

CENTERPLATE'S RULES OF CONDUCT & BASIC POLICIES (AKA...DO'S AND DON'TS)

Not all types of conduct can be covered by a set of work rules. The following sets of rules are not all-inclusive, but designed to help you understand what is expected of you and you will be held accountable for.

- Prior to check in, you must be dressed in complete uniform.
- Proper work attire is as follows: Clean, pressed black pants/slacks (below the knee black skirt is OK) and a white collar shirt. All Black (clean) slip resistant closed toe and heel shoes. (No clogs or 5 toed running shoes allowed.)
- On cold days/nights, you may layer with a long sleeved black/white non printed shirt. No hoods please. You may wear a black/white ski type cap while working in a portable stand. At times when available, you may be issued a black Giant's cap with orange SF on front. Not acceptable are the following: Shorts, leggings, capri pants, cargo pants, athletic pants ANY AND ALL JEANS, sagging pants or any other sports team gear.
- Please remember to practice good hygiene habits. This also applies to a clean, pressed uniform.
- You are allowed to wear up to (2) post earrings per ear. No hoop earrings are allowed. PLEASE HAVE ALL EXTRA EARRINGS REMOVED PRIOR TO CHECK IN OR YOU WILL BE ASKED TO REMOVE THEM PRIOR TO GOING UP TO YOUR ASSIGNED STAND. IF YOU REFUSE OR PUT THEM BACK IN ONCE UP ON THE FLOOR YOU'LL BE ASKED TO LEAVE THE PREMISE AND RECEIVE A DISCIPLINARY ACTION.
- No visible facial piercings and or body jewelry are allowed. PLEASE HAVE ALL EARRINGS FROM FACIAL PIERCINGS OR BODY JEWELRY REMOVED PRIOR TO CHECK IN OR YOU WILL BE ASKED TO REMOVE THEM PRIOR TO GOING UP TO YOUR ASSIGNED STAND. IF YOU REFUSE OR PUT THEM BACK IN ONCE UP ON THE FLOOR YOU'LL BE ASKED TO LEAVE THE PREMISE AND RECEIVE A DISCIPLINARY ACTION.
- Bandages to cover facial piercings are not acceptable.
- Multiple rings and bracelets are not allowed. You must adhere to a professional look.
- Fingernails must be clean, cut and trimmed and cannot be longer than or past your finger tip. No glued on nails, no nail jewelry and or excessive nail designs. Subtle shades of nail polish are acceptable.
- Hair color must be subtle and be of a natural shade (this applies to highlights and streaks). Hair must be neatly combed, long hair must be tied up and off the shoulders. Hair color and style must always be professional.
- When arriving to your assigned location and especially when helping customers NO GUM CHEWING IS ALLOWED.

If above mentioned situations are not rectified by the immediately or by the next working day, progressive discipline will be enforced.

- Do not work when ill. Do not handle food when you have sores, cuts or bandages on your hands or arms without wearing gloves.
- Wash and scrub your hands thoroughly for 20 seconds using soap and warm water. You are to wash your hands after using the toilet, sneezing, coughing, handling raw food, smoking, eating, touching your hair or face, cleaning, handling garbage and when re-entering the stand. NO EXCEPTIONS.
- If you leave the stand or kitchen area (especially to use the bathroom) please remove your apron and put it back on when you return into the stand
- When handling ready-to-eat-food, always wear clean gloves, use tongs, paper wrappers, ice scoops, etc. Ice scoops are to be placed on the beverage drainage grid and at no time is the ice scoop handle to come in contact with the ice inside of the ice bay.
- If you are injured at work (no matter how small the injury), you are required to report the injury to your manager or area supervisor. Failure to report the accident immediately is a violation of company policy.
- Do not refill any cups or containers furnished by Centerplate. If employee is refilling a personal drink container, please use an employee cup then transfer beverage/ice to personal drink container.
- Employees may not eat in front of any stand, while walking the concourse floors or when working at a portable location. Use the break rooms by stand 2112 or by stand 5325.
- Please consume your employee meal here on premise. No food items are allowed to be traded from stand to stand. AT NO TIME IS IT PERMITTED TO TAKE FOOD HOME FROM THE STAND
- You may not leave your workstation/stand for any reason without your manager's approval. You are not to leave the level (floor) which you are assigned to. If you need to re-group at the end of the day, it is a good idea to meet in the Giant's Break room adjacent to stand 999 on the ground level.
- You must ALWAYS enter and leave the park through the gate at 2nd and King Street ONLY. Be sure you have your badge to gain entry. Your badge must always be visible.
- No badge, no entry. Do not contact the HR department for entry. Lost badge replacement will incur a \$35 charge. Replacement badges can not be issued on game days.
- Giving your badge or allowing another person to gain entry into the ballpark is a violation of company policy and will require immediate disciplinary action.
- Do report to work on time! Timeliness is an essential function of your job.
- Please do not sit in the stadium seats before, during or after an event. If you are early please wait in the employees break room.

- Lockers are provided for your use in the changing/restroom areas located near the Check In area. You must provide your own lock or if available or you may purchase a lock for \$3 from Check In. Lock up all your personal belongings. Centerplate is not responsible for any lost or stolen items from the locker rooms. We discourage you from bringing valuables to work. You are not allowed to take back packs, large bags or purses to your stands. These items must be locked up downstairs. We encourage you to bring a small 12"x12" clear/see through bag (or smaller) for your personal items. Lockers are for your convenience, please limit to 1 locker per person and if used are at your own risk.
- You are not allowed to be on your cell phone after you have checked in and especially if you are in the presence of any of the fans. This applies to texting as well. It will not be tolerated if you are working and using your cell phone. Please do not have your cell phone on while in the HR office.
- At any given time, you should have no more than \$30 of your personal money in a wallet but not loose in your pockets.
- You must declare to CP management if you have large sums (anything over \$30) with you. It will be placed in the vault for safe keeping until the end of your shift. Never mix personal funds with company funds, even to make change for a customer.
- You may not field any of the balls that are being used on the field.
- Employees are not allowed to socialize/fraternize with the players in anyway or at anytime. This includes no pictures and no autographs. Please respect their privacy.
- The ballpark is a strict smoke free facility.
- Elevators and escalators may ONLY be used before the gates open to the public, (which is two hours before game time). Do not use them during the event under any circumstances. To reach your stand assignment, use the ramps or stairs.
- Remember we are here to serve our customers. Smile, be friendly, be courteous, and be professional! Don't forget to up-sell! Hello, may I help you? Would you like something to drink with your meal? That will be \$00.00, please! Thank you and enjoy the game!
- Do leave your personal problems, stress & negative attitude at home. Bring your smile and happy disposition and be ready to serve our fans!
- It is never acceptable to engage in any kind of a confrontation with the customer. Please be patient, courteous and listen to your customer's needs. Should a problem arise, call your manager immediately!
- Always recall the order back to the customer to verify the order is correct. At this point, you may hit the Total key and accept payment from the customer. Call out \$50's and \$100's for the manager to verify and pick-up from you. Please remember to lay the currency across your drawer, do not put monies away in drawer until the change has been counted back to the customer. All currency exchange must be called out. Due to technical difficulties which arise, please reconcile the transaction (run credit card) before handing the order/product to the customer.
- You may accept tips but you must never solicit them by openly displaying a tip cup. The tip receptacles must not be visible from the customers view in front of the stand. Examples of solicitation: displaying your tip cup in plain sight of the customer, making comments/statements "implying" you're in need or that the company does not pay well or bringing attention to yourself that you've received a tip.
- Everyone is expected to be part of the team in the overall successful stand operation. This includes completing tasks asked of you by your stand managers, area supervisors, and CP management. It is imperative that you clean prior, during and after the event. It is imperative that EVERYONE assist in cleaning the stand after the event as per the stand managers delegation of assignments.
- Call-off's (3 or more a month) is considered excessive and may result in progressive disciplinary action up to and including suspension, termination and will be included in with other progressive disciplinary actions.
- Three consecutive no show/no call will result in a disciplinary action up to and including suspension or termination.
- Should any conflicts arise during your shift, please see your stand manger, ask for an area supervisor, or wait until the end of your shift to speak to CP Personnel/HR.
- If you have concerns, complaints or any issues please come down to HR so that we may assist you in addressing any situation that you have.
- During non-working hours, while in Centerplate uniform, you must conduct yourself in a manner that will not be detrimental to the interests or regulations of the company.

The following are not tolerated and are violations of company policies and will require immediate disciplinary action:

- Foul language, abusive language, racial slurs, racial names, horse play, fighting, any form of harassment,
- any insubordination on the premises will not be tolerated at any time.
- Misrepresentation of facts in seeking employment, instigating, taking part in any unlawful work stoppage, slowdown or taking and/or giving bribes.
- Not abiding by Centerplate policies or California State Laws governing the sale of alcoholic beverages to minors and/or intoxicated persons.
- Destruction, misuse, removing or attempting to remove company cash or materials (records, documents, property, tools, food, equipment, uniforms, etc.) from company premises without authorization of Centerplate GM.
- Improper use of company telephones.
- Failure to report an accident to Centerplate personnel/HR within 24 hours of the incident.
- Reporting to work while intoxicated, possession of alcohol and/or consuming alcohol while on duty.

- Possession, use, sale and/or distribution of illegal drugs, or any other controlled substances on client or company premises.
- Carrying concealed weapons or firearms on client or company premises is a violation of security procedures.
- False, vicious, malicious, physical or sexual threatening, intimidating, coercing of any fellow personnel or the company or its clients on company/client premises.
- Gross neglect of duty is as follows: lack of application, effort, incompetence, failure to meet reasonable standards and/or efficiency.
- Sleeping or dozing on the job is not permitted.
- Gambling on the job is not permitted.
- No big bags/purses are allowed in the stands. Only small, clear 12"x12" (or smaller) see through bags are allowed inside the stands.
- Failure to accept your job assignment given by management will be treated as insubordination and will result in immediate suspension pending further investigation.

These are very serious offenses. Individuals who violate any of these rules are subject to immediate disciplinary actions up to and including termination.

Please keep this copy for your records to reference and sign the following page to confirm that you have receipt and return to Personnel/HR.

Please note there have been updates and changes made to the Do's and Don'ts. So please read them and understand them.

Centerplate – 2016

Rules of Conduct & Basic Policies (AKA Do's and Don'ts)

Signature page for Personnel

I acknowledge receipt of the Rules of Conduct & Basic Policies (Do's and Don'ts) for Centerplate employees. I acknowledge that I have read and understand all the rules, policies (do's and don'ts) listed and will comply. I understand that if I choose to not comply any violations are subject to progressive discipline up to and including termination of my employment with Centerplate.

Print Name: _____

Signature: _____

Print Department: _____

Date: _____