



## **Terms and Conditions for Employee Manual Clauses**

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## SAFETY/ACCIDENTS AND EMERGENCY SITUATIONS

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### *Example 1*

[Company] provides information to all employees about workplace safety and health issues through regular internal communication channels such as supervisor employee meetings, bulletin board postings, memos, or other written communications. You are expected to obey safety rules and to exercise caution in all work activities. Immediately report any unsafe condition to the appropriate supervisor.

All accidents and incidents must be investigated and reported in a written form. The form has specific information regarding the details of the accident or incident. Investigations are conducted and/or initiated by the manager on duty, who works with the affected employee, supervisor, and department as a measure of accident prevention and reoccurrence. Additionally, all OSHA reportable accidents are logged on the OSHA 200 form.

Employees must follow these general guidelines procedures accordingly to the types of emergency situations:

For medical emergency situations:

1. Ask the victim if he/she is okay; check for breathing
2. Get someone to call 911 for help
3. Provide first aid/CPR if trained to do so and if needed. Stay with the victim until emergency response personnel arrive
4. Inform other employees as needed
5. Disperse the crowd, if necessary

In case of fire:

1. Evacuate immediately from the area
2. Activate fire alarm manual pull station and warn others as you exit from the area
3. Do not attempt to fight fire if it is beyond your capability
4. Do not attempt to re-enter the building or area to secure or retrieve belongings

Chemical-related incident:

1. Provide first aid or call 911, if emergency
2. Provide MSDS (Material Safety Distribution Sheets) or similar information to medical personnel 3. Act as liaison to medical personnel

### *Example 2*

#### **Safety**

##### ② Importance of Good Safety Practices:

All employees should follow proper safety guidelines. The safety of guests and employees is a top priority for this company, and all matters pertaining guest and employee safety should be taken very seriously.

② Horseplay:

Running, mischief, and horseplay are forbidden while working at [company]. Employees seen exhibiting such conduct will be disciplined. It is the duty of all employees to report an observation of this type of behavior to their immediate supervisor. [Company] will also renounce any liability due to any injuries resulting from this type of inappropriate conduct.

② Other Safety Guidelines:

Never operate machinery, electrical devices or other equipment unless properly acquainted with the correct operational procedure. Know all proper handling procedures, and use all necessary protective equipment when handling harmful chemicals.

**Accidents**

Accidents are a serious matter and can cause an employer monetary loss or physical discomfort to an employee. It is our hope that by following all safety procedures, the company can minimize the occurrence of accidents by avoiding unnecessary risks. It is the responsibility of all employees to therefore report any hazardous conditions, unsafe work practices and injuries to their immediate supervisor.

② Injuries:

Any injury obtained while on duty must be reported to the supervisor. This includes cuts, scrapes, falls or sickness. Serious injuries immediate medical attention may be reported to 911 or the immediate supervisor.

② Treatment and Reporting Procedures:

After reporting an injury to the supervisor, the employee will be given instructions on obtaining the appropriate treatment. Following any accident, it is the policy of the company to investigate and record all accidents. This investigation may include a personal testimony, or those of witnesses of the incident. For additional information on reporting procedures please contact the Safety and Security Director.

② Crisis Management:

Emergencies and crisis are a dangerous reality to all hospitality establishments. During times of crisis, it is paramount that employees act correctly, effectively and professionally. A full list of appropriate disaster response procedures is available in the Safety and Security Directors office. It is expected that all employees read this document in order to become more familiar with the most common threats and reactionary procedures. Employees in times of crisis are also expected to let management handle all media communications regarding the company.

② Safety and Security Achievement Contests:

[Company] places the utmost importance on all safety and security issues, and expects all employee's to bear equal consideration. To encourage personnel to maintain these high standards, [company] holds a monthly safety and security contest for all employees. To learn more about these contests please speak with the Director of Safety and Security.

*Example 3*

[Company] is committed to providing and maintaining facilities which insure the well being and comfort of our associates and guests. We encourage you to take an active interest in the prevention of accidents by promptly reporting to your supervisor all unsafe work practices and hazardous conditions.

② Be careful when working and do not risk personal injury to guests, co-workers or yourself. You should not attempt to use any equipment until you have been trained to do so.

② Immediately report any injury sustained while on duty, no matter how small, to your supervisor. He should complete a report to be forwarded to the Human Resources department.

Security is the business of each and every one of us at this hotel. It requires being attentive to our surroundings, the people we come in contact with, the people who pass through our work areas and the equipment we use.

*Example 4*

## Safety

- ② Safety means freedom from danger or hazards and is the result of our individual effort.
- ② Please report any unsafe condition to your supervisor and take corrective action.
- ② Ensure you know the safest way to do your job. Ask supervisor or check the Material Safety Data Sheets available in your department.
- ② Life properly: keep your back straight, bend your knees while lifting and placing, do not twist your body and move your feet to turn.
- ② Please report all accidents to your supervisor. It is necessary for us to learn from our mistakes.
- ② Never leave your cash banks and floats unattended for any amount of time.
- ② Never let anyone work out of your cash bank or float, never count cash in public view.
- ② Never give out information about other Employees, their names, addresses, and telephone numbers to anyone. All such inquiries should be directed to Human Resources. ② Do not leave personal belongings and valuables in any unsecured area.

## Fire Prevention

### *Guest Rooms:*

- Make sure there are plenty of ashtrays in guestrooms and function areas.
- Empty all ashtrays into non-flammable disposal units.
- Check for burnt spots on a sheet or mattress. Make certain they are not hot, then report this finding.
- Never smoke in Guestrooms, smoke only in employee designated areas for smoking.
- Know the location of the appropriate portable fire extinguisher and how to use it.

### *Electrical Appliances:*

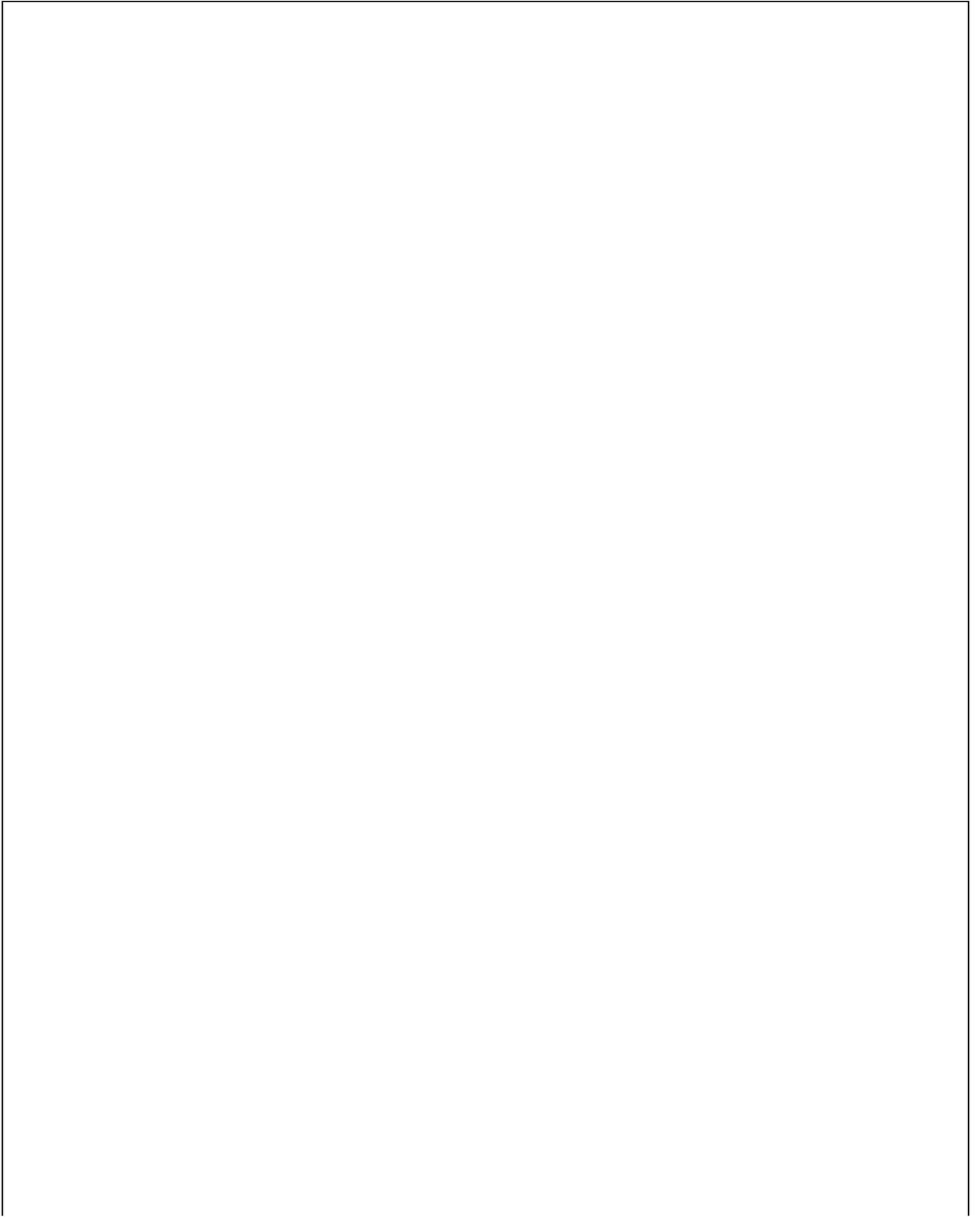
- Report frayed wires, loose outlets or broken switches immediately.
- Remove any wires running under rugs.
- Turn off electrical equipment not in use.
- Unplug high heat appliances, irons, coffee makers, hot plates, portable hot water heaters.
- Report any unusual electrical equipment in guestrooms or function areas.

### *Storage Areas:*

- Store flammable liquids and aerosol cans in a special cabinet designated for this purpose and away from other flammable materials.
- Never store flammable liquids on Guest floors.
- Make sure stored equipment does not block sprinklers or other fire extinguishing equipment.
- Keep linen and waste bins closed.
- Report any build up of waste in back hallways and service areas.
- Know the location of the appropriate fire extinguisher and how to use it.

### *Kitchen:*

- Inspect and clean cooking equipment and grease removal systems (hoods, filters, fans, and ducts) at regular intervals to avoid grease build up.
- Check gas - fired pilots regularly to ensure they stay lit.
- Keep combustible materials away from open flames.
- Turn off all appliances when not in use, such as toasters and coffee machines.
- Immediately report frayed wires, loose outlets, broken switches or any electrical equipment that does not function properly.



*General:*

- Know where fire extinguishers and other fire fighting equipment are located on each floor and in each department and how to operate them.
- Keep fire exits, stairways and doorways clear at all times.
- Note: Always read the label before using a Fire Extinguisher.

*On discovering a fire:*

- ② Raise the alarm immediately
- ② Telephone the operator with location of the fire
- ② Assist any Guest to safety
- ② Decide if you can tackle the fire
- ② Close all doors and windows
- ② Leave by the nearest exit, if you have no Emergency Response Team duties ② Report to assembly point
- ② The decision to tackle the fire is yours, if the fire is too big or your escape is threatened, close the door on the fire and evacuate the building. Do not put yourself in any danger.
- ② Whenever possible, summon assistance before tackling the fire:
- ② Have your back to an escape route
- ② Do not let the fire get between you and an escape route
- ② Determine the correct type of extinguisher to use on the fire
- ② Read the operating instructions on the extinguisher
- ② Crouch as low as possible to avoid rising heat and smoke
- ② With the exception of oil fires, aim the jet at the base of the fire and work upwards
- ② If you are caught in a smoke filled area, crawl on hands and knees. Keep your face as close to the floor as possible where the air will be clearer.
- ② If your escape is cut off go into a room with a window, close the door behind you and try to attract attention by shouting and banging on the window. Await rescue by the Fire Brigade.

*Example 5*

General Guidelines

At [company], we believe that safety and security are the responsibility of each team member and very important to our business. We owe it to ourselves, our fellow team members and our guests to provide a safe and secure environment. We encourage each team member to observe the following guidelines:

1. Be alert! Be Careful! Be aware of your surroundings! ALWAYS think SAFETY!
2. If an accident or injury should occur, report this to your manager immediately no matter how slight the situation may appear at the time
3. If you drop something, pick it up. If you spill something, clean it up.
4. Follow all emergency procedures in case of fire or emergency situations.
5. Always remain calm and DO NOT PANIC!
6. Report any suspicious person(s) or unusual activity immediately to the Security department. Make a note of who or what you witnessed and give the best description you can recall.

7. Report all unsafe conditions and work practices to your manager or immediate supervisor.
8. Learn the correct way to lift and can heavy objects. Always remember, you can push twice as much as you can pull.
9. Keep corridors and stairs free of debris.
10. Wear all required and approved personal protective equipment.
11. DO NOT operate any equipment that you have not been properly trained to operate.
12. Obey all “NO SMOKING” signs.

#### Procedure in Case of Fire

1. Remain calm
2. Activate the fire alarm nearest to you and call the designated emergency telephone number from a safe location. State your name, the exact location of the Lucky Baba Hotel, the location of the fire, and the severity of the situation.
3. Close all doors and evacuate the area, notifying other team members as you go. Use the exit stairwell nearest you and follow the exit signs. DO NOT use the elevator.
4. Do not enter smoke filled areas. Never let the fire come between you and your escape route
5. Go to your designated assembly area in an orderly manner. Provide any assistance to guest or fellow team members along the way

#### Procedure in Case of Other Emergencies

1. Provide leadership. Know your procedures. Give instructions clearly and calmly.
2. Be decisive by providing instruction on what to do, rather than what not to do
3. Be confident and self assured. A “smile” and “request to follow directions” are very calming
4. Follow all emergency procedures presented in the initial hotel orientation and by your department’s supervisor

#### *Example 6*

#### Security

Usually we do not have a contract with a security service on a daily basis. However, during the weekend we do have a police officer that monitors the outside areas of the restaurant. Given that the restaurant business is primarily a cash business, several precautions must be taken to assure the security of the restaurant and its staff. Under no circumstances are these precautions to be violated.

- ② Do not talk about your sales or tips in front of guests.
- ② Do not count your money in front of the guests.
- ② Do not allow anyone in the restaurant after closing.
- ② Do not walk to our car alone at night.
- ② Do not carry money where others may see it.

#### Accidents and Emergencies

Maintaining a safe work environment requires the continuous cooperation of all employees. Lemongrass Café strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

Failure to report accidents is a serious matter as it may preclude an employee’s coverage under Worker’s Compensation Insurance. Every accident or injury, no matter how slight must be reported immediately to your

supervisor in order to complete an accident report. The following is a list of basic safety guidelines to be followed at the restaurant:

- ② Wet floors, even a few drops, cause more accidents than anything else. Use “Wet Floor” signs/cones when waxing or mopping.
- ② Wipe and spill dry at once.
- ② When you must walk on wet, slippery floors slow down and take shorter steps.
- ② Wear shoes with slip-resistant soles.
- ② Immediately pick up anything you drop on the floor, or any foreign object you see on the floor.
- ② Sweep up broken glass. Never pick up.
- ② Keep aisles, halls and walkways free from electric cords, hoses, furniture, equipment, etc.
- ② Ask your supervisor for instructions on lifting heavy objects so as to avoid serious injury, and get help if it is too heavy to handle safely alone.
- ② Use a ladder, not a box or chair, to reach high places.
- ② Always ask for instructions before using any type of equipment with which you are not entirely familiar or experience with. Ovens, choppers, blenders, mixers, freezers and other types of machinery and equipment can inflict serious and sometimes permanent injury if misused.
- ② Watch where you are going at all times, especially through doorways, busy aisles and around corners. Turn around; don't back away from tables and guests. Give persons with hot food the right-of-way. Don't move so fast that you cannot stop without causing an accident, should someone unexpectedly step in front of you. ② When coming out of walk-in boxes or if opening a door into a corridor, open it slowly. Someone may be on the other side.
- ② Keep hands and fingers out of choppers, grinders and mixers. Use wooden plunger. Always turn off mixers or blenders before scraping sides of bowl.
- ② Always disconnect electric equipment before beginning to clean it.
- ② Discard cracked or broken glassware. Never serve food in chipped glasses or dishes.

Other safety requirements will be taught on the job, but if employees start out following these, they will be able to enjoy an accident free working environment.