



Trees Organic
COFFEE & ROASTING HOUSE

Policies & Procedures

Safety & Security

Care must be taken at all times to ensure the safety of customers and staff. The following guidelines will help decrease the likelihood of injury or loss:

- Clean up all spills immediately, and use a wet floor sign. Use wet floor signs on rainy days as well.
- Keep back doors locked at all times
- Only employees and delivery drivers with suppliers we do business with are permitted in the back areas
- Follow cash handling procedures at all times
- Report suspicious people/activities to a manager immediately

In Case of Fire or Flood:

- Calmly inform customers that we need to evacuate the building
- Lock the front doors
- In case of fire call 911 immediately

In Case of Robbery:

- Remain calm, and follow instructions of the perpetrator
- Do not argue or resist
- Do not attempt to physically subdue the perpetrator
- Once the perpetrator has left, call 911 immediately

In case of Medical Emergency:

- Make the injured person as comfortable as possible
- Call 911 immediately if a serious injury has occurred
- Administer first aid assistance only if qualified, or as directed by 911 operator
- If a customer or employee is injured on the premises, take down contact information and fill out an incident report as soon as possible