



**VOLUNTEER  
SUBCONTRACTOR  
TEMPORARY EMPLOYEE  
ONBOARDING WORKBOOK**

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



# VOLUNTEER / SUBCONTRACTOR / TEMPORARY EMPLOYEE REQUIRED TRAINING

## Levy Training & Acknowledgments

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

- Safety and sanitation, non-slip shoes, cut resistant gloves, OSHA
- liquor liability and responsible alcohol service standards

Acknowledgments to sign:


- Cash Handling
- Health Reporting Agreement
- Safety Pledge
- Fair Treatment Policy and Sexual Harassment Policy
- Parental Consent Form, if under 18 and applicable to location

## Instructions

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

DocuSign Envelope ID: 88B98310-1A75-48EE-A8DE-ED2D2CE95942

Please forward to your Group Lead or Location Supervisor




## Jonathan

**CONGRATULATIONS! YOU HAVE SUCCESSFULLY  
COMPLETED THE NON-LEVY TEAM MEMBER ORIENTATION.  
WE ARE EXCITED TO WORK WITH YOU!**

04-17-2021

**Training Topics Reviewed**

- Levy Culture and Hospitality
- Food Safety & Sanitation
- COVID Workplace Safety Practices
- Responsible Alcohol Service



## Our Values

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



### Nice

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



### Passionate

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



### Inclusive

We are welcoming at heart.



### Innovative

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

## Hospitality Training

### Greet

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

### Exceed

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

### Thank

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

### Understand

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

### Support

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



# Brand Growth

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

---

## Core Food & Hospitality Groups

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



Levy Restaurants is used by our Restaurant Group



Levy is used by our Sports & Entertainment Group



Levy Conventions is used by our Convention Group

---

## Supported Sub-Sectors

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



---

## Related Subsidiaries

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



\* new retail subsidiary coming March 2017

---

## Levy internal- facing

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



---

# Compass Group

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

[www.compass-usa.com](http://www.compass-usa.com)



# 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**orrect

**T**hank

**To:** All Associates  
**Date:** January 2023  
**Subject:** **Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying**  
**(here in after *Fair Treatment Policy*)**

---

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, color, creed, ancestry, religion, disability, age, sex, marital status, pregnancy, child birth or any related condition, reproductive health decision-making, sexual orientation, 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 law (hereinafter “protected classifications”). Unlawful discrimination and harassment will not be tolerated by any Associates or Third Parties, including Customers, Clients, and Vendors. Nothing in this Policy is intended to prohibit Associates from discussing their wages, benefits, or terms and conditions of employment with each other or a third-party.

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

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

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

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

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

• **Visual Mistreatment:** Discriminatory, violent and/or sexually explicit material (electronic or paper), through e-mails, pictures, text messages, blogs, tweets, chat rooms, posters, calendars, cartoons, drawings, or writings that are offensive, sexual, or contain a negative stereotype based on a protected classification.

• **Sexual Mistreatment or Favors:** Making sexual advances or other verbal or physical conduct of asexual 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) The HR ServiceCenter:**

☒☒ **All Associates** 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.

Gary R. Green  
Chief Executive Officer  
Compass Group, North America

Cindy Noble  
Chief People Officer  
Compass Group, North America

SUBJECT:	ORIGINATING DEPT.	SECTION:
<b>SEXUAL HARASSMENT</b>	<b>HUMAN RESOURCES</b>	<b>CONDUCT &amp; WORK RULES</b>
DATE ISSUED: 01-01-22	SUPERSEDES: 06-01-21	
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 has not 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.

- B. Sexual Harassment and its Effects:** Conduct is considered sexual harassment if it is unwelcome and it:

*Lory*



1. has the purpose or effect of creating a hostile, intimidating, or offensive work environment;
2. unreasonably interferes with an Associate's work performance; or
3. adversely impacts an individual's employment opportunities.

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

In addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to other Associates may also constitute sexual harassment. Sexual harassment also includes various forms of offensive behavior based on sex. 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.
- 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 the HR Service Center at 1-877-311- 4747, option 3. Associates employed with sectors not supported by the HR Service Center should contact their HR Representative.

An Associate is not required to follow the chain of command to report sexual harassment and may contact the HR Service Center (or the Associate's HR Representative if the sector is not supported by the HR Service Center) 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 the HR Service Center at 1-877-311-4747, option 3 (or sector HR Representative if the sector is not supported by the HR Service Center). 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 the HR Service Center at 1-877-311-4747, option 3. Associates may also report sexual harassment using the SpeakUp Hotline by calling 1-800-498-2954. Associates employed with sectors not supported by the HR Service Center 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.

## 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))
-

**Acknowledgement of Receipt of the  
Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying  
(*Fair Treatment Policy*)**

This will acknowledge that I have received, read, and understand the “Statement of Anti-Discrimination, Harassment, Retaliation, and Bullying” (*Fair Treatment Policy*) of Compass Group USA, Inc., which is dated January 2023. I acknowledge that it is my responsibility to also be familiar with the Company’s Code of Ethics and Code of Business Conduct.

**ACKNOWLEDGMENT OF RECEIPT  
OF THE SEXUAL HARASSMENT POLICY**

I acknowledge that I have received, read, and understand the *Sexual Harassment Policy*. I further acknowledge that I have been instructed to report any alleged incidents of sexual harassment **immediately** to my Manager, any member of management, or the HR representative. In addition, I acknowledge that it is my responsibility to be familiar with the *Fair Treatment Policy*.

**Signature:** \_\_\_\_\_

**Please complete this Acknowledgement and return it to your Manager as soon as possible for filing.**

## CASH HANDLING & CASH EQUIVALENT PROCEDURES

***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 customers. Any 'gifting', gratis, or unauthorized discounting will be considered a misappropriation of funds/property.
4. Team Member will NEVER accept cash payment when working at location that does not accept cash tenders.
5. No change/exchange may be given from the drawer or a team member's personal money.
6. Team member may not accept tips or payment for products using personal electronic accounts (QR Codes, Venmo, Quickpay, Zelle, personal credit or debit card, etc.).
7. All sales must be entered into the POS immediately and payment taken upon the conclusion of the transaction. The cash drawer and/or sales ticket must be closed at the conclusion of each transaction.
8. Team member may not make any notes or record any financial transactions during their shift.
9. Locations that generate paper receipts must retain the guest signature copy. The signed portion will be retained and reconciled at the end of the day.
10. Team members may not enter any tip amounts on behalf of the guest into transactions that request guests to select and enter a tip amount.
11. A receipt and/or record with location number and items purchased must be documented for all non-monetary transactions (i.e. meal vouchers, employee meals, and frequent buyer card utilization) so that all transactions can be reconciled.
12. Team member may not issue a refund to a guest or process a void without manager/supervisor approval. All refund/void receipts must be kept, signed by team member and supervisor with an explanation written on the slip/receipt and attached to the daily documents.
13. A team member may not generate POS reports of any type during their shift.

14. At the close of the team member's shift, each team member must confirm their closing drawer before ending their shift. A POS reading must be taken by the manager/supervisor (other than the team member), at the close of each shift. Team members are required to utilize the POS report to verify all credit card receipts for signed credit card transactions, all house charge slips and any accepted vouchers (when applicable). At locations which accept cash, the team member must count and balance the cash in the drawer to the POS reading in the presence of the manager/supervisor who took the reading. Each team member must sign for their closing drawer when it is returned.
15. No personal items (purses, backpacks/bags, etc.) or counting devices (calculators, paper clips, loose coins, etc.) may be stored or placed in/around the POS area.
16. Team members may not solicit tips from a guest and tip cups are not allowed.

Additional Procedures for Cash Acceptance Locations:

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

**TEAM MEMBER DECLARATION/AGREEMENT**

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

**SIGNATURE:** \_\_\_\_\_

# Non-Profit Volunteer, Subcontractor and Temporary Employee

## HEALTH REPORTING AGREEMENT\*

*\* Applies to all Non-Profit Group, Volunteers, Subcontractor or Temporary Employee*

**This form must be completed at least once every 12 months.**

*The purpose of this agreement is to ensure that you notify the Levy manager or other person in charge when you experience any of the conditions listed so that management can take appropriate steps to prevent the transmission of foodborne illness.*

### I AGREE TO REPORT TO THE MANAGER OR OTHER PERSON IN CHARGE:

#### FUTURE SYMPTOMS AND CONDITIONS:

*IMPORTANT: It is not necessary to report symptoms, such as diarrhea, associated with chronic medical conditions or illnesses.*

1. Diarrhea
2. Vomiting
3. Jaundice (yellowing of the skin and/or eyes)
4. Sore throat with fever
5. Boils and infected wounds of any size containing pus on the hand, wrist, or other exposed body area

#### FUTURE MEDICAL DIAGNOSIS:

1. Any diagnosis of food borne illness
2. Diagnosis of being ill with **Norovirus, Typhoid Fever (Salmonella Typhi), Shigellosis, Salmonellosis, E.coli O157:H7 or other EHEC/STEC infection, Hepatitis A infection** or (California only) **Amebiasis**.

#### FUTURE HIGH-RISK EXPOSURES:

1. Exposure to or suspicion of causing any confirmed outbreak of food borne illness
2. A household member diagnosed with a food borne illness
3. A household member attending or working in a setting experiencing a confirmed outbreak of foodborne illness

### I HAVE READ (OR HAD EXPLAINED TO ME) AND UNDERSTAND MY RESPONSIBILITIES UNDER THIS AGREEMENT TO COMPLY WITH:

1. Reporting requirements specified above involving symptoms, conditions, diagnoses, and high-risk exposures
2. Work restrictions or exclusions that are imposed upon me
3. Good hygienic practices

### I UNDERSTAND THAT FAILURE TO COMPLY WITH THE TERMS OF THIS AGREEMENT MAY LEAD TO REMOVAL FROM ANY LEVY FACILITY.

**SIGNATURE:** \_\_\_\_\_

*Levy*

Retain in file; update annually





# NON-TEAM MEMBER COMPASS FOOD SAFETY BASICS AND POLICIES

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

## Manager Instructions:

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

## HEALTH INTERVIEW

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

### Symptom

### Check response

Diarrhea?

☐ Yes ☐ No

Fever?

☐ Yes ☐ No

Vomiting?

☐ Yes ☐ No

Jaundice?

☐ Yes ☐ No

Sore throat with fever?

☐ Yes ☐ No

Boils or infected wounds of any size containing pus on hands, wrists, arms, or other exposed body area?

☐ Yes ☐ No

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

**PAST:** Have you ever been diagnosed as being ill with a foodborne illness?

☐ Yes ☐ No

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

### HIGH-RISK CONDITIONS:

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

☐ Yes ☐ No

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



## CLOTHING, UNIFORMS AND PERSONAL HYGIENE

While at work:

- You may not store your personal belongings (coats, purses, phones, food/drink, etc.) at your workstation. Work with the manager to find an appropriate place to store the items.
- You must wear a hair restraint. Long hair must be pulled back and away from your face. Ask the manager about the appropriate forms of hair restraints for your facility.
- You are required to wear clean outer clothing.  
You will be provided: APRON    CHEF COAT    UNIFORM    OTHER
- If OTHER, explain: \_\_\_\_\_
- 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 areas: \_\_\_\_\_

## HAND WASHING AND GLOVE USE

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

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

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

*When to wash your hands:*

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

*Glove use:*

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

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

## FOOD SAFETY BASICS

### IMMINENT HAZARDS

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

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

**IMMINENT HAZARDS Cont.**

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

**FOOD ALLERGENS**

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

**PREVENTING CONTAMINATION**

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

**FOOD DATING**

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

**FOOD TEMPERATURES**

- Cooking temperatures- the below represents the minimum internal temperature required to render the food safe to eat:
  - 145°F for whole muscle beef, pork, fish, and raw shell eggs for immediate service
  - 155°F for ground, injected, or cubed meat and fish
  - 165°F for all poultry, stuffed meat and fish and stuffed pastas
  - 165°F for foods cooked in 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 40°F and below and frozen foods frozen solid
  - Hot foods must be kept with internal temperatures of 140°F and above
- The only time foods may be held out of temperature is when a facility uses time as a control. When using time as a control:
  - Foods may be held out of temperature control for up to 4 hours. At the 4-hour mark, remaining foods must be discarded.
  - A time label on each food is required, listing both the start and end (discard) times.
- When preparing temperature-controlled foods, only work on as much food as you can handle in 30-minute blocks of time. After 30 minutes, foods should be returned to the temperature-controlled unit before proceeding.

**CLEANING AND SANITIZING**

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

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

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

Signature: \_\_\_\_\_



## TEMPORARY/CONTRACT ASSOCIATE SAFETY PLEDGE

**NOTE TO MANAGERS:** This version of the Associate Safety Pledge is to be used for TEMPORARY LABOR/CONTRACT ASSOCIATES ONLY. It must be completed the first day of a temporary/contract associate's job assignments and will remain valid for the duration thereof. This document must be kept on file for a minimum of one year.

**NOTE TO TEMPORARY/CONTRACT ASSOCIATES:** Refusal to sign this document, or failure to comply with the requirements below, will result in automatic termination of your job assignment.

I affirm that I understand the following safety policies and expectations, and will take an active role in contributing to the safety of my workplace and preventing workplace injuries. I understand that failure to abide by the Company's safety policies and expectations listed below can result in progressive discipline, up to and including termination of my current, and future, temporary or contract job assignments with any Compass Group USA, Inc subsidiary.

- I will pay attention to any and all safety training I receive.
- If required by the position or workplace I will wear approved clearly marked, slip-resistant shoes, or approved overshoes, at all times (unless otherwise instructed by my on-site supervisor).
- I will wear all required personal protective equipment (PPE) such as, but not limited to, rubber/vinyl aprons, rubber gloves, safety goggles, face-shield or other approved eye protection when performing any task that requires it including the mixing or handling of cleaning chemicals.
- I will follow proper lifting techniques and will ask a co-worker for assistance if an item is too heavy or large for me to lift by myself.
- I will follow the "clean as you go policy" to ensure that any spilled/dropped items do not become hazards to myself or my co-workers.
- If I know of (or am made aware of) a safety and/or health hazard or unsafe work practice, I will immediately report it to my on-site supervisor.
- I will not engage in any work practice that puts my co-workers, my customers or myself at risk of injury. I will inform my on-site supervisor if I am unable to perform any assigned tasks due to lack of training, experience or available safety equipment.
- Regardless of how minor it may seem I will report all accidents or injuries to my on-site supervisor and the referring agency immediately.
- In the event I am injured as the result of a work-related accident I will cooperate with any necessary investigation.

Items below this line are for Dining operations only (all sectors)

- I will wear medium-duty cut-resistant glove(s) when handling, using or cleaning knives or any other sharp item I will wear two heavy-duty cut-resistant gloves only while cleaning the slicer, not while using it.
- I will wear oven mitts when handling hot items.

I have read and understand the statements contained within this policy

Signature \_\_\_\_\_

## Policy & Training Acknowledgment

I acknowledge that I have received a copy of each of the following policies/ information and understand that by signing below, I agree to adhere to these policies. If I do not adhere to the policies provided to me, I understand that I am in violation of Company standards and violation of these policies could lead to disqualification for future Levy events. Should I have any questions or concerns, I understand I can contact my supervisor, sand lead, or HR.

- Cash Handling Policy
- 
- Golden Rules of Safety & Sanitation
- Fair Treatment Policy and Sexual Harassment Policy
- Volunteer Health Reporting Agreement.
- Liquor Liability, Non-Slip Shoes, Cut Resistant Gloves Policy OSHA Training Acknowledgment & Food Safety Training
- Levy responsible alcohol training and any local or state mandated alcohol/food safety training prior to my first event. I agree, as a condition of my continued employment to be familiar with and abide by all liquor laws.

---

Printed Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**MANAGER:** By signing this form, I acknowledge that I have provided and reviewed this document with the temporary associate, non-profit or subcontractor named above.

Location or event: \_\_\_\_\_

Printed manager/stand lead name: \_\_\_\_\_

Signature of manager/stand lead: \_\_\_\_\_

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

Retain in file; update annually

*Levy*