



2025 MANAGER ON DUTY MANUAL



*"Before you are a leader, success is all about growing yourself.
When you become a leader, success is all about growing others."*

— Jack Welch, former CEO of General Electric

WHAT IS A MANAGER ON DUTY (MOD)?

A Manager on Duty (MOD) is always required at all TPI Hospitality (TPI) locations.

An MOD should be an experienced, trusted associate who is familiar with all emergency procedures as well as being able to deal with guest issues and concerns in a professional, thoughtful, can-do manner.

Always be aware of what is happening in all areas of your location. Remember, as the Manager on Duty you set the tone for the entire shift. Your leadership and ability to make the correct decisions will determine the ultimate success of the shift. The overall success of your hotel or restaurant is built one shift at a time.

Here are just a few key thoughts to remember...

- Stay focused on the objectives of your shift.
- Know what is taking place in all areas of the property.
- If a challenging situation occurs, take control of the situation; don't let the situation take control of you.
- Act quickly, yet decisively.
- Always be professional.
- Never make excuses, just find solutions.
- Act proactively by anticipating your guest's needs.
- Be prepared for potential emergency situations before they occur.

EMERGENCY CONTACTS

General Manager	
Assistant General Manager	
Maintenance	
Executive Housekeeper	
Restaurant/ F&B Manager	
Non-Emergency Elevator Company	
Non-Emergency Police Department	
Non-Emergency Fire Department	
Public Utilities (Power, Water, Sewer)	
Gas	
Local Plumber	
Local Electrician	
Guest Wireless Internet	

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TPI Corporate Administrations Office (320-235-7207)

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1. MOD (Manager on Duty) PROCEDURES

A scheduled Manager on Duty (MOD) is always required, at all properties. The MOD should be an experienced, trusted associate who is familiar with all emergency procedures and is prepared to deal with any guest issues in a professional, thoughtful manner. The MOD is expected to display leadership qualities by working closely with fellow associates. TPI's vision statement, "*Whatever it takes. YOU have the power!*" should act as a guide for the MOD throughout the decision-making process. Specific MOD expectations include, but are not limited to the following:

- A visible presence always.
- Lead the team with Servant Leadership. This means you put your co-workers before yourself and focus on making those around you successful.
- Lead your shift with HEART: Humility, Empathy, Accountability, Respect, and Trust.
- Employing the MOD walk-through checklist (*form 3.10*) to assure awareness of what is always happening throughout the property. Customized checklists should be developed for each property and for each shift.
- Utilize communication logbook entries to pass on information that may affect another shift.
- The correct use of all General Manager, Operations Vice President and TPI Hospitality telephone numbers for any emergency situations.
- Supervising all cash handling activities (i.e., making change, deposits).
- Providing supervisory assistance with any guest function taking place on property.
- Addressing all guest questions, problems, or concerns in a polite, professional manner.
- Always being available via a 2-way radio, property telephone or cell telephone.
- Monitoring shift clean-up/opening/closing procedures to assure effectiveness and thoroughness.
- Assist all associates in understanding and living the TPI core Values, Vision Statement, and Purpose.

2. TPI CORE VALUES, VISION STATEMENT, PURPOSE

a. Core Values

TPI Hospitality is committed to a set of core values that guide us in developing our cultural and business strategies. We believe that everything we do should reflect the following core values:

Set the Example for Others to follow

Tenure is Reinvented

Accountability First

You Before Me

Service & Guest Satisfaction

Honest and Straightforward

Autonomy is Earned

Respect One Another

Pace Setters Win

It is these core values that are the cornerstone of the TPI culture. At some point, you received a card identifying these core values. We provide these cards to better assist you in remembering the core values and allow the core values to guide you in your role at TPI. Remember, practicing these core values allows you and the entire TPI team to “Stay Sharp.”

b. Vision Statement

As an MOD, you are responsible for maintaining the highest standards of guest and associate satisfaction during your scheduled shift. Using TPI’s vision statement, *“Whatever it takes. You have the power!”*, you not only have the right, but also the responsibility to do everything possible to create a memorable experience for your guests and your co-workers. The vision statement is not just a fancy phrase; it is the lifeblood of the TPI culture. We believe that if the TPI team is going to succeed, each member of that team must be empowered to do whatever is necessary to exceed our guest’s expectations. This means we proactively anticipate our guest’s needs and challenge ourselves to exceed those needs throughout every step of our guest’s experience.

In addition, as a Manager on Duty it is important to empower your team to do whatever they feel is necessary to create a memorable experience for their guests and co-workers. We all matter, and we all make a difference. That means it takes all of us, working in unison, to assure our guests and co-workers receive the best experience possible.

Now, it’s up to you to create success for yourself, and in turn for the entire TPI Hospitality team. Remember...*Whatever it takes. You have the power!*

c. Purpose

TPI’s Purpose is, *“We serve others to create win-win outcomes.”* This purpose identifies why we do what we do. Yes, we cook, clean rooms, make schedules, drive shuttles...the list goes on and on. But

our unified purpose is that we work together to create win-win outcomes for our guests, for our communities, but most importantly, for our co-workers.

With your leadership, and the constant use of TPI's core values, vision statement, and purpose, you can create win-win outcomes. The guests win because we provide them with a memorable experience; our communities win because we take the time to give back and respect our community, but most importantly, our co-workers win because we create a respectful, rewarding work environment. As you lead your team as the Manager on Duty, always challenge yourself to create win-win outcomes. It's incredibly fulfilling to go home at the end of the day knowing that you ran a great shift and stood as a role model for your entire team by setting the example for others to follow.

3. LOST AND FOUND PROCEDURES

HOTEL LOST & FOUND

A Lost and Found Logbook (form 3.09) will remain at all hotel locations (or on your property management system designated by your General Manager) to monitor all lost and found items. All items should be logged into the logbook when found and stored in a locked, secure cabinet.

All lost and found items will be marked and given to the Executive Housekeeper. Confirmation of an item to a guest will never be done until the item is described and physically located. All returned items will be packaged and mailed to the rightful owner.

Lost and Found Procedures

1. Tag the item and place it in a plastic bag for storage. The tag will include the following information:
 - a. Area of the property where the item was found
 - b. A description of the item
 - c. The name of the associate who found the item
 - d. The date the item was found
2. Document the item in the Lost and Found Logbook (form 3.09) using the required information described above.
3. Place the item in the designated (locked) storage area.
4. Upon a guest inquiry, have the guest describe the item and then physically locate it before confirming the status of the item. (DO NOT depend on memory or the logbook; you must physically locate the item first!)
5. Inform the guest of the C.O.D. charges for returning the item if applicable.
6. Package and mail the item to the requested address as soon as possible.
7. Document the return and date in the Lost and Found Logbook. The associate handling the return should initial the logbook.
8. Keep all items for at least 90 days and valuable items for 120 days.
9. Items which were logged but remain unclaimed after 90 days (120 day for valuable items) will be distributed as follows:
 - a. The person who found the item has the first right to ownership.
 - b. The item is then available to all other associates.
 - c. All unclaimed items will then be donated to charity or disposed of.
10. Alcohol must be disposed of immediately by pouring down a drain the same day it was found.
11. For items in question (contraband, weapons, valuables, etc.) contact your General Manager immediately for guidance.

NOTE: To protect the guest's privacy, NEVER return any lost and found item to any guest unless requested by the guest.

RESTAURANT LOST & FOUND

A Lost and Found Logbook for Restaurants will be established by your General Manager.

Lost and Found Procedures

1. Tag the item and place it in a plastic bag for storage. The tag will include the following information:
 - a. Area of the property where the item was found
 - b. A description of the item
 - c. The name of the associate who found the item
 - d. The date the item was found
2. Document the item in the Lost and Found Logbook (form 3.09) using the required information described above.
3. Place the item in the designated (locked) storage area.
4. Upon a guest inquiry, have the guest describe the item and then physically locate it before confirming the status of the item. (DO NOT depend on memory or the logbook; you must physically locate the item first!)
5. Inform the guest of the C.O.D. charges for returning the item if applicable.
6. Package and mail the item to the requested address as soon as possible.
7. Document the return and date in the Lost and Found Logbook. The associate handling the return should initial the logbook.
8. Keep all items for at least 90 days and valuable items for 120 days.
9. Items which were logged but remain unclaimed after 90 days (120 day for valuable items) will be distributed as follows:
 - a. The person who found the item has the first right to ownership.
 - b. The item is then available to all other associates.
 - c. All unclaimed items will then be donated to charity or disposed of.
10. Alcohol must be disposed of immediately by pouring down a drain the same day it was found.
11. For items in question (contraband, weapons, valuables, etc.) contact your General Manager immediately for guidance.

NOTE: To protect the guest's privacy, NEVER return any lost and found item to any guest unless requested by the guest.

4. GUEST INCIDENT AND PROPERTY LOSS REPORTING

Any incident that adversely affects our guests and that may be a potential liability for TPI must have a *Guest Incident or Property Loss Report (form 16.02)* completed and scanned to sheryl@tpihospitality.com or faxed to the TPI Corporate Administrations Office at 320-235-5563 **within 24 hours to avoid a \$3,000 fine.** If potential food poisoning is involved, complete the *Guest Illness Incident Report (form 16.02b)* and submit it in the same manner as mentioned above.

Guests should not fill out this form or get a copy; it is for internal use only. Always complete this form outside of the guest's view.

Guest incidents may include but are not limited to: food borne illness, over intoxication, fights, abusive behavior towards guests and staff, slips, falls, vehicle break-ins, claimed theft, damage to TPI property or biting into foreign objects.

It is imperative that we show empathy and concern for our guests. **NEVER ADMIT FAULT OR LIABILITY** and be sure to get accurate and complete information including witnesses if available. Take digital pictures of the area of the accident.

Forward all correspondence, medical bills, etc. to the TPI Corporate Administrations Office to be processed. The TPI Corporate Administrations Office will file a claim with our insurance carrier who will then be in contact with the claimant.

When dealing with a guest accident, remember the following process:

1. STAY CALM! React calmly and effectively.
2. Immediately assist the guest in any way possible. Be prepared to call 911 if you feel the injuries sustained require additional assistance.
3. Empathize with the guest but avoid admitting fault or liability.
4. Once the guest has been stabilized, be sure to record their name, address, and telephone number. This will allow your General Manager to follow up with the guest.
5. Immediately notify your General Manager if the accident is of a serious nature.
6. After the guest is gone from the area, immediately fill out the *Guest Incident or Property Loss Report* as thoroughly as possible.
7. As the MOD when the accident occurred, it is your responsibility to assure that the *Guest Incident or Property Loss Report* is submitted to the TPI Corporate Administrations Office within 24 hours by scanning it to sheryl@tpihospitality.com or faxing it to 320-235-5563. Reports submitted after 24 hours will be subject to a \$3,000 fine.

5. FOOD CONTAMINATION OR FOOD POISONING

You may experience a situation where a guest contacts you to report a case of food poisoning. When this happens, always be sincere and sympathetic with the guest, without accepting responsibility for his/her illness. Finding the source of foodborne illness can be extremely difficult. The source of the illness could be something consumed 15 minutes ago, or even 15 days ago! When speaking with the guest, do not become defensive. Simply collect the required information on the *Guest Foodborne Illness Incident Report (form 16.02b)* and scan it to sheryl@tpihospitality.com or fax it to the TPI Corporate Administrations Office at 320-235-5563. Here are the steps to remember when dealing with a potential foodborne illness situation.

1. Do not share any information with the caller, just record the required information.
2. Be sincere. Empathize with the caller, but because we do not know the nature of the illness, do not admit any fault.
3. Complete as much of the information as possible on the *Guest Foodborne Illness Incident Report*.
4. Thank the caller for contacting you and assure the caller that you will immediately forward this information to your General Manager.
5. Contact your General Manager immediately.
6. Communicate with the Kitchen Manager or Food & Beverage Manager to determine who was working at the time the caller ate at your location.
7. Fax the *Guest Foodborne Illness Incident Report* to the TPI Central Administrative office immediately (320-235-5563).
8. Refer any further illness-related inquiries directly to your General Manager.
9. Keep this information strictly confidential to avoid starting rumors that may contain incorrect information.
10. Work with the Kitchen Manager or Food & Beverage Manager to examine the food identified by the caller. If this food source appears spoiled in any way (improper temperature, outdated, unusual smell) isolate it until the General Manager has an opportunity to complete an investigation. Do not discard spoiled food sources.
11. For your own protection, if you are contacted by the press (radio, television, newspaper) politely and professionally direct all inquiries to your General Manager.

Our commitment is to always provide a pleasant experience for our guests. By following the above procedures, you can help ensure that any claims of foodborne illness are handled quickly and effectively to ensure that our guests' experience is not only pleasant, but safe as well.

6. FOODBORNE ILLNESS/NOROVIRUS

Norovirus infections can cause the sudden onset of severe vomiting and diarrhea. The virus is highly contagious and commonly spread through food or water that is contaminated during preparation or contaminated surfaces. You can also be infected through close contact with an infected person.

Diarrhea, abdominal pain and vomiting typically begin 12 to 48 hours after exposure. Norovirus symptoms last one to three days, and most people recover completely without treatment. However, for some people, especially infants, older adults, and people with underlying disease, vomiting and diarrhea can be severely dehydrating and require medical attention.

Norovirus infection occurs most frequently in closed and crowded environments such as hospitals, nursing homes, childcare centers, schools, and cruise ships.

Signs and symptoms of a norovirus infection include:

- Nausea
- Vomiting
- Abdominal pain or cramps
- Watery or loose diarrhea
- Low-grade fever
- Muscle pain

A person with norovirus may remain contagious for several days after the symptoms have disappeared. In addition, some people with a norovirus infection may show no signs or symptoms. However, they are still contagious and can spread the virus to others.

A norovirus infection is highly contagious, and anyone can become infected more than once. To help prevent the spread of norovirus, practice the following steps.

- Wash your hands thoroughly, especially after using the toilet.
- Avoid contaminated food and water, including food that may have been prepared by someone who was sick.
- Wash fruits and vegetables before eating.
- Cook seafood thoroughly.
- Dispose of vomiting and fecal matter carefully, to avoid spreading norovirus by air. Soak up material with disposable towels, using minimal agitation, and place them in plastic disposal bags.
- Disinfect virus-contaminated areas with a chlorine bleach solution while wearing gloves.
- Stay home from work, especially if your job involves handling food. You may be contagious for several days after your symptoms end.
- Avoid traveling until signs and symptoms have ended.

Making, serving, or working around food carries a large responsibility to take the precautions necessary to provide our guests with a healthy, enjoyable experience. It's imperative that we hold ourselves and our co-workers to the highest standards possible. Don't ruin our guest's experience or the working experience of your co-workers.

7. ASSOCIATE ACCIDENT REPORTING

Any associate accident must have an *Associate Accident Report (form 16.02)* completed and scanned to sheryl@tpihospitality.com or faxed to the TPI Corporate Administrations Office at 320-235-5563 **within 24 hours to avoid a \$3,000 fine.** All accidents reported to management must be submitted as described above. Take digital pictures of the area of the accident.

Give the associate the *Minnesota Workers' Compensation System Employee Information Sheet* (found in the forms section at the back of the MOD Manual) along with a copy of the *Associate Accident Report*.

Contact Sheryl at the TPI Corporate Administrations Office (sheryl@tpihospitality.com or 320-235-7207 ext. 12) if the associate misses any scheduled shifts, **AND** contact Sheryl when they return to work.

Forward any medical bills and any inquiries about the incident to sheryl@tpihospitality.com at the TPI Corporate Administrations Office to process with our insurance company.

8. GUEST REPORT OF MISSING ITEMS

When an associate becomes aware of an alleged theft, or any other incident involving property and/or guest missing assets, the MOD will be notified immediately. The MOD will take the following action:

1. Interviews with the parties involved will be conducted.
2. Complete a *Guest Incident or Property Loss Report (form 16.02)* and send the report to sheryl@tpihospitality.com or fax to 320-235-5563 at the TPI Corporate Administrations Office within 24 hours.
3. Every effort will be made to find the missing item(s), including searches of public areas, lost, and found log and other appropriate areas such as guest rooms and storage rooms and auditing the lock system.
4. In the case of guest loss, the MOD should offer to contact the local police for the purpose of filing a police report. Notifying the police should be mentioned in the *Guest Incident or Property Loss Report*, including the police report number.
5. In the case of missing property assets, the MOD will notify the General Manager, and it will be the General Manager's or Operations Vice President's decision to pursue police follow-up.
6. Follow-up with the guest is the responsibility of the General Manager until relieved by our insurance carrier, the TPI Corporate Administrations Office or your Operations Vice President.

The following guidelines should be used for interviewing parties involved.

1. Do not admit guilt or in any way put the property in a libelous position. Be understanding, empathetic and try to understand exactly how the loss occurred.
2. Interview all parties involved, including those with access to any guest room.
3. Do not accuse anyone of a crime. Act as a fact gatherer and facilitator. Be professional and concerned.
4. DO NOT PROVIDE THE GUEST WITH A COPY OF THE GUEST INCIDENT OR THE PROPERTY LOSS REPORT. This report is an internal document only for the use of TPI and our agents. If asked, provide the guest with the address and telephone number of the TPI Corporate Administrations Office for future inquiries.

9. GUEST CREDIT CARD ISSUES

Collect all details from the guest inquiring or disputing a charge(s) to their credit card. This may include having them scan or fax back-up documentation if necessary.

Either resolve the issue with the guests immediately and satisfactorily or if more research needs to be done tell them the General Manager will contact them by a certain time and day.

Ensure that this information is communicated on your MOD daily report.

10. GUEST SERVICE REQUESTS / COMPLAINTS

The TPI vision statement says, *"Whatever it takes. YOU have the power!"* This means that because you are an associate at TPI Hospitality, you are empowered to do whatever you feel is necessary to exceed our guest's expectations.

The TPI vision statement is not something we just use when there is a guest issue or complaint. Our vision statement is engrained into our culture and empowers us to create a memorable guest experience for every guest, not just the guest who has a complaint. This culture demands that we do everything in our power to ensure that every guest departs with a positive, cared-for feeling. We must remember that the only person who is able to tell us whether they are satisfied or not is our guest. We should not try to prescribe a fix all for any specific guest complaints. It is our guest who knows how they feel and what their expectations are. It is our job to meet those expectations, and to exceed them.

Three critical factors to handling guest complaints are:

1. **ACT NOW** - Be sure that you and your entire staff know how to handle guest complaints or concerns. If we take the initiative to resolve an issue on the spot, the guest won't dwell on the issue and must come back and complain again when the General Manager is on property
2. **BE SINCERE** - Be sure that the guest knows you care and that you are sorry. Empathize with the guest and assure them they know you care about the problem and that you will work toward making sure it will not happen again.
3. **DON'T MAKE EXCUSES** – The guest does not want to hear excuses; they only want to know that you have heard what they are saying and that you are going to correct the situation.

Any guest who offers negative feedback to you or your staff should have their expectations not only met but exceeded. That is being Outrageous!

11. EVICTING GUESTS

If possible, before a guest is evicted from your property, an attempt should be made to contact your General Manager.

Guest evictions must be done on a fair and consistent basis and not be based on race, religion, color, sex, marital status, sexual orientation, age, non-disqualifying handicap, public assistance status, national origin or any other characteristics protected by law. The Manager on Duty should be proactive to avoid occurrences. It is important that staff ensure the safety of themselves and all guests before the accommodation of an unruly guest.

The following procedures are recommended for a hotel eviction:

1. After you are made aware of a room which is causing some problems, you must first personally walk past the room to verify the noise coming from the room that was identified.
2. Return to the front desk, call the room, and ask them politely and professionally to reduce the noise. Let them know if there are future complaints, all guests will be asked to leave the property.
3. Immediately go back to that area of the hotel to see if the noise has been reduced.
4. Unless it is extremely late, follow up with the guest who made you aware of the noise and ask them to let you know if it does not improve.
5. If the noise does not quiet down call the guest room and inform them that all guests not registered to the room must leave immediately.
6. If at any time the guest(s) become verbally abusive, or their behavior is intolerable, all the local police department and have all guests evicted. **DO NOT REFUND ANY MONEY -- THEY MUST PAY FOR THEIR STAY EVEN THOUGH THEY WILL NOT BE STAYING.**

Typically, the police department will have the registered guest come to the front desk to settle any charges incurred. It is recommended to inspect the room before the police evict them and assess any damage. Complete a *Guest Incident or Property Loss Report (form 16.02)* and forward it to the Corporate Administrations Office.

DO NOT CONFRONT THE GUEST FACE TO FACE IN THIS SITUATION. ALL CONTACT MUST BE DONE OVER THE TELEPHONE OR WITH THE POLICE PRESENT.

12. SOCIAL MEDIA POLICY

While employed at TPI Hospitality (TPI), guidelines for functioning in an electronic world should reflect the values, ethics, and confidentiality policies TPI associates are expected to adhere to daily. Social media venues can be a highly effective means of communicating with the world around us. They can also create an uncomfortable situation when used inappropriately.

Examples of social media could include, but are not limited to Facebook, Twitter, YouTube, LinkedIn, MySpace, blogging or photo sharing. Remember, your responsibility to TPI does not end when you are off the clock. For that reason, this policy applies to both your use of social media in your role at TPI and for your personal use.

What you should do:

- *Protect privacy*: Avoid sharing any personal information about you, your co-workers, your guests or TPI.
- *Clarify your viewpoint*: Exercise sound judgment and discretion to ensure a distinct separation between your personal views and the views of TPI.
- *Honor our differences*: Live our values. TPI will not tolerate any form of discrimination (including age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, or marital status or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances).
- *Be honest*: If you post positive reviews or comments about any TPI hotel or restaurant, you must always identify yourself as a TPI associate.

What you should never disclose:

- *The numbers*: Non-public financial or operational information should never be shared. This includes strategies, forecasts and anything with a dollar figure attached to it. If it's not already public information, it's not your responsibility to make it so.
- *Personal information*: Never share personal information about you, your co-workers, your guests or TPI.
- *Confidential Information*: Do not publish, post, or release any TPI information that is considered confidential or top secret.

If while in a social media environment you find yourself wondering if you can talk about something you learned or experienced at work — don't. Follow TPI's policies and live the company's values and philosophies, they are there for a reason.

13. THE OZ PRINCIPLE

While working with the TPI Hospitality team, you may periodically hear the phrase “Above the line” or “Below the line.” These phrases have become part of the TPI culture and refer to the “Culture of Accountability” as outlined in the book entitled *The Oz Principle*.

The Oz Principle demonstrates our belief that a thin line separates success from failure and great companies from ordinary ones. Below this line lies excuse making, blaming others, confusion, and an attitude of helplessness. Above this line we find a sense of ownership, commitment, solutions to problems and determined actions. It is our goal to always remain above the line and hold ourselves accountable for creating exceptional results.

Examples of below the line behavior may exist when an associate...

- Has a wait and see attitude.
- Is confused and says, “just tell me what to do.”
- Says, “It’s not my job.”
- Ignores the situation.
- Points a finger of blame at someone else.
- Tries to “cover their tail” so they don’t have to take ownership.

When associates stay above the line, they accept responsibility for their situation, without concern over who may be to blame. When this happens, the associate practices the steps to accountability...

- They See it: They can identify the challenge.
- They Own It: They take ownership in the existence of the challenge.
- They Solve it: They work to find a solution to the challenge.
- They Do it: They execute a solution.

We believe strongly that if the TPI Hospitality team is to be successful, we must all move beyond explaining why we didn’t succeed at something and instead, ask ourselves, “What else can I do to help the team succeed?”

If you’re interested in learning more about the *Oz Principle*, and want to enhance our professional or personal opportunities, check with your General Manager for a copy of *The Oz Principle* you can borrow. It is also widely available at most bookstores.

Remember, by staying above the line and taking responsibility for your situation, you make your team stronger. You create greater opportunities for team success as well as for your personal success.

14. HARASSMENT, OFFENSIVE BEHAVIOR AND NON-DISCRIMINATION POLICY

It is the policy of TPI Hospitality to maintain a work environment that is free of offensive conduct, harassment, discrimination, and actions, words, jokes, or comments based on, but not limited to, an individual's gender, race, color, age, religion, creed, national origin, marital status, status with regard to public assistance, disability, sexual orientation, genetics, or any other legally protected characteristic.

Harassment (both overt and subtle) is a form of associate misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is prohibited. It is also the policy of TPI Hospitality to maintain a work environment that is free of offensive conduct and harassment in general, regardless of whether it is based on a legally protected characteristic. Offensive conduct includes any act in which a person is hurt or intimidated using physical contact or verbal harassment, wherever it occurs. This includes, but is not limited to, harassment, verbal and/or physical abuse, neglect, threatening acts or words, bullying, intimidation, fear, and physical assault.

Harassment is the act of someone creating an intimidating, offensive or hostile work environment through unwelcome words, actions, or physical contact, even if it does not result in physical harm.

Sex-based offensive conduct or harassment includes unwelcome physical or verbal conduct relating to an individual's gender or directed at an individual because of gender, unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual or gender biased nature when:

Submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of obtaining or retaining employment; Submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment; That conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or creating an intimidating, hostile or offensive employment environment.

Examples of sexual harassment may include, but are not limited to:

- Unwelcome verbal remarks, jokes or innuendoes of a sexual nature or based upon gender.
- Unwelcome, sexually motivated, or inappropriate patting, pinching or other physical contact.
- Unwelcome pressure for sexual activity.
- Unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises or preferential treatment regarding an individual's employment or access to public services or public accommodations.
- Any sexually motivated unwelcome touching.
- Distribution or display of written materials, pictures, or other graphics of a sexual or gender biased nature.
- Other unwelcome behavior or words directed at an individual because of gender.

Any associate who has been the victim of or who has witnessed employment related discrimination, harassment or offensive conduct, or inappropriate actions, words, jokes, or comments, by another associate, a vendor, a guest, or any other person should promptly report the matter to his/her supervisor. If his/her supervisor is unavailable or the associate believes it would be inappropriate to contact his/her supervisor, the associate should immediately contact your property's Operations Vice President or the President of TPI Hospitality. Associates can raise concerns and make reports without fear of reprisal. Any complaint of harassment, discrimination or offensive conduct will be investigated in a thorough, confidential manner, after which timely and appropriate action will be taken. Anyone engaging in harassment (including sexual harassment), discrimination, or offensive conduct will be subject to disciplinary action, up to and including termination of employment.

As an MOD, your responsibility to keep your guests and fellow associates safe from any form of harassment is vital to maintaining a healthy culture. The TPI culture demands that when a TPI associate comes to work, that associate knows that he/she will be safe, respected and an important part of the TPI team.

As an MOD, if you witness any form of harassment as described above, it is your responsibility to stop that harassment if possible. If you do not feel comfortable or safe in addressing the issue, immediately seek out someone who might be able to help. The worst thing we can do is to do nothing. Once the harassment has been stopped, immediately document everything you witnessed and any action you took and submit that documentation to your General Manager, Operations Vice President, or President.

15. LIFE / SAFETY

a. BODILY FLUID SPILLAGE - BLOODBORNE PATHOGENS

Any associate, including Room Attendants, who think they may have a potential exposure situation, including blood-soiled linens, needles, or any other infectious materials, should immediately contact the designated personnel (ERT) to properly handle the item(s).

Emergency Response Team Members: These associates have been designated to handle clean up and removal of any exposure incidents. These Emergency Response Team (ERT) Members would include the Hotel General Manager, the Hotel Assistant General Manager, the Executive Housekeeper, the Assistant Executive Housekeeper, the Maintenance Engineer, the Janitor, and the Laundry Attendants.

Universal Precautions: Treat all blood and body fluid spills as if they are infectious. Handle all trash as if it contained sharps and/or infectious items. Don't eat or smoke in your work area. Germs get on your hands, food, and smoking materials and go directly into your mouth. Contain spills immediately, then clean up and disinfect the area.

Engineering Controls and Work Practices: The Safety Committee will be responsible for inspecting, maintaining, and replacing, when necessary, sharps disposal containers.

Personal Protective Equipment (PPE): PPE is provided to our associates at no cost to them. Training is provided by the Supervisor in the use of appropriate PPE for the tasks or procedures associates will perform. The types of PPE available to associates are as follows: hypoallergenic gloves, glove liners, powderless gloves, or other similar alternatives. Consult the Supervisor to find where PPE is in each department.

All associates using PPE must observe the following precautions: wash hands immediately or as soon as feasible after removal of gloves or other PPE. Remove PPE after it becomes contaminated and before leaving the work area. Used PPE should be disposed in appropriately marked and labeled bags. Wear appropriate gloves when it can be anticipated that there may be hand contact with blood or certain other potentially infectious materials (OPIM) and when handling or touching contaminated items or surfaces. Replace gloves when torn, punctured, contaminated or if their ability to function as a barrier is compromised. Never wash or decontaminate disposal gloves for reuse. Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth. Remove immediately or soon as feasible any garment contaminated by blood or OPIM in such a way as to avoid contact with the outer surface.

Housekeeping: Regulated waste is placed in containers which are closable, puncture resistant, constructed to contain all contents and prevent leakage, appropriately labeled or color coded and closed prior to removal to prevent spillage or protrusion of contents when handling. Consult the Supervisor to find where Sharps disposal containers are in each department. Broken glassware which may be contaminated is picked up using mechanical means such as brush and dustpan, tongs, or forceps. Never use your hands even if protected with gloves.

Laundry: The following contaminated items will be laundered on property: bed linens and towels. The Laundry Attendant will daily perform laundry. The following laundering requirements must be executed: handle contaminated laundry as little as possible with minimal agitation. Place wet

contaminated laundry in leak proof, labeled or color-coded containers before transport. Always wear gloves when handling or sorting contaminated laundry.

Labels: Your supervisor will ensure warning labels are affixed or red bags are used as required if regulated waste or contaminated equipment are on property. Associates are to notify your supervisor if they discover regulated waste containers, contaminated equipment, etc. without proper labels.

Post Exposure Evaluation and Follow Up: An exposure incident is defined as a specific eye, mouth, nose, or skin contact with potentially infectious materials. TPI Hospitality will treat all reports with the strictest confidence. Steps to take include:

1. Flush the exposed area on your body with warm water. Then wash with soap and water. Vigorously scrub all areas. It is the abrasive action of the scrubbing that removes contaminants from the skin. If you have an open wound, squeeze gently to make it bleed, then wash with soap and water. Go to the emergency room for treatment and testing following an exposure incident if needed.
2. Contact GENERAL MANAGER to complete post-exposure paperwork.
 - a. Document the routes of exposure and how the exposure occurred (*form 12.02*).
 - b. Identify and document the source individual if possible.
 - c. Obtain consent (*form 12.02c*) and arrange to have the source individual tested as soon as possible to determine HIV, HCV, and HBV infectivity. Document that the source individuals test results are conveyed to the associate's doctor.
 - d. If the source individual is already known to be HIV, HCV, and/or HBV positive new testing may not be performed.
 - e. Assure that the exposed associate is provided with the source individual test results and with information about laws protecting confidentiality.
3. Associate should go to the emergency room for treatment (*form 12.02b*).
4. A physician will counsel the associate on the risk of HIV or HBV infection and any other follow up treatment needed.

Administration of Post-Exposure Evaluation and Follow Up: Corporate Administrations Office will ensure that the health care professional responsible for the associate's Hepatitis B vaccination and post-exposure evaluation and follow-up are given all necessary forms and paperwork (*see Operations Manual*).

b. FECAL INCIDENT RESPONSE RECOMMENDATIONS FOR POOL STAFF

Healthy Swimming

Fecal Incident Response Recommendations for Pool Staff*



*Check for existing guidelines from your local or state regulatory agency before use. CDC recommendations do not replace existing state or local regulations or guidelines.

These recommendations are for responding to fecal incidents in chlorinated recreational water. Improper handling of chlorine-based disinfectants can cause injury. Follow proper occupational safety and health requirements when following these recommendations.

Pool Closures: Fecal incidents are a concern and an inconvenience to both pool operators and patrons. Pool operators should carefully explain to patrons why the pool needs to be closed in response to a fecal incident. Understanding that pool closure is necessary for proper disinfection and protection of the health and safety of swimmers is likely to promote support rather than frustration. Pool closures allow chlorine to do its job — to kill germs and help prevent recreational water illnesses (RWIs).

WHAT ARE RECREATIONAL WATER ILLNESSES (RWIs)?

What is the first thing that pops into your head when you think about water safety? Drowning? Slipping? Lightning? All good answers, and all are especially important. But did you know that germs can contaminate swimming water? These germs cause RWIs that have made many people sick. RWIs are caused by germs such as —Cryptoll (KRIP-toe), short for *Cryptosporidium*, *Giardia* (gee-ARE-dee-uh), *E. coli* 0157:H7, and *Shigella* (Shi-GEL-uh).

HOW ARE RWIs SPREAD?

RWIs are spread by swallowing pool water that has been contaminated with fecal matter. How? If someone has diarrhea, that person can easily contaminate the pool. Think about it. Every swimmer shares pool water. Really, it's communal bathing water. It's not sterile. It's not drinking water.

The good news is that germs causing RWIs are killed by chlorine. However, chlorine doesn't work right away. It takes time to kill germs and some germs like Crypto can live in pools for days. Even the best maintained pools can spread illness.

SHOULD ALL FECAL INCIDENTS BE TREATED THE SAME?

No. A diarrheal fecal incident is a higher risk event than a formed-stool incident. With most diarrheal illnesses, the number of infectious germs found in each bowel movement decreases as the diarrhea stops and the person's bowel movements return to normal. Therefore, a formed stool is less of a risk than a diarrheal incident that you may not see. A formed stool may contain no germs, a few, or many that can cause illness. You won't know. The germs that may be present are less likely to be released into the pool because they are mostly contained within the stool. However, formed stool also protects germs inside from being exposed to chlorine in the pool, so prompt removal is necessary.

Germ	Time
<i>E. coli</i> O157:H7 Bacterium	Less than 1 minute
Hepatitis A Virus	About 16 minutes
<i>Giardia</i> Parasite	About 45 minutes
Crypto Parasite	About 15,300 minutes or 10.6 days [†]

SHOULD YOU TREAT A FORMED FECAL INCIDENT AS IF IT CONTAINS CRYPTO?

In 2019, pool staff volunteers from across the country collected almost three hundred samples from fecal incidents that occurred at water parks and pools. CDC then tested these samples for Crypto and *Giardia*. None of the sampled feces tested positive for Crypto, but *Giardia* was found in 4.4% of the samples collected. These results suggest that formed fecal incidents pose only a small Crypto threat but should be treated as a risk for spreading other germs (such as *Giardia*). Remember a diarrheal fecal incident is a higher-risk event than a formed-stool fecal incident.

What do I do about...

formed stool in the pool?

Formed stools can act as a container for germs. If the fecal matter is solid, removing the feces from the pool without breaking it apart will limit the degree of pool contamination. In addition, RWIs are more likely to spread when someone who is ill with diarrhea has a fecal incident in the pool.

1. **For both formed stool and diarrheal fecal incidents,** close the pool to swimmers. If you have multiple pools that use the same filtration system — all pools will have to be closed to swimmers. Do not allow anyone to enter the pool(s) until the disinfection process is completed.
2. **For both formed stool and diarrheal fecal incidents,** remove as much of the fecal material as possible (for example, using a net or bucket) and dispose of it in a sanitary manner. Clean and disinfect the item used to remove the fecal material (for example, after cleaning, leave the net or bucket immersed in the pool during disinfection). **VACUUMING STOOL FROM THE POOL IS NOT RECOMMENDED.**
3. Raise the free chlorine to two parts per million (ppm), if less than 2 ppm, and ensure pH 7.5 or less and a temperature of 77°F (25°C) or higher. This chlorine concentration was selected to keep the pool closure time to approximately 30 minutes. Other concentrations or closure times can be used as long as the contact time (CT) inactivation value* is achieved (see next page).
4. Maintain free chlorine concentration at 2 ppm and pH 7.5 or less for at least 25 minutes before reopening the pool. State or local regulators may require higher free chlorine levels in the presence of chlorine stabilizers,[†] which are known to slow disinfection. Ensure that the filtration system is operating while the pool reaches and maintains the proper free chlorine concentration during the disinfection process.

diarrhea in the pool?

Those who swim when ill with diarrhea place other swimmers at significant risk for getting sick. Diarrheal incidents are much more likely than formed stool to contain germs. Therefore, it is important that all pool managers stress to patrons that swimming when ill with diarrhea is unhealthy swimming behavior.

3. If necessary, before attempting the hyperchlorination of any pool, consult an aquatic professional to determine the feasibility, the most optimal and practical methods, and needed safety considerations.
4. Raise the free chlorine concentration to 20 ppm and maintain pH 7.5 or less and a temperature at 77°F (25°C) or higher. The free chlorine and pH should remain at these levels for at least 12.75 hours to achieve the CT inactivation value of 15,300.** **Crypto CT inactivation values are based on killing 99.9% of Crypto. This level of Crypto inactivation cannot be reached in the presence of 50 ppm chlorine stabilizer, even after 24 hours at 40 ppm free chlorine, pH 6.5, and a temperature of 77°F (25°C).^{††} Extrapolation of these data suggest it would take approximately 30 hours to kill 99.9% of Crypto in the presence of 50 ppm or less cyanuric acid, 40 ppm free chlorine, pH 6.5, and a temperature of 77°F (25°C) or higher.**
5. Confirm that the filtration system is operating while the water reaches, and is maintained, at the proper chlorine level for disinfection.
6. Backwash the filter after reaching the CT inactivation value. Be sure the effluent is discharged directly to waste and in accordance with state or local regulations. Do not return the backwash through the filter. Where appropriate, replace the filter media.
7. Allow swimmers back into the water only after the required CT inactivation value has been achieved and the free chlorine and pH levels have been returned to the normal operating range allowed by the state or local regulatory authority.

Establish a fecal incident log. Document each fecal incident by recording date and time of the event, whether it involved formed stool or diarrhea, and the free chlorine and pH levels at the time of observation of the event. Before reopening the pool, record the free chlorine and pH levels, the procedures followed in response to the fecal incident (including the process used to increase chlorine levels if necessary), and the contact time.

POOL DISINFECTION TIME

How long does it take to disinfect the pool after a fecal incident? This depends on what type of fecal incident has occurred and at which free chlorine levels you choose to disinfect the pool. If the fecal incident is formed stool, follow Figure 1, which displays the specific time and free chlorine levels needed to inactivate *Giardia*. If the fecal incident is diarrhea, follow Figure 2, which displays the specific time and free chlorine levels needed to inactivate Crypto.

Figure 1 *Giardia* Inactivation Time for a Formed-Stool Fecal Incident

Free Chlorine Level (ppm)	Disinfection Time*
1.0	45 minutes
2.0	25 minutes
3.0	19 minutes

* These closure times are based on 99.9% inactivation of *Giardia* cysts by chlorine at pH 7.5 or less and a temperature of 77°F (25°C) or higher. The closure times were derived from the U.S. Environmental Protection Agency (EPA) Disinfection Profiling and Benchmarking Guidance Manual. These closure times do not consider "dead spots" and other areas of poor pool water mixing.

Figure 2 Crypto Inactivation Time for a Diarrheal Fecal Incident

Free Chlorine Level (ppm)	Disinfection Time* [†]
10	1,530 minutes (25.5 hours)
20	765 minutes (12.75 hours)
40	383 minutes (6.5 hours)

* Shields JM, Hill VR, Arrowood MJ, Beach MJ. Inactivation of *Cryptosporidium parvum* under chlorinated recreational water conditions. J Water Health 2008;6(4):513–20.

[†] At pH 7.5 or less and a temperature of 77°F (25°C) or higher.



C. FREE CHLORINE LEVELS

The **CT inactivation value** is the concentration (C) of free chlorine in ppm multiplied by time (T) in minutes (CT inactivation value = C x T). The CT inactivation value for *Giardia* is forty-five and the CT inactivation value for Crypto is 15,300 (pH 7.5 or less and a temperature of 77°F [25°C] or higher). If you choose to use a different free chlorine concentration or inactivation time, you must ensure that the CT inactivation values remain the same.

For example, to determine the length of time needed to disinfect a pool after a diarrheal incident at 15 ppm, use the following formula: C x T = 15,300.

Solve for time: T = 15,300 ÷ 15 ppm = 1020 minutes or 17 hours. It would take 17 hours to inactivate Crypto at 15 ppm.

It is encouraged that as many staff members as possible be trained in administering First Aid and CPR (Cardio-Pulmonary Resuscitation). At a very minimum, all staff designated as Managers on Duty should be trained. Training is available from local chapters of the American Red Cross and local Fire Departments. Certifications must be renewed and on file on a yearly basis for each person trained.

First aid kits should be available at the Front Desk, Housekeeping, Maintenance, Banquet setup and Kitchen areas. Kits must be inventoried and stocked monthly or more often with heavy use. The Safety Committee designee from each department is responsible for maintaining First Aid kits unless the property has a contract with a provider such as Ecolab or Zee Medical Service.

All kits should contain at a minimum:

- 1 Absorbent compress, 32 sq. in. with no side smaller than 4 in.
- 16 Adhesive bandages, 1 in. x 3 in.
- 1 Adhesive tape, 5 yd.
- 10 Antiseptic, 0.5g (.14 fl. oz.) applications
- 6 Burn Treatment, 0.5g (.14 fl. oz.) applications
- Two pair medical exam gloves
- 4 Sterile pads, 3 in. x 3 in.
- 1 Triangular bandage, 40 in. x 40 in.

Optional items include:

- Bandage compresses, 2 in. x 2 in., 3 in. x 3 in., 4 in. x 4 in.
- Eye wash, 1 fl. oz.
- Cold pack, 4 in. x 5 in.
- Roller bandage 2 in. and 4 in.
- CPR barrier

d. POOL CLOSING WHEN LIGHTNING

Lightning's behavior is random and unpredictable. Preparedness and quick responses are the best defenses against the lightning hazard.

Swimming pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring, etc. Lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.

The National Lightning Safety Institute recommends the following swimming pool safety procedures:

1. The MOD or a designated responsible person will be the weather safety lookout. Use weather radio or the Weather Channel or other TV program to obtain good localized advanced weather information.
2. When thunder and/or lightning are first noticed, use the Flash-to-Bang (F-B) method to determine its' rough distance and speed. This technique measures the time from seeing lightning to hearing associated thunder. For every five seconds from F-B, lightning is one mile away. Thus, an F-B of 10 = 2 miles, 15 = 3 miles; 20 = 4 miles, etc. At an F-B count of less than 10, the pool should be evacuated. Guests should be directed to a safe shelter nearby or to their guestrooms.
3. Pool activities should remain suspended until thirty (30) minutes after the last thunder is heard. The distance from Strike A to Strike B to Strike C can be some 5-8 miles away. And it can strike much farther away. Don't take a chance with lightning!

e. SHARPS AND BIOHAZARD WASTE DISPOSAL PROCEDURES

Contaminated sharps and biohazard waste shall be discarded immediately or as soon as feasible in containers that are closeable, puncture resistant, leakproof on sides and bottom and labeled or color coded. All public restrooms within TPI should be equipped with an approved sharps container.

Broken glassware should be picked up using mechanical means such as brush and dustpan, tongs, or forceps. Never use your hands even if protected with gloves.

The containers should be easily accessible to all associates and located as close as feasible to the immediate area where sharps are used or can be anticipated to be found (Housekeeping Department, Maintenance Department, Kitchen/Banquet areas).

Consult your supervisor to find where Sharps disposal containers are in your department.

When moving containers of contaminated sharps or biohazard waste items from the area of use, the containers shall be closed immediately prior to removal or replacement to prevent spillage or protrusion of contents during handling, storage, or disposal.

The container shall be placed in a secondary container if leakage of the primary container is possible.

Small amounts of blood and/or body fluid contaminated waste, such as bandages, rubber gloves, band-aids, etc., may be disposed of in the normal refuse containers, if, and only if, the waste has been chemically decontaminated with an approved disinfectant or a solution of 1 part bleach to 10 parts of water.

The Emergency Response Team (ERT) will be responsible for disseminating and disposal of blood and body fluid spills.

16. SAFETY FIRST PROGRAM

Many experts feel that fair, consistent, and meaningful action against job injury occurring is a prime motivator of loss control effectiveness. Therefore, TPI Hospitality has established a *Safety-First* program. To encourage “front-of-mind” thinking and to assure that we are all focused on maintaining a safe, healthy environment for our guests and fellow associates, TPI Hospitality' Safety First program consists of the following elements:

- A \$1,000 fine for the first incident annually when an injury claim requires payment made on its behalf.
- A \$2,000 fine for the second incident annually when an injury claim requires a payment made on its behalf.
- A \$3,000 fine for the third incident annually when an injury claim requires a payment made on its behalf.
- A \$3,000.00 fine for failure to process a *TPI Hospitality Associate Accident Report (form 16.02)* within 24 hours of the incident.

A report is considered processed when it is received at the TPI Corporate Administrations Office by scanning it (to sheryl@tpihospitality.com) or faxing it (to 320-235-5563). Reports must be received within 24 hours of the accident to avoid a \$3,000 fine. On a monthly basis, the total amount of all Safety-First fines collected company-wide will be divided evenly and credited back to all the other locations.

17. EMERGENCY PROCEDURES

a. ADVERSE WEATHER CONDITIONS

Blizzard

In areas where winter storms can be particularly severe, the property should begin to make plans in October for the coming winter.

Safety Committee responsibilities: The property's Safety Committee should make sure that the following equipment is on hand before the storm season arrives:

- Battery operated radio and spare batteries.
- Flashlights with spare batteries
- Snow and ice removal equipment
- Fully stocked first aid kit

Maintenance Engineer Responsibilities: The engineer should check the following to make sure the property's building is ready for the coming winter:

- Repair all openings in roofs that could permit water or snow seepage.
- Repair or replace any broken doors or windows.
- Be sure that all areas containing wet pipe sprinkler systems are heated.
- Drain condensation from all dry pipe systems.
- Make sure that any fire extinguishers exposed to freezing temperatures are the "non-freeze" type.

Management Responsibilities: When a winter storm is imminent, the Management on Duty should ensure the following steps are taken:

- Arrange lodging for stranded associates or associates willing to stay at the property if it becomes isolated.
- Notify both guests and associates of the storm conditions and allow them to decide if they should attempt to travel or remain on the property. **Remember:** it is usually safer to stay at the property than to risk being trapped in the storm.
- If the storm causes damage, notify your Operations Vice President and Sheryl at the TPI Corporate Administrations Office. Document any damage done to the property due to the storm.

Hurricane

In our southern locations, hurricanes and tropical storms are a common occurrence. It is the hotel's responsibility to handle a tropical storm situation professionally and effectively.

POINTS OF INTEREST:

- The hotel sits on a foundation of _____ elevation. This elevation is considered a safe zone for beach flooding and beach disaster. Check if your county lists your site as a safe zone.
- Planning can play a key role in limiting the damage caused by hurricanes and tropical storms.
- Each hotel should form an emergency organization team early to make plans for violent weather.
- This team should be aware of the immense destruction that such tropical storms can produce and the need to act together quickly should one threaten to strike.

Hurricane season typically runs August 1 through November 30.

EMERGENCY ORGANIZATION TEAM:

GM, AGM, Maintenance Engineer, DOS, Front Desk Manager

The team should have on hand at the hotel the following equipment and make the following preparations:

1. A supply of containers for drinking water (allow ½ gallon per day per person for three days).
2. A battery-operated radio with spare batteries.
3. Cellular telephone(s) with spare batteries.
4. Flashlights with spare batteries.
5. Rope for lashing down storage sheds, patio furniture, etc.
6. Storm shutters or plywood for covering plate glass windows on ground floors.
7. Straps and/or burlap for protecting signage and roof mounted equipment.
8. Burlap bags are suitable for sandbagging (burlap will stretch and not tear as it absorbs water).
9. Fully stocked first-aid kits.
10. Review and practice "board-up" procedures, so that they can be executed quickly and efficiently when the need arises.
11. Contact public agencies to arrange shelter space for guests should this be needed.

PREPARATION:

In the event of a hurricane or tropical storm **warning**, immediately notify the General Manager and the Assistant General Manager if not on property. Next, notify the Maintenance Engineer or Maintenance person and Director of Sales.

Several tasks to be immediately printed:

1. Run an occupied rooms list for the hotel (this is to get an accurate count of the number of rooms and people currently in the hotel).
2. Create a workstation away from the main PBX complete with needed telephone numbers, scratch pad, paper and pens, two-way radios, and logbook.

3. Create a list of what staff are on property and who has been notified and verbally spoken to.

The front desk should remain at their station to act as the communications hub.

It is the responsibility of the following to accomplish and maintain the following tasks.

GENERAL MANAGER:

Oversee all tasks of preparation and security of:

- Associates
- Guests
- Property

ASSISTANT GENERAL MANAGER:

1. Oversee all tasks of preparation and security of associates and guests.
2. Running of complete back-up reports and placed in a secure airtight pouch.
3. Maintain constant communications with the front desk to instruct and lead.
4. Support and assist in informing the guests of the hotel of the status.
5. Create a time log for notes and information. Regular updates should be given on a 30-minute basis. This will allow the front desk to respond to information requests by saying to the guests "an update is scheduled in 30 minutes".
6. Create a log of inventory for food, water, etc. In the event of an actual hurricane or strong tropical storm, the power or electricity could be out for some time.
7. Secure in coolers or storage units any perishable food or drink.
8. Water is the most important item if a hurricane is considered likely. Begin filling up containers with tap water for storage. Use suitable water containers located in empty guest rooms or housekeeping department.
9. Store a quantity of ice in a cooler.

GENERAL MANAGER & MAINTENANCE ENGINEER:

1. Secure the property. Remove or secure all items that could be considered a flying projectile. In the event of a hurried emergency, throw every item in the pool. This is standard procedure during hurricanes. Make sure all items are secured and away from windows.
2. Always keep your cell telephone and radio on.
3. Turn off all unnecessary electrical items.
4. Store away all exterior televisions, coolers, artwork, etc...
5. Assist any associates or guests.

DIRECTOR OF SALES:

1. The DOS will act as an information source for the hotel and guests.
2. Their job is to keep everyone calm and up to date on the status of the event. This can be done by monitoring television reports, radio or calling the national weather service.
3. Maintain a position in the front lobby to answer questions and provide support.
4. In the event of a disaster, it is the DOS position to assist the General Manager if they must deal with the media or national relief services.

Important Telephone Numbers:

- Fire Department _____
- Police Department _____

- Disaster Relief _____
- National Weather Service _____
- Operations Vice President Cell _____
- TPI Hospitality 320-235-7207 _____
- Relief hotel within a 90-mile radius _____

STANDARD PROCEDURES:

DAY 4 prior to storm/hurricane

GENERAL MANAGER:

- Check telephone numbers for local emergency preparedness (civil defense), Police and fire departments and your Franchise Service Manager.
- Review security plan for after the hurricane.

MAINTENANCE ENGINEER:

- Check to see that dead limbs, coconuts and debris are removed from trees, the grounds and rooftop.
- Clear and check roof drains and surfaces.
- Check emergency generators and sump pumps.
- Top off emergency generator, fire pump and any other fuel tanks.

HOUSEKEEPERS:

- Check windows and door locks.
- Empty first floor storage rooms; relocate materials to an upper floor.

FRONT DESK MANAGER:

- Contact tour operators and explain the storm's status.

DAY 3 prior to storm/hurricane

GENERAL MANAGER:

- Monitor radio and television broadcasts for storm information or receive regular reports from the "weather watch."
- Keep department heads posted on storm progress.
- Monitor the progress of preparations within the hotel.
- Inform guests through the front desk of the storm's progress and the precautions being taken by the staff.
- Determine how many associates will be able to work during the storm.

MAINTENANCE ENGINEER:

- Start installing storm shutters or plywood over low level windows. (The experts now agree that it is not an effective use of time to simply tape windows.)
- Strap or anchor signage and roof mounted equipment (i.e., HVAC units and exhaust ducts).
- Move tools (hammers, saws, nails, axes, crowbars, etc.) that may be useful during or after the storm to a safe place.
- Begin filling sandbags for later use in critical areas.

HOUSEKEEPERS:

- Remove furniture from all low-level rooms and place it in upper floor storage rooms or meeting rooms.
- Relocate pool furniture, outside trash cans, etc. to low level rooms that have been emptied of furniture. Secure these rooms.
- Outside furniture, equipment or storage sheds that cannot be relocated should be securely lashed in place. Patio furniture may be placed in the pool.
- Check to see that nothing is stored in electrical rooms, mechanical equipment rooms or sump pump rooms.

ASSISTANT GENERAL MANAGER:

- Purchase and store with the food a three-day supply of paper plates, plastic flatware, and trash bags.
- Remove all goods from pool bars.

FRONT DESK MANAGER:

- Contact each guest and explain the storm's status and the emergency preparations of the hotel. *(See appendix form 13.14)*

DAY 2 prior to storm/hurricane

A hurricane **watch** is issued when a storm threatens to hit the area within 24 to 36 hours. When the weather bureau issues a hurricane watch, the emergency organization team should move smoothly into action. Each department head should take the preliminary action outlined below so all departments are ready if the storm continues the established course.

MAINTENANCE ENGINEER:

- Fill the hotel vehicle with fuel and park in a high, protected area.
- Sandbag non-critical areas.

ASSISTANT GENERAL MANAGER:

- Move at least a three-day supply of canned goods and other non-perishable items to an upper floor room.
- Relocate candles and cooking utensils to a room near the food items.
- Clean and sterilize the drinking water containers.

FRONT DESK MANAGER:

- Relocate essential accounting records, monies, office machines, etc. to an upper-level room.
- Encourage guests to evacuate the storm area.

DAY 1 prior to storm/hurricane

A hurricane **warning** means that a storm is expected to hit a specified area within 24 hours. Begin final preparation for the protection of life and property immediately. Know where the eye of the hurricane will strike the coast and know its velocity. These facts are crucial to your emergency preparations.

If the eye hits within twenty miles to the south of your location, expect severe flooding and wind damage. If the eye passes directly over you or to the north, the flooding will be minimal, but the winds will still be high.

Use this information to be prepared for both situations. Responsibilities should be delegated as follows:

GENERAL MANAGER:

- Notify the guests and staff that the hurricane will hit soon.
- Continue to follow the storm's progress by monitoring the radio.
- Have associates who wish to work at the hotel during the storm move with their families into the hotel. The associate and their family should receive the same warnings as other guests, and the adults should sign the same releases.
- Coordinate the activities of the department heads making preparation for the storm.

MAINTENANCE ENGINEER:

- Check emergency generator, emergency lights, tools, and supplies.
- Disconnect power to all low-lying portions of the hotel.
- Secure all rooftop and lower-level doors.
- Finish sandbagging areas that are subject to flooding.
- Shut off gas supply to kitchen and boilers.

HOUSEKEEPERS:

- Move as many towels, laundry supplies, etc. as storage space allows to an upper floor.
- Fill all tubs and sinks with water for drinking, washing and sanitation.
- Have your staff ready to aid other departments if needed.

ASSISTANT GENERAL MANAGER:

- Cover F & B machinery and stock with tarpaulins and waterproof covers.
- Fill water containers and store them with canned foods.
- Turn freezers and refrigerators to their coldest settings. Do not open these unless necessary.
- Move stored goods to the highest shelves away from possible flooded waters.

FRONT DESK MANAGER:

- Cover computers with waterproof covers.
- Relocate guests from the lower floor to upper floors and help them settle into their rooms.
- Plan activities to keep the guests entertained.
- Make available to guests and staff the latest storm information.
- Have guests sign a waiver if they plan to stay at the hotel during the storm.

DURING THE STORM

If the eye of the hurricane passes directly overhead, do not go outside; the winds start up again rapidly. The wind direction will switch after the eye passes. Continue to use public utilities until they fail.

GENERAL MANAGER:

- Ensure no one leaves the building unless it is an extreme emergency.

- Prohibit the consumption of alcoholic beverages by staff and/or guests.
- Watch for flooding conditions in the hotel.

ALL AVAILABLE STAFF:

- Sandbag the entrance, then evacuate to a higher floor, if necessary.

MAINTENANCE ENGINEER:

- Constantly monitor any boilers or equipment that must remain online.
- During power failure, turn off electrical switches to prevent reactivation before necessary checks are completed. Follow lockout/tagout procedures. (*See Section 12.06 of the Operations Manual*)

AFTER THE STORM

GENERAL MANAGER:

- Survey the damages and report to TPI Hospitality and your Franchise Loss Prevention Department by the most expedient means of communication.
- Contact your Franchise Service Manager to get Loss Prevention and Public Relations assistance.
- You must notify the Reservation Center to stop accepting reservations if the hotel has been severely damaged.

MAINTENANCE ENGINEER:

- Survey the property for hazards such as live wires, leaking gas or flammable liquids and survey for damage to foundations or underground piping. Coordinate the cleaning, checking, and repairing of electrical and hydraulic equipment.
- Make temporary repairs that will limit losses from the heavy rain that follows a passing storm.
- Begin salvage as soon as possible to prevent further damage: Cover broken windows and torn roof immediately. Clean roof drains and remove debris from roof to prevent drainage problems.

FRONT DESK MANAGER:

- Notify incoming guests if the hotel has been damaged.
- At check-in, inform guests of any reduction in services.

Tornado

Know the difference between a tornado **watch** and a tornado **warning**.

- A **tornado watch** is issued when conditions are favorable for the formation of a tornado.
- A **tornado warning** is issued when a tornado has been sighted or is indicated on radar.

INSTRUCTIONS FOR A TORNADO WATCH

The Front Desk, when made aware of a tornado watch, should monitor radio and television broadcasts for changes in current weather conditions. Be initiative-taking by preparing your emergency kit for quick access if the need arises and advise all department managers that a tornado watch has been issued by the National Weather Service. The hotel can continue normal operations until the National Weather Service lifts the watch or issues a tornado warning.

INSTRUCTIONS FOR A TORNADO WARNING

If a tornado warning is issued, all guests and associates should go to the ground floor in an interior corridor as far away from windows as possible. This area should be predesignated as your severe weather safety area.

In a hotel environment, it would not be practical to call every room in the hotel to notify the guests. To communicate with hotel guests, the MOD should assign one or two associates to calmly, yet quickly, walk each floor and loudly encourage all guests to move to your property's designated severe weather safety area as quickly as possible. Let the guests know that they should move to the ground floor immediately.

In a restaurant environment, announce to your guests that they should move to the back of the building, as far away from windows as possible. Often, a storage room or even a cooler area offers added protection in case a tornado hits.

Instruct the maintenance department to obtain tools needed to disconnect gas and water supplies after the tornado, if necessary.

Post a tornado spotter with a walkie-talkie or cell telephone at a location that gives him/her a view to the west / southwest, the direction from which tornadoes usually approach. The spotter should always remain inside and away from potential danger.

If the spotter sights a tornado, he should notify the front desk immediately. By a prearranged signal, the MOD should instruct all associates to seek shelter in the severe weather safety area.

Your property's severe weather safety area is located here:

b. ARMED ROBBERY

In the rare event of a robbery, remember to STAY CALM! The sooner the perpetrator leaves the safer you will be, so here are a few items to remember if such an event occurs.

1. Cooperate with robber's demands.
2. Do not try to be a hero.
3. Try to pay attention to the person(s) descriptions/appearances.
4. Do not follow the perpetrator outside. Your safety is more important than knowing what type of car was driven or what direction the perpetrator went in.
5. When you are in a safe position, call 911 and then proceed to call your General Manager.
6. If there were other associates or guests in the area, get a pen and paper in front of them as soon as possible to see if they can remember something about the robbery scene.
7. Cooperate with the police and give as much information as possible when filling out the police reports.
8. Complete a *Guest Incident or Property Loss Report* (form 16.02) and scan it to sheryl@tpihospitality.com or fax it to 320-235-5563 at the TPI Corporate Administrations Office.

c. BOMB THREAT

When there has been organized, advance planning to handle bomb threats, the actual threat can be handled without panic. No two incidents will be alike, but the following guidelines are set forth to assist you.

Written Bomb Threat: Rarely will the property receive a bomb threat in the form of a letter, note, or telegram. However, should this occur, the message and envelope should be handled carefully and at the corners to preserve fingerprints and other available evidence. Protect the document and the envelope and give it to the General Manager, or the individual acting in her/his absence. Inform the Police and FBI of the contents of the note.

If the letter was delivered by a messenger, detain the messenger for police questioning if possible. If the messenger has left the area, the associate accepting the note should immediately prepare a memorandum listing the circumstances, the time that the message was received, any known witnesses and a detailed description of the messenger.

Oral Bomb Threat: An associate who becomes aware of a bomb threat through personal contact or by overhearing someone make such a threat should advise the General Manager quickly and quietly, making every effort not to alarm the guests. The police should be called promptly.

The person issuing the threat should be kept under observation, if possible, and the person's physical characteristics noted. These include race, sex, age, height, weight, and build, color of hair and eyes, a description of clothes and jewelry and any other identifying features like a beard, scars, tattoos, or limp.

If this person leaves the property before, he/she can be stopped to determine his/her identity, record the mode of transportation and direction. This would include a bus number, the cab company and its number, an automobile description (make and model, license plate number and state) and the number of people in the car.

These facts should be furnished to the General Manager immediately for communications to security and the police.

Telephone Bomb Threat: A person normally calls to report that a bomb is set to explode in your property because:

- The caller placed the bomb, or has learned of the placement of the bomb, and wants to reduce personal injury or property damage, or
- The caller wants to disrupt normal business activity by creating an atmosphere of panic and anxiety at your facility.

Bomb threats are most often received on the switchboard on the publicly listed telephone number. The call is usually brief so there is no chance to trace the number. Therefore, it is imperative that all information be recorded accurately by the operator to provide security and the

police with documented information. A telephone *Procedures Bomb Threat Checklist Form (form 13.02)* should be used to make a detailed record of the call.

Operator Instructions: When a bomb threat is received by telephone, the operator should remain calm and respond in the following manner:

1. Try to have another associate monitor the call to duplicate any information obtained through the call.
2. Listen to every word spoken and pay attention to background noises.
3. Ask the caller to repeat the message to keep him on the line as long as possible.
4. Engage him/her in conversation through brief questions to determine the following:
 - a. Expected explosion time.
 - b. The location of the bomb.
 - c. What type of explosives are being used.
 - d. How the bomb can be recognized.
 - e. What would set it off.
 - f. The caller's motive for setting the bomb.
 - g. What would influence him to change his tactic? (See the *Telephone Procedures Bomb Threat Checklist (form 13.02)*).
 - h. Tell the caller of the substantial number of guests registered at the property and describe the many innocent adults and children who may be killed or injured.
5. When the caller hangs up, be sure the General Manager or MOD has all the details so one of them can inform the Police. This incident should not be discussed with unauthorized associates to avoid rumors or unnecessary panic.

General Manager Instructions: Notify the police and the fire department, hotel security and maintenance. Contact the Federal Bureau of Investigation (FBI) and your Operations Vice President as soon as possible.

Start a chronological record of actions and events. Carefully review all the facts obtained, evaluating the validity of the information furnished by the caller. Discuss the call with the Police to determine whether a partial or complete evacuation of the building should be ordered. Police may have advice to offer based upon any up-to-date information they have.

As soon as possible, complete the *Telephone Bomb Threat Checklist (form 13.02)* with the associate who took the call while the events are still fresh in their mind.

Based on the amount of information received about the bomb location, decide whether to make a localized or general search. Notify appropriate associates to institute a search.

If the caller indicated that he/she would call back, the telephone company security office should be advised.

Alert the staff to standby (including off-duty associates).

d. DEATH / SUICIDE

If an associate should discover a dead body, adhere to the following procedure:

1. Immediately contact law enforcement and your General Manager. **Do not touch anything or allow anyone else to disturb the scene or area. Do not allow anyone to smoke or otherwise contaminate the scene and evidence.**
2. Secure the area until law enforcement has arrived.
3. Assign an associate to meet the police and medical examiner at the front door. Also assign an associate to prepare the elevator for use by the police and medical examiner.
4. Assist and cooperate with the police and medical examiner in any way possible.
5. Direct all questions from the public or media sources to the General Manager. Do not volunteer any information regarding the incident.

Complete a detailed Guest Incident or Property Loss Report (form 16.02) and send it to sheryl@tpihospitality.com or fax to 320-235-5563 at the TPI Corporate Administrations Office.

e. DEATH OR DROWNING IN POOL

If a drowning is discovered in the pool, immediately contact the police by calling 911.

1. Ask for assistance to remove the victim from the pool as quickly as possible. CPR procedures should be followed if a trained person is available.
2. Clear and seal off the entire pool area.
3. Contact the front desk and have them meet the police, medical examiner, etc. and escort them to the pool area.
4. Once emergency personnel have taken over the situation, contact your General Manager
5. Assist and cooperate with the police and the medical examiner.
6. Have additional staff positioned at the entrances into the pool area to keep pedestrian traffic moving and minimize curious onlookers.
7. Direct all questions to the General Manager. Do not volunteer any information regarding the incident.
8. Notify the TPI Corporate Administrations Office and your Operations Vice President.
9. Complete a detailed *Guest Incident or Property Loss Report (form 16.02)* as soon as possible and forward it to the TPI Corporate Administrations Office.

f. DOMESTIC DISTURBANCE

If a possible domestic disturbance is reported, for your safety and the safety of your guests, avoid any face-to-face intervention. Calling the room of the reported domestic disturbance may help you better understand the severity of the situation. If for any reason you feel that a guest or another associate may be in danger, immediately call 911 and request immediate assistance.

g. ELECTRICAL AND LIGHTING FAILURE

GENERAL PRECAUTIONS:

Each TPI location is to have an emergency kit readily available in the case of severe weather or power outage. This emergency kit should be kept in one easily accessible location so it can be reached quickly. The property's Safety Committee should review the contents of the kit prior to each season (winter, spring, summer and fall) to assure that this is an effective tool in the case of inclement weather. The content of an emergency kit fits ideally in a plastic toolbox and should contain the following items:

1. Flashlights
2. Spare batteries for the flashlights
3. A battery-powered weather radio
4. Spare batteries for the weather radio
5. Glow sticks (optional, but glow sticks work well to assist hotel guests)

If applicable, make sure that emergency generators are fueled, and load tested according to established policies.

IMMEDIATE ACTIONS:

1. Call the utility company to find out what caused the failure and how long the power will be out. Their telephone number is _____.
2. Notify General Manager and Maintenance Engineer.
3. Make sure that associates are available to escort guests and relieve any anxiety that may arise.
4. Check to make sure that all emergency lighting is working for guest safety.
5. Shut down all equipment over 110 volts to prevent power drain when power returns.
6. **Candles should not be used by guests or associates under any circumstances!** This is a serious fire hazard - especially when the property is handicapped by power failure.
7. Consider increasing security for guest safety and loss prevention if the outage will be prolonged.

h. FIRE OR EXPLOSION

The importance of thoroughly educating all associates in the actions to be taken in case of fire cannot be over-emphasized. People who can react to a fire in a calm, quick, efficient manner can often avert panic and prevent needless destruction or severe personal injury.

(When we have a guest that is physically challenged it is essential that we record the room number, the type of assistance that this person will need in the event of an emergency).

What to do if you witness an actual fire:

1. Remain calm but react quickly.
2. Immediately pull the nearest fire alarm available.
3. If a cell telephone is available, immediately call 911.
4. Never yell "Fire!" or exhibit any action which might panic the guests.
5. If possible, attempt to extinguish or contain the fire using a fire extinguisher. Never place yourself or others in danger to fight the fire.
6. If the fire cannot be extinguished, evacuate the area. Close all doors and windows.
7. Contact any physically challenged person and help them evacuate the hotel.
8. Assure that your in-house guest list is available to take off property when evacuating. This report should be available at the front desk 24 hours a day and will be requested by the fire department when it arrives.

What to do if you are the MOD and the fire alarms ring:

1. Remain calm but act quickly.
2. Observe your location's fire panel to determine the origin of the fire alarm.
3. Grab the following items before going to investigate the situation:
 - a. Cell telephone or cordless telephone
 - b. Current guest list (this list should always remain current during your shift)
 - c. MOD keys
4. Immediately go to the area indicated by the fire panel as the origin of the alarm.
5. Your next step will be determined by what you find when you arrive at the source of the fire alarm.
 - a. False alarm: Return to the fire panel and silence the alarm.
 - b. Small, manageable fire: Use a fire extinguisher to extinguish the fire.
 - c. Large, uncontrollable fire: Immediately begin to evacuate the building by using your current guest list to notify guests in the immediate of the situation. Use the cell telephone or cordless telephone to call other associates in the hotel or restaurant to help you.

If a large fire is present, it is critical that you assist the guests in evacuating the building immediately. Since calling each room is too time-consuming, designate another associate to calmly, yet quickly, walk through the corridors announcing that this is an emergency, and all guests should exit the hotel immediately using the nearest stairwell.

i. LIFT (ELEVATOR) FAILURE OR ENTRAPMENT

If you should be made aware of guests who may be trapped in a stopped elevator, immediately begin to address the situation by following the steps below.

1. Call the elevator company and identify the emergency as “guest entrapment” to ensure an immediate response. The elevator company’s telephone number is _____.
2. Determine which floor the elevator is on.
3. Never attempt to pry open the elevator doors.
4. Proceed to the location to talk to and calm the passengers until help arrives. Your presence can help relieve some of the panic trapped people may feel.
5. If the elevator company is unable to respond quickly, call the local fire department for assistance.

In the event of an emergency, dial 911 and then alert the elevator vendor via the 1-800 # provided in the Emergency Contact listing in the front of this manual.

For non-emergency service of an elevator car, or to report a malfunction:

1. Call the vendor provided 1-800 # and request service. Log the time and date. The General Manager or Chief Maintenance Technician will need to email your Regional Vice President to inform them of the situation.
2. If not contacted by the local branch of the elevator vendor within one hour, call the 1-800 # again and ask for a manager to address a response.
3. Once the local team has contacted the property, our goal is to understand the issue and decide based on the vendor’s recommendations/findings and the needs of the business. Large repairs or replacements will require prior approval from the Regional Vice President.

In the event an elevator is out of service during critical periods, or we haven’t received adequate info on the timing of repairs that have been reported via the 1-800 #, it may be necessary for the General Manager to contact incoming guests to assure they are aware of the issue. This email must include the Regional Vice President and the Vice President of Capital Projects.

Elevator Service Call SOP

In the event of an emergency please dial 911 and alert the elevator vendor via the 1-800 # provided in the binder located at the front desk.

For non-emergency service of an elevator car or to report a malfunction:

1. Call the vendor provided 1-800 # and request service. Log the time and date. The General Manager or Chief Engineer will need to email your Regional Vice President to inform them of the situation.
2. If not contacted by the local branch of the elevator vendor within 1 hour call the 1-800 # again and ask for a manager to address a response.
3. Once the local team has contacted the property our goal is to understand the issue and decide based on the vendor's recommendations/findings and the needs of the business. Large repairs or replacements may require corporate approval first.

If necessary, in the event an elevator that is out of service during critical periods or we haven't received adequate info on repairs that have been reported via the 1-800 # the General Manager can reach out to the hotel's local sales rep to escalate via email. This email must include the Regional Vice President or Joel Finley.

j. MEDIA HANDLING

Always be courteous. For your own safety, the only person allowed to discuss issues with the media is the General Manager.

If someone in the media (newspaper, radio, television, etc.) should contact you concerning any recent events that may have occurred at your hotel or restaurant, avoid saying “no comment,” as this implies that you may be hiding some information. Simply inform them that the General Manager has been contacted, and we will be able to share more information as it is made available. For example, *“My General Manager is fully aware of this situation, and he/she can be contacted at XXX-XXX-XXXX.”* (Provide the General Managers contact number.)

Be sure to indicate that we are cooperating fully with all authorities.

k. SHOOTING/ACTIVE SHOOTER

We never want to believe that an active shooter scenario could occur in our work environments but being prepared for such an event could save lives...maybe yours!

The United States has experienced an increasing number of active shootings, with 70% of these events occurring in either a business or educational environment.

An active shooter is an individual actively engaged in attempting to kill people in a confined and populated area. Victims are often selected at random. The event is unpredictable and tends to evolve quickly. Knowing what to do in advance is critically important and can minimize or eliminate the loss of life. What should you do?

Law enforcement officials recommend three types of responses to an active shooter scenario based on your circumstances. These three types of responses are, Run, Hide or Fight.

Run

- Get out! Drop everything and immediately evacuate the area.
- Encourage others to leave, but don't let them slow you down if they refuse.
- Warn others from entering the area.
- When you are in a safe place, call 911.

Hide

- If you cannot escape, lock, or barricade yourself in an office or room.
- Stay quiet. Turn off lights and noise, such as cell phones, radios, or TVs.
- Get low and hide behind large desks or cabinets.
- Call 911. If you cannot speak, leave the line open for the 911 operator to listen.

Fight

- Only as a last resort and when your life is in imminent danger, attempt to disable the shooter.
- Use improvised weapons and act as aggressively as possible.
- Yell, scream and throw items to distract, confuse and disorient the shooter.

Law enforcement's primary mission is to locate and neutralize the shooter. They will not stop for victims until that is accomplished. Law enforcement officials may yell commands at you and put direct you, but stay calm, keep your hands visible and comply fully with their commands. Do not stop law enforcement officers for assistance or ask questions, just quickly exit in the direction they came from.

Your on-property management team should create an Emergency Action Plan designed specifically for your location. Local law enforcement officials can be contacted to provide critical information to enhance your emergency action plan. Conducting mock scenarios to familiarize your team with the appropriate actions to take, and training new employees on these actions, may help to minimize the impact of a potentially deadly active shooter event. It's difficult to think of such a tragic event, but remember, when faced with an active shooter scenario, either run

from the area, hide in a safe zone, or fight back. How you respond could be the difference between tragedy and survival.

18. SAFETY & SECURITY ISSUES

a. ASBESTOS DISTURBANCE/RELEASE

Asbestos is a highly regulated substance and can be found in a variety of items that may include:

- Pipe insulation
- Floor Tiles
- Sprayed on fireproofing
- Some ceiling tiles
- Roofing materials
- Drywall spackle
- Lighting equipment
- Fire doors

All asbestos removal or handling **MUST** be performed by certified and licensed individuals following all OSHA and EPA regulations.

In the event asbestos or presumed asbestos containing materials are disturbed, the following procedure shall be followed:

1. If you become contaminated with asbestos, take first aid measures. Leave the immediate area and take off contaminated clothing (do not brush off clothing). Wash any potentially contaminated body parts. Fill out an employee incident report.
2. Vacate and secure the area to a perimeter of twenty-five feet from the disturbance (edge of visible asbestos). Assure that the occupants leave the space.
3. Contact your General Manager.

b. BOILER FAILURE

If your hotel should experience a boiler failure and cannot supply hot water to part or all of your hotel rooms, be quickly proactive in your response. Here are a few steps to take if you should experience a boiler failure.

1. Attempt to be initiative-taking in communicating with your guests. Make them aware of the situation and communicate that the hotel is doing everything possible to correct the situation. Depending on the occupancy level and time of day, this could be done via a personal phone call or via a note slipped under the guestroom door. An example of a message that might be used is as follows.
 - a. *"Thank you for choosing to stay at [your hotel]. We are pleased to have you as our guest. Today, we experienced an unexpected failure of the hot water heating system. We apologize for any inconvenience this may cause you and we will do our best to advise you of any updates as the repairs take place.*

Thank you for staying with us at [your hotel]. If we can be of any assistance, please do not hesitate to contact the front desk."
2. Call the Chief Maintenance and your General Manager as soon as the breakdown has been identified.
3. Make sure that all associates are aware of the situation and how they should reply to any guest concerns.
4. Once the repairs have been completed, again communicate with your guests, making them aware of the situation.
5. Do everything in your power to be initiative-taking and understanding in dealing with guest concerns. While a boiler breakdown is usually impossible to anticipate, we are still committed to providing the best lodging experience possible for every guest.

c. BROKEN GLASS (POOL/SPA)

Broken glass in or around the pool or spa area is a serious safety issue that may cause bodily harm to your co-workers or guests and must be dealt with quickly. Taking initiative-taking measures to assure that no glass is brought into the pool or spa area is the first step in avoiding this unwanted and dangerous situation. Assure that there is easy to read signage communicating that glass is not allowed in the pool or spa area. In addition, monitor the area regularly to assure that guests are refraining from using any type of glass in or around the pool or spa.

If a breakage occurs on the pool or spa deck area, immediately block off the affected area until the broken glass is removed completely. Be sure to clean a large area around the breakage to ensure that no small pieces are overlooked. Once the deck area has been thoroughly cleaned, guest access can be resumed.

If a breakage occurs in the pool or spa, the pool or spa must be closed immediately, and a thorough clean-up procedure must begin. This includes meticulously brushing and vacuuming the bottom of the pool or spa to remove any remnants of the broken glass. In some cases, the clean-up process may include draining the pool or spa to assure that all glass is effectively removed. You may have to contact the Chief Maintenance Engineer and your General Manager for guidance on the overall clean-up procedure.

Broken glass in or around the pool or spa area can be avoided. If you notice a guest with glass in the pool area, politely and professionally communicate that glass is not allowed in that area for the protection of all guests.

d. CHEMICAL, BIOLOGICAL, RADIOLOGICAL AND NUCLEAR EMERGENCIES

Chemical, Biological, Radiological and Nuclear emergencies are extremely rare, but if you or the people around you experience any sudden, unusual physical ailments, act proactively to notify local law enforcement. These ailments could include burning eyes, skin rash, difficulty breathing, sudden severe coughing, or sudden headache. The symptoms you are experiencing could come from a chemical, biological, radiological, or nuclear exposure in your immediate area.

If you and/or the people around you experience these types of physical ailments, be initiative-taking. Call your local law enforcement to make them aware of the situation and attempt to quarantine the area to avoid additional exposure. In addition, you may have to take the following precautions.

- Notify all guests and associates of a potentially dangerous situation.
- Evacuate all persons to the point farthest away from the danger area.
- Follow all orders given by the police and/or fire department.

Once the source of the ailments is identified and eliminated, complete an Incident Report (appendix form 16.02) and forward it to the TPI Corporate Administrations Office.

e. CHLORINE GAS ESCAPE CONTAMINATION

Chlorine is a toxic, corrosive gas that can cause severe burns if inhaled or upon skin contact. It is a greenish-yellow, nonflammable liquefied, compressed gas packaged in cylinders under its own pressure. Inhalation may cause coughing, choking, nausea, vomiting, headache, dizziness, difficulty breathing, and delayed pulmonary edema, which can be fatal. Chlorine can be detected by its odor below the permissible limit; however, it may not always provide adequate warning of the harmful concentrations of this substance. Chlorine is an oxidizer and will support combustion. Contact your Chief Maintenance Engineer and your General Manager immediately, and if you believe there is imminent danger, call the fire department or your local chemical spill emergency response center. You can also call the National Poison Control Hotline at 1-800-222-2222 to better understand how to treat any symptoms. In addition, your MSD book has complete information on how to treat contamination.

f. CRIMINAL OFFENCES / THREATS OF VIOLENCE

If you should happen to see any suspicious or illegal activity in or around your property, immediately call your local law enforcement. If you feel that you, your guests, or your fellow associates are in any danger due to this suspicious activity, immediately call 911. If you are unsure of the seriousness of what you witnessed, simply call the local police non-emergency number, and explain what you have seen. Pay close attention to any activities that you witness, as well as objects that may be left behind so that you can provide the best possible descriptions to the authorities if necessary. Be sure to keep your guests and fellow associates away from the area until the conditions are safe. Anytime an associate witnesses very suspicious actions or finds paraphernalia, the General Manager should also be contacted immediately.

While on duty, if at any time you witness a threat of violence against you, a guest, or the public, don't hesitate to call local law enforcement for assistance. Clearly explain to the emergency dispatcher what you have witnessed and prepare to meet law enforcement officials when they arrive. Prior to the arrival of the law enforcement officials, avoid escalating the situation. Stay calm and encourage those around you to also stay calm.

Be sure to document what you witnessed, including information such as what you heard and saw. This information can be recorded using the *TPI Guest Incident or Property Loss Report (form 16.02)*. Scan the form to sheryl@tpihospitality.com or fax it to 320-235-5563 at the TPI Corporate Administrations Office.

Terrorist activity can be carried out by anyone, so associates and management must always remain aware of their surroundings. If you suspect any type of terrorist activity, say something!

As soon as possible, your General Manager should be contacted for any instances of criminal offences or threats of violence.

g. DEMONSTRATION

In today's world, public demonstrations have become common and have increased in both frequency and intensity. Clear communication prior to the event helps things remain peaceful, however, a hardline approach can inflame a situation, because sometimes conflict is what demonstrators want.

In most jurisdictions, public demonstrations require a permit, and in all cases, the demonstration must be on public property. If a nearby demonstration remains peaceful, you should simply monitor the situation. If the demonstration becomes violent, or you feel that your co-workers or guests may be in danger in any way, report your concerns to local law enforcement immediately.

If demonstrators enter your hotel or restaurant, contact your General Manager or Operations Vice President for guidance on your response. In many cases, a call to local law enforcement may be necessary. Your General Manager or Operations Vice President can assist you in determining if the demonstrators should be removed from the property or allowed to remain. Communicate the parameters in which they will be allowed to continue their protest on your property, or demand that the protesters leave. If they do not leave when asked, contact the police. Although the protestors are required to remain on public property, immediately confronting the demonstrators may lead to violence. In addition, "taking sides" in a demonstration can be a public relations nightmare. Simply monitor the demonstrators and make notes of any person who is acting in a threatening manner or damages property and report them to the police.

Our goal is always to deal with demonstrations in a polite, professional manner always. Avoid escalation of any demonstration by being initiative-taking and staying in close communication with your General Manager and/or Operations Vice President.

h. ENFORCEMENT OFFICER VISIT

There may be times where an enforcement officer unexpectedly visits your hotel or restaurant. This enforcement officer could be any of the following:

- Police Department (asking for information or location of a guest)
- Health Department Inspector (requesting an unscheduled health inspection)
- Fire Department (requesting an unscheduled fire safety inspection)
- Hotel or restaurant brand inspector (requesting an unscheduled quality inspection)
- OSHA representative (requesting an unscheduled OSHA inspection)

If any of these enforcement officers visit, be sure to ask for proper identification if you are unfamiliar with that person. Many times, a uniform or badge may identify what entity the person represents, but do not assume anything. A legitimate enforcement officer is very willing to provide an identification when asked. If an identification cannot be provided, ask the person to leave until you can confirm his/her legitimacy with your General Manager. Either way, notify your General Manager as soon as possible to make him/her aware of the enforcement officer's visit.

Remember, these officers are not there to inconvenience you, they are there to assure that your hotel is providing the safest environment possible for both your guests and your co-workers. Always remain polite, professional, and helpful towards all enforcement officers.

i. FAILED WATER SAMPLES (POOL OR SPA)

Your maintenance team is required to test the water in both the pool and spa on a regular basis. Typically, the chlorine level in the pool should be between 1.0 ppm and 7.0 ppm, and for a spa between 2.0 ppm and 7.0 ppm. Bromine levels should be between 2.0 ppm and 10.0 ppm for pools and between 4.0 ppm and 10.0 ppm for spas. When your maintenance team identifies a pool or spa that is out of the acceptable range, the pool or spa should be closed immediately until the chemical balance is corrected to an acceptable level.

If a guest reports a significant rash from using the pool or spa, notify your General Manager and Chief Maintenance Engineer immediately so the water can be checked. Also, complete a *Guest Incident or Property Loss Report* (form 16.02) as soon as possible and scan it to sheryl@tpihospitality.com or fax it to 320-235-5563 within 24 hours.

j. FILMING ENQUIRIES

Filming at your location should only be allowed by preapproved entities. If you should ever be contacted by someone to film anything on property, check with your General Manager immediately to ensure that the filming has been preapproved. Naturally, guests may periodically record videos of groups events in the hotel or restaurant, and this is allowed without question. However, if at any time you feel uncomfortable with any type of filming or video capture at your location, contact your General Manager immediately.

k. FIRE ALARM SYSTEM/PANIC ALARM ACTIVATION

Each location's fire alarm system will be slightly different. Be sure to receive thorough and effective fire alarm system training from your on-property management team. This training should take place during your first few days in training to become a certified MOD. Elements of the fire alarm may include the following:

Normal - when all the zones are in a secure condition, all the green lights are on, and the control key is in the set position.

Alarm - when a zone goes into alarm, the respective red light will come on to indicate where the alarm was triggered, the green light will go off, and the alarm will sound. If the alarm is triggered, immediately grab the following items, and quickly go to where in the building the fire panel indicates the emergency exists.

1. Current in-house guest list
2. MOD keys
3. Cell telephone, cordless telephone, or walkie-talkie (if appropriate)

Upon locating the source of the alarm, your options are

1. No fire conditions at all after a thorough check: Return to the fire panel to silence the alarm.
2. A small, manageable fire: Extinguish the fire with a fire extinguisher.
3. A large, uncontrollable fire: Take the following steps.
 - a. Immediately use your cell phone or cordless phone to dial 911.
 - b. Calmly communicate to the emergency dispatcher that a real fire exists and exactly where your location is.
 - c. Concurrently, begin evacuating guests using the in-house guest list to identify which rooms are occupied.
 - d. If there is no response when knocking on a door that your in-house guest list shows is occupied, use your MOD keys to enter the room to assure no one is inside.
 - e. Inform all guests to meet outside at your property's predetermined Evacuation Rally Location.

Silence the fire panel – This should only be done after the emergency has been investigated and it has been identified that an emergency does not exist. Move the control key to silence position, the beeper will stop.

Reset the fire panel – In most jurisdictions, only the fire department is authorized to reset the fire panel. Check with your General for more guidance on resetting the fire panel. When the alarm zone condition is corrected, the green light will indicate a corrected condition. By moving the control key to reset position and then to set position, the system will be set (normal status).

Trouble - when a zone goes into trouble, the respective green light will blink indicating trouble on the fire system. The local beeper will sound, and you should immediately contact the maintenance department and your General Manager to identify what is causing the trouble.

Upon correction of the trouble condition, the green light will come on steady. Then move the control key to set position, and the panel will be back in normal status.

Possible Causes of Trouble Condition

1. Loss of AC power, designated by the OFF condition of the AC light on the sub panel on each floor.
2. Broken wire in the bell circuit.
3. Smoke detectors have been removed from rooms or hallway, or broken wire in smoke detector circuit.
4. Low rechargeable battery voltage condition (bad battery).

Possible Causes of Alarm Condition

1. A smoke detector has had smoke blown into it.
2. Pull station was pulled-designated by the handle on the pull station in the down position.

Note: If the fire system will not reset and you have determined that a smoke detector was the cause of the alarm, try blowing air into the smoke detector to clear all the smoke that may still be inside of the detector. Also, try keeping the control key in the reset position for about 20 seconds before returning the control key back to the set position.

If a panic alarm is activated, quickly collect the following items, and investigate the alarm.

1. Current in-house guest list
2. MOD keys
3. Cell telephone, cordless telephone, or walkie-talkie (if appropriate)

When arriving where the panic alarm is located, survey the area for any type of emergency and interview anyone who may be in the area. If it can be clearly identified that an emergency does not exist, use your MOD keys to silence the panic alarm. Be sure to document the time and conditions when the alarm was activated.

I. FLOOD

Floods can be caused by substantial amounts of rainfall during short periods of time, overloaded storm sewers, malfunctions of plumbing or improperly designed run-off areas, as well as river water.

Before a flood occurs, the property should have the following equipment on hand:

1. Containers for drinking water.
2. Battery operated radio with spare batteries.
3. Flashlights with spare batteries.
4. Fully stocked first aid kit.

Monitor radio and TV broadcasts for flood information updates.

Determine how many associates are needed and are willing to remain at the property during an emergency.

Maintain contact with your Operations Vice President and the TPI Corporate Administrations Office.

m. GAS RELEASE / LEAKS

Natural gas leaks can be extremely dangerous if not handled effectively. If you smell natural gas (smells like rotten eggs), remember to take the following precautions.

- Quickly attempt to locate the source of the gas leak.
- If you are unable to locate or stop the gas leak, sound the fire alarm. (Note: Because of its low odor threshold, natural gas is sensed far in advance of high concentrations and pulling the fire alarm will not add to the fire risk already present via static electricity and electrical and mechanical equipment in the building.)
- Do not turn electrical switches on or off.
- Do not use a phone or a cellular phone inside the building.
- Do not use any potential ignition sources or open flames.
- Use common sense and never take risks that may endanger you or others.
- If it is possible, open the doors and windows, to ventilate the building. However, do not spend additional time opening doors or windows if there is an imminent danger of an explosion or fire that would jeopardize your safety.
- Leave the building quickly by the fastest possible route.
- Do not use elevators; always use stairs.
- Go to a safe area or to a pre-assigned outside assembly area for your property.
- Call 911 from the nearest phone in a safe area.
- Do not return to the building unless advised to do so by local authorities.
- Await emergency response personnel at a safe location.
- If you know or suspect that someone is missing or trapped, inform the emergency personnel when they arrive.

By acting quickly and proactively, you can avoid an unwanted outcome. If you believe a dangerous gas leak exists, take control of the situation, and follow the guidelines above.

n. GUEST ILLNESS

When a guest does not feel well, the MOD should be informed. The MOD should communicate with the guest to determine if there are any specific needs required by the guest. Remind the guest to contact the front desk if the symptoms worsen or if medical attention is required. The MOD should communicate the situation to the next shift so the guest's illness can be monitored. Be initiative-taking in knowing the address and phone number of the nearest hospital in case the symptoms take a turn for the worse and always be prepared to call local paramedics if you feel the guest needs additional medical assistance. After the guest's needs have been addressed, complete a *Guest Incident or Property Loss Report (form 16.02)*, and scan it to sheryl@tpihospitality.com or fax it to the TPI Corporate Administrations Office at 320-235-5563.

o. HEART ATTACK

If a person complains of a heart attack or symptoms of a heart attack or appears to be having serious difficulty and is not capable of responding, call 911 immediately. Stay with the individual until the paramedics arrive. If you are not trained to handle a medical condition of this sort, ASK FOR HELP! There may be a trained medical person in the hotel or restaurant that could aid until the paramedics arrive. A SEEMINGLY MINOR COMPLAINT INVOLVING HEART PATIENTS CAN CHANGE TO A VERY SERIOUS OR LIFE-THREATENING SITUATION WITHOUT WARNING. BE PREPARED TO ACT!

People will naturally be curious about the situation and want to help. To keep the victim calm, instruct people to leave the scene immediately (except for qualified CPR associates or guests and immediate family). Also, keep the path which the paramedics will take as clear as possible. If the paramedics will be using an elevator, assign an associate to hold the elevator until the paramedics arrive. If the incident is not near the entrance to the building, assign an associate to meet the paramedics at the front door to escort them to the patient.

Once it is possible, attempt to identify the person's name, address, and telephone number. When the person has been stabilized and leaves the area (either on his own or in an ambulance), fill out a *Guest Incident or Property Loss Report (form 16.02)* immediately and scan it to sheryl@tpihospitality.com or fax it to 320-235-5563 within 24 hours.

In the event of a guest emergency in which a guest has been taken to a hospital, only the General Manager may give out any type of information to the family. The associate will adhere to this procedure when dealing with any calls for that guest.

- Remain calm.
- A suggested explanation is: "Mr./Mrs. _____ became ill. As a precaution he/she has been taken to the hospital."

For the handling of more delicate inquiries (such as a death, severe injury, arrest, etc.), callers should be referred to the General Manager.

Note: Inquiries by the press or other people in reference to conditions or incidents which occur on the property should be handled only by the General Manager/Managing Partner. All property business is to be considered "confidential" unless otherwise instructed by the General Manager. If you receive an inquiry about the event, simply state that "My General Manager is fully aware of the situation, and you may contact him/her at XXX-XXX-XXXX" (provide your General Manager's contact number). Do not say "no comment;" simply refer the caller to your General Manager as shown above.

p. LEGIONELLA OUTBREAK

Legionnaires' disease is a type of pneumonia caused by legionella bacteria. It doesn't spread from person to person. Instead, the bacteria spreads through a mist, such as from air-conditioning units for large buildings. Adults over the age of fifty and people with weak immune systems, chronic lung disease or heavy tobacco use are most at risk. Many people exposed to the bacteria don't develop symptoms. Those who do develop symptoms may experience cough, fever, chills, shortness of breath, muscle aches, headaches, and diarrhea. Legionnaire's disease can be treated with antibiotics. Outbreaks of legionnaires' disease are preventable, but prevention requires meticulous cleaning and disinfection of water systems, pools, and spas.

q. LOSS OF FIRE ALARM SYSTEM

In the rare event that the building's fire alarm system becomes inoperable for any reason (power outage, system failure, under repairs, etc.) the property should assign qualified associates to provide 24-hour-a-day fire emergency awareness. This would consist of an associate being responsible for walking the entire property continuously while looking for any indication of a fire emergency. Should this person identify a fire emergency, he/she should immediately dial 911 to alert emergency personnel. The Manager on Duty should also be alerted so emergency evacuation procedures are enacted immediately. 24-hour-a-day fire emergency awareness personnel should also be available if the sprinkler system is inactive.

r. MAJOR BODY FLUID SPILLAGE

As stated in the TPI written Exposure Control Plan (ECP) associates should treat all blood and body fluid spills as if they are infectious. Handle all trash as if it contained sharps and/or infectious items. Don't eat or smoke in your work area because germs can get on your hands, food, and smoking materials and go directly into your mouth. Contain spills immediately, then clean up and disinfect the area.

To treat a large or small spill, use absorbent material to soak up and contain spill with absorbent powder and paper towels. Pour disinfectant directly onto material to disinfect. A broad-spectrum disinfectant such as a 10% bleach solution poured on and left on the material 10-30 minutes before cleanup is sufficient in most instances to disinfect. Other disinfectants may be used if the label lists that it kills a broad spectrum of human infectious agents. After the body fluid material is collected and placed into a trash bag, pour disinfection on the area of spill to complete disinfection and wipe up with paper towels.

Associates should wash their hands with soap and warm water immediately after removal of gloves and other protective equipment. Then,

- Disinfect all reusable equipment
- Upon accidental skin contaminations, wash the area with copious amounts of soap and water
- If the eyes or mucous membranes are accidentally contaminated flush with copious amounts of water
- Report all accidental exposures to your supervisor immediately

s. PANDEMIC/FLU

A flu pandemic occurs when a new influenza virus emerges and spreads around the region, the country, or the world, and because the virus was unplanned by public health officials, most people will not have immunity. It can quickly become a serious obstacle to operating your hotel or restaurant. In many cases, your property could experience many associates being infected and unable to work.

Unlike natural disasters or terrorist events, an influenza pandemic will be widespread, affecting multiple areas of the United States and other countries at the same time. A pandemic will also be an extended event, with multiple waves of outbreaks in the same geographic area; each outbreak could last from 6 to 8 weeks. Your property will experience:

- **Severe Absenteeism** - A pandemic could affect as many as 40 percent of the workforce during periods of peak influenza illness. Associates could be absent because they are sick, must care for sick family members or for children if schools or day care centers are closed or they are afraid to come to work.
- **Interrupted supply/delivery** - Shipments of supplies may be severely affected by the pandemic and may be delayed or cancelled.

Your management team will need to be initiative-taking in responding to the many challenges a flu pandemic may create. If the possibility of a pandemic exists, immediately begin preparing for initiatives to deal with excessive absenteeism or the interruption of food or supply deliveries.

If an associate at your property displays any type of flu symptoms, send that associate home immediately. Keeping that associate at work will only allow the illness to spread further and result in even more associates being unable to work. In addition, you may experience many guests who become inflicted with the virus. When this happens, it is important to stay at a safe distance and encourage your associates to take the following precautions.

- Avoid close contact with associates or guests who are sick.
- When you are sick, keep your distance from others to protect them from getting sick too.
- Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Washing your hands often will help protect you from germs.
- Avoid touching your eyes, nose, or mouth.
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

t. POLITICAL UNREST

Political unrest is a term describing widespread dissatisfaction with the current government or its policies. Widespread protests qualify as a type of political unrest. These protests could be civil, but at times may become violent. Political unrest could appear suddenly and without warning. It is important that your hotel or restaurant responds quickly and effectively to the first hint of any form of political unrest.

- Avoid taking side in any political demonstration.
- Communicate any form of political demonstration to your General Manager.
- Assist your co-workers in avoiding the demonstration in any way possible.
- If at any time you feel that you, a co-worker, or a guest is in danger, call law enforcement immediately.
- Communicate the situation to associates who may be arriving at work during the demonstration. You may even ask these associates to wait to come to work until the demonstration is gone.
- Be aware of your surroundings and document any specific happenings you feel are suspicious.

Your best approach is to avoid any interaction with the protestors and report any serious issues to your General Manager and local law enforcement.

u. SERIOUS ACCIDENT

If a guest or associate should experience a serious accident, call for medical assistance immediately by dialing 911. Provide the following information:

- Nature of the medical emergency
- Location of the emergency (address and location in the hotel or restaurant)
- Your name.

Assist the guest or associate in any way possible. If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance if appropriate:

- Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
- Clear the air passages using the Heimlich Maneuver in case of choking
- Keep the area around the guest or associate clear.
- Assure that someone has been assigned to meet the medical professionals at the front door and guide them to the area of the injured guest or associate.

If the guest or associate is in any way exposed to some type of hazardous materials, consult the Safety Data Sheet (MSD) book. Be sure to wear the appropriate personal protective equipment. The MSD book provides detailed information on how to deal with any kind of chemical exposure. Don't hesitate to inquire if there is anyone with medical training in the immediate area. Often a trained medical professional may be nearby but is unaware of the accident.

After the guest or associate has been helped by the medical professionals, be sure to complete the *Guest Loss and Incident Report (appendix form 16.02)* or the *TPI Associate Accident Report (appendix form 16.02)* and submit it to the TPI Administrations Office within 24 hours.

v. SEXUAL ASSAULT / RAPE

Sexual Assault is defined as any harmful or threatening behavior of a sexual nature such as threats or intimidation, or an actual attempted or threatened unwanted sexual act accomplished against a person's will by means of force, duress, manipulation, or fear or when a person is incapacitated due to sleep, unconsciousness or substance use. Rape is defined as Any non-consensual sexual intercourse, however limited or slight, with any object, by a man or a woman, upon a man or a woman, which is without consent having been given, or by force. This would include penetration of any orifice or genital area by a body part or any object, no matter how slight or limited the contact.

If you experience a sexual assault or rape, or a sexual assault or rape has been reported to you by a guest or co-worker, it is in everyone's best interest to report the assault or rape immediately to your local law enforcement professionals. Call 911 if the victim asks for help and desire to report the assault to local authorities. TPI's Chief Human Resources Officer should also be made aware of the situation to ensure a complete and effective investigation is done immediately.

The victim of a sexual assault or rape may often experience a host of emotions such as confusion, embarrassment, self-blame, helplessness, anger, or shock. There are local resources available to the victim immediately and even more as time passes. The victim has the right to:

- Be treated with dignity and respect.
- Make him/her own decisions about who to trust, who to tell and when to do so.
- Have an advocate, friend, or relative with him/her while making these decisions.
- Reach out to anyone at TPI with whom the victim feels most comfortable to report the assault or rape and expect a prompt and thorough investigation

The victim also has the right to be left alone, but we want that person to know that he/she does not have to be alone, and that we are committed to helping in any way possible. There are also many resources outside of TPI that can aid the victim.

w. SPRINKLER ACTIVATION

If an alarm from the fire panel indicates that a sprinkler has been activated, the Manager on Duty should immediately secure the following items and quickly move to the area where the alarm was activated to determine whether an emergency exists.

1. Manager on Duty Keys
2. Cell phone or cordless phone
3. Current in-house guest list

Upon reaching the area where the alarm was activated, if the Manager on Duty discovers there is no fire emergency, the sprinkler system should be shut off immediately to minimize the extent of water damage. Note, it is critically important that the Manager on Duty is sure, beyond any reasonable doubt, that a fire emergency does not exist before the sprinkler system is shut off. Situations like this can occur when there is a malfunctioning sprinkler head, or when the sprinkler head is misused in any way (i.e., a guest hangs clothing from a sprinkler head).

Notify emergency personnel upon arrival that the sprinkler system has been shut off and contact your General Manager and Chief Maintenance Engineer to assure that any necessary repairs are completed, and the sprinkler system is reactivated as soon as possible.

x. TELECOM FAILURE

If for any reason the property's telephone system becomes inoperative, notify your General Manager and Chief Maintenance Engineer immediately using a personal cell phone or a cell phone from a co-worker. Depending on how long it may take to fully repair the phone system, an alternate phone may be required to field phone calls to the hotel. In this case, the phone company should be notified to have all calls to the property forwarded to this alternate phone. Be sure to notify the TPI Administrative Office and the property's Operations Vice President of the situation.

y. TERRORIST ATTACK

The world around us can quickly become a dangerous place. It's important to be diligent about the awareness of the environment in and around your property. Prompt and detailed reporting of suspicious activities can help prevent violent crimes or terrorist attacks. If you see suspicious activity, please report it to your local police department. Local law enforcement officers can respond quickly. Once they assess the situation, they can obtain additional support.

When reporting suspicious activity, it is helpful to give the most accurate description possible, including:

- Brief description of the activity
- Date, time, and location of the activity
- Physical identifiers of anyone you observed
- Descriptions of vehicles
- Information about where people involved in suspicious activities may have gone
- Your name and contact information (optional)

If a TPI associate were to witness any suspicious actions or paraphernalia in or around the hotel or restaurant, the General Manager should be contacted immediately. If the General Manager is unavailable, do not hesitate to contact local law enforcement to report your findings. Pay close attention to any activities that you witness, as well as to any objects (bags or boxes) that may be left behind. If you see something, say something.

z. THEFT OF GUEST PROPERTY

When an associate becomes aware of an alleged theft, or any other incident involving property and/or guest missing assets, the Manager on Duty (MOD) should be notified immediately.

The MOD will take the following action:

- Interviews with the involved parties will be conducted.
- The *Guest Loss and Incident Report (appendix form 16.02)* will be filled out and scanned within 24 hours to the Corporate Administrations Office.
- Every effort will be made to find the missing item(s), including searches of public areas, lost-and-found logs, and other appropriate areas such as guest rooms and storage rooms.
- The MOD should offer, in the case of a guest loss, to contact the local police for the purpose of filing a police report. Notice of this action should be made in the Guest Loss and Incident Report to include the report number.
- In the case of missing property assets, the MOD will notify the General Manager, and it will be the General Manager's or Operations Vice President's decision to pursue police follow-up.
- Follow-up with the guest is the responsibility of the General Manager until relieved by our insurance carrier, Corporate Administrations Office, or your Operations Vice President.

Guidelines for interviewing involved parties:

- In the case of guest loss, do not admit guilt or in any way put the property in a libelous position. Be understanding, empathetic and try to understand exactly how the loss occurred.
- Interview all parties involved, to include those with access to any guest room.
- Do not accuse anyone of a crime. Act as a fact gatherer and facilitator. Be professional and concerned.
- **DO NOT PROVIDE THE GUEST WITH A COPY OF THE INCIDENT REPORT.** It is an internal document only for the use of TPI and our agents. If asked, provide guests with the address and telephone number of the Corporate Administrations Office for future inquiries.

aa. TRANSPORTATION EMERGENCIES

In the case of an emergency with a shuttle vehicle, the driver's first responsibility is the safety of all occupants. Below are just a few instances which may be considered as emergency situations.

- Run out of fuel
- Traffic accident
- Guest slip or fall
- Engine failure
- Slide off the road

If any of these situations occur, stay calm. If there are any injuries or if anyone in the vehicle may be in danger, immediately call 911 and ask for assistance. If there is no immediate danger, contact the Manager on Duty for guidance. The guests in the shuttle vehicle expect the driver to provide leadership, stay calm and take every precaution possible to keep them safe. Below are some guidelines for responding to an incident involving a shuttle vehicle.

1. Stop at once! Check for personal injuries and call 911 for an ambulance, if needed. Do not leave the scene but ask for the assistance of bystanders.
2. If fire or smoke is present, evacuate the vehicle occupants to a safe location. If stalled on a railroad track, evacuate occupants to a safe location away and at a right angle from the tracks.
3. If fire, smoke, or spilled fuel is present, do not leave the scene and call 911 immediately.
4. Protect the scene. Set emergency warning devices to prevent further injury or damage. Secure your vehicle and its contents from theft.
5. Secure the assistance of the police whenever possible. Record names and badge numbers.
6. Record names, addresses and phone numbers of all witnesses. Record vehicle license numbers.
7. Do not argue! Make no statement except to the proper authorities. Sign only official police reports. Do not make statements regarding the operating condition of your vehicle and do not admit fault.
8. Report the incident to the Manager on Duty IMMEDIATELY after first aid has been given, authorities have been notified, the scene has been protected, and you are able to do so.
9. Complete the incident report located in the glove box at the scene as thoroughly as possible. Exchange insurance information only with the involved driver(s).
10. If you strike an unattended vehicle and cannot locate the owner, leave a note with your name and the property's address and phone number, get the vehicle description, VIN number and license plate number.

bb. WATER FAILURE

In the rare event that your property loses water pressure or loses access to its water system, immediately contact your General Manager and Chief Maintenance Engineer for assistance. Being initiative-taking is critically important. Once it has been determined how long the water supply might be unavailable, begin making plans to provide bottled water at no charge to all guests. Communicate with all guests in a polite, professional manner to assure they know exactly what the situation is. Continue the availability of water for the guests until the water supply has been reinstated. Bottled water should also be available in public restrooms for hand washing.

Once the water has been reestablished, thank the guests for their patience and work with your General Manager to determine any compensation that may have to be made to accommodate the guest's inconvenience.

cc. SERVICE ANIMALS

In situations when it is not obvious that the dog is a service animal, staff may ask only two specific questions:

- (1) Is the dog a service animal required because of a disability?
- (2) What work or task has the dog been trained to perform?

You cannot ask for written documentation about the service animal. You may, however, require that the guest agree to the hotel's policies that relate to service animals and that the guest sign a TPI Service Animal Agreement (form 6.14).

Hotel Service Animal Policy:

- Service animals must be housebroken.
- Service animals must never be left unattended in guest rooms.
- When a service animal is outside of the guest room:
 - o It must always be under the control of its handler, and
 - o It must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use such a device or use of it would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).
- When a service animal is in a foodservice area, it must remain on the floor in a location that is always out of all paths of travel. It cannot sit in the owner's lap, on seats, or on any eating surface, and it must not be fed from the table.
- Staff may request that the service animal be removed from the premises if a service animal is threatening people, barking, or otherwise out of control and/or creating a disturbance, and the dog's handler does not take prompt and effective action to control it.

PLEASE BE ADVISED THAT PURSUANT TO M. S. A. § 609.833, INDIVIDUALS WHO COMMIT SERVICE ANIMAL FRAUD BY MISPRESNTING AN ANIMAL TO BE A SERVICE ANIMAL MAY BE SUBJECT TO CIVIL OR CRIMINAL PENALTIES.

EMOTIONAL SUPPORT ANIMALS ARE NOT PROTECTED BY THE ADA. Under the Americans with Disabilities Act:

- A service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be related to the person's disability.
- "Emotional Support Animal (ESA)," "companion" and "comfort" dogs are not service animals and are not protected by the ADA.

dd. ADA ACCESSIBILITY DETAILS

TPI hotel locations are equipped with two different bed heights in our handicapped-accessible rooms. This is being done to accommodate our guests who may have different accommodation needs. Some handicap-accessible rooms have a bed height of 20 to 23 inches, while other handicap-accessible rooms have a bed height of 25 to 28 inches. Based on availability, when a guest checks into a handicap-accessible room, the Guest Service Representative should inquire if the guest would prefer a lower bed (20-23 inches high, often convenient for a guest in a wheelchair) or a higher bed (25-28 inches high, often convenient for a guest in a walker).

19. CLOSING - NOW IT'S YOUR TURN!

The Manager on Duty Manual is only one of many tools you can use to become a strong leader. All the information in this manual is critically important in preparing you for unexpected challenges while leading your team as the Manager on Duty.

Leadership is not just about knowing how to handle challenging situations. Effective leaders possess innate skills that not only create personal success but create success for those around them as well. As you being your role as a Manager on Duty, focusing on the following five skills can create personal fulfillment as well as win-win outcomes for your guests, your community, and your co-workers.

Humility – Be humble. Great leaders understand that it's not about them...it's about their people. Look for ways to ensure that your co-workers are recognized for their efforts and allow them to receive accolades. You will be amazed at how fulfilling it can be to deflect the attention from you to your team. *You Before Me...*

Empathy – Seek to understand. The TPI family consists of hundreds of people, and we all have different opinions, perspectives, lifestyles, and beliefs. But that's what makes us strong! When we respect the fact that the person working next to us has a unique perspective, it arms us with the ability to be empathetic and understand another person's viewpoint.

Accountability – Be accountable. TPI Hospitality has a rich history of accountability. Yes, that means we are responsible for holding others accountable, but more importantly, we are responsible for holding ourselves accountable. At the beginning of every shift. Remind yourself to always do the right thing for the right reason.

Respect – Be respectful. Even though we may have disagreements with a guest or a co-worker, we always must remain respectful. Here again, seek to understand. Consider the other person's situation and treat them in the same manner you would like to be treated if you were in their shoes. It's amazing how respected you become when you respect others.

Trust – Be trustworthy. Being a manger on Duty means that the team is counting on you. Don't let them down. By building trust with your team, you build an incredible bond that creates success for the entire team. In addition, trust your co-workers by empowering them to do, "Whatever it takes."

In closing, always remind yourself to lead with **HEART** by being **Humbel**, showing **Empathy** towards others, being **Accountable** to others and yourself, showing **Respect** to others, and building **Trust** with your team. Being a Manager on Duty is a big responsibility, but if you focus on these five skills you will create immense success for yourself and your team. Thank you for being part of the TPI family!