



Trees Organic  
COFFEE & ROASTING HOUSE

# Employee Handbook

# Welcome Letter

Welcome To Our Team!!

We welcome you to Trees Organic. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning Trees and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Trees.

Sincerely,

*Doron Levy*  
*-Founder and President*

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# **Company History**

Since 1996, Trees Organic Coffee Company has been doing things differently to keep coffee traditional. The original store that started it all off is located in Vancouver's downtown core at 450 Granville Street. Trees Coffee is something truly unique. Trees' owner Doron Levy travels the world personally selecting the beans, buying only 100% certified Organic coffee. Each of our coffees is skillfully roasted on premise in small batches, to ensure quality. This delicate attention to detail guarantees that only the freshest, highest quality coffee reaches our customers.

Tree's prides itself on its exceptional quality of coffee from around the world, all of which are certified Organic, shade grown, bird friendly, hand-picked and fair trade. By starting with only the highest quality Organic beans the coffee has an unmistakable pure flavour. Then, the careful roasting of each bean on premise in small batches reveals the full-bodied flavour. Our outstanding bean quality along with in-house roasting allows us to offer our customers an exceptional cup of coffee with freshness beyond compare. Our customers are not only enjoying best, freshest coffee but by buying Organic they are making a responsible choice that has a positive effect on the environment.

## **Trees Coffee**

### **The Romance of Coffee....**

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Praised by popes and banned by kings, coffee, like no other beverage, has inspired entire cultures. Trees invites you to participate in the ancient romance of coffee, the way it was meant to be.

### **Organic, Fair Trade, Bird Friendly, Hand-Picked and Shade Grown**

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Trees coffee is 100% certified organic. Organic coffee is all natural, produced without the use of chemicals, synthetic fertilizers, pesticides or insecticides that can decrease soil fertility and enter into drinking water. By buying only organic coffee, the bean's flavor is unaltered and our safety, along with that of the farmers and the environment is upheld.

Here at Trees we are not only concerned with maintaining the environment, but also in supporting the economy of coffee producers. The coffee we choose to sell is bought at prices that assure the farmers receive a livable wage, and that programs are erected to further community development.

By preserving the existing trees and habitat, other plant life and animals are not adversely affected by the growing of coffee. This is why it's bird friendly. By preserving the trees and not using plastic tarps, the migratory patterns of birds are uninterrupted. They're also free to nest throughout the plantation. And since the coffee is grown organically, the birds are never exposed to harsh chemicals, therefore the natural lifecycle of birds is unharmed. Upon migratory return to Canada, the birds' health is unchanged and toxic chemicals are not introduced into our environment.

Our beans are also shade grown, meaning that unlike other growers who clear-cut extensive sections of the forest to plant coffee, and then blanket endless rows with plastic tarps to monitor sunlight, our beans are grown underneath the natural shade of existing trees, which maintains the area's natural ecology. By combining the perfect amount of natural sunlight, moisture and shade, the highest quality product results, as this precise care allows the beans' unique flavour to develop.

Our decaffeinated coffee is produced using the Swiss Water Decaffeination process, which removes the caffeine without the use of any chemicals.

## **Our Mission**

Trees' mission is to enrich the lives of our customers, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional experience to every customer, every time.

## **Our Business Philosophy**

Trees' success depends on our people. Our restaurants can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize, however, that success is not measured by sales, guest counts and numbers alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

We believe in providing legendary service. Our goal is to provide the kind of unique and genuine personal care and attention that our customers tell stories about.

We believe in serving high quality products. We have made a name for ourselves based on the high quality of products we serve. Nothing but the best and freshest each and every time.

We believe that good enough isn't. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."

We believe in honesty and trust. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.

We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do.

We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other.

We believe in doing business in a professional and orderly manner. We take great pride in having good systems, standardized procedures and being organized.

We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned.

## **About our Handbook**

This handbook is designed to help you get familiarized with Trees. We want you to understand how we do business and how important you and every employee is in helping us take care of our customers and making this a fun and rewarding place to work.

The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, that guarantees your employment for any specific time. Either you or Trees may terminate your employment at any time, for any reason, with appropriate notice. Understand that no supervisor, manager, or representative of Trees, other than the president of Trees has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

We wish you the best of luck in your position and hope that your employment with Trees Organic, and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

# **Employment Policies**

## **Hiring**

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It is Trees Organic's policy to hire only those who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

## **Non-Discrimination**

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Trees Organic is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

## **Probationary Period**

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You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a good fit for you and a place where you want to work.

We, therefore, have a 90 day Probationary Period for that purpose referred to above. The 90 day period allows both you and the Company to see whether or not it's a good fit and if not, part company as friends. During the Probationary Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

## **Training**

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To help you be successful in your job you will receive adequate training. You will not be expected to be on your own until you are ready. You will participate in detailed training programs and receive training materials to help you perform your job the right way. Your trainers are considered our “best” and have been certified to train for that position. We spend considerable time and money educating our trainers to prepare each new employee for their job. We want you to be a knowledgeable and productive member of our team.

## **Uniform and Grooming**

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You will be provided with the Trees t-shirt and black apron. The uniform is to be accompanied by black pants and black shoes.

Good personal grooming is important for two reasons: As a representative of Trees, your appearance tells our customers that we are professional and food safe. Hair longer than shoulder length must be tied up away from the face and off the shoulders. Make-up should be applied in a way that gives a natural and contemporary look. Jewelry must be kept to a minimum. Facial hair must be kept neatly trimmed.

## **Evaluations**

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All employees receive written and verbal performance evaluations twice a year. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person's job performance and results.

## **Schedules**

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Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should check in with your manager when your shift begins and

be ready to start work immediately. Employees must enter and exit through the front door during business hours – not the back door.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

## **Overtime**

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In accordance with Provincial Labour Standards, employees are paid overtime when they work more than 8 hours in one day or 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked.

## **Standards of Conduct**

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Consistent with our Mission and values, it is important for all employees to be fully aware of the rules which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant. **AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.**

1. Invalid work permit
2. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay.
3. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
4. Leaving your job before the scheduled time without the permission of the Manager on duty.
5. Disorderly or indecent conduct.
6. Gambling on Restaurant property.
7. Theft of customer, employee or company property including items found on Restaurant premises.
8. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, customer debit or credit card processing procedures.
9. Refusal to follow instructions (insubordination).
10. Engaging in harassment of any kind toward another employee or customer.

11. Failure to consistently perform job responsibilities in a satisfactory manner within the 90 day probation period.
12. Use, distribution or possession of alcohol or illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.
13. Waste or destruction of Restaurant property.
14. Actions or threats of violence or abusive language directed toward a customer or another staff member.
15. Excessive tardiness.
16. Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
17. Rude or improper behavior with customers including the discussion of tips.
18. Smoking or eating in unapproved areas or during unauthorized breaks.
19. Failure to comply with Trees' personal cleanliness and grooming standards.
20. Failure to comply with Trees' uniform and dress requirements.
21. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

## **Harassment**

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It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

## **Sexual Harassment**

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All of our employees have a right to be free from sexual harassment. Trees Organic does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

### **Definition of Sexual Harassment**

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

1. Submission is made an express or implied term or condition of employment or status in a class, program or activity.
2. Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring, promotion or grading a course).

3. The conduct has the purpose or effect of unreasonably interfering with a person's work or educational performance or creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

1. Physical assault.
2. Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
3. Direct propositions of a sexual nature.
4. Comments of a sexual nature.
5. Sexually explicit statements, questions, jokes or anecdotes.
6. Unnecessary touching, patting, hugging or brushing against a person's body.
7. Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
8. Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Company, will take immediate and appropriate action, including discipline and possible termination.

## Absences

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All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment.

Prior to taking a leave of absence for purposes of vacation, personal leave, or jury duty, or other planned absence, an Employee Leave Request Form, available from your Manager or Supervisor, should be submitted to and approved by the manager. Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due

to an unexpected emergency. The nature of the emergency should then be shared with the manager.

### **Tardiness**

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Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Restaurant. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Restaurant and speak to the Manager on duty.

### **Resignations**

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You are requested to give a two week notice of your plans to leave the Restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record.

## **Payroll Procedures**

### **Payroll Cheques**

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Paycheques are available at the Restaurant on the 4<sup>th</sup> and 19<sup>th</sup> of each month. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

### **Payroll Deductions**

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Your paycheque will indicate your gross earnings as well as deductions for federal and provincial taxes, Employment Insurance premiums and CPP deductions. Federal and provincial taxes are authorized by you based on the information you furnished to us on form TD1. If you want an explanation of

your deductions or if you wish to change them in any way please see the payroll administrator.

As per federal and provincial law, the Restaurant complies with court orders in connection to garnishments from employee paycheques as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

### **Change of Address**

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We ask that you report any address changes to the manager as soon as possible so your T4 will be mailed to the correct address.

### **Lost Paycheques**

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Report lost paychecks to the manager. We will stop payment on the lost cheque and reissue you another cheque on the next payroll cycle. The reissued cheque could incur a deduction equal to the bank stop payment charge.

## **Benefits**

### **Health Insurance**

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Trees offers extended health and dental coverage options for those who qualify. The premiums are shared between you and the Company.

### **Holidays**

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Due to the nature of the restaurant business you may be required to work holidays. It is currently our policy to close the Restaurant for business on Christmas Day. Other holidays may operate on shorter hours of operation.

### **Vacations**

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Vacations are provided by the Restaurant to enable employees to leave their work environment for a period of time and must be taken within the year in which they are earned.

All full-time employees who have been with the Restaurant for a consecutive 12 month period is eligible for 2 weeks vacation. Vacation pay will be the equivalent of 4% of gross earnings to that point. Employees are considered full-time if they average over 30 hours of work per week during the year.

Request forms (Employee Leave Request) for vacation are available from the manager and are to be submitted to the employee's immediate supervisor and approved prior to granting vacation leave. Employees are asked to submit requests for vacation at least one month prior to the scheduled vacation date, unless the request is due to an unexpected situation. Efforts will be made to grant vacation time as requested, but business needs may require an employee to adjust his or her vacation time.

### **Worker's Compensation**

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Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- Report the occurrence to the manager on duty.
- The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, both the employee and the Company will submit the appropriate paperwork to Worksafe BC.

### **Employee Meals**

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Employees receive a 30% discount off the regular price of all menu items, and free coffee or tea during each shift. Employee meals can be purchased either before or after your shift or on a scheduled break.

# **Restaurant Policies & Practices**

## **Customer Service**

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Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At Trees Organic the customer always comes first!

## **Customer Complaints**

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Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complaint:

- Don't get defensive and try to explain.
- Listen carefully to the customer. Repeat it back to them to ensure you understand the issue.
- Show empathy for the customer.
- Apologize for the problem and tell the customer what you will do to solve the issue.
- If you need the assistance of a manager, don't hesitate to ask.
- Food poisoning complaints must be immediately referred to the store manager and/or owner.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our restaurant.

## **Telephone Courtesy**

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It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Trees Organic, may I help you?"

Respond to any questions that you are absolutely certain. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling.



Always ask the caller for their name when they ask to speak to a manager or customer.

## **Management / Employee Relations**

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Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that “management is never too busy to be informed of work-related problems, complaints or disputes of any employee.”

If you have such a problem, you should promptly talk to your manager. They will listen in an open, objective and courteous manner. We want to understand and solve your work-related problems.

If the problem is not resolved to your satisfaction, you should take up the matter with the owner.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the “Welcome Letter,” we recognize our employees as our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

The management structure may vary slightly from store to store, but generally will be comprised of a Store Manager and Team Leaders. Team Leaders will assume responsibility in the absence of the Manager. Staff will report to either the Manager or, Team Leaders in the absence of the Manager.

## **Meetings**

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Staff meetings are held on a regular basis for your benefit as well as for the Restaurant. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Restaurant.

## Teamwork

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We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

## Communication

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It is important for every employee to have a good sense of "what's going on" in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in informal meetings, general meetings and by posting notices and information to the bulletin board.

## Safety

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Trees Organic is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp and move very fast.
- Never try to catch a falling knife. Knives are easier to replace than fingers.

- Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT STUFF COMING THROUGH."
- Don't put hot food or plates in front of small children.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with you legs, not your back.

## Sanitation

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We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

Keep your hands washed. Always wash your hands after using the washroom, smoking, touching your hair or face, eating, sneezing or coughing, handling garbage or performing cleaning duties. If you use latex gloves, change them frequently.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils clean. This helps to keep food handling areas and preparation tools free of bacteria.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry and dairy should always be stored below 39° Fahrenheit. Food that is cooking or in holding should always be above 140° Fahrenheit. Bacteria count on food grows rapidly between 40° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the cooler. Keep chemicals and cleaning products away from food products.

## **Accidents and Emergency Situations**

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Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately and call 911.

## **Crime and Robbery**

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If you are ever involved in a robbery, **DO NOT RESIST**. Statistics show that people who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don't be a hero, always cooperate fully and do not resist!

## **Fire Protection**

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All employees must know the specific location and operation of fire protection equipment in the Restaurant. We maintain hand held extinguisher systems in both the front and back of the restaurant. Be very specific before setting off a fire alarm or notifying someone to take action.

If the fire alarms sounds, assist guests to the nearest fire exit and out of the building immediately and lock the doors. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.