



Name : \_\_\_\_\_ Date : \_\_\_\_\_

**VOLUNTEER  
SUBCONTRACTOR  
TEMPORARY EMPLOYEE  
ONBOARDING WORKBOOK**

PLEASE RETURN ALL SIGNED FORMS TO YOUR MANAGER OR  
GROUP LEAD | POLICY DESCRIPTIONS ARE YOURS TO KEEP



# Volunteers, Subcontractor Employees and Temporary Staffing Agencies Training

## Levy Training and Acknowledgments

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

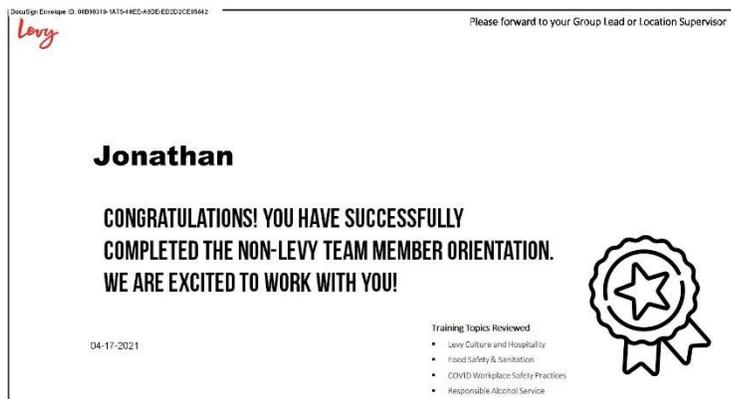
- Cash handling and cash equivalent procedures
- Safety and compliance policies
- Safety and sanitation, non-slip shoes, cut resistant gloves, OSHA
- Policy against harassment and discrimination
- Health reporting agreement
- Liquor liability and responsible alcohol service standards

Acknowledgments to sign:

- Fair Treatment Policy
- Payment Integrity Policy
- Health Reporting Agreement
- Safety Pledge
- Safety Basics and Policies
- Policy and Training Acknowledgment

## Instructions

- Complete the training found at: [Volunteer/Temp/Subcontractor Orientation and RAS Training](#)
  - 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:



Initial: \_\_\_\_\_

Attach Creating Legends Certificate of Completion

## VOLUNTEER / TEMP / SUBCONTRACTOR SERVSAFE REQUIRED TRAINING

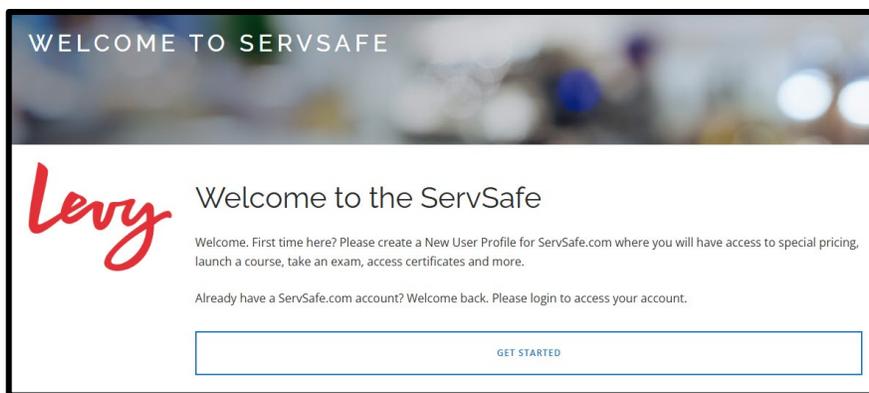
One may *not* sell or serve alcohol at any Levy locations unless they have completed the required training below. If you have any questions, please reach out to your Levy HR partner.

1. Watch a short Levy orientation video found at [Volunteer/Temp/Subcontractor Orientation and RAS Training](#)
2. It is legally required to complete ServSafe Alcohol Certification training. This state-recognized certificate is valid for three (3) years

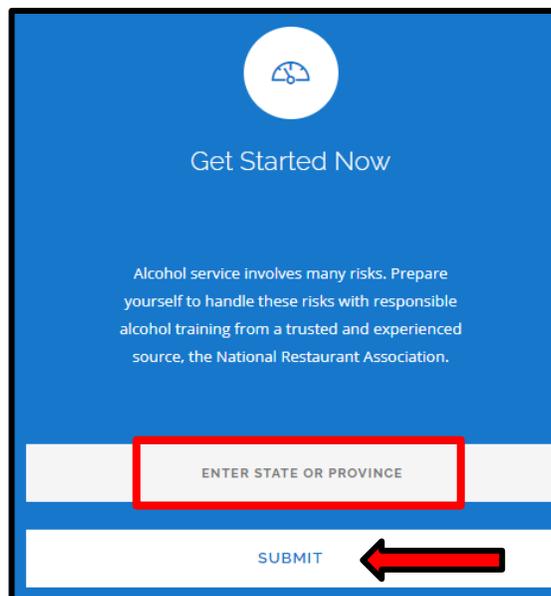
*\*If you currently have a valid ServSafe Alcohol certification (or state-specific equivalent), you do not need to complete\**

To complete ServSafe Alcohol Certification, follow the steps below:

Visit the [Levy Discount Portal](#) and create a new account or login using your current login.



After logged in, click on 'ServSafe Alcohol' at the top. Then enter the state you're serving alcohol in and click 'Submit'.



Add the discounted ServSafe Alcohol Online Course and Primary Exam – 3rd Edition to your cart. Click **View Your Cart**, then **Checkout**. Continue with the payment process to complete.

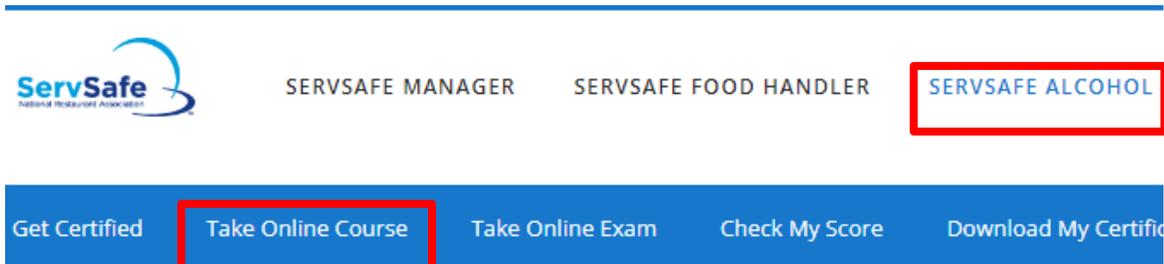


**NOTE:** the provided portal and discount is **ONLY** applicable to anyone working at a Levy location - activity is monitored. Any distribution of this portal outside of intended purposes may result in termination of the team member and associated group/company.

**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.

## Levy 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 in 1978 to now delivering wonderful experiences to over 300 venues across the US and beyond, we've always been about going all-in on our passion.

## Levy Values

As we evolve and grow, our scope is beyond what we imagined in our wildest dreams. Through all 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.



## LEVY HOSPITALITY

### GREET

- Acknowledge, smile, and make eye contact.
- Stand with approachable body language.
- Display a neat and clean appearance and use a warm and welcoming tone.

### UNDERSTAND

- Thank about each guests' unique needs and desires.
- Tailor your interactions to each guest and remember guests' preferences if you can.
- Ask your guests what their needs are, how you can make their experience more enjoyable.

### EXCEED

- Take initiative to help your guests and create a special, once-in-a-lifetime experience.
- Go above and beyond to make your guest feel valued and important.

### SUPPORT

- Work together as a team for the betterment of the guest.
- Remain positive and go the extra mile to assist your team members and guests.
- Take ownership of a service issue and fix it.

### THANK

- Thank all guests for spending time with us and invite them to come back again.
- Show genuine appreciation for your guests' business and make sure they feel valued.



# 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**polo**g**ize

**C**orre**ct**

**T**han**k**

## COMPASS GROUP POLICIES - OVERVIEW

At Compass Group, safety is our top priority—your safety, the safety of our guests, and the safety of the food we serve. The guidelines below outline our non-negotiable expectations that every team member must understand before starting their first day in one of our units.

### KNOW THE REQUIREMENTS BEFORE YOU START YOUR FIRST DAY:

1. Do not come to work if you are sick.
2. Slip-resistant footwear is mandatory.
3. Leave prohibited items at home: jewelry (plain wedding band is the only jewelry permitted), watches, fake or painted nails, fake eyelashes are not allowed.
4. Hair restraints are required.
5. Know that you will be required to wash your hands when you enter the preparation areas and anytime they become contaminated throughout the day. If you touch foods, you will also be required to wear food handler gloves.
6. Your role may require additional personal protective equipment such as vinyl gloves, aprons, oven mitts, safety goggles, and other job-specific protective gear.
7. If your job involves cooking, you are required to use a food thermometer to ensure food safety. Not sure how to use one? Ask your supervisor before you begin.
8. Any hazard or injury must be reported immediately to the supervisor.
9. You are not permitted to answer any guest questions regarding food ingredients or allergens.

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## **EXPANDED COMPLIANCE & CONDUCT GUIDELINES**

### **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 these 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: \_\_\_\_\_
- You are required to wear slip resistant shoes or slip-resistant covers.
- 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: \_\_\_\_\_
- The designated smoking/vaping area is: \_\_\_\_\_

## 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 handwashing 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 changed (and hands washed) between tasks.
- Remove gloves whenever you leave your workstation. Wash hands and put on fresh gloves when returning.
- Change gloves whenever they become soiled or torn.

## 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.
- 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 Ingredient Expert, to handle the situation.
  - An incorrect or incomplete answer can put your customer at serious risk.
- **Do not alter or 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 food 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 a 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 41°F and below and frozen foods frozen solid
  - Hot foods must be kept with internal temperatures of 135°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, foods should be returned to the temperature-controlled unit before proceeding.

## CLEANING AND SANITIZING

- All employees are expected to follow a "Clean as You Go" policy—work areas must be kept clean and free of debris at all times to prevent contamination and ensure a safe, efficient environment.
- 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.

## 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 2026  
**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 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 Pregnant Workers Fairness Act of 2023; 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 Page <https://cgna-dwp.onbmc.com/dwp/app/#/page/peoplepayroll1>.
- **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.

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Palmer Brown  
Chief Executive Officer  
Compass Group, North America

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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: 06-01-25	SUPERSEDES: 10-01-23	
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 working 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 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))
- 

## 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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SUBJECT: <b>WORKPLACE VIOLENCE POLICY - LEVY</b>	ORIGINATING DEPT: <b>HUMAN RESOURCES</b>	SECTION: <b>CONDUCT WORK RULES</b>
DATE ISSUED: 07-01-24	SUPERSEDES:	
APPROVED Legal & Human Resources	PAGES: 3	

**What We Believe**

People are our greatest asset, and the safety and security of our team is of the upmost importance. We want you to be able to be your best and that starts with providing a safe work environment free from violence and threats of violence. Our expectation is that all team members, vendors, or others doing business with Levy conduct themselves in a professional manner consistent with our values, Work Rules, Code of Conduct, and in conformity with a non-violent workplace.

**What We Will Not Tolerate**

We will not tolerate threats or acts of violence of any kind. Behavior that is disruptive, hostile, or abusive and intended to generate anxiety or create distrust or fear adversely affects productivity and morale and is contrary to our values. Workplace violence can include words or actions that are reasonably perceived to be intimidating, frightening, or threatening and generate concern for personal safety. Some examples include:

- Threats or threatening behavior.
- Bullying, stalking.
- Intentionally shoving or pushing.
- Conduct that threatens or causes intentional bodily injury.
- Partner/domestic violence.
- Destruction, attempted destruction, or threats to destroy company and/or personal property.
- Talking, joking, or using social media and/or electronic devices engaging in any of the above.

Workplace violence also includes words or actions indicating that a team member might harm themselves.

Workplace violence is prohibited in any Levy workplace, while using company resources, or while an individual is engaged in company business and/or business-related travel.

Threats, threatening behavior and acts of violence occurring outside of work that negatively impact the work environment and/or impact the work environment and/or affect a team member’s ability to perform their job duties also violate this policy.

The possession of weapons by team members in the workplace is prohibited.

**What We Will Do**

Any person who threatens another person’s safety, exhibits threatening behavior, engages in violent acts or other behaviors in violation of this policy where Levy operates is not permitted to

remain on the premises and may be asked to remain away from the premises pending the outcome of an investigation into the incident.

When threats to safety occur or acts of violence are committed, Levy will initiate an appropriate response. This response may include, but is not limited to, evaluation by Levy's Threat Management Team (TMT) consisting of Legal, Security, Human Resources, Risk Management, Employee Relations, location/regional management, and other internal or external professionals as needed to determine the appropriate course of action. In addition, corrective action may occur in the form of suspension and/or termination of any business relationship, reassignment of job duties, suspension, or termination of employment, and/or criminal prosecution.

The safety of Levy's team members and guests is of the highest priority. Accordingly, no Levy policy, practice, or procedure should be interpreted to inhibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing.

### **How to Report Concerns**

All team members are expected to contribute to the safety of our workplace and have a duty to report any behavior witnessed or discussed that would violate this policy by following our reporting procedures:

- Notify your supervisor, manager, and/or human resources representative or, if that would not be appropriate under the circumstances.
- Report to a Levy security representative, Employee Relations, Risk Management and/or TMT or, if it would be inappropriate or uncomfortable to follow such a procedure,
- Report via the Compass Speak Up Hotline at 1-800-498-2954 or through the [Speak Up platform](#).

Supervisors and managers are responsible for the prompt communication to the appropriate designated parties of all information received indicating that behaviors of concern, threatening or violent conduct may have or is about to occur.

Levy understands the sensitivity of the information reported and will attempt to keep such information confidential consistent with the need to conduct or respond to an investigation and the allegations reported.

We will not tolerate retaliation of any kind. No adverse action will be taken against a team member for making a good-faith complaint, raising a concern, or assisting in an investigation of potential threatening and violent behavior.

### **Domestic Violence and the Workplace**

We recognize the impact that domestic violence can have on an individual person and the workplace. We are committed to a heightened awareness of domestic violence, providing guidance for team members affected by domestic violence, and assisting managers with addressing its effects on the workplace.

Levy will consider or provide the following assistance as the situation warrants:

- A confidential means for coming forward for help, resource, and referral information.

- Appropriate considerations at the workplace for team members' safety.
- Where appropriate and possible and in accordance with local laws, work schedule adjustments, leave necessary to obtain medical, counseling, legal assistance, and/or relocation to a different work location.

In responding to domestic violence, we will maintain appropriate confidentiality and respect for the rights of the team member(s) involved and consistent with Levy's need to investigate. Team members who are victims of domestic violence are encouraged to seek help and are safe from any negative employment action.

Levy will publish, maintain, and post in locations of high visibility, a list of resources for survivors and perpetrators of domestic violence.

### **Protective or Restraining Orders**

Team members who apply for and obtain a protective or restraining order which lists company locations as being protected areas, must provide to the designated management/security representative a copy of the petition and order, so that Levy can properly comply and put safety and security measures into place, if warranted, to protect the location and all team members.

## **RELATED DOCUMENTS**

[Security Incident Reporting](#)

[Workplace Violence Incident Reporting Form](#)

[Code of Business Conduct](#)

[Sexual Harassment Policy](#)

## PAYMENT INTEGRITY POLICY

***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. Team member may not accept tips or payment for products using personal electronic accounts or devices (QR Codes, Venmo, QuickPay, Zelle, or other cash apps, personal credit, or debit card, etc.).
6. 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.
7. Team member may not make any notes or document any financial transactions during their shift.
8. 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.
9. 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.
10. 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.
11. A team member may not generate POS reports of any type during their shift.
12. 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.

13. 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.
14. Team members may not solicit tips from a guest.
15. 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.
16. 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. No change/exchange may be given from the drawer, tip receptacle, or a team member's personal money.
18. 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 signs for the drawer at the end of their shift or return to cashroom by team member.
19. Team members will not exchange funds between cash drawers, nor access another team member's drawer for which he/she is not assigned.
20. Avoid taking \$50 or \$100 bills. If this is unavoidable, a manager/supervisor must verbally authorize the form of cash payment.
21. 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.

# LEVY RESTAURANTS

## EMPLOYEE SAFETY TRAINING SESSION

### Heat Illness Prevention

Location: \_\_\_\_\_ Dept: \_\_\_\_\_ Date: \_\_\_\_\_ Mgr: \_\_\_\_\_

## **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
- Heavysweating
- Pale appearance
- Rapid, weak heartbeat
- 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 first aid
- 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 heavysweating.
- 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.

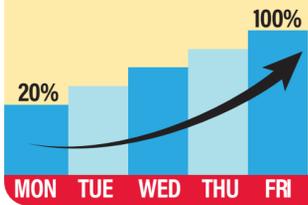


# Prevent Heat Illness at Work

**Outdoor** and **indoor** heat exposure can be dangerous.

## Ways to Protect Yourself and Others

**Ease into Work.** Nearly 3 out of 4 fatalities from heat illness happen during the first week of work.



- ✓ **New** and **returning** workers need to build tolerance to heat (acclimatize) and take frequent breaks.
- ✓ **Follow the 20% Rule.** On the first day, work no more than 20% of the shift's duration at full intensity in the heat. Increase the duration of time at full intensity by no more than 20% a day until workers are used to working in the heat.



### Drink Cool Water

Drink cool water even if you are not thirsty — at least 1 cup every 20 minutes.



### Dress for the Heat

Wear a hat and light-colored, loose-fitting, and breathable clothing if possible.



### Take Rest Breaks

Take enough time to recover from heat given the temperature, humidity, and conditions.



### Watch Out for Each Other

Monitor yourself and others for signs of heat illness.



### Find Shade or a Cool Area

Take breaks in a designated shady or cool location.



### If Wearing a Face Covering

Change your face covering if it gets wet or soiled. Verbally check on others frequently.

## First Aid for Heat Illness

**The following are signs of a medical emergency!**



- Abnormal thinking or behavior
- Slurred speech
- Seizures
- Loss of consciousness

**1** » CALL 911 IMMEDIATELY

**2** » COOL THE WORKER RIGHT AWAY WITH WATER OR ICE

**3** » STAY WITH THE WORKER UNTIL HELP ARRIVES



**Watch for any other signs of heat illness and act quickly. When in doubt, call 911.**

### If a worker experiences:

- Headache or nausea
- Weakness or dizziness
- Heavy sweating or hot, dry skin
- Elevated body temperature
- Thirst
- Decreased urine output



### Take these actions:

- » Give water to drink
- » Remove unnecessary clothing
- » Move to a cooler area
- » Cool with water, ice, or a fan
- » Do not leave alone
- » Seek medical care if needed

**For more information: 1-800-321-OSHA (6742)  
TTY 1-877-889-5627 [www.osha.gov/heat](http://www.osha.gov/heat)**

Federal law entitles you to a safe workplace. You have the right to speak up about hazards without fear of retaliation. See [www.osha.gov/workers](http://www.osha.gov/workers) for information about how to file a confidential complaint with OSHA and ask for an inspection.

