



Security Employee Guide

Copyright

Monarch Hotel

Copyright © 2019 by Monarch Hotel. All rights reserved.

The laws of copyright protect the content associated with the Monarch Hotel.

The content shall only be used for personal, non-commercial use. The content may be copied solely for personal, non-commercial use only where permitted by the copyright owner.

The content and any other copyrighted material shall not be modified, distributed, repackaged, shared, displayed, revealed, extracted, emailed, transmitted, sold or otherwise transferred, conveyed or used, in a manner inconsistent with the rights of the copyright owner.

For more information please direct all questions about Copyrighted Materials to:

Monarch Hotel

Toronto, Ontario M3J 3M6

CA

Contents

Copyright.....	2
Preface.....	5
Chapter 1: Code of Conduct.....	7
Mission and Company Values	8
Mission Statement.....	8
Company Values	8
Service	8
Quality	8
Passion	8
Community	8
Our People.....	8
Serve the World Initiative	8
Employee Laws	9
Overview of the Employment Standards Act.....	9
The Health and Safety Contact Centre	9
Employee Expectations and Responsibilities	10
Raising Concern About Employee Misconduct	10
Severe Misconduct.....	11
Ethics and Standards.....	11
Chapter 2: General Security Policies.....	13
Basic Security Procedures.....	14
Attendance.....	14
Dress Code.....	14
Health and Safety	15

What is WHMIS?.....	15
Hazardous Material Symbols	16
Chapter 3: Workplace Security Procedures.....	19
Anti-Harassment Policy	20
Anti-Sexual Harassment Policy	20
Anti-Drug Environment Policy	21
Chapter 4: Workplace Emergencies	23
Fire Emergency	24
First Response to Fire Alarm.....	24
In Case of Fire.....	24
Medical Emergency	24
Procedure Regarding an Ill Guest.....	25
What to do when guests have minor injuries	25
Civil Disturbance Emergency.....	25
In Case of Customer Complaints About Noise Disturbance	25
Chapter 5: Employee Benefits.....	27
Health Insurance.....	28
Official Days-off or Sick Leaves	28
Holidays	28
Vacations	28
Appendix A: Forms and Reports	30
Glossary	33
Index	34

Preface

The Monarch Hotel was opened in October 2019, in downtown Toronto. The mission of The Monarch Hotel is to provide top-tier hospitality and create long-lasting memories by providing a comprehensive and immersive environment that makes our guests feel excited and confident so they can travel with us worry-free and go on the adventure of a lifetime.

Monarch Hotel also guarantees our guest's safety from day one of their stay to the moment they leave the premises. This document will deliver directions for all security employees to provide a safe and delightful experience to our guests.



THE

MONARCH

Security Employee Guide

Chapter 1: Code of Conduct

The Code of Conduct outlines the Monarch Hotel's mission and values, expected employee behaviour, ethics and standards, and employment laws.

The following Topics will be covered in this chapter:

- Mission and Company Values
- Employee Laws
- Employee Expectations and Responsibilities
- Ethics and Standards

If you have any questions or concerns regarding the Code of Conduct, please contact your hotel or regional manager.

Mission and Company Values

The Monarch Hotel mission statement and company values guides everything we do.

Mission Statement

The Monarch Hotel strives to ensure guests experience top-tier hospitality and create long-lasting memories by providing comprehensive and immersive content that makes our guests feel excited and confident so they can travel with us worry-free and go on the adventure of a lifetime.

Company Values

The Monarch Hotel is a luxury hotel company with a dedication to excellence in the global hospitality industry. We continually seek to define luxury and provide guests with an experience unlike any other.

Our four values are Service, Quality, Passion, and Community. Every day, we carry these four values with us as part of everything we do.

Service

We put the customer first. We treat everyone not just as we would like to be treated, but how we want the ones we love the most to be treated.

Quality

Quality is built into everything we do. Our standard is excellence, and our goal is perfection.

Passion

We consider our duties more than just work. We are passionate about delivering luxury and excellence. We are proud to represent the Monarch Hotel brand in everything we do.

Community

We create community amongst ourselves and the people we serve. We take pride in building strong relationships and treating everyone well. We recognize our place in the community and work to give back.

Our People

Our guests come from all over the world. Whether they are visiting our hotel for business or leisure, they choose the Monarch Hotel because of our standard of excellence.

Serve the World Initiative

In addition to the goal of sharing our hospitality with Monarch guests, we also strive to use hospitality to make the world a better place.

Through our Serve the World initiative, we help disadvantaged students both nationally and internationally with their careers in hospitality and tourism by providing tuition, free training, and lodging at our hotel locations.

Through our initiative, we hope to not only share our brand of hospitality with our guests, but with

everyone.

Employee Laws

As an employee of The Monarch Hotel, you are protected under the [Employment Standards Act, 2000](#) (ESA). The ESA sets the minimum rights and responsibilities for most employees and employers in Ontario.

Overview of the Employment Standards Act

All employees of the Monarch Hotel are protected by the standards included in the Employee Standards Act. The ESA covers a wide range of employment standards, including:

- minimum requirements for employment.
- provisions for employees with family responsibilities.
- flexibility in work arrangements.
- mechanisms for compliance and enforcement.
- wages, payment, tips, and gratuities.
- leave and vacations.

No employee can agree to waive or give up their rights under the ESA. Any such agreement is null and void.

If an agreement gives an employee a greater right or benefit than the minimum ESA standard, then that agreement applies instead of the minimum standard.

Please visit and read the [Guide to the Employment Standards Act](#) for a full summary of your rights and obligations.

The Health and Safety Contact Centre

If you have any concerns about anything related to your safety or the safety of others, please notify the Ministry of Labour. Any instances of fatalities, critical injuries, work refusals, reprisals, and unsafe work practices must also be reported to the Health and Safety Contact Centre. Please contact The Health and Safety Contact Centre to report violations to the Employee Standards Act. Complete this form to file a claim for any issues regarding payment of wages, public wages, hours of work, overtime pay, vacation time and pay, statutory leave, and all other provisions covered by the Employee Standards Act.

Complete [this form](#) to file a claim for any issues regarding payment of wages, public wages, hours of work, overtime pay, vacation time and pay, statutory leave and all other provisions covered by the Employee Standards Act.

Contact the Health and Safety Contact Centre through the numbers listed in Table 1.

Contact	Phone Number
Phone	(416) 326-7160
Fax	(905) 577-1316
Toll-free 24hr. Help	1 (877) 202-0008

Table 1: The Health and Safety Contact Centre Phone Numbers

In an emergency, always call 911 immediately.

For more resources, please visit the [Ministry of Labour, Training and Skills Development](#) website.

Employee Expectations and Responsibilities

As employees of the Monarch Hotel, we are responsible for maintaining the high standards of the hotel by working and behaving according to the rules and regulations of the hotel. The Monarch Hotel associates are responsible for maintaining a positive work environment. The expectations and responsibilities of the employees of the Monarch Hotel are listed below:

- Employees are expected to act according to the law. We expect employees to have in-depth knowledge of their legal obligations in areas related to their work responsibilities.
- As the brand ambassadors of the Monarch Hotel, employees are expected to be champions of the ethics of the hotel and behave accordingly.
- Associates of the Monarch Hotel are expected to demonstrate integrity in everything they do.
- Associates of the Monarch Hotel are expected to have a thorough knowledge of the Code of Conduct and hotel policies.
- Any violation to the Code of Conduct should be reported to the overseeing department head.
- The employees of the Monarch Hotel are responsible for safeguarding the valuable possessions and confidential information of the hotel.

Raising Concern About Employee Misconduct

Misconduct refers to when an employee engages in behavior that is detrimental to the company's functioning. If, for any reason, an employee decides to engage in misconduct, the Monarch Hotel reserves the right to immediate termination of the employee contract.

Misconduct may come in the form of (but not limited to):

- rejection of appropriate workplace conduct.
- failing to pertain to company outlined rules and procedures.
- refusal to follow reasonable instructions outlined by the company.

- withholding of vital information to the detriment of the organization.
- continual unexplained tardiness.
- unaccounted for absences.
- engaging in unacceptable disruptive behaviour.

Severe Misconduct

Misconduct may escalate to Severe Misconduct depending on the circumstances and consequences of the behaviour. Circumstances may also dictate whether a case falls under Severe Misconduct. Managers should evaluate employee behaviour on a case-by-case basis.

Severe Misconduct may come in the form of (but not limited to):

- wilful repetition of unlawful behaviour or deliberate behaviour that is not consistent with the employee's employment contract.
- obscene or derogatory language directed towards others.
- public intoxication.
- abusive behaviour.
- any form of theft, fraud, or assault
- any other form of criminal activity.
- failure to adhere to safety rules.

Ethics and Standards

Employees are always expected to act in a professional manner in accordance with the Monarch Hotel Company Values. Immediate corrective action will be taken towards employees who do not comply with the Monarch Hotel ethical standards and conduct. Please report any incidents to your department head immediately. Department heads and managers should guide teams to act in a professional manner.

In addition to values laid out in Company Values and Employee Expectations and Responsibilities, the following standards are always to be followed by employees:

- Be patient.
- Be optimistic.
- Show kindness and respect towards guests and coworkers.
- Never be a bully.



THE

MONARCH

Security Employee Guide

Chapter 2: General Security Policies

The Following Topics will be covered in this chapter:

- Basic Security Procedures
- Attendance
- Dress Code
- Health and Safety

Basic Security Procedures

All guards must be aware of their responsibilities and obligations. If these duties are apt to change, even on short notice, guards must adapt accordingly. Guards must follow up any changes to their contract of employment with the Monarch Hotel. Guards have a responsibility to engage in lawful procedures and practices to ensure the safety of their fellow employees and coworkers at the Monarch Hotel as well as the general public. It is each and every guard's duty to protect – whether it be people, property, or information.

The following list outlines the lawful practices mentioned above (this list is not exhaustive):

- The protection of property and/or premises against any possible threat.
- Appropriate reaction to unlawful behaviour and criminal activity.
- When possible, taking direct steps to detect and prevent unlawful behaviour and criminal activity.
- Working as a team to ensure the safety of the hotel for its patrons and other employees.
- Contacting the appropriate law enforcement official when necessary.
- Engaging in appropriate crowd control or containment if things get out of hand.
- Restoring order to any rioting behaviour.
- Restricting or monitoring access to specific sites when needed (i.e. bag checks, pat-downs, etc.)

It is a guard's duty to serve and protect, first and foremost. If any physical altercation can be avoided, it is best not to engage or intervene unless absolutely necessary (as a last resort).

Guards must always remember their main duties by the acronym RORD (record, observe, report, and deter).

Attendance

Attendance is essential for creating a functioning workplace environment. Employees should always arrive to work on time so they can complete their duties in a timely manner. Tardiness and unexplained absences are not acceptable and will be dealt with accordingly. Employees should notify their supervisors well in advance if they know they are going to be absent for a period of time. Doctors notes are to be provided in the case of a medical emergency or illness.

Dress Code

Guards are to wear the uniform issued to them. It is the employee's responsibility to wear their uniform in a clean, presentable manner and keep it well-kept, neat, and tidy.

The following are a list of guard uniform regulations:

- Grey shirt, black pant, shoes and belts are to be worn at all times, and must be plain black (Image 1).
- Uniforms must be ironed and smoothed out before wear.
- Dress shirts must be tucked in.
- A neat and acceptable hairstyle must be maintained, and facial hair must be kept trimmed.
- Issued jackets must be worn over dress shirts at all times unless otherwise specified.



Image 1 [source](#)¹

Health and Safety

The requirements of the Occupational Health and Safety Act and the Workplace Hazardous Materials Information System (WHMIS²) ensure the occupational safety of security guards and those with whom they interact.

What is WHMIS?

WHMIS is a national system that provides information about dangers and safe handling of materials in the workplace, including biological and chemical substances. The goal is to ensure that workers have the knowledge and skills to protect their health in the workplace. Security guards may not work directly with hazardous materials, but may be exposed to them at work. Security guards should be familiar with the WHMIS symbols and how to respond to hazardous situations.

WHMIS sets out the responsibilities of suppliers, workers, and employers. Information about hazardous products should be readily available in the workplace. The employer must have procedures in place that are appropriate for the workplace and conditions of use of a product.

Security guards should have training to understand workplace hazards and know what controls are in place to protect them from such materials, including operational policies or personal protective equipment. Security guards should also be informed by their employer about procedures to follow in case of

¹ windsor castle, lamp, crown, england, royal, uk, windsor, tourist, monarchy, law, <https://www.pxfuel.com/en/free-photo-otucw>, (accessed 3 December 2019)

² Psis - Security Guard Study Guide Health and Safety, Ontario Ministry of the Solicitor General [website], https://www.mcscs.jus.gov.on.ca/english/PSIS/BasicTesting/SecurityGuardStudyGuide/HealthSafety/SG_health.html, (accessed 19 November 2019).

an emergency with hazardous materials.

Security guards should be prepared to deal with an emergency situation. This includes reviewing any available Material Safety Data Sheets (MSDS) for potentially hazardous materials. Security guards should evaluate the hazards they may be exposed to and consider the tools and equipment needed in an emergency. Emergency response contact numbers should also be posted in a visible location.

When there is a health and safety risk that requires emergency response, security guards should:

- know when to initiate the emergency response plan
- evacuate the area and restrict access
- contact the employer's WHMIS response team or emergency services.

Some examples of situations that may require emergency response include chemical spills or leaks, fires or explosions, or improper exposure to a dangerous substance.

Hazardous Material Symbols

The following symbols will represent different hazardous materials in the workplace. Guards must proceed with utmost care and attention while working near or with these materials.

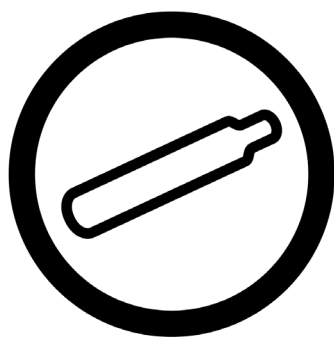


Figure 1 [source](#)

Compressed Gas Symbol

This symbol is for compressed gases which are liquified and compressed in tank.

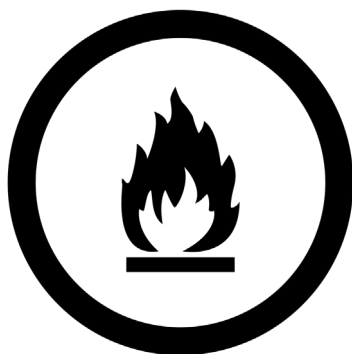


Figure 2 [source](#)

Flammable Material Symbol

This symbol indicates flammable material that is capable of catching fire instantly when it comes into contact with spark or fire.



Figure 3 [source](#)

Poisonous Material Symbol

This symbol indicates poisonous material. If this material comes into contact with an individual, it can cause toxic effects including immediate injury or even death.



Figure 4 [source](#)

Slippery floor Symbol

This symbol indicates the floor near this sign is slippery and/or wet. Proceed with caution or avoid crossing near this symbol.



THE

MONARCH

Security Employee Guide

Chapter 3: Workplace Security Procedures

This chapter includes the following policies:

- Anti-Harassment Policy
- Anti-Sexual Harassment Policy
- Anti-Drug Environment Policy

Anti-Harassment Policy

Monarch Hotel has zero tolerance for workplace harassment, whether it be for violence or for sexual harassment. Harassment of any kind toward any individual is strictly prohibited and will be dealt with accordingly. Any unwelcome displays or comments regarding the individual's race, sex, religion, or any other characteristic will not be tolerated. Any repeated form of harassment toward any person, employee or other, can result in the immediate termination of the employee contract. Harassment in the workplace becomes significant when the victim of harassment deems the workplace to be a hostile working environment. Any complaints regarding harassment will be taken seriously and investigated immediately.



Figure 1 [source](#)

Anti-Sexual Harassment Policy

Monarch Hotel has zero tolerance for sexual harassment in the workplace. Sexual harassment includes, but is not limited to, sexual advances that are unwelcome, the circulation of explicit photographs or videos, inappropriate contact without proper consent, and repeated invitation or demand for dates or for sexual favours. Any instance of sexual harassment must be immediately reported – either to the supervisor, manager, or directly to HR.

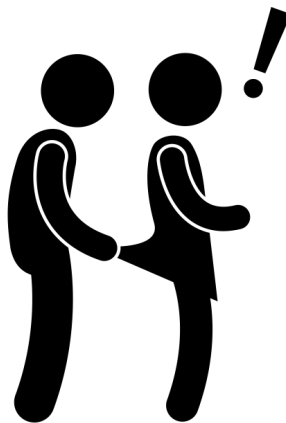


Figure 2 [source](#)

Anti-Drug Environment Policy

Monarch Hotel has zero tolerance for substance abuse of any kind. All employees are held to the highest standard of operation and are expected to perform their tasks quickly and efficiently. This is not possible if an individual is under the influence of any form of substance, such as alcohol or drugs. The Monarch is committed to creating a professional and safe working environment for all its staff and employees as well as its patrons. Employees are expected to perform at their best and provide efficient service for the workplace to operate in an effective manner.



Figure 3 [source](#)



THE

MONARCH

Security Employee Guide

Chapter 4: Workplace Emergencies

This chapter includes the following topics:

- Fire Emergency
- Medical Emergency
- Civil Disturbance Emergency

Monarch Hotel is certified by the Fire Safety authority and is equipped with advanced safety tools in case of a fire or other emergency that requires the building be evacuated. It is the sole duty of the security guard assigned to the position to conduct regular check-ups on a daily basis. These routine checkups ensure the safety of the hotel and its premises. Security guards must need to be aware of the location of all safety equipment and how to handle the equipment in order to appropriately manage emergency situations when necessary. The following instructions provide details about how to act in one of the aforementioned emergency situations.

Fire Emergency

Fire Emergencies should be always taken as critical, high alert situations. Guards on duty must need to be alert and fully responsive throughout the entire procedure. When an emergency such as this arrives, it is important for guards to be aware of all emergency exits in order to direct all guests to exit safely, as well as the location of all fire extinguishers and fire hose reels in order to use them when the situation calls for it.

First Response to Fire Alarm

- Be alert and always remain calm.
- Follow the evacuation steps. Find out the reason for the alarm and inform your supervisor of the reason.
- If the condition is critical, call for the local fire emergency services and provide your location and condition of the fire.
- If the fire is small, locate the nearest fire extinguisher and try to put out fire without endangering yourself.
- If the fire is getting out of control, evacuate the floor as soon as possible and guide the guests to the building's fire exits safely.
- When the fire department arrives, guide them to the location of the fire.

In Case of Fire

- Avoid using Elevators.
- Before opening any closed doors, place the back of your hand on the door and feel if it is hot. If so, do not open the door.
- When walking through the corridor, keep your head low. Instruct anyone with you to do the same. Smoke rises, and will make it hard to breathe and see. Crawl towards the exit if necessary.
- Make sure to do a role call and check to make sure everyone has safely evacuated the building.

Medical Emergency

Medical Emergencies can arrive unexpectedly and at any given moment. Guards must always be prepared and on alert, as a situation such as this requires proper care and attention. If a situation arises where someone in the hotel requires medical assistance, the guard on duty must remain calm in order to handle the aforementioned situation effectively. All security guards must be aware of the location of any and all medical kits on the hotel premises. All guards must also know the proper procedure in the case of a medical emergency.

Procedure Regarding an Ill Guest

- Inform your supervisor or manager of the name, room number, and corresponding medical issue of the guest in question.
- Ask the guest in question if they have any health problems they are aware of, such as any known severe allergic reactions. If so, call the medical emergency services immediately.
- Wait for the emergency service to arrive and guide them to the location of the guest.
- In the unfortunate case that the guest does not survive, stay with the guest until medical services arrive at the scene regardless.
- When the medical team examines the guest, if they find them to be deceased, call the police to conduct further procedures.
- Wait until the police arrives and secure the area near the incident.
- When the police arrives at the scene, provide details of the situation and reason of death.

What to do when guests have minor injuries

- Ask the guest what injuries they have sustained.
- Bring a medical kit and apply the appropriate medicine or treatment to the wounds or injury.
- If the injury is caused by any item in the premises of the hotel, get rid of the item in order to ensure the safety of the other guests in the hotel.

Civil Disturbance Emergency

At Monarch Hotel, we are proud of our Canadian seven-star rating. Providing our guests with a clean and peaceful environment for their stay is our top priority. To maintain a peaceful environment, guards on duty need to be alert at all times, in the case of an emergency. Any complaints about any kind of disturbance, whether it be from employees or from clients, should be handled right away by the guards.

In Case of Customer Complaints About Noise Disturbance

- If a customer complains about noise disturbance, ask them to describe the noise. Note down the time and location the noise was heard as well.
- After information about the noise disturbance is obtained, reach the location of the noise as soon as possible and observe the situation.
- If the noise is related to any device malfunction, report it to the hotel manager.
- If the noise is coming from a nearby room, knock on the door and politely ask the individual in the room to reduce the noise. Ask them not to do it again.
- If the noise is coming from an outsider who might have snuck into the hotel without permission, locate the person and ask them to leave the property as peacefully as possible. If the person refuses to vacate the premises after three warnings, call the local patrol police service.
- Later make a report of the incident and note down the details of the person to add them to the blacklist. (Follow Appendix A for Reports and Forms)



THE

MONARCH

Security Employee Guide

Chapter 5: Employee Benefits

This chapter will include information on the following benefits:

- Health Insurance
- Official Days-off or Sick Leaves
- Holidays
- Vacations

Health Insurance

Monarch Hotel provides payment of medical expenses and in the occurrence of an injury. Every employee is covered by the company workers' compensation insurance. Payable benefits are dependent upon the nature of the injury. If you suspect an injury or illness, you must immediately report it to either your supervisor, your manager, or to HR in order to receive the proper medical attention you require.

Official Days-off or Sick Leaves

If an employee is ill, he or she must inform their supervisor immediately of their absence. The first eight missed days due to illness are paid. Every other missed day after that due to illness will no longer be paid. In order to have a day count as a sick day, the employee must present their supervisor or manager with a doctor's note. When an employee wishes to take certain days off, he or she must inform his or her supervisor or manager well in advance. Days taken off not due to illness will not be paid.

Holidays

The following is a list of the designated paid holidays in Canada:

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day
- Provincial or civic holiday in the area where you are employed

All full-time employees are paid for all statutory holidays. All part-time employees or casual/term employees will not be paid for a statutory holiday unless they work either the day before or the day after the holiday.

Vacations

If an employee wishes to request for a vacation, he or she must submit their request either to his or her supervisor or manager well before the allotted time. A percentage of an employee's pay will be reserved for their vacation. The employee can take this money out and use this toward their vacation when they decide to take one. If the employee decides not to take a vacation, they will receive this reserved vacation pay at the end of each calendar year. In order to qualify for vacation, an employee must be employed full-time at the hotel for at least one year. Each employee is allotted a week of vacation for every year of their employment. If the employee misses a year, they cannot move that week to a future year. They are instead given the vacation pay at the end of that calendar year.

Appendix A: Forms and Reports

Security Incident Report

Please Describe the incidents on this report and provide copies of this report to authorities or to the hotel manager.

Date:- _____ Time:- _____

Shift Incharge:- _____

Front Manager:- _____

Person Involved?- _____ (Yes or No?).

Name of the Person:- _____

Reason:- _____

Action Taken:- _____

Contact info of Person:- _____

Sign:- _____ Date:- __/__/____

Stolen or Lost Items Form

Please describe the items that are lost or stolen on this form and provide copies of this report to all staff members as well as to the hotel manager.

Date:- _____ Time:- _____

Shift Incharge:- _____

Front Manager:- _____

Item Lost or Stolen:- _____

Location:- _____

Name of the Person:- _____

Describe the Item:- _____

Action Taken:- _____

Contact info of Person:- _____

Sign:- _____ Date:- __/__/____



Night Audit Report

	Yes	or	No
Front Gate is Clear?	_____		_____
All Exit doors are locked?	_____		_____
All Cameras Running?	_____		_____
Emergency Services Working?	_____		_____
Main Entrance Working?	_____		_____
Side Entrance Working?	_____		_____
Any Incident During shift?	_____		_____
Any Maintenance Issues?	_____		_____
Any Lost or Stolen Items?	_____		_____
All Customers checked-in?	_____		_____

Glossary

Fire Extinguisher

It is an equipment which is used to extinguish fire by spraying the CO₂ gas inside of it

Medical Kit

It is a medical kit box which contains quick patches for wounds or bruises

Health Insurance

It is an insurance policy which covers all accidental charges

Compressed Gas Tank

It contains compressed gas. They are highly flammable and can catch fire instantly if it comes in contact with fire.

Index

A

Alarm 26

C

Community 10

Concern 12

D

Days-off 32

Disturbance 27

Drug 23

E

Emergency 26

Ethics 13

H

Harassment 22

Hazardous 18

Health 11

Holidays 32

I

immersive 10

L

Laws 11

M

Mission 10

P

Passion 10

Policy 22

Q

Quality 10

R

Responsibilities 12

S

Service 10

Sick 32

Standards 13

V

Vacations 32

Values 10