



Incident & Emergency Management Guide



PURPOSE

As a growing world-class brand in the quick-serve coffee industry, Scooter's Coffee has identified the need to establish an emergency response plan to support stores before, during, and after an incident or emergency.

In the event of an emergency, employees must be able to respond quickly and effectively for the safety of the customers, employees, and the business.

This guide can help you prepare for, assess, and take appropriate action to recover from a crisis, while minimizing risk and liability for all parties involved. Use this Incident & Emergency Management Guide during an incident or emergency to help make timely and appropriate decisions.



TABLE OF CONTENTS

General Safety Rules	4
Priorities	7
During Any Incident or Emergency	7
Incident Reporting	8
Incident Report Form	8
Witness Statement	8
Facilities Assessment	8
Property Loss Reporting Form	8
Suspicious Description Reporting Form	8
Important Contact Information Form	8
Dealing with the Media	9
Preparedness	10
Types of Incidents and Emergencies	11
Injury, Illness or Allergic Reaction	11
What is a medical incident?	11
What is a medical emergency?	11
Employee Injury	12
Bloodborne Pathogens	13
Damage to Store, Employee, or Customer Property	14
Power Outages	15
Once Power is Restored	15
Interruption of Water Service	16
Boil Water Order or Contaminated Water Supply	16
Sewage Backup	17
Evacuation	19
Tornado	21
Earthquake	22
Blizzard	23
Flood	24
Inclement Weather	25
Fire	26



TABLE OF CONTENTS

Expulsion of a Customer	27
Shoplifting	28
Prevent Shoplifting	28
Scam	29
Tip Theft	30
Robbery	31
Burglary	32
Active Shooter	33
Suspicious Mail	34
Bomb Threat	35
Protest and Civil Unrest	36



General Safety Rules

The safety of each employee and customer is our first priority. Safety is everyone's responsibility. These safety rules provide general direction that is intended to help prevent incidents and emergencies before they happen.

When Opening the Store

For safety, it is recommended that two people be scheduled to open the store.

- The first person to arrive should stay in their vehicle, with the doors locked and the windows rolled up, until the second opener arrives.
- Park in a well-lit spot, within the view of the camera when available, and in a parking spot that you can easily drive away from if necessary.
- Be aware of your surroundings and anything suspicious.
- If you have any reason to believe it is unsafe to get out of your car and enter the building, stay in your car. Call 9-1-1 if necessary. When it is safe to, call your direct supervisor.
- Enter the building together.
- Lock the door behind you immediately.

When Closing the Store

For safety, it is recommended that two people be scheduled to close the store.

- When you arrive to work at the beginning of your shift, park in a well-lit spot close to the front door within the view of the camera where available.
- In coffee house locations, always check the bathrooms and all areas of the lobby prior to locking the doors at closing time.
- Lock all exterior doors and the drive-thru window.
- **Kiosk** - Only employees who are on the clock are allowed in the building. Customers, friends, and off-duty employees are not allowed to be in the building at any time.
- **Coffee house** - Only employees who are on the clock are allowed in the building when the doors are locked. Customers, friends, and off-duty employees are not allowed in the building prior to open or after close.
- Be aware of your surroundings and anything suspicious.
- Exit the building together, using the buddy system when possible.
- If you have any reason to believe that it is unsafe to exit the building, call your direct supervisor. If there is an unsafe situation that requires emergency help, call 9-1-1.
- When it is safe to leave the building, lock the door behind you immediately.
- Keep your car keys and cell phone in your hand as you walk to your car.



Taking out the Trash

- Never take out the trash after dark.
- When taking out the trash, have a second person watch from the safety of the building so they can alert authorities if an issue arises. During the shift change, use the buddy system.
- Be aware of your surroundings.

General Safety

- Lock your vehicle.
- Do not leave your personal belongings visible to others in your car.
- Only open the back door during daylight hours and only for authorized vendors.
- Be aware of vendor delivery schedules. If you do not recognize the vendor that is requesting access, ask for identification PRIOR to opening the door. If you still have concerns, call your supervisor.
- Wear your seatbelts when driving or riding in vehicles on company business.
- Report to work free from the effects and after-effects of drugs or alcohol.
- Report maintenance needs or hazards before the end of your work shift.
- Wear slip resistant footwear at work and proper footwear for winter weather.
- Do not run.
- Horseplay is not permitted.
- Beware of slip and trip hazards.
- Pick up all trip hazards once discovered.
- Keep fire exits clear.
- Report problems with emergency lighting, exits, door locks, or security system components that don't function.
- Keep a clear path to the fire extinguishers.
- Ensure that fire extinguishers are checked annually.
- Clean up spills of liquid and water. Mark with a wet floor sign for safety.
- Know your severe weather shelter location.
- Get help to lift heavy objects like products, supplies, and fixtures.
- Report any security concerns.
- Do not store knives with blades exposed; close all box knives when not in use.
- Never give out another employee's personal contact information or schedule.
- Only on duty employees are allowed in a coffeehouse when the doors are locked.
- Only on duty employees are allowed in a kiosk.
- The doors on a kiosk location must be locked at all times.



What is an Incident or Emergency?

Incident - A situation or event which, if not handled appropriately, could become a crisis or emergency. An incident is generally a single, minor event or occurrence that has the potential to become a major event.

Emergency - A serious, unstable, and possibly dangerous situation requiring immediate action. An emergency is generally an unforeseen or uncontained event or combination of events that culminate into a crisis.

There is a fine line between an incident and an emergency. Both have the ability to impact us negatively. Here are a few of the most common ways an incident or emergency may impact us negatively:

Operations - Impedes one's ability to open the store or keep it open, ring transactions, or serve customers.

Safety - Causes injury, illness, or loss of life for employees or customers.

Financial - Reduces profitability through loss, increased cost of goods (COGs), or reduced sales.

Reputation - Damages the brand reputation.

With the appropriate resources and leadership, you can prevent an incident from becoming a crisis and protect each other and the business from further damage. With any incident or emergency, it is important to determine if the situation creates an Imminent Health Hazard.

Imminent Health Hazard - A significant threat or danger to health that is considered to exist when there is evidence that a product, practice, or circumstance creates a situation that requires immediate correction, or the store must cease to operate to prevent injury based on:

1. The number of potential injuries.
2. The nature, severity, and duration of the anticipated injury.

An Imminent Health Hazard may exist due to an emergency such as a fire, flood, extended interruption of electricity or water services, sewage backup, or may be due to the onset of an apparent foodborne illness outbreak, or any other circumstance that may endanger public health. If operations are discontinued due to issues that pose a significant health risk, the store may be required to obtain approval to reopen from the local health regulatory authority. If you believe an Imminent Health Hazard exists at your store, contact your direct supervisor, and assigned Field Brand Consultant (FBC) immediately.



Priorities

When responding to an incident or emergency, the most important goal is always the safety of employees and customers. Scooter's Coffee places the highest priority on the health and safety of people first.

Our priorities are as follows:

- Health and safety of all people involved.
- Containment of the incident.
- Open communication to your direct supervisor, franchise owner, and Field Brand Consultant (FBC).

During Any Incident or Emergency

Stay calm. Customers and employees may take their lead from you. Speaking in a calm and even tone will help put people at ease and keep everyone organized and focused.

Take appropriate action to keep people safe. You may not have all the details yet but keeping people safe is your first priority. This could include calling 9-1-1, calmly evacuating the building during a fire, or taking cover in the restrooms during a tornado warning. This step requires quick thinking and quick action. If all parties are safe, proceed to the next step.

Assess the situation. Once everyone is safe, conduct an evaluation of the store to determine if operations can resume and be maintained in accordance with all laws and health and safety standards. Discontinue operations at the store if operational or food standards are not being met. Contact your direct supervisor or Field Brand Consultant (FBC) to determine next steps.

Capture information. After it has been determined that it is safe to proceed with store operations, gather relevant information from all parties involved in the incident and any witnesses. Use the appropriate form to capture the facts.



Incident Reporting

Incident Tools

Throughout this guide we have provided guidance on when the forms listed below should be completed and submitted. These forms help protect our stores, employees, and the company from additional liability and should be completed for a variety of situations that may not be included in this guide. Use your best judgement for any situation not listed within this guide, err on the side of caution, and complete any forms that help capture and document the entire situation. As always, your FBC is here to help guide you if you have any questions.

Incident Report Form

To capture details of the incident or emergency.

Witness Statement

To capture information regarding the incident from the perspective of witnesses.

Facilities Assessment

To assess and document damage to the store, store property and/or equipment.

Property Loss Reporting Form

To assess and document loss or damage to employee or customer property.

Suspicious Description Reporting Form

To capture the description of a suspicious person or perpetrator

Important Contact Information Form

To document all relevant contact information in one place, making it easy for an employee to contact the appropriate people during an incident or emergency.

Printable copies of these paper-based forms can be found on Scooter's U. Scooters U>Resources>Operations>Forms

It is a good best practice to have several hard copies of the forms listed above available at the store in the event of an incident or emergency. They should be stored in a location that is easy to get to and where baristas can find them.



Dealing with the Media

During or after an emergency the media may have questions or request a statement. We suggest that only a trained spokesperson speak on behalf of Scooter's Coffee. Never answer any questions on behalf of the company. If you find yourself being questioned by the media, here are some initial response statements that are safe to say.

"We are still gathering the details of the situation and will keep you informed as the situation progresses."

"The cause of the incident is not known at this time. The investigation is continuing, and we are working closely with the authorities."

"We do not have information as to the extent of the emergency at this time. As soon as we receive verifiable information, we will share it with you."

If you are contacted by the media regarding Scooter's Coffee, contact your FBC and franchise owner for guidance before giving a statement.



Preparedness

It is important to plan ahead to be prepared for an incident or emergency before one happens. Consider the types of hazards that may occur in a coffeehouse or coffee kiosk and take precautions to minimize the chances and severity of such occurrences.

Here are some things you can do to plan ahead:

- Keep employee emergency contact information updated. Each employee should have a local and an out-of-area emergency contact on file. Having this information in a digital format makes it much easier to access in most emergencies.
- Keep an updated list of important phone numbers in a place that is easy to access on your way out the door. (E.g., vendors, corporate contacts, local services, etc.)
- Review emergency evacuation procedures with your team.
 - What is the best way for employees to exit the building quickly?
 - Where is the designated meeting place if you must evacuate?
 - What should people take with them? What shouldn't they take?
- Be prepared to go without services you would normally depend on. During an emergency, landlines, cell phone service, and public transportation may be unavailable.
- Know where fire extinguishers are and how to use them.
- Ensure fire extinguishers are serviced regularly and are charged.
- Be aware of your surroundings, including suspicious behavior or packages.
- Assemble an emergency supply kit that includes:
 - First aid kit
 - Batteries
 - Battery powered emergency radio
 - Flashlight



Types of Incidents and Emergencies

Injury, Illness or Allergic Reaction

There are many different types of injuries and illnesses. The severity of the situation will determine the correct course of action. In all cases of injury, it is important to recommend that the injured party seek medical attention. It is often hard to tell the full extent of an injury based on visual observation alone.

What is a medical incident?

A medical incident is a non-threatening medical situation that may only require routine first aid.

What is a medical emergency?

A medical emergency is an event that threatens you or someone else's life or limb in such a way that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, bad injury, a serious illness, or a medical condition that is quickly getting much worse. To help you decide if you should call 9-1-1 for you or someone else, answer these questions (as best you can):

- Is the condition life-or-limb threatening?
- Could the condition worsen quickly on the way to the hospital?
- If you move the victim, will it cause further injury?
- Does the person immediately need skills or equipment that paramedics or EMTs carry?
- Would distance or traffic cause a delay in getting the person to the hospital?

If the answer is yes to any of these questions, **call 9-1-1**. If you are still unsure, call 9-1-1 and the trained dispatcher can help guide you.

- Tell the dispatcher/operator the location and the nature of the emergency.
- Follow the operator's instructions until first responders arrive.
- When appropriate, fill out an *Incident Report Form* and *Witness Statement Form* as necessary.
- Contact your direct supervisor as soon as it is safe to do so.



Employee Injury

With a little forethought and some training, most workplace injuries can be prevented. Here is a list of the most common workplace injuries.

- **Overexertion injuries.** The most common workplace injuries happen as a result of lifting, pushing, holding, pulling, or carrying improperly.
- **Slip, trip, fall injuries.** Accidents related to slips, trips, and falls are the second most common. The good news is that, with the right standards, these are also some of the most preventable workplace injuries.
- **Repetitive motion injuries.** Repetitive motion injuries happen in the workplace. This includes everything from carpal tunnel syndrome from typing on a computer all day to chronic back pain from lifting boxes in a warehouse. Stretching prior to performing repetitive motion can help prevent these types of injuries.
- **Vehicle accidents.** Employees who are driving for business purposes are sometimes injured in accidents. We can significantly reduce the amount of time employees spend traveling for work purposes with proper planning and effective product ordering.
- **Burns.** There are many hot surfaces in a coffee shop including but not limited to:
 - Espresso machines
 - The coffee brewer
 - The oven
 - Hot beverages, water, and food

While there are many other types of workplace injuries, these are certainly the most pervasive.

In the event of any workplace injury, the following action should be taken:

- **Notify your supervisor** immediately.
- **Seek medical attention.** Some injuries may only require basic first aid while others will need medical attention. The injured employee is the best person to determine the level of medical care that they need after an injury. For serious injuries, call 9-1-1 if necessary. Workplace injuries should be checked out by a medical professional; employees should be encouraged to seek medical attention.
- **File a report.** After the employee's medical needs have been attended to, have them fill out an *Incident Report Form*. Your supervisor can guide you to any additional forms that may need to be completed.



Bloodborne Pathogens

A bloodborne incident is any situation or accident in which there is potential exposure to a person's blood or body fluids. When responding to a bloodborne incident, one should assume that blood and body fluids are infectious. We recommend that all stores have a Bloodborne Pathogen clean up kit for this type of incident. When blood or other infectious material needs to be cleaned up, take the following precautions:

- Wear gloves. Use additional protective equipment based on the risk present, such as goggles or a face mask.
- Disinfect contaminated surfaces with a product that is EPA-registered to kill Norovirus, such as a mixture of one-part bleach to ten parts water (1:10).
- Pick up any contaminated solid material. Do not use your hands to pick up any sharp objects; instead, use a dustpan or similar tool.
- Place all contaminated solids or clean up material in a plastic bag.
- Sharp objects should be placed in a puncture-proof container prior to being placed in the bag.
- Clean and disinfect any tools or non-disposable protective items used in the clean-up.
- Secure the bag closed and dispose of it immediately.
- Wash your hands and face with soap and water, using the double wash method. Follow the steps to proper handwashing. Repeat.

If you are directly exposed to bloodborne pathogens:

- Immediately wash all exposed portions of your body.
- Notify your direct supervisor.
- Seek medical assistance if necessary.
- Document on an *Incident Report Form*.



Damage to Store, Employee, or Customer Property

If an incident or emergency has caused damage to store property it is important to document the damage as soon as possible for insurance purposes. When damage occurs to customer or employee property as the result of an incident or emergency at the store, it is equally important that all relevant information is captured. Express sympathy but do not accept financial responsibility for damaged property. In the case of property damage:

- Complete an *Incident Report Form*.
- Have all witnesses to the event fill out an *Witness Statement Form*.
- If the store was damaged in the incident, complete a *Facilities Assessment Form*.
- If employee or customer property is damaged, have the owner of the damaged property complete a *Property Loss Reporting Form*.
- Call your direct supervisor or FBC for support.



Power Outages

Power outages may be short, lasting only a few minutes to a few hours, or they may last several days. The nature and expected duration of the outage will help you identify the potential impact on the store and determine if additional steps are required.

In the event of a power outage perform the following tasks:

- Contact the power company to determine the nature and potential duration of the outage.
- Open the front of the fuse or breaker box and locate the fuses that are labeled Espresso Machine and Brewer. Flip these breakers into the “off” position to prevent the equipment from being damaged in a power surge.
- Keep refrigerator and freezer doors closed. Place tape on the door as a reminder for people not to open it. Put a sticker or sign on the door indicating the time the power went off. An unopened refrigerator will keep food cold for about 4 hours. An unopened freezer will keep the temperature for about 48 hours.

Once Power is Restored

- Flip any breakers in the fuse or breaker box back to the “on” position.
- Check the temperature of the refrigerator. If the refrigerator is 40° F or lower, close the door and resume business. If the temperature reads 40° F or higher, check the temperature on the product within the refrigerator. Discard any product that is higher than 41° F.
- Check the temperature of the freezer. If the freezer is 40°F or lower, close the door and resume business. If the temperature reads 40° F or higher, check the temperature on the product within the refrigerator. Discard any product that is higher than 41° F. Product that is between 33° and 41° is still safe to serve but should not be refrozen.

Take the following action:

- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Interruption of Water Service

If there is an interruption of water service do not try to rebrew coffee or use the espresso machine until water service has been restored. Depending on the duration and the nature of the interruption of water, there may be different ways to handle the situation. For any extended interruption of water service, it is best to stop serving customers until water has been restored and handwashing can resume.

In the event of a power outage perform the following tasks:

- Contact the power company to determine the nature and potential duration of the outage.
- Contact your direct supervisor or FBC for guidance.

Boil Water Order or Contaminated Water Supply

Contact your direct supervisor or FBC immediately. Do not serve any beverages during this time. After a boil water order has been lifted, follow all directions from the local water municipality. You will likely need to perform the following tasks prior to reopening the store:

- Discard anything made with water including coffee, iced tea, cold brew; anything made with water will need to be thrown away and then remade.
- Flush your water system by allowing all taps to run from 5-15 minutes. Start with the hot water tap and allow it to run for at least 15 minutes. It is important to get any contaminated water out of the hot water heater. Cold water taps will only need to run for 5 minutes each.
- Change out any water filters in the store.
- Empty and discard all the ice in the ice machine. Allow the ice machine to produce and dump another round of ice to ensure all contaminated water has been removed from the water lines. Remove the newly produced ice and run a cleaning cycle with nickel-safe or nickel-free ice machine cleaner. Wipe out the inside of the machine and allow it to refill with ice.
- Sanitize the three-compartment sink.
- Rewash any dishes, including clean dishes or small wares that may have been washed prior to the boil water order.
- Flush all toilets.

Take the following action:

- Call your direct supervisor or FBC.
- Fill out an *Incident Report Form*.



Sewage Backup

For the purpose of this guide, a sewage back up means the overflow of sewage from equipment or plumbing within the establishment. This can occur from floor drains, grease traps, toilets, sinks, mop sinks, etc.

The FDA Food Code defines sewage as:

Liquid waste that contains animal or vegetable matter in suspension or solution and may also include liquid containing chemicals in solution.

Assess the situation to determine which action to take.

- Are procedures like handwashing and dishwashing interrupted?
- Are food and/or food equipment and food surfaces exposed to sewage?
- Are employees or customers exposed to sewage?

If the answer is “yes” to any of these questions, the sewage backup constitutes an Imminent Health Hazard and the store should be closed immediately. Call your direct supervisor or FBC immediately.

If the backup is limited to one toilet in a bathroom that can easily be contained, contain the backup, and call your direct supervisor or FBC.

Sewage Clean-Up

After the cause of the backup has been resolved, all equipment, utensils and surfaces that were in contact with sewage must be cleaned and disinfected prior to use. Disinfect surfaces with a product that is EPA-registered to kill Norovirus or a mixture of one-part bleach to ten parts water (1:10). Disinfectants identified by the EPA as effective for vomit or diarrhea clean up (e.g. Norovirus) are suitable for these situations.

For food contact surfaces, clean and disinfect and then follow with a rinse and sanitize prior to use.



Clean up procedures should include:

- Removal of any sewage as soon as possible.
- Disinfection of floors, walls, and any other affected area using an approved disinfectant.
- Disposal of anything that cannot be decontaminated.
- Adherence to safety standards for all cleansers and chemicals used in the clean-up process.
- Eye protection, rubber boots, and protective clothing for anyone involved in the clean-up process.
- Double hand washing procedures should be followed. Follow the steps to proper handwashing. Repeat.
- Discard mop heads and other cleaning tools that contacted sewage.
- Unsalvageable food, food equipment, and all single service items that came in contact with sewage must be destroyed and properly disposed.

Take the following action:

- Call your direct supervisor or FBC.
- Fill out an *Incident Report Form* and *Facilities Assessment Form*, as needed.



Evacuation

There are many reasons it may be necessary to evacuate the building. It is important to know when you should evacuate and when it may be safer to stay inside the building.

If an incident or emergency has caused the building to be compromised or the area is no longer safe, then evacuation is the best option. These emergencies may include fire, flood, or any number of other emergencies.

In the case of a blizzard or tornado, taking shelter in the building may be the safest choice for employees and customers. Use common sense and all available information to determine if there is immediate danger. In an emergency, local authorities may or may not be able to provide information on what is happening and what you should do. Use available information to assess the situation. If you are uncertain, and it is safe to do so, call your supervisor for guidance.

If evacuation becomes necessary, it is important to know where the exits are located and to have a designated meeting spot a safe distance away from the building. Typically, assembly places are in parking lots or other open areas away from busy streets and tall buildings. When designating a meeting spot, or post evacuation assembly area, consider areas located upwind of the most common or prevailing wind direction and far enough away to avoid injury if the building is on fire. Having a designated meeting spot will help you determine whether all employees made it out safely and will help your supervisor, store manager, or FBC find you to provide further assistance. When emergency officials, such as the local fire department or police department, respond to an emergency they will generally assume responsibility for the safety of the building and its occupants. They have the authority to make decisions regarding evacuation and whatever other actions are necessary to protect life and property.

Prior to any emergency, it is best to have a list of important contact numbers, as described in the Preparedness chapter of this guide. Keep this list of important numbers near the exit where it is easily accessible as you evacuate. It is recommended that this information be posted in the store and stored digitally, such as on the store laptop or mobile device. Digitally stored information may be easier to access in an emergency situation.



This list should include the following important numbers:

- Store manager
- FBC
- Area manager (where applicable)
- Franchise owner (where applicable)
- Director of Operations
- Director of Human Resources
- Corporate Office
- Vendors
- Local police, fire department, and hospitals
- Utility services
- Employee emergency contact list

Take the following action:

- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Tornado

If you hear the tornado sirens or have otherwise determined that you are directly in the path of a tornado, do not leave the building. Direct all employees and onsite customers to retreat to the lowest level room or a room with no windows. At Scooter's, the bathroom may well be your safest choice. The bathroom has strong framing with plumbing pipes in the walls that serve as reinforcement. Sit as low to the floor as you can and cover your head with your arms.

After the tornado passes:

- Check to make sure everyone is okay.
- Do not move injured people.
- Call 9-1-1 if necessary.
- Administer first aid if applicable.

After you exit the building:

- Watch out for falling debris, downed power lines, broken gas lines, or other hazards.
- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Earthquake

During an Earthquake:

- Drop down onto your hands and knees.
- Cover your head and neck with your arms to protect yourself from falling debris.
- If you can move safely, crawl for additional cover under a sturdy desk or table.
- If no sturdy shelter is nearby, crawl away from windows, next to an interior wall. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures, furniture, or shelves.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.

After an Earthquake:

- When the shaking stops, look around. If the building is damaged and there is a clear path to safety, leave the building and go to an open space away from damaged areas.
- If you are trapped, do not move about or kick up dust.
 - If you have a cell phone with you, use it to call or text for help.
 - Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.
- Once safe, monitor local news reports via battery-operated radio (where available), TV, social media, and cell phone text alerts for emergency information and instructions.
- Check for injuries and provide assistance if you have training. Assist with rescues if you can do so safely.
- If you are near the coast, learn about tsunamis in your area. If you are in an area that may have tsunamis, when the shaking stops, walk inland and to higher ground immediately. Monitor official reports for more information on the area's tsunami evacuation plans.
- Use extreme caution during post-disaster clean-up of buildings and around debris. Do not attempt to remove heavy debris by yourself. Wear protective clothing, including a long-sleeved shirt, long pants, work gloves, and sturdy, thick-soled shoes during clean up.
- Be prepared to "Drop, Cover, and Hold on" in the likely event of aftershocks.
- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Blizzard

A winter storm watch is issued when wintry weather conditions are expected within the next 12 to 48 hours. This watch can be upgraded to a blizzard watch when snow and wind gusts of at least 35 mph drop visibility to less than a quarter mile for three hours or longer.

To stay safe during this winter storm situation, it is important that the necessary precautions are taken prior to the storm's arrival. When a winter storm warning has been issued, it is best to prepare by doing the following:

- Watch for the latest weather updates or alerts and follow all emergency instructions.
- Know where your emergency preparedness kit is. It should include a flashlight, batteries, first aid supplies, and your *Important Contact Information Form*.

If you are caught in a blizzard and you are at work, do the following until it is safe to leave:

- Stay inside; do not attempt to drive in a blizzard.
- Close off unneeded rooms to save heat.
- Stuff towels or rags in cracks underneath doors to conserve heat.
- Eat and drink fluids to prevent dehydration.
- Wear layers of loose-fitting, lightweight, and warm clothing.

Take the following action:

- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Flood

A flood can happen for many reasons. Some of the most common causes of flooding are a weather emergency, heavy rain, the overflow of a body of water, poor drainage, or a major water line break.

Flood Watch = "Be Aware." Conditions are right for flooding to occur in your area. During a Flood Watch there are several precautions that you can take to monitor the situation and prepare for action.

- Watch for the latest weather updates or alerts and follow all emergency instructions.
- Know where to go. You may need to reach higher ground quickly and on foot.
- Know where your emergency preparedness kit is. It should include a flashlight, batteries, first aid supplies, and your *Important Contact Information Form*.
- If instructed, turn off your gas and electricity at the main switch or valve. This helps prevent fires and explosions.
- Contact your direct supervisor or FBC if you are unable to locate the main switch or valve.

Flood Warning = "Take Action!" Flooding is either happening or will happen shortly.

- Move to higher ground immediately, take your emergency preparedness kit with you.
- Evacuate the area when directed.
- Avoid walking or driving through flood waters. Just six inches of moving water can knock you down and 12 inches of moving water can sweep your car off the road.
- Avoid standing water as it may be electrically charged from underground or downed power lines.

Flood water can contain pathogens that could become a source of contamination. When flood water meets with the interior of the store, an Imminent Health Hazard may exist.



Assess the situation to determine which action to take.

- Are procedures like handwashing, and dishwashing interrupted?
- Are food, food equipment, and food surfaces exposed to flood waters?
- Are employees or customers exposed to flood waters?

Recovery from flood waters is the same a recovery from a sewage backup. The same precautions should be taken. To prevent mildew and mold growth, clean up should happen as soon as possible.

Take the following action:

- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.

Inclement Weather

Contact your direct supervisor or FBC for more information on your store's inclement weather policy.



Fire

In the event of a fire, remain calm and have everyone evacuate the building immediately. Employees should follow the evacuation plan and meet in the designated area. When evacuating the building, ensure doors close behind you as leave. This may prevent the fire from getting the oxygen it needs to grow larger. If it is safe to, grab your emergency preparedness kit with your *Important Contact Information Form*.

Confined or Limited Fire

If the fire is confined to a very small area and is still very small, (e.g., no bigger than a wastepaper basket), and you have been trained to use the fire extinguisher, you may attempt to extinguish the fire with the provided fire extinguisher. First, have someone call 9-1-1. Even if you can extinguish the fire, the fire department may still need to assess the situation.

Different store may have different types of fire extinguishers. Ensure you know what type of fire extinguisher is used in your location, and how to use it.

If you are uncertain of the type of fire, the location, proper use of the fire extinguisher, or do not feel comfortable for any reason, evacuate immediately and call 9-1-1.

If you decide to use a fire extinguisher, remember the acronym **PASS** for proper use:

Pull the pin.

Aim at the base of the fire.

Squeeze the handle.

Sweep the spray back and forth across the base of the fire.

If you decide to fight the fire, do so from an area that offers you a quick escape. Continually assess the danger and get out of the building if the extinguisher is not working fast enough to extinguish the fire.

Extensive Fire Damage

If the fire is large and causes extensive damage, or if smoke has caused damage, discontinue operations. Do not resume operations until the appropriate authorities have determined that the structure of the building is safe, approved for occupancy, and all clean up and recovery steps have been taken.

When it is safe to do so, take the following action:

- Call your direct supervisor or FBC.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Expulsion of a Customer

The expulsion of a customer or any person should only occur under the guidance of your direct supervisor. The FBC should be notified prior to any expulsion. If the person or customer is using profanity, is disruptive to the customers, employees, or the business, call your FBC to determine next steps.

If the customer has become violent, is armed, is causing a dangerous situation, or is demonstrating inappropriate behavior, call 9-1-1 and then call your FBC. Never approach a violent or armed person on your own. Employee and customer safety are our top priorities.



Shoplifting

Simply suspecting that someone is stealing something, or might steal something, is not enough information to call the authorities. You must actually observe the person taking something and attempting to leave the store with it before taking action. If you are certain that a theft has occurred, or is occurring, here are some very important things to remember.

Do Not

- Try to confront or apprehend them.
- Follow them out of the building.

Do

- Get their physical description.
- Get a description of the vehicle, if you can do so safely, without exiting the building.
- Call the authorities, your direct supervisor, or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* and have any witnesses complete a *Witness Statement Form*.

Prevent Shoplifting

The best thing we can do to prevent shoplifting is to offer AMAZING customer service. While some behavior may look suspicious, never immediately assume a customer is going to shoplift. Instead, focus on delivering amazing customer service and most would-be shoplifters will be dissuaded by the extra attention. A customer that is truly shopping will appreciate the extra attention.

Ask them some simple questions:

- Are you looking for something special?
- Are you looking to replace an existing mug?
- Are you shopping for a gift for someone else?
- Can I ring this up for you?

If you are concerned about shoplifting, merchandise your retail in a place that can be easily seen by baristas that are working. Avoid placing retail in blind spots.

If a theft has occurred, take the following action:

- Call the authorities, your direct supervisor, or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form*, *Witness Statement Form*, and *Suspicious Description Report Form* as necessary.



Scam

A scam is a fraudulent or deceptive act committed to obtain money, sensitive information, or something else of value. Scams can occur over the phone, via text, email, and in person. Scammers often misrepresents themselves as a trusted authority figure, company representative, or government official, and they use fear and urgency to keep their target from thinking clearly and following protocol to accomplish their goal.

There are many types of scams, and it would be impossible to list all the types of scams that our stores could possibly encounter. The following are some warning signs that you might be dealing with a scammer, and if any of these things occur you should contact your direct supervisor or FBC for guidance:

- Someone asks you for access to store funds or to pay for anything, including invoices, with cash, wire transfer, credit card, or a prepaid card.
- Someone presses you for immediate payment, store information, or personal information.
- Someone requests to enter the kiosk, or “employee only” area in a coffeehouse, that you do not know and are not expecting.

The following are some things you should **never do**, to avoid becoming the victim of a scam.

- **Never send money to someone you have never met face-to-face.** Especially if they ask you to use wire transfer, credit card, debit card, or a gift card, as they cannot be traced and are as good as cash.
- **Don't believe everything you see or hear.** Scammers are great at mimicking official seals, fonts, and other details. Just because a website or email looks official does not mean that it is genuine. Even Caller ID can be faked.
- **Never share personal or store information** with someone who has contacted you unsolicited, whether it's over the phone, by email, or even standing in front of you. This includes banking information, credit card information, employee schedules, employee contact information, and store processes.

Scooter's Coffee corporate officials will never ask or direct a store employee or franchisee to remove cash or other store funds from a store for any reason.

If you receive a request from someone that claims to be from the Scooters' Coffee corporate office and would like to validate the request, you can reach the Scooters' Coffee corporate office at **402-614-1723**.



If you receive a suspicious call or in person request:

- Think safety first!
- Try to capture as much information about the suspect as possible.
- Call the authorities, your direct supervisor, or FBC as soon as it is safe to do so.
- Contact your assigned FBC or corporate contact so we can keep all stores informed and prepared.

If you believe that you have been the victim of a scam, you may file a complaint with the Federal Trade Commission (FTC). Complaints help the FTC and other law enforcement agencies bring scam artists to justice. If you would like to file a complaint, visit their website at <https://www.ftccomplaintassistant.gov> or call 1-877-FTC-HELP.

Tip Theft

Like shoplifting, if you are certain the person has stolen tips:

Do Not

- Try to confront or apprehend them.
- Follow them out of the building.

Do

- Get their physical description.
- Get a description of the vehicle, if you can do so safely, without exiting the building.
- Call the authorities, your direct supervisor, or FBC as necessary.
- Fill out an *Incident Report Form* and any other appropriate forms as needed .



Robbery

A robbery is defined as unlawfully taking money or property by use of force, fear, or intimidation. For a robbery to occur, a victim must be present at the time of the theft. In the event of a robbery, the safety of employees and customers is of the utmost importance. Do not try to be a hero. The store funds are insured and can be replaced; human life cannot.

Do Not

- Make eye contact.
- Take risks.
- Reach in your pockets or behind your back.
- Reach for the panic button unless you are certain you can do so without being seen.
- Follow them outside.

Do

- Stay calm.
- Follow the robber's instructions.
- After the robber has left the building, call 9-1-1.
- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form*, *Witness Statement Form*, or *Facilities Assessment Form* as necessary.
- Complete a *Suspicious Description Report Form*.



Burglary

A burglary is defined as the unlawful entry into a building with the intention of committing theft or any other felony. During a burglary, a victim does not have to be present. This type of crime often happens in the middle of the night while the business is closed. Generally, an opener may find something odd, like broken glass or the alarm going off. When this happens, you should:

- Leave the premises immediately.
- Call 9-1-1. It may be impossible to tell if the suspect is still inside. Always allow the police to make first entry to determine if the site is safe.
- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form*, *Facilities Assessment Form*, and *Suspicious Description Report Form* as necessary.



Active Shooter

Run and escape if at all possible

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others follow.
- Warn and prevent individuals from entering an area with an active shooter.
- Call 9-1-1 when you are safe, and describe the shooter, location, and weapons.

Fight

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, hot coffee, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvised weapons to distract and disarm the shooter.

Hide

- Get out of the shooter's view and stay very quiet, behind a locked door if possible.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups. Spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.

After

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injury along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they came from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form*, *Facilities Assessment Form*, and *Suspicious Description*



Suspicious Mail

Why should I be aware of mail received at work?

Suspicious mail is mail that may contain a bomb, or a chemical, biological, radioactive, or nuclear substance. It is good to screen mail you have received for unusual features.

What would suspicious mail look like?

You generally know what kind of mail and packages you usually receive. Look for things that are out of the ordinary. Something may be suspicious if **several** of these features are present:

- **Look at the handwriting.** Suspicious packages are often addressed by hand in all capital letters, or with cut-and-paste lettering.
- **Pay attention to the return address.** Suspicious packages often do not have a return address, or they may be postmarked from a city that does not match the return address.
- **Note the postage.** A package with excessive postage (more than was necessary for a package to reach its destination) or with no postage should be treated as suspicious.
- **Wrapping matters.** If a package is unprofessionally wrapped with excessive packing material such as tape and/or string, it should be treated as suspicious. It may also be labeled with restrictive endorsements – *Fragile: Handle with Care, Rush: Do Note Delay, Personal, Confidential, or Do Not X-Ray.*
- **Use your senses.** Be aware if the package has an unknown liquid or powder seeping through the wrapping or a strange odor. Do **NOT** sniff, taste, or touch the package and ask others to do the same.
- **Hands off.** Do not open the item, shake, or empty the contents.
- **Keep your distance.** If you think you are dealing with a suspicious package, leave the room and close the door behind you. It is important to section off or isolate the package so other people do not enter the area.
- **Don't run away.** Leaving the area could potentially spread dangerous or deadly materials to other locations, including your home. The authorities will determine if you need to undergo decontamination, medical treatment, or simply monitoring for any side effects.
- **Call 9-1-1.** Use a landline to call 9-1-1. Do not use a cell phone or device that sends a signal because it could trigger an explosive device.
- **Stay calm.** Listen to your intuition and do not worry about embarrassment if you are wrong about a package being suspicious. It is always better to be safe than sorry.

Take the following action:

- Call the authorities, your direct supervisor, or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Bomb Threat

- Remain calm.
- Call 9-1-1.
- Call your direct supervisor or FBC as soon as you can.

For threats made via phone:

- Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
- **DO NOT HANG UP**, even if the caller does.
- If possible, signal or pass a note to other employees to listen and help notify authorities.
- Write down as much information as possible such as the caller ID number, exact wording of the threat, type of voice, behavior, etc., anything that will aid investigators.

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes/No. Why?
- What is your name?

Follow authorities' instructions. Law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

Take the following action:

- Call your direct supervisor or FBC as soon as it is safe to do so.
- Fill out an *Incident Report Form* or *Facilities Assessment Form* as necessary.



Protest and Civil Unrest

Protest

The right to peaceful protest is an important part of any democracy. Peaceful demonstrations and protests that abide by the law do not constitute civil unrest. According to the Americans Civil Liberties Union (ACLU), a peaceful protest is an expression of free speech and is legally protected in traditional "public forums" such as streets, sidewalks, and parks. Owners of private property may set rules limiting protests on private property.

If there is an active protest at your store and it is on public property, contact your direct supervisor and ensure that the FBC is notified. Do not take any additional action unless one of more of the following occurs:

The protest:

- Creates an unsafe environment for customers or employees
- Enters the building, continuing the protest
- Is disruptive to customers or the flow of traffic on Scooter's property
- Is no longer peaceful and has the potential to become violent

Civil Unrest

Civil unrest is typically defined by law as a gathering of three or more people, in reaction to an event, with the intention of causing a public disturbance in violation of the law. Civil unrest often involves damage to property or injury to other people.

Civil unrest, specifically as defined above, requires immediate action. Every situation is different and may warrant a different response. Remember, the safety of employees and customers are always our priority. If you feel that the safety of customers or employees is at risk due to civil unrest, take the following actions:

- Call 9-1-1
- Call your direct supervisor or FBC as soon as it is safe to do so.
- In extreme situations, you may need to determine if it is safer to evacuate or to stay within the safety of the building. A trained 9-1-1 dispatcher will be able to help you decide in this situation.