

Access Valet Parking Safety Training Program

Valet Operations Manual

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1 Safety Policy

Access Valet Parking is committed to providing a safe and productive work environment and fostering the well-being and health of its team members. It is the policy of this organization that employees report unsafe conditions and work-injuries, and do not perform work tasks if the work is considered unsafe.

Employees must report all accidents, injuries, and unsafe conditions to their supervisors. Such reports will not result in retaliation, discrimination, penalty, or other disincentive. Recommendations to improve safety and health conditions will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions. Similarly, management will take disciplinary action against any team member who willfully or repeatedly violates workplace safety rules. This action may include verbal or written reprimands and may ultimately result in termination of employment.

This policy statement serves to express management's commitment to and involvement in providing our employees a safe workplace. This workplace safety program will be incorporated as the standard of practice for this organization. Compliance with the safety rules will be required of all team members as a condition of employment.

The primary responsibility for the coordination, implementation, and maintenance of our workplace safety program has been assigned to the Owner.

By signing below, I understand the statements above and will comply with all safety policies established by Access Valet Parking.

Name:

Date:

Signature:

2 Safety Program Overview

All valet attendants are required to review the following areas of this training guide with all valet staff:

- General Safety Rules
- Results of the Site Evaluation
- Safety and Health Training
- Job-Specific Safety Checklist
- Valet Procedures
- Exotic Car Policy
- Parking Garage Checklist
- Accident Reporting

Note: To assist you, we have assembled a checklist to help you identify hazards that may result in a safety issue. Your goal is to develop a list of the "do's and don'ts" of your

facility. Remember to list things that you think are extremely obvious as many of our accidents are caused by failure to recognize the obvious.

3 General Safety Rules

Access Valet Parking strives to provide a safe, healthful work environment. But safety begins with YOU. You are responsible for reporting any hazards to your supervisor immediately and following safe work procedures. Beware: Any violation of safety rules will result in disciplinary action. The following list of safety rules is not complete. Your manager will provide you with additional information and training as necessary.

- Report all accidents to your supervisor.
- Report all unsafe or broken tools or equipment to your supervisor.
- Don't take chances.
- Observe all warning signs, safety bulletins, and posters.
- Avoid all horseplay and never distract another employee.
- Wear protective clothing and equipment including sturdy shoes with good tread, layered clothing during cold months, and protective sunscreen and UVA/UVB sunglasses.
- Report any safety hazard immediately to your supervisor.
- To lift heavy objects, squat down, keep your back straight, and use the leg muscles when lifting. Do not attempt to lift any object heavier than you can handle.
- When using sharp-edged tools, cut away from your body.
- Before starting work, tuck in loose clothing.
- Keep the floors, aisles, and walkways clear of trash, bags, luggage, etc. Keep the valet area clean and organized.
- Do not undertake a job that appears to be unsafe.
- Report any fire immediately to a manager or supervisor.
- Do not block access to fire-fighting equipment, fire sprinklers, or fire exits.
- Learn the location of all fire exits and fire extinguishers. In case of fire, walk quietly to the nearest exit. Follow your manager's direction.

4 Safety and Health Training

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety program, through his or her supervisor, for review and future reference. Each employee will be provided a personal copy of the safety rules, policies, and procedures pertaining to his or her job. Supervisors will ask questions of team members and answer any team member questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in this safety program.

All team members will be instructed by their supervisors that compliance with the safety rules described in the workplace safety manual is required. All training will be documented, and records are maintained.

4.1 Job-Specific Training

- Management will initially train team members on how to perform assigned job tasks safely.
- Management will give team members verbal instructions and specific directions on how to perform the work safely.
- Management will observe team members performing the work. If necessary, the supervisor will provide a demonstration using safe work practices or remedial instruction to correct training deficiencies before a team member is permitted to perform the work without supervision.
- All team members will receive safe operating instructions on ALL equipment before using the equipment. If you haven't been properly trained to use a piece of equipment, you are not authorized.
- Management will review safe work practices with team members before permitting the performance of new, non-routine, or specialized procedures.

5 Valet Procedures

Objective: To safely and efficiently park all guest vehicles; avoid returning a vehicle to the wrong person; prevent theft of vehicle and guest belongings.

5.1 Arrival

- Prior to the guest exiting their vehicle, request that they turn off and hand you the key/key fob.
- Ask for the guest's last name and write it on the ticket.
- Hang the key on your carabiner immediately.

5.2 Conduct a Vehicle Inspection

- Do a thorough walk around the vehicle while notating all dents, scratches, and cracks on the body of the vehicle.
 - While notating damage on form, point with your hand at the damage. (For locations with security cameras)
 - All other locations, note damage on the back side of claim check.
 - Have customer initial identified damage on claim check.
 - Hand them their claim check. (This will be the item with which they request their vehicle.)
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5.3 Parking the Vehicle

When parking the vehicle, you must be aware of:

- The direction of traffic (follow identified traffic pattern only).
- No parking/high hazard areas.
- Images of spaces are identified in team member area.
- Where the vehicle must be parked.
- Luxury vehicles/oversized vehicles have their designated areas.
- Which spot to park in.
- When you have reached the designated area for the vehicle, begin by parking in spots located away from walls, poles, and other vehicles. (Usually a center spot)

Once you are knowledgeable of all the information above, you will be permitted to park the vehicle within the garage. You may be required to "ride-along" with a seasoned valet or supervisor for up to 3 days prior to valeting vehicles.

- Oversized vehicles have a different turning radius.
 - Must know how to go wide safely.
 - Must know to look for hitches.
 - Must know tendencies when reversing vehicles.
 - Driver side window must be down.
 - Honk when going around corners.
 - In garages, also flash your headlights.
 - Stop at all stop signs.
 - Stop 5 feet in front of crosswalks.
 - Look in all directions.
 - Stay alert for pedestrians and scooters, allowing them the right-of-way.
 - Golf carts may be present on the property. Allow carts the right-of-way.
 - Select a space.
 - Position vehicle at a 45-degree angle to the space.
 - Backing up:
 - Place right hand on passenger seat headrest.
 - Turn head over your right shoulder.
 - Use both mirrors as aid.
 - Must be 12 inches from back wall or another vehicle.
 - ONLY use brake pedal to move.
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- Straighten wheels when in spot.
- Roll up all windows.
- Close sunroof.
- Get out of vehicle and immediately lock vehicle.
- **NOTE:** Newer vehicles will automatically unlock if you pull handle. To ensure vehicle is locked, listen for beep and/or light flash.
- Place key on carabiner.

Under **NO CIRCUMSTANCES** may the above steps be skipped. If during a claim/daily evaluation it is identified that you forwent one of the above steps, you will be retrained and may face disciplinary measures.

Initials:

5.4 Retrieving Vehicle

- Match guest ticket to the key that you have just pulled.
 - If guest has lost ticket, then ask for:
 - Driver's License.
 - Complete lost claim check form.
 - Have guest sign form.
 - License must be matched to the registration/rental agreement when you arrive at the vehicle.
 - Guest must be owner of vehicle.
 - Issue new ticket.
 - Clip key on carabiner.
 - Check out key manually or through automated system.
 - Return guest their ticket.
 - Walk quickly to retrieve vehicle.
 - Walk around vehicle.
 - Ensure wheels are straight.
 - Not touching any obstructions near vehicle (e.g., poles, columns, wall, and cars).
 - Unlock vehicle.
 - Turn on vehicle.
 - If vehicle is a push start, then leave the keys on your carabiner.
 - Pull out of space.
 - Ensure car is in drive.
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- Honk before pulling out of space.
- ONLY use brake pedal to move vehicle.
- Ensure that you are going within the right traffic pattern.
- Honk while going around corners.
- Also, flash headlights when in a garage.
- Drive at five (5) miles an hour.
- Stop at all stop signs.
- Look for vehicles and pedestrians.
- Proceed with caution.
- Exit garage.
- Watch out for pedestrians.
- Pull vehicle onto ramp at no more than ten (10) miles an hour.
- Turn off vehicle.
- If key was in ignition, then place on carabiner.
- Look over left shoulder before opening door.
- Watch for other vehicles, bicycles, or pedestrians.
- Match guest claim ticket to key ticket.
- Ask guest for name on the folio.
- Hand keys to guest.

All of the above steps must be followed. **NO EXCEPTIONS.**

Initials:

6 Exotic Car Policy

6.1 What Is an Exotic Car

The difference between an exotic car and a normal car is not always easy to distinguish. An exotic car generally has much more horsepower, different physical characteristics in operational controls, and a tighter turning radius, which distinguishes it as a high-performance automobile. These distinctions make it more difficult to drive than a standard automobile. Other considerations to keep in mind are seating, mirrors, gas, clutch, and brake pedal location. Exotic cars are designed to be just what they are called...exotic. This means that the size, operation, and placement of "controls" can be very different than a "normal" automobile. In addition, exotic vehicles are extremely responsive to their controls. Even slight fluctuations in acceleration, steering, and braking can make the car behave in a manner that is dramatic to the inexperienced driver. Finally, the last and most obvious distinction between the average and exotic automobile is price. Exotic cars can cost tens of thousands of dollars or more to fix or repair.

Most exotic car manufacturers give a driving course to their new owners. This should tell you that the "average" driver, who is not familiar with an exotic car's operation, could be dangerous to themselves and others. There are designated areas in the front where owners may safely park their vehicle.

Note: All company locations are prohibited from parking "specialty vehicles" equipped with hand controls.

Initials:

7 Reporting an Accident

If you are involved in an accident or incur an illness during work hours, there are procedures in place to ensure your safety and the safety of others. All accidents must be investigated to determine cause and prevent future incidents from occurring. **Access Valet Parking** does not discipline employees who are involved. Retraining, coaching, and reviewing of safety protocols will help to reinforce our best practices we have established.

All employees must complete an incident report and submit it to their supervisor within 48 hours. Supervisors are responsible for investigations. These must be completed within 72 hours and submitted to the Owner.

Supervisors/managers: For additional information on this topic, please refer to our Accident Investigation Policy.

Initials:
