VISITORS IN THE WORKPLACE POLICY
February 2025

To better protect the safety and security of employees as well as the Redwood Empire Food Bank property and facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps to maintain safety standards, safeguard employee and customer welfare, protect equipment and confidential information against theft, and reduce potential distractions and disturbances.

Visits by the General Public

In order to ensure that only authorized visitors have access to the Redwood Empire Food Bank premises, all visitors should check in at the reception desk located in the main lobby of the Redwood Empire Food Bank and obtain a visitor's badge to wear during their visit. Please see the Visits by Law Enforcement section below for all law enforcement visitors.

Visitors With an Appointment

Authorized visitors with appointments should be given directions and/or escorted by an authorized Redwood Empire Food Bank employee to their destination. Redwood Empire Food Bank employees who have outside visitors are responsible for their visitors' conduct and safety. Outside visitors should be in the company of a Redwood Empire Food Bank employee at all times when in office and warehouse areas and should not be left unescorted.

Visitors Without an Appointment

There may be times when a visitor comes to the Redwood Empire Food Bank without an appointment. These visitors must provide a clear purpose for their visit, such as a meeting, a delivery, or a service. Once the purpose of their visit has been stated, please direct the visitor to wait in the main lobby. Please contact the employee who the visitor is there to meet with and determine if the employee is available to meet with the individual(s).

If a customer, patron, or volunteer wishes to make a specific comment or complaint, the person should be directed to a member of management for appropriate action. Remember that all contacts with the public, whether in person or over the telephone, reflect on the Redwood Empire Food Bank as a whole. Positive customer, patron and volunteer relations will not only enhance the public's image of the Redwood Empire Food Bank but also pay off in greater community loyalty.

Visits by Law Enforcement

It is the policy of the Redwood Empire Food Bank to comply with all Federal and State laws regarding the entry of Immigration and Customs Enforcement (ICE) and other law enforcement into nonpublic areas of the Redwood Empire Food Bank and to ensure the protection of employee information pursuant to those laws. Furthermore, the Redwood Empire Food Bank is committed to compliance with all Federal and State laws pertaining to the service of legal documents by ICE, other law enforcement, and individuals attempting to serve legal documents while on the Redwood Empire Food Bank premises. It is core to our organization's mission and values to provide a safe and secure environment for the Redwood Empire Food Bank guests,

vendors, and staff within the confines of Federal and State law. In order to further these goals and maintain compliance with the law, the Redwood Empire Food Bank has developed specific procedures that it requires all staff to follow. The Redwood Empire Food Bank will provide training and education to staff regarding these procedures so that the expectations of law enforcement visits are clearly defined for staff. All Redwood Empire Food Bank employees are expected to learn and comply with the procedures created in accordance with this policy. The procedure information will be available on The Wrap and from People & Culture for reference.

As with all unauthorized visitors, members of law enforcement should be received at, or escorted to, the main lobby of the Redwood Empire Food Bank. After greeting law enforcement, employees are required to direct all members of law enforcement to wait at the main lobby until a member of the Senior Leadership Team arrives. The greeting employee should immediately request the presence of a member of the Senior Leadership Team and wait with law enforcement until the Senior Leadership Team member arrives to address the reason for the law enforcement visit.

Regardless of whether the law enforcement visit pertains to a Redwood Empire Food Bank employee or visitor, under no circumstances should any Redwood Empire Food Bank employee voluntarily allow law enforcement into the nonpublic areas of the Redwood Empire Food Bank before one of the Senior Leadership Team members appears. Failure to follow this policy can result in significant negative impacts on the Redwood Empire Food Bank and may, therefore, result in immediate disciplinary action, up to and including termination.