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Public Service Manual

OF

A Century of Progress



FOREWORD

The comfort, convenience and security of visitors and the protection of persons and property on the Exposition Grounds is the first duty of all of the employees of A Century of Progress. All policemen, guides, watchmen, cashiers, and other personnel performing duties bringing them in contact with the public are especially instructed to bear this fact in mind in the discharge of their duties. They must at all times be neat in appearance, courteous, careful in the performance of duties and always on the alert to render an extra measure of service.

Their work is exacting and calls for forbearance, resourcefulness, and intelligence. Possession of those qualities is essential to the successful performance of the duties required.

The rules given in this manual must be consistently adhered to and it is, therefore, essential that all employees concerned thoroughly familiarize themselves with these provisions.

L. H. LOHR,
General Manager.

1. Knowledge of Rules

(a) A copy of these rules and regulations will be supplied to all employees whose duties they prescribe. Each of such employees will be required to receipt for the Manual and to read and memorize orders pertaining to his duties.

(b) From day to day, the offices concerned will issue memoranda instructions concerning events and specific matters not covered in the Public Service Manual.

(c) The Public Service Manual in no case replaces the regularly issued instruction memoranda. It is intended to supplement such instructions and to call particular attention to those directly affecting the policemen, guides, watchmen, cashiers, and other personnel performing duties bringing them in contact with the public.

(d) Employment by A Century of Progress necessitates compliance by employees with all the rules, regulations, special orders and bulletins, and ignorance thereof will not excuse negligence or omission of duty. If there is any doubt as to their meaning and intent the employee will at once apply to the next higher in command for explanation of the point in question.

2. Unusual Complications

(a) Situations involving unusual complications, accident, hazard or other un-

controllable features should immediately be submitted to the next higher in command.

(b) Suggestions for the betterment of the service will be submitted to the next higher in command.

3. Uniforms and Personal Appearance

(a) All uniformed personnel must be clothed in full regulation uniform when on duty, unless special orders for the day prescribe some modification, such as removal of coats. Uniformed personnel will at all times present a clean and neat appearance and uniforms are not to be worn or taken outside the Exposition grounds.

4. Politeness

(a) All employees coming in contact with the public, must treat all persons with politeness, avoid argument, and exercise patience, forbearance, and self-control under all conditions. In case of disputes which cannot be settled amicably, the employee will refer the visitor to his superior.

(b) They must be attentive and helpful without being officious or offensive.

(c) They must not make threatening gestures, use loud, uncivil, indecent, or profane language, nor indulge in boister-

ous conduct, even under the greatest provocation.

(d) Employee's identification, name, pass number, or badge number, must be given on request and in such manner as not to give offense.

5. Obedience to Orders

(a) All employees must willingly obey orders of those in authority.

(b) In emergencies the instructions of A Century of Progress Police Officers must be obeyed and his authority respected.

(c) Orders given by the President and General Manager will be obeyed. These officials may be identified by gold badges carrying their names and titles. Should such orders be in conflict with standing orders, they should be obeyed anyway and then an immediate report made to the employee's superior officer.

(d) Orders given by Assistants to the General Manager, will be obeyed immediately. All orders so given will be reported to the next higher authority.

(e) All employees will cooperate with employees of exhibitors and concessionaires, but are not subject to their orders.

6. Gratuities

(a) All employees are forbidden to

receive gratuities, tips, presents, rewards, free food or beverages from an exhibitor, concessionaire, visitor or other person on the Exposition premises.

(b) No employee or agent of A Century of Progress may have any financial interest, directly or indirectly, in any concession or exhibit or in the financing thereof, nor may he receive from any concessionaire or exhibitor any money or benefits whatever, without the express authorization of the Board of Trustees of A Century of Progress.

7. Use of Stimulants

(a) All uniformed employees are forbidden to use tobacco or intoxicating liquor in any form while on duty.

8. Conversation

(a) No employees performing duties bringing them in contact with the public will engage in unnecessary conversation while on duty.

9. Responsibility

All employees performing duties bringing them in contact with the public will be responsible within their assigned areas:

(a) For the safety, comfort and convenience of all persons on the Exposition premises.

(b) For the protection of all property on the Exposition premises.

(c) For the prevention of unauthorized persons from entering the Exposition premises.

(d) For the maintenance of good order and the prevention or abating of nuisances.

(e) For giving alarm in case of fire or any unusual disturbance or condition.

(f) For directing and conducting visitors through the buildings and conducting visitors through the buildings and grounds.

(g) For the preparation of a report for each day on duty, reporting whether or not unusual conditions were encountered. Such reports will include dangerous condition of buildings, sidewalks, streets, obstructions, leaking water and gas mains, broken telephone and electric wires and any and all other unusual conditions, circumstances and occurrences.

10. Responsibility for Property

(a) All employees will be required to sign receipts for property issued to them.

(b) Settlement in full for all Exposition property must in every instance be made upon leaving the service. The official uniform, badge, cap, keys, flash light and other equipment are merely loaned and therefore, continue to be the perma-

ment property of A Century of Progress and must be surrendered upon request to the office concerned.

11. Addresses

(a) All employees must give their addresses and telephone numbers to their offices and must make immediate report of any change of address or telephone number.

12. Absence from Duty

(a) All employees must report punctually and must not absent themselves from duty without proper authority.

13. Hours

(a) A duty roster will be posted from time to time. The hours given in these rosters mean the time at which employees are to arrive at and leave their posts. All uniformed personnel will report at the locker room in their respective areas, at least half an hour before their tour of duty begins, and will be allowed half an hour after it ends for traveling to and from their posts and changing out of their uniforms. The uniform will not be worn off duty.

(b) All employees will remain at their posts until relieved. If relief has not arrived within ten minutes past the scheduled time, orders will be requested from the next superior officer.

(c) In case of danger to Exposition property, all employees, whether on duty or not, must unite to protect it.

14. Fire Protection

(a) All employees must exercise great care to guard against fire.

(b) Personnel will call attention to any piles of rubbish or materials found lying about buildings and grounds and in every possible way guard against the occurrence of fire hazards.

(c) All employees within their assigned areas will learn the location of all fire alarm boxes, extinguishers, water pails, fire hose, and other emergency appliances and will report at once any defect therein to his superior.

(d) All fires must be reported immediately upon discovery. To report a fire:
Hurry to nearest Fire Alarm Call Box, break glass in door, pull lever all the way down only once and let go.

(e) Pending the arrival of the Fire Section, all employees will take prompt measures to arrest or extinguish the fire.

15. Responsibility for Damages

(a) Each employee will be held responsible for any damages caused by his neglect, carelessness, or disobedience of rules.

16. Accidents

(a) The official hospital is located on the west side of the Hall of Science, near the north end. The telephone number is Victory 7700, Branch 291-2. Doctors and nurses are in attendance at all time.

(b) In case of accident, however slight, to persons or property within the Exposition grounds, all possible assistance must be rendered. Injured persons must not be left until they have been properly cared for, and reports must be made of *all* accidents.

(c) When an accident happens, the nearest policeman or guide will be called immediately. It will be the latter's duty to be certain that the injured reaches the hospital.

(d) An ambulance may be called by dialing the operator on the nearest A Century of Progress telephone, or by calling Victory 7700, if an outside telephone is used. The operator will dispatch the nearest ambulance to the scene of the accident and then report to the hospital.

(e) If the injured refuses to go to the hospital, names and addresses of the injured, members of injured's party, and other witnesses will be secured and reported.

(f) In any case, the utmost care will be taken to secure names and addresses of injured, injured's party, and other wit-

nesses, as well as exact location of accident.

(g) Accident Reports will be made only by a regular employee of A Century of Progress and not left to an outsider to attend to.

(h) Employees must not, under any circumstances, give any information concerning any accident or mishap to any person except to their supervisors, or their authorized representatives.

(j) Employees must report in person to the Legal Section through the Assistant to the General Manager in charge of his own office, before appearing in court to testify, or before any official to be examined relative to any matter occurring in the course of their employment, or in which A Century of Progress may be concerned.

17. Ejectments and Care of Incapacitated

(a) Ejectments will be made for two causes:

1. Unauthorized presence on Exposition Grounds.
2. Disorderly or grave misconduct.

(b) Persons will be forcibly ejected from premises only as a last resort, when all other means have been tried and failed.

(c) If possible, ejection should always be made by A Century of Progress police officer, or in his presence. Where the offender is intoxicated he should be placed in care of a Century of Progress police officer.

(d) In all cases, where complaints are made of persons being offensive, the names and addresses of the complaining parties must be obtained.

(e) A child of tender years, a person of unsound mind, or a person in such feeble or helpless condition as to be unable to take care of himself must be placed in care of A Century of Progress police officer, or guide.

(f) A full report must be made in all cases of ejection the same as in accident cases. Special care must be taken to obtain names and addresses of all witnesses, particularly of those who were in the best position to see and hear what was done and said.

18. Arrest Cases and Police Regulations

(a) This matter is covered by special regulations for A Century of Progress Police, which will be found in Appendix 3 of this Manual.

19. Dismissals

(a) Disobedience of orders, violation

of rules, or neglect of duty will always be considered sufficient cause for discipline.

20. Lost and Found Articles

(a) All articles found by an employee upon the Exposition premises, or when found by another and turned over to an employee, must be delivered as soon as possible to the nearest information booth, or through channels to the custodian of lost and found. The employee turning in such articles must fill out a lost article tag.

(b) In instances where articles are found by others than employees, the name and address of the person finding the article must be stated on the lost article tag.

(c) Employees must not give out information regarding contents or description of articles found, but all persons making inquiries thereof or claiming same either before or after the articles have been turned in, will be referred to the custodian of the "Lost and Found."

(d) In the event a person, not in the employment of A Century of Progress finds an article on the premises and refuses to turn over the same, employees noting such fact must fully and politely inform such persons of the rules and courteously request its possession together with the name and address of the finder. If such person declines to give it up, the

employee should endeavor to secure such person's name and address with a full description of the article and the contents, if any, and secure the names of at least three witnesses and make written report thereof.

21. Baggage or Packages

(a) Employees must not in any way take charge of or become responsible for any article brought on the Exposition premises except found articles and such goods or property as may be entrusted to their care by Exposition officials.

(b) Articles of an explosive nature, such as gasoline, alcohol, gun powder, dynamite, fire works, or articles which are likely to cause accident, soil clothing, or injure patrons, are not to be allowed on the premises except upon written permission of the Chief of the Property Protection Section.

(c) Itinerant solicitors, beggars or peddlers must not be allowed to ply their trades on the Exposition premises.

22. Information to Patrons

(a) Employees are expected to be familiar with the buildings and Exposition premises so as to be able to give information to patrons and answer their inquiries with regard thereto. When unable to answer such queries, reference will be made to the nearest official information booth.

23. Assisting Patrons

(a) Elderly and apparently feeble persons, children, crippled and blind persons will be given special assistance in a courteous manner.

(b) Children who may have become separated from their parents or guardians should be taken care of and their names ascertained and reported promptly to policeman or guide, together with such description as may aid in identification.



