

ICE Quick Reference for frontline Depot and Palace Pub Staff

If ICE enters our restaurant, your job is simple: stay calm, be professional, and get a manager immediately.

DO THIS

- Stay calm and respectful.
 - Continue your job as normal unless asked otherwise.
 - Inform a manager right away.
 - Use simple phrases:
 - “I’m not authorized to help with that, but I’ll get a manager for you.”
 - “Our manager will assist you.”
-

SITUATION 1: ICE as Customers / Public

- Treat them like any other guest. Do **not** ask why they are there. They are expected to follow the same policies as all customers.
 - If they ask about employees or the business → **get a manager**.
-

SITUATION 2: ICE on Official Business

- Do **not** answer questions.
- Do **not** escort them anywhere.
- Say: “I’ll get a manager for you right away.”

Private areas (kitchen, office, back rooms) are off-limits, unless the manager authorizes it based on ICE providing a signed judicial warrant for the manager to review.

DO NOT

- | | |
|---|---|
| • Do NOT give employee names, schedules, or information | • Do NOT hand over documents |
| • Do NOT point out or identify coworkers | • Do NOT consent to searches |
| • Do NOT take ICE to an employee | • Do NOT panic or encourage anyone to run |