company maintains a *Sexual Harassment Policy*, which has been distributed to all Associates. The *Sexual Harassment Policy* is available at <https://cpgplc.sharepoint.com/sites/na-mycompass/> or by asking your Manager for an additional copy.
- ☑ **Physical Mistreatment:** Intentional and unwelcome physical contact outside of social norms. This includes intentional and unwelcome touching, pushing, pinching, patting, blocking, grabbing, poking, or brushing against another.
- ☑ **Bullying and Antagonizing Behaviors:** Threatening, intimidating, or cruel behavior or remarks; Making maliciously false statements or ridiculing a person or their family; Persistent name calling which is demeaning or belittling; Using a person as the brunt of jokes.

**The Company requires that Associates report all suspected violations of this Policy.** Pursuant to the Company’s *Open Communication Policy*, Associates are encouraged to contact their Manager first to see if the matter can be swiftly and properly resolved. Managers must **immediately** contact HR upon receiving any complaint of an alleged violation of this Policy or otherwise observing or becoming aware that this Policy may have been violated. If an Associate is not comfortable discussing concerns with their Manager, or the concern is about their Manager, the Associate should contact one of the following:

**(1) HR Advice & Guidance:**

- **All Associates** can contact HR Advice & Guidance at 1-877-311-4747, option 5 or submit a support request through the People and Payroll Support tile (found on the PeopleHub homepage) <https://cgna-dwp.onbmc.com/dwp/app/#/knowledge/KBA00007821/rkm>.
- **For Sector Associates not supported by HR Advice & Guidance**, please contact your HR representative.

**(2) The “SpeakUp” Hotline:** 1-800-498-2954 or online at [www.letintegritybeyourguide.com/speakup](http://www.letintegritybeyourguide.com/speakup).

Any Associate who brings a concern to the Company’s attention is assured that the matter will be fully and fairly investigated and that the complaint will be dealt with promptly, and in confidence to the maximum extent possible. Based on the investigation findings, if the Company finds that this Policy was violated, corrective action up to and including termination may result based on the severity of the offense.



Palmer Brown  
Chief Executive Officer  
Compass Group, North America



Cindy Noble  
Chief People Officer  
Compass Group, North America

**POST ON COMPANY BULLETIN BOARD**



SUBJECT:	ORIGINATING DEPT:	SECTION:
<b>SEXUAL HARASSMENT</b>	<b>HUMAN RESOURCES</b>	<b>CONDUCT &amp; WORK RULES</b>
DATE ISSUED: 10-01-23	SUPERSEDES: 01-01-22	
APPROVED BY: Human Resources	PAGES: 4	

**I. POLICY/PURPOSE**

It is the Policy of the Company to prohibit all types of illegal harassment, including sexual harassment, of its Associates and applicants by any person in any form. Furthermore, it is the policy of the Company to provide a work environment that is free from sexual harassment by management personnel, non-management personnel, or third parties, such as vendors, suppliers, and customers. This Policy also prohibits Inappropriate Workplace Conduct regardless of whether that conduct meets the legal or policy definition of harassment. Although this Policy is specific to Sexual Harassment, the Company also prohibits harassment against applicants and Associates on any other legally-protected basis and/or any other basis identified in the Company’s *Fair Treatment Policy*.

**II. ASSOCIATES COVERED BY THE POLICY**

All Associates and applicants of the Company are covered by this Policy.

**III. RESPONSIBILITY FOR ADMINISTRATION**

All Associates, the Human Resources Department, and all levels of management are responsible for administration of this Policy.

**IV. DEFINITIONS**

**A. Hostile Working Environment Sexual Harassment:** Hostile working environment situations occur when the Associate may not have suffered any tangible economic loss (such as demotion, suspension, discharge, etc.), but rather the Associate has been subjected to a working environment which is offensive and/or intimidating to the Associate.

**Inappropriate Workplace Conduct:** Inappropriate workplace conduct includes any other inappropriate, unwelcome behavior. This Conduct does not need to meet or surpass the legal definition of harassment in order to constitute harassment under this Policy.

**Quid Pro Quo Sexual Harassment:** Quid pro quo involves a situation where employment (or a specific term of employment such as a raise or a promotion, etc.) is conditioned upon receipt of sexual favors from an Associate or applicant. Actual or potential tangible economic losses are usually associated with this type of harassment.

**Retaliation:** Retaliation is any action meant to punish an Associate for raising concerns of harassment, making a complaint of harassment, reporting that another Associate may have been harassed, encouraging a fellow Associate to report harassment, or participating in a harassment investigation. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, or failure to hire or consider for hire. Retaliation is unlawful and a form of misconduct that will result in disciplinary action, up to and including termination of employment.

- B. Sexual Harassment and its Effects:** Conduct is considered sexual harassment if it is unwelcome and it:
1. has the purpose or effect of creating a hostile, intimidating, or offensive work environment;
  2. unreasonably interferes with an Associate's work performance; or
  3. adversely impacts an individual's employment opportunities.
- C. Examples of Sexual Harassment:** Making sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature in or outside the workplace when: (a) submission or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or (b) such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment. Direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits, or continued employment constitutes sexual harassment.

In addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to other Associates may also constitute sexual harassment. Sexual harassment also includes various forms of offensive behavior based on sex, gender, gender identity or gender expression. The following is a partial list:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, posters, websites, emails, or text messages.
- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about an Associate's body or dress.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes, or invitations.
- Sex stereotyping, which includes evaluating someone's conduct or personality traits against other people's ideas or perceptions about how individuals of a particular sex or gender should act or look, and includes, but is not limited to, remarks or comments regarding an Associate's gender expression or requesting that Associates take on traditionally gendered roles.
- Physical conduct: touching, assault, impeding, or blocking movements.
- Retaliation for making reports or threatening to report sexual harassment.

## V. RESPONSIBILITIES

- A. Reporting of Sexual Harassment:** Any Associate who believes that they have been subjected to sexual harassment, discrimination, or retaliation should **immediately** report the alleged incident to their Manager, any member of management, or HR Advice & Guidance at 1-877-311-4747. Associates employed with sectors not supported by HR Advice & Guidance should contact their HR Representative.

An Associate is not required to follow the chain of command to report sexual harassment and may

contact HR Advice & Guidance (or the Associate's HR Representative if the sector is not supported by HR Advice & Guidance) at any time.

Associates may report situations of sexual harassment without any fear of reprisal or retaliation. The Company takes complaints of sexual harassment very seriously. As a result, all complaints of sexual harassment made pursuant to this Policy will be thoroughly and promptly investigated. Although investigations may vary based on the specific circumstances and allegations of the complaint, they should generally involve speaking with the Associate, speaking with the alleged harasser, interviewing witnesses, and collecting and reviewing any related documents.

In the course of any such investigation, the Company will take appropriate measures to maintain the confidentiality of the participants to the extent possible. Although it may be necessary to divulge some information to ensure that a fair investigation is conducted, the Company will limit information to only those persons with a need to know of the complaint or of the investigation.

- B. Manager's Responsibilities:** Each Manager is responsible for maintaining the workplace free of sexual harassment. This includes discussing the Company's *Sexual Harassment Policy* with Associates, assuring them that they are not required to endure insulting, degrading, exploitative, or any other offensive treatment of any nature and, in addition, assuring them that they may proceed without fear of reprisal.

**Immediately** upon receiving any complaint of sexual harassment, observing sexual harassment, or otherwise being aware that sexual harassment may be taking place, the Manager must contact HR Advice & Guidance at 1-877-311-4747, (or sector HR Representative if the sector is not supported by HR Advice & Guidance ). Together the Manager and Human Resources shall exercise reasonable care to prevent and promptly correct any sexually harassing behavior. This shall include a prompt and thorough investigation, which shall be directed by Human Resources, and the Manager shall assist in all needed aspects of the investigation. The Manager must report any sexual harassment allegations regardless of the complaining Associate's request for confidentiality. The Manager should assure the associate that the Company will limit information to only those persons with a need to know of the complaint or of the investigation.

No Manager shall threaten or insinuate, either explicitly or implicitly, that an Associate's refusal to submit to sexual advances or to participate in a hostile work environment will adversely affect an Associate's terms and conditions of employment in any way. In addition to being subject to disciplinary action for engaging in discrimination, harassment, or retaliation themselves, supervisors and Managers will also be subject to disciplinary action (up to and including termination) for failing to report suspected discrimination, harassment, or retaliation or otherwise knowingly allowing such conduct to continue.

- C. Associate's Responsibility:** Any Associate who believes that they have been subjected to sexual harassment HR Advice & Guidance should report the alleged incident **immediately** to any member of management or HR Advice & Guidance at 1-877-311-4747. Associates may also report sexual harassment using the SpeakUp Hotline by calling 1-800-498-2954. Associates employed with sectors not supported by HR Advice & Guidance should contact their HR Representative and may also contact the SpeakUp Hotline.

Any Associate who brings a concern to the Company's attention is assured that the matter will be fully and fairly investigated and that the complaint will be dealt with promptly, and in confidence to the maximum extent possible.

- D. Bystander Observation and Intervention.** Individuals who observe conduct that may violate this Policy are encouraged, but are not required, to take reasonable action to intervene. Methods to intervene may include interrupting the conduct, redirecting the situation to appropriate conduct, checking in with the person at whom the conduct was directed, alerting a supervisor to the situation, and making a report under this Policy. Physical confrontation, violence or assault is not an appropriate method of intervention.

## **VI. NO RETALIATION**

Any Associate who makes a complaint, provides information related to a complaint, or otherwise participates in an investigation will be protected against retaliation. Any Associate who brings a concern to the Company's attention is assured that the matter will be fully and fairly investigated and that the complaint will be dealt with promptly, and in confidence to the maximum extent possible.

## **VII. VIOLATIONS OF THIS POLICY**

The Company takes matters of sexual harassment very seriously. Upon completion of the investigation, any Manager or Associate who is found to have engaged in any form of sexual harassment or to have retaliated against an Associate who made a good faith complaint or otherwise participated in the investigation, will be subject to immediate disciplinary action up to and including termination. If sexual harassment has occurred by an individual outside the employ of the Company, the Company will take appropriate action to correct the situation.

While this Policy sets forth the Company's goals of promoting a workplace that is free of harassment, this Policy is not designed or intended to limit the Company's authority to discipline or take remedial action for workplace conduct that the Company deems unacceptable, regardless of whether that conduct satisfies the legal or policy definition of sexual harassment.

## **VIII. FEDERAL, STATE, & LOCAL ANTIDISCRIMINATION LAWS AND REGULATIONS**

This Policy is subject to all applicable federal, state, and local antidiscrimination laws and regulations. If any applicable federal, state, or local law or regulation is more stringent than this Policy, the Company will comply with the applicable law or regulation.

**End of Policy**

## CODE OF BUSINESS CONDUCT GOLDEN RULES

1. Health and safety is our number one priority – make sure it is your number one priority too.
  2. Corruption, bribery or any illegal activity of any kind is strictly prohibited.
  3. Treat your colleagues fairly and without discrimination.
  4. Always be professional, polite, honest and transparent when dealing with clients, customers, suppliers and colleagues.
  5. Don't undertake ethically questionable business practices.
- All associates are expected to comply with the Compass Code of Ethics and Code Business Conduct that is available at: <http://www.compass-usa.com/mission-vision/>
  - If you have any questions speak to your manager or use "Speak Up" (800-498-2954 or [www.letintegritybeyourguide.com/speakup](http://www.letintegritybeyourguide.com/speakup))
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## CÓDIGO DE CONDUCTA EMPRESARIAL REGLAS DE ORO

1. La Seguridad e Higiene es nuestra principal prioridad – asegúrese de que también es la suya.
  2. La corrupción, el soborno y cualquier otro tipo de actividad ilegal están estrictamente prohibidos.
  3. Trate a sus colegas de forma justa y sin discriminación.
  4. Sea siempre profesional, educado/a, honesto/a y transparente en el trato con sus clientes, proveedores y colegas.
  5. No llevar a cabo prácticas de negocios que sean éticamente cuestionables.
- Se espera que todos los asociados cumplan con el código de ética y el código de conducta empresarial de Compass Group que se encuentra disponible en: <http://www.compass-usa.com/mission-vision/>
  - Si tiene alguna pregunta hable con su superior o utilice el servicio "Speak Up" (800-498-2954 o [www.letintegritybeyourguide.com/speakup](http://www.letintegritybeyourguide.com/speakup))
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## PAYMENT AND CASH HANDLING AGREEMENT

***This policy is all encompassing for Company locations regardless of whether cash is accepted at the property. Because some Company locations have a policy in place to only accept electronic forms of payment, some items in this policy may not be applicable to those locations.***

1. The POS system may not be left unattended/unsecured at any time.
2. The POS system must not be left open at any time other than during an actual transaction. The team member must lock or log off their POS when leaving the vicinity. Sharing a POS login between team members is not permitted.
3. No products may be given away free to guest. Any 'gifting', gratis, or unauthorized discounting will be considered a misappropriation of funds/property.
4. Team Member will NEVER accept cash payment when working at location that does not accept cash tenders.
5. No change/exchange may be given from the drawer or a team member's personal money.
6. Team member may not accept tips or payment for products using personal electronic accounts (QR Codes, Venmo, QuickPay, Zelle, or other cash apps, personal credit, or debit card, etc.).
7. All sales must be entered into the POS immediately and payment taken upon the conclusion of the transaction. The cash drawer and/or sales ticket must be closed at the conclusion of each transaction.
8. Team member may not make any notes or record any financial transactions during their shift.
9. Locations that generate paper receipts must retain the guest signature copy for transactions above the approved limit assigned by location. The signed portion will be retained and reconciled at the end of the day.
10. Team members may not enter any tip amounts on behalf of the guest into transactions that request guests to select and enter a tip amount.
11. A receipt and/or record with location number and items purchased must be documented for all non-monetary transactions (i.e. meal vouchers, employee meals, and frequent buyer card utilization) so that all transactions can be reconciled. All physical non-monetary payments are to be marked voided upon redemption and retained for end of night payments reconciliation.
12. Team member may not issue a refund to a guest or process a void without manager/supervisor approval. All refund/void receipts must be kept, signed by team member and supervisor with an explanation written on the slip/receipt and attached to the daily documents.
13. A team member may not generate POS reports of any type during their shift.
14. At the close of the team member's shift, each team member must confirm their closing drawer before ending their shift. A POS reading must be taken by the manager/supervisor (other than the team member), at the close of each shift. Team members are required to utilize the POS report to verify all credit card receipts for signed credit card transactions, all house charge slips and any accepted vouchers (when applicable). At locations which accept cash, the team member must count and balance the cash in the drawer to the POS reading in the presence of the manager/supervisor who took the reading. Each team member must sign for their closing drawer when it is returned.

15. No personal items (purses, backpacks/bags, etc.) or counting devices (calculators, paper clips, loose coins, etc.) may be stored or placed in/around the POS area.
16. Team members may not solicit tips from a guest. If cash tips are received, they are to be placed in a central location not in view of guest. Cash Tips received are never to be placed in the team member's clothing/uniform/personal belongings upon receipt from guest.

Additional Procedures for Cash Acceptance Locations:

17. Before beginning a shift, each team member must sign for and count their drawer (cash drawer) in the presence of a manager/supervisor. Discrepancies must be reported immediately. Any issues or discrepancies/claims will not be accepted after a team member leaves the designated cash office. After confirming the drawer balance at the beginning of their shift, the team member is responsible for the drawer until the manager/supervisor assigned for the drawer at the end of their shift.
18. Team members will not exchange funds between cash drawers, nor access another team member's drawer for which he/she is not assigned.
19. Avoid taking \$50 or \$100 bills. If this is unavoidable, a manager/supervisor must verbally authorize the form of cash payment.
20. A cash variance (overage or shortage) of more than 0.5% of sales will result in a corrective action. Significant or repeated cash variances will be subject to further corrective action, up to and including termination.

TEAM MEMBER DECLARATION/AGREEMENT

I, the undersigned, have read and understand the cash handling and cash equivalent procedures detailed above. I further understand and acknowledge that the Company operates a zero-tolerance policy regarding cash handling and that failure to comply with these procedures will result in corrective action up to and including termination. I further recognize that in addition to termination of employment the Company will prosecute me if there is evidence of fraud or misappropriation of funds.



# NON-TEAM MEMBER COMPASS FOOD SAFETY BASICS AND POLICIES

To help prevent the spread of illness to our customers and other associates, the health status of each temporary associate, non-profit and subcontractor must be checked before they start work. On occasion temporary associates, non-profits and subcontractors with certain illness symptoms or conditions must not be permitted to handle food. In other cases, they may not be able to work at all. Temporary associates, non-profits and subcontractors must also be informed about our expectations related to personal hygiene practices. To that end, completion of this short orientation is required for any temporary associate, non-profit and subcontractor working in your unit BEFORE they begin work.

## Manager Instructions:

Before any temporary associate, non-profit and subcontractor begins work READ THIS FORM to them, fill in the answers to the questions, and have them sign a copy. For temporary associates, non-profits and subcontractors that work periodically, such as one day a week or a few times a month, this orientation must also be read to them and signed EACH TIME THEY WORK. Retain signed copies in a file. Retain the "Temporary Associate" file with your other personnel records.

## HEALTH INTERVIEW

**TODAY:** Are you suffering from any of the following? *NOTE: It is not necessary to report symptoms, such as diarrhea, associated with chronic medical conditions or illnesses.*

Symptom	Check response	
Diarrhea?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fever?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Vomiting?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Jaundice?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sore throat with fever?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Boils or infected wounds of any size containing pus on hands, wrists, arms, or other exposed body area?		
	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, explain: \_\_\_\_\_

**PAST:** Have you ever been diagnosed as being ill with a foodborne illness?  Yes  No

If yes, what was the date of the diagnosis? \_\_\_\_\_

### HIGH-RISK CONDITIONS:

- 1. Have you been exposed to or suspected of causing a confirmed outbreak of foodborne illness?  Yes  No
- 2. Do you live in the same household as a person diagnosed with a foodborne illness?  Yes  No
- 3. Do you have a household member attending or working in a setting where there is a confirmed outbreak of foodborne illness?  Yes  No

**Attention Manager: All "Yes" responses (above) must be reported to your Corporate Food Safety Manager PRIOR TO the associate beginning work.**



## CLOTHING, UNIFORMS AND PERSONAL HYGIENE

While at work:

- You may not store your personal belongings (coats, purses, phones, food/drink, etc.) at your workstation. Work with the manager to find an appropriate place to store the items.
- You must wear a hair restraint. Long hair must be pulled back and away from your face. Ask the manager about the appropriate forms of hair restraints for your facility.
- You are required to wear clean outer clothing.  
You will be provided: APRON      CHEF COAT      UNIFORM      OTHER
- If OTHER, explain: INFORMATION WILL BE GIVEN BY LOCATION MANAGER OR STAND LEAD
- You may not wear jewelry (including body ornaments such as nose rings) except for a plain wedding band (no stones). Please remove all jewelry and ornaments other than a plain wedding band and store them with your personal belongings prior to starting work.
- Fingernails must be short and trimmed.

## EATING, DRINKING, AND SMOKING

- Eating (including chewing gum), drinking and smoking may only be done during breaks
- Eating and drinking may NOT be done at your workstation or anywhere in production, service, storage, or dishwashing areas.
- Please stay hydrated. If you become thirsty between breaks – leave your workstation, get a drink, throw away the cup, wash your hands and return to work.
- Breaks and meals may be taken in: INFORMATION WILL BE GIVEN BY LOCATION MANAGER OR STAND LEAD
- The designated smoking/vaping areas: INFORMATION WILL BE GIVEN BY LOCATION MANAGER OR STAND LEAD

## HAND WASHING AND GLOVE USE

Good handwashing is necessary to remove dirt and germs from your hands and arms that could get into food.

*How to wash your hands (the entire process should take approximately 20 seconds):*

- Wash hands ONLY at hand washing stations.
- Wet your hands with warm water, then apply soap.
- Scrub your hands – don't forget to scrub under your fingernails and between your fingers. Wash your arms up to your elbows, if exposed.
- Rinse your hands and arms under warm water.
- Dry your hands and arms with paper towels.

*When to wash your hands:*

- Immediately when entering, and each time you leave and return to, any food production and service area.
- Before starting work.
- Before putting on gloves and when changing gloves.
- After handling cleaning chemicals.
- After eating, drinking, smoking, or taking a break.
- After using the restroom.
- After sneezing, coughing, or blowing your nose.
- After handling raw meat, poultry, fish, or shell eggs.
- After touching the hair, face, body, or clothing.
- After handling garbage.
- After touching an open sore, cut, boil, or pimple.

*Glove use:*

Gloves serve as a barrier to protect the food from your hands- NOT your hands from the food.

- NO BARE HAND CONTACT is permitted with cooked or ready-to-eat foods. Single-use gloves must be worn, or suitable utensils must be used, when handling these foods.
- Single-use gloves must be worn whenever you are preparing or serving food in customer view.
- Single-use gloves must be changed (and hands washed) between tasks.
- Remove gloves whenever leaving your workstation. Wash hands and put on fresh gloves when returning.
- Change gloves whenever they become soiled or torn.

## FOOD SAFETY BASICS

### IMMINENT HAZARDS

Immediately notify the manager if you observe any of the following:

- Your health status changes with regards to foodborne illnesses and symptoms as described on page 1.
- Facility or temperature holding equipment has no power or suddenly loses power
- Facility or plumbing fixture has no clean (potable) running water or suddenly loses water
- Facility or plumbing fixture has no hot water or suddenly loses hot water

**IMMINENT HAZARDS Cont.**

- Sewage is present coming from drains or on the floor in a food production area
- Pest activity is observed
- Any hazard is observed that could directly affect the food such as a chemical or condensation dripping into food; broken equipment that could chip into food; rocks, twigs, or insects in salad mixes, etc.

**FOOD ALLERGENS**

- NEVER answer a customer question related to food ingredients or allergens. Politely tell the customer you will be happy to get the manager or chef to answer their questions.
  - ALWAYS get the manager, chef, or designated “food allergy expert”, to handle the situation.
  - An incorrect or incomplete answer can put your customer at serious risk.
- **Do not alter of change recipes**
- Immediately notify management if a food allergic customer experiences an allergic reaction symptom

**PREVENTING CONTAMINATION**

- Keep raw animal species, including raw shell eggs, separated from ready-to-eat foods at all times.
- Keep all cleaning chemicals and supplies away from areas where food is being produced.
- Use cutting boards properly: red boards for raw animal species; white boards for ready-to-eat foods only; green boards for washed raw fruits, vegetables, and herbs
- Pay close attention to ensure no foreign objects fall into foods during production

**FOOD DATING**

- NEVER use a food that has an expired date mark or manufacturer’s date
- All foods must be wrapped and labeled with product name and date when placed in coolers. Ask your manager about the proper labeling methods for your facility.

**FOOD TEMPERATURES**

- Cooking temperatures- the below represents the minimum internal temperature required to render the food safe to eat:
  - 145°F for whole muscle beef, pork, fish, and raw shell eggs for immediate service
  - 155°F for ground, injected, or cubed meat and fish
  - 165°F for all poultry, stuffed meat and fish and stuffed pastas
  - 165°F for foods cooked in microwave
- Keep cold foods cold and hot foods hot. Never leave temperature-controlled foods out at room temperature.
  - Cold foods must be kept with internal temperatures of 40°F and below and frozen foods frozen solid
  - Hot foods must be kept with internal temperatures of 140°F and above
- The only time foods may be held out of temperature is when a facility uses time as a control. When using time as a control:
  - Foods may be held out of temperature control for up to 4 hours. At the 4-hour mark, remaining foods must be discarded.
  - A time label on each food is required, listing both the start and end (discard) times.
- When preparing temperature-controlled foods, only work on as much food as you can handle in 30-minute blocks of time. After 30 minutes, food should be returned to the temperature-controlled unit before proceeding.

**CLEANING AND SANITIZING**

- All food contact surfaces must be cleaned using the pre-scrape, wash, rinse, sanitize, and air-dry process. This process can be accomplished manually using a 3-compartment sink, or via use of a dish machine. If you are not sure of the proper process, ask your manager to demonstrate proper methods.
- Sanitizer in wiping buckets and in the 3-compartment sink must be maintained at 200-400 ppm. If you are unsure of how to test, ask your manager to demonstrate proper testing.
- 

**ACKNOWLEDGEMENT OF COMPASS FOOD SAFETY BASICS AND POLICIES**

By signing this form, I acknowledge that I have been informed of my health and hygiene responsibilities and Compass food safety basics and policies. I agree to follow these rules while working for Compass Group and if I have questions at any time, they will be immediately directed to the manager or person in charge.

# LEVY RESTAURANTS

## EMPLOYEE SAFETY TRAINING SESSION

### Heat Illness Prevention

## **Heat Safety**

The information contained in this section is required by State Law in California and by Compass Group/Levy policy in all other states. This document shall be made available to team members upon request. Team members shall be trained on heat illness prevention topics before work that may reasonably result in exposure to heat illness risks. The training shall include the information and topics below.

We know it's summer, not because of the date on the calendar, but because it's HOT out there. With the summer sun comes summer fun, but it can also cause heat related illnesses. Heat illness is preventable, but if not monitored correctly, can be deadly. We want to remind everyone about the importance of taking care of you, your family and friends, and your co-workers during the hot weather – regardless if you are working inside or outside.

### **Access To Water**

Levy team members and subcontractors shall have access to fresh, pure, suitably cool, potable drinking water that is provided free of charge. The water shall be located as close as is practical to the areas where team members are working. Levy shall take at least one of the following steps to ensure every employee has access to drinking water: 1) Provide drinking fountains; 2) Supply single-service cups and a waste or recycling bin to dispose of the cups; 3) Supply sealed one-time use water containers/bottles and a waste or recycling bin to dispose of the containers; or 4) ensure re-usable, closable containers are available for individual employee use.

### **Access To Shade**

Shade shall be present when the temperature exceeds 80° Fahrenheit. When the outdoor temperature in the work area exceeds 80° Fahrenheit, Levy shall have and maintain one or more areas with shade at all times while team members are present that are either open to the air or provided with ventilation or cooling. The amount of shade present shall be at least enough to accommodate the number of team members on recovery or rest periods, so that they can sit in a normal posture fully in the shade without having to be in physical contact with each other. The shade shall be located as close as practicable to the areas where team members are working. Subject to the same specifications, the amount of shade present during meal periods shall be at least enough to accommodate the number of team members on the meal period who remain onsite. On-site management shall monitor weather reports through various websites and news reports in order to identify hot weather advisories or instances where the temperature may exceed 80° Fahrenheit

When the outdoor temperature in the work area does not exceed 80° Fahrenheit Levy shall either provide shade as per the above section or provide timely access to shade upon an employee's request.

Team members shall be allowed and encouraged to take a preventative cool-down rest in the shade when they feel the need to do so to protect themselves from overheating. Such access to shade shall be permitted at all times. An individual employee who takes a preventative cool-down rest:

- Shall be monitored and asked if he or she is experiencing symptoms of heat illness;
- Shall be encouraged to remain in the shade; and
- Shall not be ordered back to work until any signs or symptoms of heat illness have abated, but in no event less than 5 minutes in addition to the time needed to access the shade.

If an employee exhibits signs or reports symptoms of heat illness while taking a preventative cool-down rest or during a preventative cool-down rest period, Levy shall provide appropriate first aid or emergency response according to the emergency response procedures outlined in this program. Levy will ensure through training that team members understand their rights to access shaded locations.

## **To avoid heat related illnesses, protect yourself:**

- **Use sunscreen to protect your skin from harmful sun (UV) rays** and reapply throughout the day (an SPF of 30 or higher is recommended for people working outside in the sun).
- **Drink water.** Carry water or a sports drink with you and drink continuously even if you do not feel thirsty. Do not rely on thirst, by the time you are feeling thirsty, you are already beginning to dehydrate. You can find water in all concession stands and breakrooms.
  - Before Work: Being hydrated when you start work makes it easier to stay hydrated through the day. If you are dehydrated when you start, you may not be able to drink enough to catch up.
  - During Work: When working in the heat, drink 1 cup (8 ounces) of water every 15 minutes. Drinking at shorter intervals is more effective than drinking large amount infrequently. Do not drink more than 48 ounces per hour.
  - After Work: Hydrating after work is even more important if you work in the heat. Most people need several hours to drink enough fluids to replace what they have lost through sweat. The sooner you get started, the less strain you place on your body from dehydration.
- **Avoid drinking alcohol within 24 hours of working.** Drinking alcohol within 24 hours of working in the heat can increase the risk of heat illness.
- Slow down. **Avoid strenuous activity. If you must do strenuous activity, do it safe by staying hydrated.**
- **Stay in a shaded area when possible.**
- **Take your assigned breaks when engaged in physical activity on warm days.** Take time out to find a cool place. If you recognize that you, or someone else is showing the signals of a heat-related illness, get a supervisor to give you your break and find a cool place.
- **Here are some signs and symptoms of heat illness or exhaustion you should be aware of:**
- Feeling faint
- Heavy sweating
- Pale appearance
- Rapid, weak heart beat
- Low blood pressure
- Cool, moist skin
- Low-grade fever
- Muscle cramps
- Weakness
- Dizziness
- Headache
- Nausea/Vomiting
- Urine (Darker than the color of straw)
- **If you suspect heat illness or exhaustion:**
- Move out of the sun into a shady or air-conditioned location.
- Lie down and elevate your legs and feet slightly.
- Drink cool water
- Cool yourself down by splashing cool water on yourself.

- Get some rest.
- Let a supervisor know and we'll provide onsite firstaid
- In case of emergency location information: \_\_\_\_\_

If a supervisor observes, or any employee reports, any signs of symptoms of heat illness in an team member, the supervisor shall take immediate action commensurate with the severity of the illness. This shall include, but not be limited to, contacting his/her supervisor, contacting on-site Human Resources and/or calling medical personnel in emergent situations. Emergency response shall be made for any signs or symptoms that are indicators of severe heat illness. Team Members who exhibit signs of heat illness or exhaustion shall be monitored and not left alone or sent home without being offered assistance, first aid and/or emergency medical services. All team members are encouraged to report heat illness or heat exhaustion as soon as possible. In the case whether emergency responders are called, the individual(s) calling the emergency response shall give clear and concise information regarding the location of the employee and contact information for an individual on-site to be a liaison to the emergency responder

### *Heat Illness*

Heat illness, if ignored or left untreated, can be potentially life threatening and affects team members working outdoors, or in extreme indoor climates, under a variety of conditions. Heat related illnesses include:

- Heat rash, also known as prickly heat, is skin irritation caused by sweat that does not evaporate from the skin. Heat rash is the most common problem in hot work environments
- Heat cramps are caused by the loss of body salts and fluid during sweating. Low salt levels in muscles cause painful cramps. Cramps may occur during work or hours later.
- Heat exhaustion is the body's response to loss of water and salt from heavy sweating.
- Heat stroke, the most serious form of heat-related illness, happens when the body becomes unable to regulate its core temperature. Sweating stops and the body can no longer rid itself of excess heat. **NOTE: Heat stroke is a medical emergency that may result in death! Call 911 immediately.**

### *Acclimatization*

For team members not used to working outdoors we must take action(s) to acclimatize them to the environment. This can be accomplished by:

- Lessening the intensity of the work and/or shortening the newly hired team members' shift length for at least the first two weeks.
- Modifying the work schedule or reschedule non-essential duties, during the hotter summer months.
- Be extra-vigilant with team members to more readily recognize the symptoms of possible heat illness.
- Monitoring workplace temperatures.
- Ensuring availability of water or other appropriate beverages to team members.
- Ensuring team members that are new to the work area are provided with a fourteen day acclimation or conditioning period. Integrate team members into a full work load as appropriate. Supervisors should closely monitor these team members during the acclimation period.
- Ensuring that team members who have had time off (thereby reducing their ability to more easily acclimate to the environment) are reminded of this reduction in tolerance. (Time off includes weekends, holidays, etc.)
- Ensuring that team members who have symptoms of a temperature-related condition have access to a health care provider, should they wish to seek medical treatment.
- Closely observing all team members during a heat wave when the temperature meets or exceeds 80 degrees Fahrenheit and at least ten degrees Fahrenheit higher than the average high daily temperature in the preceding five days.

Team members should do the following:

- Follow proper work practices and procedures to help protect their health and safety.
- Be aware of the signs and symptoms of heat related illness and injuries and report such symptoms to your supervisor immediately.
- Be aware of the signs and symptoms of cold/heat related illness that may occur in fellow team members and report such symptoms to your supervisor immediately.
- Notify your supervisor before beginning work of any personal factors that could impact the effects of cold/heat stress (i.e. medications or alcohol can significantly affect the body's ability to manage cold/heat tolerance and may increase the risk of injury.
- Wear appropriate clothing and attire, and use provided protective equipment as needed or required to assist the body in managing the effects of extreme temperatures.



## Heat Illness Symptoms and First Aid

Illness	Symptoms	First Aid
Heat Rash	<ul style="list-style-type: none"><li>• Clusters of red bumps on skin</li><li>• Often appears on neck, upper chest, folds of skin</li></ul>	<ul style="list-style-type: none"><li>• Try to work in a cooler, less humid environment when possible</li><li>• Keep the affected area dry</li></ul>
Heat Cramps	<ul style="list-style-type: none"><li>• Muscle spasms</li><li>• Pain</li><li>• Usually in abdomen, arms, or legs</li></ul>	<ul style="list-style-type: none"><li>• Have team member rest in shady, cool area</li><li>• Worker should drink water or other cool beverages</li><li>• Wait a few hours before allowing team member to return to strenuous work</li><li>• Have team member seek medical attention if cramps don't go away</li></ul>
Heat Exhaustion	<ul style="list-style-type: none"><li>• Cool, moist skin</li><li>• Heavy sweating</li><li>• Headache</li><li>• Nausea or vomiting</li><li>• Dizziness</li><li>• Light headedness</li><li>• Weakness</li><li>• Thirst</li><li>• Irritability</li><li>• Fast heart beat</li></ul>	<ul style="list-style-type: none"><li>• Have team member sit or lie down in a cool, shady area</li><li>• Give team member plenty of water or other cool beverages to drink</li><li>• Cool team member with cold compresses/ice packs</li><li>• Take to clinic or emergency room for medical evaluation or treatment if signs or symptoms worsen or do not improve within 60 minutes.</li><li>• Do not return to work that day</li></ul>
Heat Stroke	<ul style="list-style-type: none"><li>• Confusion</li><li>• Fainting</li><li>• Seizures</li><li>• Excessive sweating or red, hot, dry skin</li><li>• Very high body temperature</li></ul>	<p><b>Call 911 or local emergency number immediately</b></p> <p>While waiting for help:</p> <ul style="list-style-type: none"><li>• Place team member in shady, cool area</li><li>• Loosen clothing, remove outer clothing</li><li>• Fan air on team member;; cold packs in armpits</li><li>• Wet team member with cool water; apply ice packs, cool compresses, or ice if available</li><li>• Provide fluids (preferably water) as soon as possible</li></ul> <p>Stay with team member until help arrives</p>

## Remember stay cool!

- Provide cool drinking water and encourage its consumption (water is available in all concession stands and break rooms)
- Use additional workers for the job or slow down the pace of the work
- Make sure everyone understands the signs and symptoms of heat stress/exhaustion
- Pay close attention to workers that are not acclimated to the heat or outdoor conditions (such a new team member, temp staff, or traveling support)

## Heat Stress Hydration:

- Check your urine to assess your hydration:



## Why does Hydration Matter?

- ☑ Our bodies are 60% water
- The cells of our body depend on it
- Water regulates our body temperature
- Water lubricates our joints and is needed for bloodflow
- Helps GI function and removes waste/toxins from our body
- Being well hydrated decreases the risk of getting heat related illness

## **FOR MANAGER REVIEW ONLY – DO NOT READ TO TEAM MEMBERS:**

### The hotter it is, the higher the risk:

- Follow this chart on heat index and risk (as a guide) as to when additional support, monitoring and prevention is needed

Heat Index	Risk Level	
Less than 91°F	Lower (Caution)	Basic heat safety and planning
91° to 103°F	Moderate	Implement precautions and heighten awareness
103° to 115°F	High	Additional precautions to protect workers
Greater than 115°F	Very High to Extreme	Triggers even more aggressive protective measures

- **Less than 91 degrees:** Provide adequate amounts of water and ensure medical services are available.
- **91 to 103 degrees:** In addition to the precautions already identified: Alert workers to anticipated heat index, remind workers to drink small amounts of cool water and have it available in close, convenient locations. Review signs and symptoms of heat-related illness and schedule frequent rest breaks in cool, shaded areas. Gradually increase the workload to help new and returning workers build up a tolerance.
- **103 to 115 degrees:** In addition to the precautions already identified: Ensure everyone knows the procedures for responding to possible heat-related illness. Actively encourage workers to drink small amounts of water often and have a knowledgeable person onsite who is well-informed about heat-related illness. Establish and enforce work/rest schedules and adjust work activities to help reduce worker risk.
- **Greater than 115 degrees:** In addition to the precautions already identified: Re-schedule non-essential work activities and establish a water drinking schedule. Physiologically monitor all workers by establishing a routine to periodically check heart rate, temperature, or other physiological signs that may indicate overexposure.