2016 Associate House Rules

Delaware North
Milwaukee Sportservice at Miller Park
One Brewers Way
Milwaukee, WI 53214
Phone: 414.902.4700
Fax: 414.902.4732
www.milwaukeesportservice.com

Revised December 2015
Sportservice Website & Social Media:
- Visit www.delawarenorth.com/millerpark.aspx the “current employees” page has many documents you need for the duration of your employment with us. For example, if you need to change your address, you can download the form and bring it to the main office.
- Join the email list by emailing Tina Rogers at trogers@delawarenorth.com. If you have an email change, be sure to email Tina as well to update it.
- Friend us on Facebook. GuestPath at Miller Park.
- Follow us on twitter…@dnc_milwaukee

Sportservice Contact Number:
In the event of an emergency while you are working, associates can be contacted through the Sportservice Reception Desk until 1 hour after game start. Please ensure all necessary people have the following number to reach you at while you are working here: 414.902.4700 (Main Office Number). The person trying to reach you should also know your first and last name, as well as the department in which you work to expedite getting you the message.

Important Names & Phone Numbers: All numbers are 414-902-XXXX

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Position</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amling, Abbie-Premium Level Mgr</td>
<td>X4718</td>
<td>Ruiz, Mike-Warehouse Manager</td>
<td>X4721</td>
</tr>
<tr>
<td>Babcock, Eric-Concessions Manager</td>
<td>X4705</td>
<td>Simon, Cyril-Suites Chef</td>
<td>X4715</td>
</tr>
<tr>
<td>Bahr, Erika-Controller</td>
<td>X4731</td>
<td>Shumar, Sara-Retail Buyer</td>
<td>X4726</td>
</tr>
<tr>
<td>Bartlett, Beth-Operations Manager</td>
<td>X4734</td>
<td>Singer, Kim-Retail Administrator</td>
<td>X4755</td>
</tr>
<tr>
<td>Benton-Stephens, Crystal-Suite Coord</td>
<td>X4714</td>
<td>Talaska, Bill-Liquor Supervisor</td>
<td>X4738</td>
</tr>
<tr>
<td>Bishop, Lesley-JCI Club &amp; Gehl Mgr</td>
<td>X4713</td>
<td>Uecker, Sue-Office Receptionist</td>
<td>X4746</td>
</tr>
<tr>
<td>Bitto, Mark-Concessions Ops Manager</td>
<td>X4724</td>
<td>VanderLaan, Seth-Executive Chef</td>
<td>X4708</td>
</tr>
<tr>
<td>Clemons, RuthAnn-Retail Ops Mgr</td>
<td>X4739</td>
<td>VanGorder, Joel-Retail Warehouse Mgr</td>
<td>X4753</td>
</tr>
<tr>
<td>Conti, Anthony-Club Level Manager</td>
<td>X4713</td>
<td>Varnado-Glenn, Raven-Concessions Admin</td>
<td>X4723</td>
</tr>
<tr>
<td>Czoschke, Alexandria-GuestPath Coor</td>
<td>X4709</td>
<td>Zwaska, Chris-IT Manager/Compliance</td>
<td>X4797</td>
</tr>
<tr>
<td>Dolphin, Christine-Office Manager</td>
<td>X4728</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feldbruegge, Amy-Payroll Manager</td>
<td>X4729</td>
<td>Catering Kitchen</td>
<td>6113</td>
</tr>
<tr>
<td>Adam Miller-Concessions Chef</td>
<td>X4798</td>
<td>Commissary/Warehouse</td>
<td>6157</td>
</tr>
<tr>
<td>Gasper, Tim-Maintenance</td>
<td>X4758</td>
<td>Concessions Call In</td>
<td>4727</td>
</tr>
<tr>
<td>Kaludis, Kelly-HR Manager</td>
<td>X4737</td>
<td>First Aid-Field</td>
<td>4478</td>
</tr>
<tr>
<td>Kolb, Brian-IT</td>
<td>X4792</td>
<td>Guest Relations-Field/Terrace</td>
<td>6208/4786</td>
</tr>
<tr>
<td>Kreifall, Matt-Assist Concessions Mgr</td>
<td>X4719</td>
<td>Maintenance</td>
<td>4758</td>
</tr>
<tr>
<td>Madden, Eric-JCI Chef</td>
<td>X4796</td>
<td>North Dock-Security</td>
<td>4457/4458</td>
</tr>
<tr>
<td>Nicoll, Steve-Retail Director</td>
<td>X4712</td>
<td>Paramedics</td>
<td>6322</td>
</tr>
<tr>
<td>Obradovich, Carrie-Catering Mgr</td>
<td>X4730</td>
<td>Parking</td>
<td>4979</td>
</tr>
<tr>
<td>Olson, Tom-Regional VP</td>
<td>X4747</td>
<td>Performance Clean</td>
<td>4780/4442</td>
</tr>
<tr>
<td>Patton, Barry-NPO Coordinator</td>
<td>X4725</td>
<td>Majestic Store</td>
<td>4750</td>
</tr>
<tr>
<td>Pollard, Andrew-F&amp;B Manager</td>
<td>X4147</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reckzin, Kristin-Acctg/Culinary Admin</td>
<td>X4745</td>
<td>MAIN NUMBER</td>
<td>4700</td>
</tr>
<tr>
<td>Rogers, Tina-Assist HR Manager</td>
<td>X4720</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This document has been prepared and presented for informational purposes and guidance. Delaware North cannot anticipate every situation or cover every aspect of employment. Therefore, in order to retain the necessary flexibility in the administration of policies and procedures, Delaware North-Delaware North Sportservice reserves the rights to modify, rescind, delete or add provisions of this document without notice, at any time. This document supersedes any and all previous House Rules provided by Delaware North-Delaware North Sportservice. You should become familiar with the Delaware North Handbook as well as the House Rules, with which you must comply. Where any applicable House Rule conflicts with the Delaware North handbook, the highest standard or most conservative policy shall prevail. The house rules are meant to be a set of guidelines, it is not a contract expressed or implied between any associate and Delaware North-Delaware North Sportservice. Unless prohibited by state law, the employment relationship is of an “at-will” nature and either the associate or Delaware North can terminate the employment relationship at any time, for any reason, with or without notice. No representative of Delaware North, except the Chief Operating Officer of Delaware North-Delaware North Sportservice, has the authority to enter into an agreement with an associate that is contrary to the foregoing.

ACCOUNTING POLICIES AND PROCEDURES:
All associates are required to be aware of the applicable accounting policies and procedures for their area/position and are responsible to read, understand and comply at all times. Any questions or concerns, please seek advice from your supervisor or member of management. Failure to comply with the applicable policies and procedures may result in disciplinary action up to and including termination. More specific information will be available to you during your department/position specific training.

ALCOHOL DISCIPLINARY POLICY:

Supervisory Team Members
Step I- Single Infraction Resulting in Termination from all Delaware North Locations:
- Knowingly placing an untrained or minor person, as defined by State law, in a position of alcohol service; or falsifying training records.

Step II- Single Infraction Resulting in Counseling:
- Permitting an untrained or minor person to serve alcohol within the unit.
- Counseling imposed under this section will remain in effect for 12 months from the date the document is issued. The document will become inactive if there are no further infractions of the D’s Alcohol Service Policy with the 12 month period. Termination will occur if a second Step II violation occurs within the 12 month period.

Non-Supervisory Team Members
Step I- Single Infraction Resulting in Termination from all Delaware North Locations:
- Serving a visibly intoxicated patron; or
- Serving a minor; or
- Any other violation of law; or
- Service of more than the allowed number of drinks to a patron (2); or
- Violation of a rule established by Miller Park/SS/Delaware North in which associates have signed a written acknowledgment that a single violation will result in termination

Step II- Single Infractions Resulting in Indefinite Counseling & Retraining:
- Failure to proof anyone appearing 30 years or younger (not resulting in the service of a minor); or
- Any other violation of our Corporate Alcohol Policy (other than the service of more than the allowed number of drinks to a patron-2); or
- Violation of any unit specific alcohol service rules, if there is no written acknowledgement by the associate that a single infraction will result in termination

*Termination will occur if a second Step II violation occurs during the associate’s course of employment.

The above list of violations is not exclusive. Associates terminated under this policy are not eligible for rehire. In addition, concurrent associates terminated for cause under this policy will be terminated from all Delaware North locations.
Variations from the discipline steps cannot occur at the unit level. In extraordinary circumstances, the unit can initiate a request for a variation by contacting the Corporate Director of Human Resources and Director of Labor Relations (if a union represented associate) and the applicable Regional Vice President of the subsidiary involved.

ALCOHOL SERVICE POLICY:
Milwaukee Delaware North Sportserve is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all associates and volunteers are required to follow the procedures listed below:

- All associates/volunteers who serve, sell, or dispense alcoholic beverages will successfully complete the TEAM Certification course every three years and a refresher training prior to each season during their valid certification. Once their certification is set to expire, they will then complete the certification course again.
- No associate/volunteer will serve an alcoholic beverage to anyone under the age of 21. Parents, spouses, and/or guardians MAY NOT purchase alcohol for a minor in their company.
- All associates/volunteers will carefully check identification of anyone who appears to be 40 years of age or younger.
- An ID must be unexpired to be a valid form of identification.
- For the service of alcohol, one of the following four types of ID must be presented (if guest appears to be 40 years of age or younger):
  - Valid State Issued Drivers License with a Photo
  - Valid State Issued Photo Identification Card
  - Valid Passport
  - Valid Military Identification Card
- All associates/volunteers will check all identification for a valid picture, valid date of birth, and ensure the ID has not expired. While working, associates/volunteers must be aware of the current date and the date of birth necessary to purchase alcohol. If there is any question about the validity of the ID, the guest will not be served.
- A maximum of two (2) alcoholic beverages may be purchased per person/2 alcoholic beverages per possession.
- Alcohol sales cease after the 3rd out bottom of the 7th inning for the general population of the ballpark. Suites, Stadium Club, and other club level areas are subject to a different policy.
- All associates/volunteers will refuse to sell alcohol to guests who appear to be intoxicated/impaired and courteously discontinue service to the guest. (I'm sorry. I am no longer legally able to serve you.)
- Associates/volunteers are not allowed to rehash or refill cups.
- Delaware North Sportserve reserves the right to deny the service of alcohol.
- Associates/volunteers will contact supervisors/management with alcohol related issues such as a belligerent guest, underage person attempting to purchase alcohol, or person attempting to use a fake ID.
- REMINDER: A partial alcoholic drink is considered one drink; therefore, if a guest has a partial drink, you may only serve them one more alcoholic beverage.
- REMINDER: Sharps (non-alcohol beer still falls under the alcohol policy).
- JIGGER POLICY: as a person who serves/prepares mixed alcoholic beverages, a 1.5 ounce jigger must be used to measure the liquor poured into the alcoholic beverage (one 1.5 ounce pour per authorized Delaware North Sportserve container). At no time may any other liquor, other than that from the 1.5oz authorized jigger be poured into a single alcoholic drink. Failure to adhere to this policy will result in removal from a position that serves/prepares mixed alcoholic beverages as well as corrective action, up to and including termination of employment.
- Any associate/volunteer who fails to follow the above alcohol beverage service policies will be subject to disciplinary action, up to and including termination.
- The management team fully supports these policies and will stand behind its associates/volunteers in their decisions to promote responsible alcohol service.

ALCOHOL TRAINING:
- All applicable associates will be required to attend a mandatory TEAM training prior to working each season.
- Every three (3) years the TEAM certification class and test is required prior to working the season.
- During valid certification years, a TEAM refresher course is required prior to working the season.
- You must sign off on alcohol training at the completion of the annual alcohol training, and sign off on the policy on a daily basis, prior to working the event.

ANTI-HARASSMENT POLICY:
Delaware North is committed to providing a productive work climate, free of harassment. Accordingly, harassment of any kind by management or coworkers at any level will not be tolerated. In addition, the Delaware North will protect Associates, to the extent possible, from reported harassment in the workplace by non-Associates.
Prohibited Forms of Harassment
Harassment is conduct which makes fun of, belittles or shows hostility or dislike to an individual because of his or her race, color, religion, sex, sexual orientation, national origin, age, disability (or perceived disability), marital status, sexual orientation or veteran status, or any other basis protected by applicable law, or because of this association with a person in such a protected group and which:

• has the purpose or effect of creating an intimidating, hostile or offensive work environment;
• has the purpose or effect of unreasonably interfering with another individual's work performance;
• otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to, the following:

• Epithets
• Slurs
• Negative Stereotyping
• Degrading comments
• Threatening, intimidating or hostile acts (even if claimed to be "jokes" or "pranks" and even if not directed at a particular individual) which relate to race, color, religion, sex, national origin (including, but not limited to, an individual's difficulty in speaking the English language), age, disability (or perceived disability), marital status, sexual orientation or veteran status; and
• Written or graphic material (including, but not limited to, computer images) which makes fun of, belittles or shows hostility or dislike toward an individual or group because of race, color, religion, sex, national origin, age, disability (or perceived disability), marital status, sexual orientation, or veteran status which is displayed, shown or circulated in the workplace. Any harassment of Delaware North Associates is a violation of this Policy and is absolutely prohibited and will not be tolerated.

Sexual Harassment
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

• It is directly or indirectly implied that submission to such conduct is a requirement or condition of an individual's employment; or
• It is directly or indirectly implied that submission or rejection of such conduct will have a bearing on employment decisions involving the individual; or
• Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. For example, the following kinds of behavior, or others with a similar harassing effect, are absolutely prohibited:
  • Abusing an Associate through insulting or degrading sexual remarks, jokes, innuendoes, or other sexually oriented conduct, whether or not directed at a particular individual (including, among other things, graphic or descriptive comments relating to an individual's body or physical appearance, sexually oriented teasing or pranks, improper suggestion, objects, pictures or computer images, or unwanted physical contact); or
  • Threats, demands or suggestions that an Associate's work status depends in any way upon tolerating or accepting sexual advances or sexually oriented conduct.

Retaliation
Delaware North will not retaliate, intimidate, coerce, threaten, discriminate, or otherwise take any adverse employment action, against an Associate who files a complaint, reports a violation, or participates in an investigation. Likewise, Delaware North prohibits any Associate from retaliating against a coworker or non-employee for filing a complaint, reporting a violation, or participating in an investigation.

Open Door Policy
Delaware North does not and will not tolerate harassment. To make sure that our Associates are not subject to harassment, any Associate who is aware of any sort of harassment prohibited by this policy, whether because they were subjected to the harassment or because they witnessed it, is required to report it. If you are not sure whether it is harassment, report it. Reporting harassment is not voluntary. Delaware North requires all harassment to be reported. In addition, managers are required to report complaints of harassment to the Corporate Human Resources Department immediately. Failure to report harassment can result in disciplinary action, up to and including termination in the appropriate situation. If you report harassment, Delaware North will protect you from retaliation and your report will in no way affect your job or your career. Delaware North makes this commitment because we must know about offending conduct before we can take responsive action. Complaints or reporting may be made directly to the Corporate Vice President of Human Resources by calling (800) 828-7240. It is not necessary to talk with anyone within your department or at the unit before calling. If you choose, you may discuss the matter with your supervisor, General Manager, or Human Resources at your unit. All complaints will be investigated promptly and discreetly. Complaints will be kept confidential to the greatest extent possible, given the need to conduct an adequate investigation. Any Associate who is found to have violated this policy, will be subject to appropriate disciplinary action, up to and including termination.
If you have any ethical or compliance concerns, please follow the guidelines below:

- **Speak to your manager/supervisor first.**
- **If you are not comfortable talking with your manager/supervisor, or feel that your concern was not addressed, please talk to Human Resources (Kelly Kaludis/Tina Rogers) or X (General Manager).**
- **Your third option is to call the Corporate Office directly at 1.800.828.7240.**
- **Your last option is to call the confidential helpline at the Delaware North Corporate Office at 1.800.441.5645. The helpline is managed by an independent company and provides associates with a way to ask questions and address concerns. This can be done anonymously.**

**APPEARANCE STANDARDS:**

**Professional Appearance and Grooming**

*We pride ourselves in having a professional appearance. For this reason, as well for health and safety purposes, the following guidelines have been established. Failure to comply with these grooming standards will result in disciplinary action up to and including termination.*

We are professionally attired (for uniformed positions, only Delaware North Sportservice-issued garments including hats are worn on the job and uniforms are complete. $50.00 uniform deposit is required.)

- Clothing (uniform and business attire) is clean, well maintained, pressed and fits properly. Pants/shorts are worn on hips, not sagging, no athletic or sweat pants. Shorts are no more than one inch above the knee. Appropriate undergarments must be worn and not visible.
- Shoes are clean, polished and in good repair. Shoes must be closed toed, slip-resistance and closed back. Flip flops, crocs, sandals, and shoes of similar nature are not acceptable. Shoes for Crews are available for a discount, please check the bulletin board by the time clock.
- Wear the correct name badge (meeting Delaware North Companies specifications) to enable a personal connection with our guests. Replacement cost is $20.00.
- Jewelry (if worn) is conservative in style and number.
- Wear no more than two earrings per ear, no larger than a quarter in size.
- Display no visible body piercing (other than earrings). Plastic place holders and band aids are not acceptable.
- No Gauged earrings and/or face piercings allowed. This also includes any decorative mouthware.
- If you wear false eyelashes they must be natural in length, properly maintained and accent your eye frame.
- Hair is neatly groomed and conservatively styled. Hair color/highlights are natural in color. Unnatural or dramatic streaks are not acceptable. Styles that are extreme as determined by management will not be permitted. Long hair must be styled back.
- Beards or mustaches are neat and trimmed, no more than one-inch long. We are clean-shaven, if a beard is not worn.
- Fingernails are well groomed. Fingernails are short and natural paint is to be used. Fake nails are not allowed. Jewels & designs are not permitted.
- Perfume and cologne, if worn, are not overbearing.
- Personal hygiene must be maintained at all times. All associates are expected to be free of body and mouth odor. A neat and well-groomed appearance is essential when dealing with the public. Team Members not following proper hygiene standards will not be allowed to work. Appropriate undergarments must be worn and not visible.
- Sunglasses are not to be worn. If there is to be an exception, your supervisor will make you aware of this.

*Delaware North Sportservice management reserves the right to determine appropriate standards concerning appearance and personal hygiene.*

**ASSOCIATE ENTRANCE:**

- Please enter and exit at the North Loading Dock with your Delaware North Sportservice ID. You will need to show your ID under the bridge prior to reaching the building. All employees must wear their credentials with a valid sticker in plain sight at all times. Those not wearing credentials will be stopped by security under the bridge. Please be polite if stopped and asked for your ID. This is for the safety of everyone.
- This is the only entrance associates may use and you MUST have your Delaware North Sportservice ID to enter.
- All team members are subject to bag/backpack screening upon entering Miller Park. Please cooperate fully w/security at check-in by having bags & backpacks ready for inspection. Metal detector screening is mandatory.
- For information on what is not acceptable to bring in, please visit the website below. In general nothing that can be viewed as a weapon (pocket knife, pepper spray, etc.) or items not needed for work such as laser pointers will be permitted. [http://milwaukee.brewers.mlb.com/mil/ballpark/information/index.jsp?content=security](http://milwaukee.brewers.mlb.com/mil/ballpark/information/index.jsp?content=security).
- If you are not scheduled to work on an event day, you are not allowed to enter the ballpark unless you have a ticket. If you have a ticket, you must enter at a gate, not the North Loading Dock.
ATTENDANCE:
- You are expected to report for all shifts as scheduled. Please note, it is YOUR responsibility to obtain your weekly schedule from your manager.
- Please see Time & Attendance Addendum for the full policy

AUTOGRAPH/CLIENT CONDUCT/PROMOTIONAL ITEMS:
- Associates/Volunteers working are not authorized to participate in Brewers promotional events, wait in line for autographs, wait for balls during batting practice, taking photographs, etc. All giveaways, promotional items and contests associated with the event are for ticketed guests only. Associates/Volunteers are not eligible to participate, nor solicit such items. Deviations from these regulations will be considered a violation of Delaware North-Delaware North Sportservice policy subject to disciplinary action, up to and including termination.
- At no time are associates/volunteers able to accept a promotional item as payment for product or as a tip. If a guest offers any of these items to you, you must politely decline and not accept the item.
- Solicitation of autographs is not permitted at any time.
- Loitering around the batting cages, clubhouses, field access areas (such as the North Dock) is not permitted.
- Gracious greetings of internal guests (i.e.—“Hello!” or “Good afternoon!”) are acceptable. However, blatant mingling with players, players’ families, team executives, ‘celebrities, club house security, etc is not acceptable and will not be tolerated. Again, punch in and report directly to your work location. When shift is completed, punch-out and make your way out of the North Loading Dock. Do not loiter.
- Deviations from this regulation will be considered a violation of Delaware North-Delaware North Sportservice policy, subject to corrective action, up to and including termination.
- Per Major League Baseball rules, only authorized personnel will be permitted on the field before, during or after the game. Any unauthorized person on the field will be removed from the ballpark and prosecuted. Violation of this policy will result in termination.

BREAKS/MEALS:
- Your 15 minute break is to be taken as business levels allow and are to be approved by your manager or supervisor.
- All meal breaks are to be taken out of sight of the guests.
- Food may not be taken out of the building. Associate meals are designed to be eaten on the premises.
- Smoking is considered a break and must be approved by management.
- Taking unapproved breaks or prolonged breaks is a violation of this policy subject to corrective action, up to and including termination.
- While on break, you are not allowed to visit a working associate and distract them from working.
- MINORS: Minors working 6 hours or more must be given a 30 minute uninterrupted break. This break is paid, but you must still clock in/out for your break.
- Department managers will speak specifically about approved meal items, the process to obtain the meal, and appropriate times for breaks (supervisor will release you for your break) as this varies department to department.

CASH HANDLING/OVER/SHORT POLICY/EXCEPTION REPORTING:
- All associates handling cash or stock transactions are reminded that extreme care must be used and all policies/procedures regarding their use must be followed at all times when working for Delaware North-Delaware North Sportservice.
- All associates will be responsible to reconcile sales inventory and will be held responsible for all overages and shortages. You are responsible to balance your bank, if you are issued one. Shortages/Overages of .5% of total sales will be considered a violation of company policy and subject to corrective action, up to and including termination.
- Shortages/Overages of $20, regardless of the percentage to sales, will be considered a violation of company policy and subject to corrective action, up to and including termination.
- Overages and shortages are based on actual case vs. end of event report/stand sheet. Other cash related violation, not specifically outlined in this policy, may be considered a violation of company policy subject to corrective action, up to and including termination.
- In the case of multiple associates having access to the same cash bank, all such associates may be held responsible for any such overages/shortages and may be equally subject to corrective action, as described above.
- Improperly voiding transactions, not ringing in items, not closing cash drawers, intentionally punching in an incorrect item/button, reusing/refilling a piece of inventory, putting money in unapproved receptacles including pockets, covering the customer view of the display, failing to total a transaction is subject to corrective action up to and including termination.
Voids, deleted and cancelled items will be reviewed on a daily basis. If determined to be excessive, you will be subject to corrective action, up to and including termination.

Items must be rung into the register and cash/credit transaction, must be processed PRIOR to filling the guest's order. Failure to do so will result in disciplinary action, up to and including termination.

All inventory deliveries, transfers and spoilage must be accompanied by the proper paperwork and account for properly.

All cups and containers are one time use only and must not be refilled or rehashed for a guest, employee, etc. A new cup or container should be given with every transaction. Failure of the associates to do so will result in immediate disciplinary action up to and including termination.

Exception Reporting subject to disciplinary action up to and including termination: Cashier Corrects 5 or $50, No Sale 5 instances, Error Corrects 0 or $100, Manager Corrects 5 or $50 and Cancels 10 instances or $100.

Waste/Spoilage/Gratis: Excessive amounts and unexplained waste/spoilage/gratis is subject to disciplinary action up to and including termination.

The determination of the appropriate corrective action for cash-related offenses is subject to the discretion of management.

SPOT AUDITS: Management reserves the right to, at any time and place, conduct a spot audit of any associate/volunteer and/or location to compare inventory sales to cash.

Department specific policies supersede the general policy.

CLOCKING IN AND OUT:

- The time clock you clock in/out at is based on your job position. Your designated time clock is the only time clock you are permitted to use.
- You must clock in/out for every shift. No associate is ever permitted to work in any capacity without being on the clock during an approved/scheduled shift.
- If you forget to clock in/out, contact your manager immediately so the correction can be made. A form will need to be completed for audit purposes. Falsification of time is not permitted.
- You are permitted a grace period of 7 minutes before or after the start of a shift. Please note the 7 minute rule is for circumstances outside of your control, it cannot be a daily occurrence.
- You may not clock in/out for another associate, nor may you allow anyone else to clock in/out for you.
- Associates are not permitted to leave or clock out until approval is obtained from their immediate supervisor.
- Once your duties have been completed, it is expected that you clock out immediately and exit the facility. Loitering after the conclusion of your shift is not permitted. If you are waiting for an associate to finish work or waiting for a ride, you must wait outside.
- You MUST CLOCK-IN in UNIFORM and MUST CLOCK-OUT in UNIFORM.

CONDUCT:

As an associate of Delaware North Sportservice, you are expected to conduct yourself in a professional manner at all times with regard to other associates, management, guests, and other area personnel. The following behavior and/or actions are prohibited, will not be tolerated and will result in discipline, up to and including termination:

Violation of a policy or procedure that is contained in the House Rules, departmental rule that is posted or one that is communicated or performance related issue may result in disciplinary action. Depending on the severity of the incident, Delaware North Sportservice-Miller Park reserves the right to issue discipline at any level or skips steps in the progressive disciplinary process.

Possible Disciplinary Actions are as follows:

- Verbal Warning
- Written Warning
- Final
- Indefinite
- Suspension
- Termination
Examples of Prohibited Conduct:

1. Theft (unauthorized removal), attempted theft or misappropriation (unauthorized storage, transfer or use) of company, associate, or guest property, including items found on Miller Park’s premises as well as services in place for guest/client use.
2. Use of rude, obscene, profane, offensive, embarrassing, or abusive language towards an associate, manager, guest, or client. Failure to be professional at all times toward a manager, associate, vendor, guest or client.
3. Making or publishing false or malicious statements concerning any associate, manager, guest, client, the public, Delaware North or any of their entities.
4. Unauthorized removal of company records, company property, associate lists, or confidential information of any kind. Delaware North reserves the right at any time to inspect any and all packages (i.e. personal belongings) brought into or out of the building.
5. Acts of physical violence, fighting, or endangering the health and/or safety of others. An associate who threatens, intimidates, coerces, or interferes with the work of a fellow associate, manager, guest, or client that could adversely affect the company’s business. Mischief, wrestling, pushing, throwing items, rough-housing, or any other kind of horseplay.
6. Unauthorized possession or use of firearms, concealed knives, explosives, or any other weapons, lethal or non-lethal while on company premises, company business or during working hours.
7. Abusing, defacing, destroying, or unauthorized use of Delaware North Delaware North Sportservice property, the property of guests, the Brewers or fellow associates to include but not limited to logos, funds, equipment, vehicles or property.
8. Refusing to obey the direct request of a supervisor or manager (insubordination). If an associate is asked by his/her supervisor to carry out a task that the associate believes it to be unsafe, unethical or illegal, s/he should contact HR.
9. Possession, use, distribution, selling or being under the influence of narcotics, related drugs or alcoholic beverages while on Delaware North Delaware North Sportservice and Miller Parks property. Any associate who is observed engaging in behavior that suggest that the associate may be under the influence of drugs or alcohol while at work will be subject to immediate drug and alcohol testing.
10. Misuse, alteration, concealment, falsification, or willful omission, from any company record or report. Delaware North places trust in its associates and expects its associates to be honest.
11. Loitering on property, coming in to work unnecessarily early, remaining after a scheduled shift to socialize, or sleeping on the job.
12. Failure to perform work assignments satisfactorily and/or efficiently.
13. Failure to observe established fire, emergency and common safe practices, or contributing to unsanitary or unsafe conditions.
14. Refusing to cooperate with an investigation. There will be no retaliation against any associate based on an investigation. All information during an investigation is to remain as confidential as possible.
15. Being in an unauthorized area without manager approval.
16. Harassment of fellow associates, supervisors, managers, vendors, guests or clients.
17. Removal, duplication, loss or unauthorized distribution of Delaware North Delaware North Sportservice keys.
18. Soliciting gratuities (tips, funds, gifts or rewards, commenting on the amount of the gratuity, or altering a guest check to enhance gratuities. NO Tip Cups or Baiting (including giving smaller denominations of money for change, leaving change on the counter, etc.)
19. Smoking in an unauthorized area and/or not on an authorized break.
20. Failure to be at your assigned work place at your start time, the end of a break, or anytime throughout your shift. You are not allowed to visit any other team members. Leaving your work area without the permission of your supervisor/manager other than in performance of work related to duties.
21. Conducting business for personal use or gain during working hours.
22. Engaging in gambling, games of chance, card playing, or betting on Miller Park’s property during working hours.
23. Associates are not permitted to chew gum while working.
24. You are not permitted to watch the game.
25. Violation of any other Delaware North-Delaware North Delaware North Sportservice or Delaware North policy or procedure.

ELECTRONICS:
- I-Pods, I-Pads, headphones, SMART phones, cell phones, electronic games, portable DVD players, and other such type of electronics are not permitted to be used while working.
• Associates/volunteers are discouraged from bringing such personal communication items to work with them. Delaware North-Delaware North Delaware North Sportserve Miller Park is not responsible for safeguarding an associate’s personal item(s).
• Deviations from these regulations will be considered a violation of company policy subject to corrective action, up to and including termination.

EMERGENCY RESPONSE:
• Fire: evacuate the scene using the nearest available exit and call 911.
• Weather: Follow the Brewers response plan to the interior of the level and/or service ramps. Make way to the service level via service ramps.
• Evacuation: In the case of an evacuation, remain calm. Exit the nearest available exit and meet at the Sausage Haus, located on the east side of the Miller Lot. Roll call will be taken at the Sausage Haus. Do not leave the property until dismissed by management.
• Locations have maps on the walls that have nearest exits posted. When you get to your locations, please take note of this as well as nearest fire alarms, fire extinguishers, etc.

FAMILY & FRIENDS:
• Friends and family are not allowed to be on service level without the approval of management, this includes children.
• If friends and family have a ticket and are attending a game, they must be in the area(s) allowed by that ticket (i.e. If they do not have a Club Level ticket, they cannot be on Club Level to visit you or if they do not of a Stadium Club pass, they cannot be in there to visit you, Gehl Club ticket for Gehl Club, approved pass for other specific areas such as Dew Deck, etc.)

FMLA:
Basic Leave Entitlement
FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:
• For incapacity due to pregnancy, prenatal medical care or child birth;
• To care for the employee’s child after birth, or placement for adoption or foster care;
• To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
• For a serious health condition that makes the employee unable to perform the employee’s job.

Military Family Leave Entitlements
Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.
FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections
During FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan” on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave.

Eligibility Requirements
Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition
A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities.
Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing
treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

**Use of Leave**

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

**Substitution of Paid Leave for Unpaid Leave**

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer’s normal paid leave policies.

**Employee Responsibilities**

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer’s normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

**Employer Responsibilities**

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees’ rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

**Unlawful Acts by Employers**

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

**Enforcement**

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.

**GOLF CART, FORKLIFT, & VEHICLE TRAINING/EQUIPMENT TRAINING:**

- Certain positions may require you to drive a golf cart, forklift, and/or other company vehicle.
- In order for you to drive a company vehicle, you must go through our OSHA approved training & be trained on the vehicle.
- We will also conduct a Motor Vehicle Check to ensure you have a valid drivers’ license.
- Certain positions may require you to use special equipment such as a slicer, grill, bailer, etc. You will receive training on these during your job specific training.

**GUEST INCIDENT:**

- If you have an unusual occurrence with a guest or a guest claims to be injured (i.e. tripped over a cart, was bumped by a vendor, feels ill, etc), report to your manager/supervisor immediately.
- Documentation may be required and all pertinent information will be needed to complete the form. Be specific and unbiased.
- If it is a service issue, complete the Service Recovery log for your department/area.
- If it is an injury, please work with your manager/supervisor to get the guest to First Aid. You will be required to complete a report.
• If you need immediate assistance (i.e. guest needs medical assistance, etc) you can call the main office at x4700 or radio the main office.

GUEST RELATIONS:
• Guest Relations is located behind home plate on the Field, Loge and Terrace Levels. If a guest requires assistance, please try to assist them yourself. If you are unable to and no one else in your area is able to assist the guest, please direct them to Guest Relations. If you are able to escort them, please do. Guest Relations will house lost items, exchange broken promotional items, and have certificates for “child’s first baseball game.”

INJURIES/FIRST AID:
• First Aid offices are located behind home plate on the Field (phone extension x4478) and Terrace (phone extension x4786) levels. THESE ARE FOR GUESTS ONLY. EMPLOYEES MAY NOT GO TO FIRST AID.
• Emergency medical personnel are on duty during all events.
• Please follow the guidelines below in case of injury or illness while at work:

EVENT TIME Medical Emergency Response Plan:
1. If possible, determine the extent of the injury or seriousness of the illness.
2. For a serious injury requiring immediate medical treatment, contact the North Dock at x4457 to have them dispatch paramedics (Bell) to your location. Be sure to give North Dock as much detail about the location of the injured person. If possible, do not leave the victim and have someone else make the call/someone meet Bell. If the injury does not require Bell, follow step 3, 4, and 6-10.
3. Contact the Supervisor, if they are already not present, and Human Resources (call x4700 to have them contacted) to file a report.
4. DO NOT move the patient unless he/she is in imminent danger at present location. If incident involves electrical; do not touch patient until electrical source is shut off. If patient is having a seizure; keep patient on their side and move any objects that may injure patient.
5. Bell will determine if further medical treatment is needed. If so, the determination of medical transportation or other will be decided, as well as location to go.
6. If transportation for further medical treatment is necessary, but not by ambulance, senior management and/or Human Resources will determine who will transport the associate if a friend or family member is not able to transport the associate immediately. During the hours of 7am-5pm M-F, Concentra Medical Center on 35th street is to be used. Outside of these hours, senior management and/or Human Resources along with the patient will determine what local Urgent Care they will visit.
7. In the case of BLOODBORNE INCIDENT: DO NOT touch the blood or Other Potentially Infectious Materials (OPIM). Only employees trained in the appropriate use of personal protective equipment should respond to the incident. Take universal precautions whenever respond to bloodborne incidents: Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, etc), and use a protective pocket mask when performing rescue breathing.
8. DO NOT leave the location where the injury occurred, if possible. In the case of bloodborne incident, it is best not to track the blood throughout the area, building, etc. so please ensure the area is ‘blocked’ off.
9. Contact PCL at x4780 for proper clean-up of the blood or OPIM.
10. If food was being prepped when/where injury occurred, discard all food in the affected area.

***Please refer to Non-Event Time Medical Response Plan for time periods BEFORE GATES OPENING and AFTER GATES HAVE CLOSED***

NON-EVENT TIME Medical Response Plan:
1. If possible, determine the extent of the injury or seriousness of the illness.
2. For a serious injury requiring immediate medical treatment, contact the North Dock at x4457 to have call 911. They will work with Seucritas to get medical responders to your location. Be sure to give North Dock as much detail about the location of the injured person. If possible, do not leave the victim and have someone else make the call and someone meet responders.
3. Contact the Supervisor, if they are already not present, and Human Resources (call x4700 to have them contacted) to file a report.
4. DO NOT move the patient unless he/she is in imminent danger at present location. If incident involves electrical; do not touch patient until electrical source is shut off. If patient is having a seizure; keep patient on their side and move any objects that may injure patient.
5. Responders will determine if further medical treatment is needed. If so, the determination of medical transportation or other will be decided, as well as location to go.

6. If transportation for further medical treatment is necessary, but not by ambulance, senior management and/or Human Resources will determine who will transport the associate if a friend or family member is not able to transport the associate immediately. During the hours of 7am-5pm M-F, Concentra Medical Center on 35th street is to be used. Outside of these hours, senior management and/or Human Resources along with the patient will determine what local Urgent Care they will visit.

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8. DO NOT leave the location where the injury occurred, if possible. In the case of bloodborne incident, it is best not to track the blood throughout the area, building, etc. so please ensure the area is ‘blocked’ off.

9. Contact PCL at x4780 for proper clean-up of the blood or OPIM.

10. If food was being prepped when/where injury occurred, discard all food in the affected area.

**JOB POSTINGS/JOB TRANSFERS:**

- Associates are welcome to apply for open positions in which they meet the requirements for if you have been in your current position for 90 days.
- To apply for an open positions/transfer you must first speak with your current manager, if your current manager approves/agrees you meet the qualifications, you must then interview for the open position. Your employee file will also be reviewed at this point. If you have active Record of Associate Counseling beyond Verbal Warning, you will be unable to transfer.

**MEDIA:**

- Associates/volunteers are not authorized to speak to the press at any time. Refer all media personnel to the Delaware North Sportservice office (414.902.4700).
- Deviations from these regulations will be considered a violation of company policy subject to corrective action, up to and including termination.

**PARKING:**

- Parking is free, provided you have your parking pass and Delaware North Sportservice ID.
- In order to park your car at Miller Park, you must fill out the Imperial Parking Application. This application must be completed in full or you will not be issued a parking pass.
- If you forget your parking pass, you will have to pay the parking admission price.
- If you violate any of the parking rules, your parking pass will be taken from you.
- If you have handicap parking, we will need a copy of your hang tag and you will be required to complete another form.
- If you purchase a new car or your information changes, please contact the parking office at 414.902.4979 with that information immediately.
- In the event you lose your parking pass, there is a $25 replacement fee to Imperial Parking, CASH ONLY. We cannot take the money from your paycheck as Delaware North Sportservice does not control the parking.
- You are not allowed to use your parking pass on your off-duty day to attend the game.

**PATRIOTISM:**

- Prior to the start of the event, The National Anthem is played. Please observe and stop selling at this time. If you wear a hat as part of your Delaware North Sportservice uniform, you are to remove it during the National Anthem.

**PCI TRAINING & CREDIT CARD HANDLING DISCIPLINE POLICY:**

- PCI compliance and annual training is mandated by major credit card companies. If we violate this we lose our credit card privileges and our business could not survive if we cannot accept credit cards.
- Credit card handling procedures must be in place at all times. In order to prevent unauthorized personnel from obtaining customer account information, customer credit card account numbers must be protected at all times from unauthorized access.
  - Registers must mask (xxx’ing out all but the last four digits) on customer receipts.
  - Guest must sign for all transactions over $50 in Concessions and $100 in Retail.
  - If a guest’s credit card is not signed or says “ask for ID” you must see ID to verify the person.
  - Only those with a business “need to know” may have access to customer credit card numbers.
Under no circumstances should a credit card number be written down.

If a guest inadvertently leaves his/her credit card, it must immediately be given to a supervisor who will bring it to the cashroom to be locked up and logged.

If the guest returns (during the event—must return within 24 hours with a photo ID), call extension x4700, inform them a guest has returned to claim the credit card. The Delaware North Sportsservice representative will meet the guest, verify the guest with a photo ID, have the guest complete the log, and return the card. If the guest does not have a photo ID or returns after 24 hours, the card cannot be returned. All cards are destroyed after 24 hours.

- The following guidelines apply to situations involving violations by a non-supervisory associate:

  **Step I - Single infractions resulting in termination (associate should be suspended pending complete investigation):**
  - Intentionally allowing or providing an unapproved associate or third party access to credit card information and/or environments.
  - Unauthorized use or allowing another to have unauthorized use of a credit card or information from a credit card.
  - Knowingly withholding information regarding a breach of credit card information or systems when an inquiry is raised.

  **Step II - Single infractions resulting in final warning and retraining:**
  - Not properly utilizing and/or securing electronic transfer devices, including stand alone payment transfer devices, that process or store credit card information as defined by Company Credit Card Handling Procedures (ref. 3.1 and 3.2).
  - Improper handling and/or processing of manual credit card transactions; to include the proper protection/storage of manual receipts as defined by Company Credit Card Handling Procedures (ref. 3.3).
  - Unintentionally withholding information regarding a suspected or definitive breach of credit card information or systems.

  *Final warning imposed under this section will remain in effect for 12-months from the date the Record of Associate Counseling is issued, unless otherwise stated in the Collective Bargaining Agreement. The Record of Associate counseling will become inactive if there are no further infractions of the Company’s Credit Card Handling Policies within the 12-month period. Termination will occur if a second Step II violation occurs within the 12-month period.

  **Step III – Single infractions resulting in progressive discipline (verbal, written, final, termination):**
  - Mishandling a guest credit card left behind at a point of sale or found elsewhere in the facility as defined by Company Credit Card Handling Procedures (ref. 3.4).
  - Mishandling any other cardholder information found in the facility that was located outside of a secure environment as defined by Company Credit Card Handling Procedures (ref. 8.1).

  *The above list of violations is not exclusive. Associates terminated under this policy are not eligible for rehire. In addition, concurrent Associates terminated for cause under this policy will be terminated from all company locations. Variations from the discipline steps cannot occur at the unit level. In extraordinary circumstances, the unit can initiate a request for a variation by contacting the Human Resources Business Partners and Director of Labor Relations (if a union represented associate) and the applicable Regional Vice President of the subsidiary involved. No variation can be approved without the concurrence of the Corporate Vice President of Human Resources and the Operating President of the subsidiary involved.

**PERSONAL BELONGINGS/LOCKERS:**
- Associates/volunteers are not permitted to bring personal belongings to your work area.
- Lockers are available in the Delaware North Sportsservice Lockers Room and are available on a first come/first serve basis. **You must provide your own lock and all belongings must be removed along with your lock at the conclusion of your shift.**
- Management reserves the right to cut off locks and remove belongings out of any locker, which are not emptied. Lockers are subject to be searched and emptied.
- Delaware North Sportsservice will not replace locks that have been cut off.
- Delaware North Sportsservice is not responsible for lost or stolen personal items.
- **DO NOT KEEP MONEY OR VALUABLE ITEMS IN LOCKERS!**
- Food and beverage items are not allowed to be stored in lockers.
PERSONAL INFORMATION
It is YOUR responsibility to provide Delaware North Sportservice with your up-to-date personal information.
- This includes, but is not limited to: address changes, bank account changes, phone number, name changes, marital status, and tax status.
- All changes must be made in writing on the appropriate form.
- Report all changes to Amy Feldbruegge and your department manager (address and phone number).

PROBATIONARY PERIOD:
We expect new team members to familiarize themselves with their position and our standards.
Union Team Members is 15th Event worked or 90 days whichever comes first.
- Any significant policy violation such as a NC/NS we may determine it is appropriate to terminate your employment from Delaware North-Delaware North Sportservice
Non-Union your first 90 days
- If you have a total of three (3) policy/performance/attendance write-ups or any significant policy violation such as a NC/NS we may determine it is appropriate to terminate your employment from Delaware North-Delaware North Sportservice.

REFERRAL PROGRAM:
If you refer a friend, family member or anyone who would be a great addition to the Delaware North Sportservice family, you will receive a $25 bonus on your paycheck provided the following criteria has been met:
- Human Resource’s was made aware of the referral at the time of New Hire Orientation.
- The referred person has completed 15 full games and you are still an active associate with us.
- The referred associate has not previously worked for Delaware North Sportservice or Delaware North.
- Please note, only one person can receive a referral bonus for a referred person. Two people cannot refer each other. In addition, two people cannot be paid for referring the same person.

REHASHING:
- Beverages (alcoholic and non-alcoholic) are to be sold in cups (containers for food items) designated for each type of drink only.
- Cups/Containers are not to be reused or re-filled under any circumstances.
- “Re-filling” is defined as “The sale of a beverage in a used, washed, soiled, or unauthorized cup, OR possession of a used, washed, soiled, or unauthorized cup in a stand, bar, pantry, or work location.” (Food for food containers).
- Cups/containers are to be crushed and removed from the counter after use and before placing in trash receptacles.
- Soiled or defective cups/containers should be crushed and accounted for appropriately.
- Merchandise is not to be served or consumed other than in accordance with these regulations.
- Deviations from these regulations will be considered a violation of company policy will result termination.
- **SSH Refillable Cup-SSH will be able to present this cup and have it refilled with soda at any stand for $2.00. Details will be listed in your stand.

RESIGNATIONS:
- All voluntary resignations must be made in writing, at least two (2) weeks in advance and must include the date of your last day of work and your reason for leaving.
- Failure to full fill your two (2) weeks will be considered Quit without Notice and make you ineligible to be reconsidered for re-hire at a later date.
- If you received a uniform deduction when hired, you are eligible for that same uniform refund. You MUST hand in your uniform, in its entirety, within 30 days of resignation/termination to receive your deposit. Remember, your ID badge and parking pass (if applicable) are part of your uniform.

SAFETY:
The personal safety and health of each employee of Delaware North Sportservice is of primary importance. It is the intention of management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by associates. It is equally the duty of each employee to accept and follow these established safety regulations and procedures. If you are witness to any unsafe condition, you are required to report it.

Back Injury Prevention/Lifting…
- Know how much an object weighs before lifting to ensure that it is safe to lift by yourself or if you should need assistance.
- Be sure of footing. Position your feet about shoulder width apart, with one foot slightly ahead of the other, facing the load.
- Bend your knees, squat down, while keeping your back straight. Get a good grip on the load before lifting.
- Lift steadily with your legs while keeping your back straight. The leg muscles should be used to lift the load, not the back. Never bend at the waist.
- Make certain that you keep the load close to your body at all times while avoiding twisting your back; always use your feet to turn instead of your back.

Be Aware of your Surroundings...
- Heads up...watch for flying balls, bats, and any other general hazards associated with a baseball stadium.
- People... a lot of people (guests, workers from various areas, etc) are present before, during, and after a game. Watch where you are walking and what you are doing.
- Vehicles... golf carts, forklifts, trucks, etc are driving around in this building and around the building. Please walk to the side of the concourse and watch for vehicles.

Blood Exposure...
Blood borne pathogens are microorganisms that are present in blood, tissue, blood products, and other infectious materials defined by the Center of Disease Control. Should you come in contact with such pathogens, there are safety procedures one must follow.

**If Exposure to Blood or OPIM occur, please follow the steps below:**
1) Contact Stadium Control who will contact the appropriate source to treat the injured/ill associate or guest (Bell Ambulance during event time/911 non-event time) and contact supervisor.
2) DO NOT touch the blood or Other Potentially Infectious Materials (OPIM).
3) Contact PCL at x4780 to clean up the blood or OPIM.
4) Please ensure all other associates/guests are directed away from the contaminated area.
5) Please note, first aid treatment and eye washing, etc. cannot be done in food prep areas.

This policy will be reviewed annually to ensure it is compliant with the most current standards.

Food Safety...
Food safety directly affects you, your co-workers, your guests, and the food service operation itself.
- Temperature Danger Zone is between 40F and 140F
- Bacteria grow quickly in this danger zone
- Food must not be kept in this zone for a long period of time
- Foods most at risk are fresh meat, poultry, seafood/shellfish and dairy products
- Do not touch food or any surface that touches food without using gloves
- Change gloves and wash hands often
- Do not mix raw and cooked food
- Use clean, sanitized utensils and surfaces
- Never use the same utensils when preparing different varieties of food
- DO NOT COME TO WORK WHEN ILL
- Food borne illness may be caused by microorganisms, microscopic one-celled organisms, such as bacteria. They exist almost everywhere

Fire Prevention Guidelines...
- Familiarize yourself with the location of fire extinguishers in the areas you are working in.
- Clean oil and grease spills immediately using appropriate cleaners and grease solvents.
- Keep oil below its flammable temperature limit.
- Smoking is never permitted in the ballpark.
- Never mix chemicals or place them near heat or a flame.

Fire Fighting...
- Call for assistance (using the alarms, if necessary).
- Never yell “Fire!” over the radio or near guests. This can induce panic. Instead, call for assistance from any manager.
- Ensure that all gas and heat sources are turned off.
- For pan fires, use another pan to smother the fire.
- If the fire is higher than three (3) feet, let the fire department handle it.
- Make certain that all other items which might catch fire are cleared out of the area.

Food Allergies...
- If a guest, or associate, says they have a food allergy, please consult with the list of foods we have that are dairy free, gluten free, etc.
- Consult a chef if you have questions about ingredients.
- Cross-contamination- you must not only consider if the item you are serving contains the ingredient the person is allergic to but the items used to prepare the item as well (i.e. oil, grill, pan, spoon, hands, etc) and ensure there is not cross-contamination.
Handwashing...
- Always wash hands before preparing food, after handling cash, using the restroom, smoking, after using cleaning supplies, after touching face/head, etc.

Machine/Equipment Safety...
- Never use machinery that you have not been thoroughly trained in. Additional training and certification is required for use of electric pallet jacks, forklifts, etc. If you are found using this equipment without authorization and/or proper training, you will be subject to disciplinary action, up to and including termination.
- Always remember to put the switch to OFF and pull the plug when cleaning any machine.
- Use special care when cleaning a slicing machine, pull the plug, never touch the edge of the blade and clean the center out. Always use protective clothing and gloves.

Personal Safety...
- Watch where you are going
- Lift from your knees
- Store heavier items on lower shelves
- Never put knives in a sink full of soapy water
- Watch out for sharp objects when handling trash
- Check all equipment to make sure it is safe and clean to operate
- Clean up spills immediately

Prevention of Cuts and Burns...
- Avoid burns and collisions by using terms such as "behind you" or "hot food" warning someone who you are walking behind.
- Use only dry cloths and mitts when handling hot utensils and/or pans.
- Do not clean stove or hot areas until cool.
- Hold trays away from guest when serving. Do not hand a hot item to a guest and warn guest if plates are hot.
- Never throw food product into hot grease, instead gently place them in the basket.
- Keep water or moisture from dropping into a deep fryer to avoid splatter.
- Discard any chipped or broken items in the proper container while notifying management.
- Do not try to catch a falling dish…let it fall.
- Never pickup breakage with your bare hands. Always use a brush and dustpan.

Proper Handling of Knives...
- Always use the correct knife for the job.
- Remember to cut away from the body and away from others.
- If you should drop a knife, let it fall rather than trying to grab it.
- Never place knives in sinks, or in hidden location such as under food, etc. Place knives only where they can be seen.
- Keep all knives sharpened.

Take Everyday Action to Stay Healthy...
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water.
- Avoid touching your eyes, nose and mouth. Germs spread that way.
- Stay home if you get sick. The CDC recommends that you stay home from work and limit contact with others to keep from infecting them.

SMOKING:
- Smoking is not allowed in Miller Park. Associates are NOT ALLOWED to smoke in the smoking areas that are designated for guests. Associates are only allowed to smoke in the DESIGNATED AREA at the NORTH LOADING DOCK UNDER THE BRIDGE during their approved break by their manager or supervisor. Please wash your hands before returning to work. If associates are caught smoking in unapproved areas or during unapproved times, this will be considered a violation of company policy subject to disciplinary action, up to and including termination.
- Those associates wearing chef coats, chef coats must be removed and are not allowed to be worn while smoking.

SOCIAL MEDIA:
- Generally, it is not the intent of the Company to restrict an Associate’s off duty use of Social Media, except to the extent that such conduct is illegal, violates the legal rights of others, is damaging to the reputation of the company, discloses confidential information or violates the Company’s Code of Conduct, Policies or Work Rules applicable to a particular subsidiary, unit location or position.
• The term “Social Media” shall include multi-media and social networking Web sites (including, but not limited to websites such as MySpace, Facebook, LinkedIn, Twitter, Yahoo!Groups and YouTube), Blogs (both Company Blogs and Blogs external to the Company) and Wikis, such as Wikipedia and any other site where text and/or imagery can be posted.

• With respect to Social Media, “Unauthorized Associates” are Associates who are not Authorized Associates and/or who are using Social Media for purposes other than for which they have been authorized. Unless prior authorization is received, you may never suggest that you are speaking on behalf of the Company when presenting your views in any media forum including social media forums. Associates also should not discuss the Company’s services unless specifically authorized by the Company. In the event an Associate is authorized to make statements concerning the Company’s services, he or she must disclose that he or she is employed by the Company.

• Unauthorized Associates who in their use of Social Media violate the Company’s Code of Conduct, Policies or Work Rules or who engage in conduct that is illegal or violates the legal rights of others, will be subject to discipline, up to and including termination. In addition to discipline, up to and including termination, unauthorized and authorized Associates who in their use of Social Media violate the Company’s Code of Conduct, Policies or Work Rules or who engage in conduct that is illegal or violates the legal rights of others, will be subject to all other legal remedies available to the Company. None of the restrictions under this Policy shall be construed to violate any law, including, but not limited to the National Labor Relations Act.

TIP REPORTING:
• The Company complies with all IRS tips reporting requirements. In keeping with these IRS requirements, tip declaration is a mandatory obligation of a tipped associate.

• All credit card tips will be reported by your department manager to payroll.

• Cash tips must be reported at the time clock. To enter cash tips, push the blue button located at the top left (where it says, enter cash tips). The machine will prompt you with directions to enter the cash tips. Once you complete the tip entry, you will swipe your badge to clock out.

• Department management will discuss in more detail.

WORKPLACE VIOLENCE:
• The Company seeks to provide each associate a work environment that is safe, secure, and free of prejudice, harassment, threats, intimidation and violence.

• Conduct that violates this policy includes, but is not limited to the following:
  o Bringing to work any firearm, knife with a blade longer than three inches, except where prohibited, (unless such a knife is required to perform one’s job), explosive materials, toxic agents, or any other weapon or device intended to be used as a tool of violence (i.e. chains, brass knuckles, baseball bats, tire irons, etc)
  o Threatening intimidating, coercing, harassing any associate or other person, through words or conduct (including verbal, physical, and visual harassment), or intentionally creating discord in the business environment.
  o Using, possessing, selling, giving away, or being under the influence of prohibited intoxicants or controlled substances on Company property and during and immediately before working hours.
  o Unauthorized opening of or tampering with locks, fire protection equipment, or other Company property, unauthorized duplicating and using of company-issued keys or access cards, and entering into restricted or locked areas are prohibited
  o Any other conduct or activity that threatens, causes, or coerces bodily injury, property damage, or business disruption.

• To ensure compliance with this policy, the Company reserves the right to conduct searches of any person, vehicle, or object that enters onto any space owned, managed, or controlled by the Company. Pursuant to this provision, the Company is authorized to search lockers, desks, briefcases, baggage, toolboxes, lunch containers, clothing, vehicles parked on any space owned managed, or controlled by the Company, and any other location in which a weapon or other contraband may be hidden. Additionally, the Company may search a vehicle owned by an associate that is being used in the course of Company business, regardless of whether the vehicle is located on any space owned, managed, or controlled by the Company at the time. The Company may search an Associate’s vehicle if the Company has reason to suspect that the vehicle may contain contraband or may be related to the associates’ violation of this policy.

• Failure to abide by the terms of this policy described above may result in corrective counseling, up to and including termination. If you become aware of anyone violating this policy, please report it to management immediately.

• See the Work Place Violence Policy for more details.
GreenPath: Employee Awareness

What is GreenPath?
GreenPath is a Delaware North Companies’ Environmental Management System (EMS). An EMS is that part of the company’s overall management system that includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the environmental policy.

What is the purpose of GreenPath?
GreenPath will help us better manage our environmental responsibilities. With GreenPath, we have a process to enhance environmental awareness in our employees, guests, and clients. GreenPath not only promotes, but also requires environmental responsibility.

How will GreenPath enhance environmental awareness?
Delaware North Companies wants all current and future employees to be familiar with the GreenPath environmental management program. We want you to know that the company is enthusiastically and aggressively seeking ways to improve environmental performance in all of our operations. In fact, a key aspect of GreenPath is CONTINUAL ENVIRONMENTAL IMPROVEMENT.

Delaware North Companies’ Environmental Policy Statement is posted by the time clocks. The company also issues press releases about GreenPath. We provide environmental information to our guests and clients in many ways.

How will GreenPath promote environmental responsibility?
The GreenPath EMS is documented in a policy and procedures manual. The policies and procedures require the company to do many things, including the following:

- We must include environmental considerations in business plans and decisions.
- We must identify the activities, products, and services of the company that may have potential impacts on the environment (air, water, land, plants, animals and humans).
- We must take steps to reduce these environmental impacts, and take appropriate action, in keeping with sound business practices.
- We must inform our employees of the tasks they perform that may have an impact on the environment, and we will provide training and resources to appropriately address those impacts. This will promote environmental responsibility in the workforce.

So, what’s this got to do with you?
We want you to enthusiastically support GreenPath and the company’s environmental vision. Become familiar with, and conscientiously practice the specific environmental duties related to your job. You are encouraged to bring environmental issues to management, so we can work toward continual environmental improvement. You are also encouraged to seek ways to perform your job in order to reduce any potential environmental impact associated with it.

What are the key elements of GreenPath?
The key elements of GreenPath are listed in the company’s environmental policy statement. They are:

- Incorporate environmental considerations into business decisions, including planning and design activities.
- Set measurable objectives to improve environmental performance.
- Reduce where practicable the generation, discharge and emission of wastes to all environmental media - air, land, surface water, and groundwater.
- Anticipate emerging environmental issues and develop programs to respond to future requirements.
- Allocate and maintain resources for the effective implementation of environmental management and compliance programs.
- Encourage communication among employees, visitors, neighbors and surrounding communities, suppliers, customers, regulatory agencies and the general public regarding the company’s environmental issues.
UNIVERSAL SERVICE STANDARDS

Universal standards are practical steps that provide a road map on which we build and deliver GuestPath-level service. Following these minimum standards during every guest and associate interaction, helps us deliver Service from All Directions. The experience begins with each one of us, and the standards apply across all of our business lines. Whether you work behind a concession stand, in a retail shop, in a restaurant or as a vendor, these standards describe the service level we want to maintain.

Your task today…
- What does each standard mean?
- Why is each of these standards important to the guest?
- Give an example of when you have used the standard.

The Universal Service Standards are:
1. Professional Appearance and Grooming
2. Attentive Posture
3. Gracious and Friendly Service
4. Guest Name
5. Greeting Guests (Two parts...greet & offer service)
6. Thanking the Guest (Two parts...thank & a farewell wish)
7. Teamwork
8. Pride in Facility Maintenance and Appearance
9. Product Knowledge and Associate Skills
10. Telephone Courtesy

L.A.S.T.
When dealing with Distracted, Disappointed, or Disrupted guests, L.A.S.T. helps defuse the situation and satisfy their immediate needs.

L = Listen
A = Apologize
S = Solve
T = Thank

Associates are 100% EMPOWERED to resolve guest complaints! Delaware North understands how important it is to respond to guest requests, complaints, and service issues immediately. As a result, all of us have the ability—or are enabled—to resolve guest complaints and address concerns as close to the source as possible. Our guests feel comfort and cared for when we successfully address concerns at the source. They need to communicate their needs only once.

Please share a SERVICE RECOVERY story you encountered while working.
Listed below are the chemicals in the building, their use, and the potential health effects.

1. **SOLID METAL PRO**
   - **Product Use:** Machine Warewashing Detergent
   - **Potential Acute Health Effects…**
     - Eyes: Severely irritating to the eyes. Untreated contact may cause chemical burns.
     - Skin: Severely irritating to the skin. Untreated contact may cause severe irritation or chemical burns.
     - Inhalation: No known significant effects or critical hazards.
     - Ingestion: Harmful if swallowed. Causes burns to mouth, throat, and stomach.

2. **SOLID METAL POWER**
   - **Product Use:** Machine Warewashing Detergent
   - **Potential Acute Health Effects…**
     - Eyes: Severely irritating to the eyes. Untreated contact may cause chemical burns.
     - Skin: Severely irritating to the skin. Untreated contact may cause severe irritation or chemical burns.
     - Inhalation: No known significant effects or critical hazards.
     - Ingestion: Harmful if swallowed. Causes burns to mouth, throat, and stomach.

3. **SILVER FUSION**
   - **Product Use:** Solid Alkaline Flatware Pre-Soak
   - **Potential Acute Health Effects…**
     - Eyes: Causes moderate to severe irritation.
     - Skin: Causes moderate irritation.
     - Ingestion: Harmful if swallowed, causes irritation, stomach distress.

4. **SCOUT**
   - **Product Use:** Manual Warewashing Detergent
   - **Potential Acute Health Effects…**
     - Eyes: Moderately irritating to the eyes.
     - Skin: Moderately irritating to the skin.
     - Inhalation: Moderately irritating to the respiratory system.
     - Ingestion: No known significant effects or critical hazards.

5. **OASIS 146 MULTI-QUAT SANITIZER**
   - **Product Use:** Sanitizer
   - **Potential Acute Health Effects…**
     - Eyes: Corrosive to the eyes.
     - Skin: Corrosive to the skin.
     - Inhalation: Corrosive to the respiratory system.
     - Ingestion: Harmful if swallowed. May cause burns to mouth, throat, and stomach.

6. **SANI CART WIPE**
   - **Product Use:** Sanitizer
   - **Potential Acute Health Effects…**
     - Eyes: May cause irritation
     - Skin: May cause irritation

7. **ORANGE FORCE MULTI-SURFACE DEGREASER CLEANER**
   - **Product Use:** All purpose cleaner
   - **Potential Acute Health Effects…**
     - Eyes: May cause irritation to the eyes.
     - Skin: Prolonged or repeated exposure may cause irritation.
     - Ingestion: May cause stomach distress, nausea or vomiting if swallowed.
8. GLASS FORCE PROSSIONAL STRENGHT GLASS CLEANER
- **Product Use:** Ready to use glass cleaner
- **Potential Acute Health Effects…**
  - Eyes: May cause irritation.
  - Skin: May cause irritation.
  - Ingestion: May cause stomach distress, nausea or vomiting if swallowed.

9. STAINLESS STEEL POLISH
- **Product Use:** Polish for metal
- **Potential Acute Health Effects…**
  - Eyes: Causes irritation.
  - Skin: May cause irritation, depending on exposure
  - Inhalation: Can cause irritation of mouth, throat and airways
  - Ingestion: Can cause stomach distress, nausea or vomiting if swallowed.
SAFE PRODUCT USE PROCEDURES

- Read the label before you start any job with a hazardous chemical.
- Follow the instructions on the label.
- Read the hazard warning as a reminder every time you handle the container.
- Don't depend on the label alone for protective information; read the SDS.
- Never use anything that doesn't have a label.
- Report missing, dirty, or illegible labels so they can be replaced.
- Don't cover labels so they can't be read.
- Place labels on portable containers that hold hazardous chemicals.
- If you have any questions about information that's on—or not on—a label, ask your supervisor.

Label Pictograms and Hazards

Each pictogram consists of a symbol on a white background framed within a red border and represents a distinct hazard(s). The pictogram on the label is determined by the chemical hazard classification.

<table>
<thead>
<tr>
<th>Health Hazard</th>
<th>Flame</th>
<th>Exclamation Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carcinogen</td>
<td>Flammable</td>
<td>Irritant (skin and eye)</td>
</tr>
<tr>
<td>Mutagenicity</td>
<td>Pyrophoric</td>
<td>Skin Sensitizer</td>
</tr>
<tr>
<td>Reproductive Toxicity</td>
<td>Self-Heating</td>
<td>Acute Toxicity</td>
</tr>
<tr>
<td>Respiratory Sensitizer</td>
<td></td>
<td>Respiratory Tract Irritant</td>
</tr>
<tr>
<td>Target Organ Toxicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aspiration Toxicity</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas Cylinder</td>
<td>Corrosion</td>
<td>Exploding Bomb</td>
</tr>
<tr>
<td>Gases Under Pressure</td>
<td>Skin Corrosion/Burns</td>
<td>Explosives</td>
</tr>
<tr>
<td></td>
<td>Eye Damage</td>
<td>Self-Reactives</td>
</tr>
<tr>
<td></td>
<td>Corrosive to Metals</td>
<td>Organic Peroxides</td>
</tr>
<tr>
<td>Flame Over Circle</td>
<td>Environment (Nonmandatory)</td>
<td>Skull and Crossbones</td>
</tr>
<tr>
<td>Oxidizers</td>
<td>Aquatic Toxicity</td>
<td>Acute Toxicity (fatal or toxic)</td>
</tr>
</tbody>
</table>

SDS-Safety Data Sheets: Each chemical has a SDS which is a detailed written description of the chemical and describes its hazards, as well as precautions and remedies to releases and exposure. An emergency number is also listed. SDS files are located in the main office, main warehouse, and all kitchens.
Acknowledgement of Policies

By signing below, I acknowledge that I have received copies of Delaware North Work Rules & Milwaukee Delaware North Sportservice House Rules, which includes the Anti-Harassment policies, Workplace Violence information, Food Safety & General Safety Information and emergency procedures, HazComm Guidelines, the Blood and OPIM Policy, general policies and Human Resource information, GuestPath information, and GreenPath information. (I have been given the option of taking a hard copy or obtaining it electronically).

I understand that the Rules and Regulations are not all-inclusive and are designed to act as a supplement to the employee handbook. I understand that all such rules and regulations are subject to change at any time and that such changes will be posted as they occur. Further, I understand that the House Rules supersede any conflicting information contained in the Delaware North Work Rules.

I recognize that failure to abide by any Delaware North Delaware North Sportservice rule, regulation, policy or procedure may result in corrective action, up to and including termination. Determination of the appropriate corrective action is the sole discretion of Delaware North Sportservice management.

I understand that it is my responsibility to read and understand this material, although it may not have been covered in its entirety during training. I understand that I may request an additional copy of any of these materials if needed at any time. I also understand that I may ask my manager at any time if I do not understand any policy, rule or guideline.

I understand that I will follow the timekeeping procedures in place at Delaware North Delaware North Sportservice at Miller Park. I understand that the timekeeping system will track time in and out, and that all hours worked will be rounded to the nearest 15 minutes for payroll purposes. I understand that any dispute regarding time worked will be reported to my manager within a period not to exceed 2 weeks of the date of the check, and that appropriate corrections/adjustments as determined will be made on my next check. I understand that recording hours outside of scheduled times without management approval, clocking in or out for another associate, allowing another associate to clock in or out for me, or committing other timekeeping related violations may result in corrective counseling up to and including termination.

I acknowledge the Associate Hotline (1-800-441-5645) has been communicated to me.

I acknowledge that I received training in OSHA Safety & Hazardous Communication to include the location of the SDS files, received a list of chemicals in the building including their use and potential health effects, universal precautions against bloodborne pathogens and general safety outlines. I received the Delaware North workplace violence training & policy, general Human Resource review of policies and house rules, Food Safety training, GuestPath USS & SR and GreenPath training.

I acknowledge that if I am a non-union, part-time seasonal associate that under the Federal Fair Labor Standards Act, Milwaukee Delaware North Sportservice qualifies for the seasonal exemption from overtime and elects to take that exemption. I understand this means I will not received time-and-a-half (1.5) for hours worked in excess of 40 hours. Overtime hours will be paid at the regular rate for my position.

I understand these documents are not intended to create a contract between myself and Delaware North Sportservice.

Signature:_____________________________________

Print Name:_____________________________________

Date:________________
Accounting Policies/Procedures Acknowledgment Form

I acknowledge that:

- I have received the applicable Delaware North Accounting Policies and Procedures and understand that it is my responsibility to read, understand, and comply with the applicable Delaware North Accounting Policies and Procedures.

- I will seek advice from my supervisor or other members of management in regard to any questions or concerns I may have in order to comply with the applicable Delaware North Accounting Policies and Procedures.

- I understand that failure to comply with the applicable Delaware North Accounting Policies and Procedures may result in disciplinary action, up to and including termination of my employment.

The following compliance issues remain outstanding as of the date of this Acknowledgment form:

__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

___________________________________  __________________________________________
Signature                                    Date

______________________________________________  _________________________________
Print Name                                    Department/Group Name

Delaware North Milwaukee Delaware North SportService
PCI Associate Acknowledgement

I have read and been given the opportunity to ask any questions and I understand the Credit Card Information Handling Procedures that are referenced in this form as "Procedures". I understand that the Credit Card Information Handling Procedures are a subset of the DNC Information Security Policy and can obtain this policy from my Manager, if requested.

I will adhere in all respects to the Procedures as they apply to my job. I further understand that any violation of the Procedures will subject me to appropriate corrective counseling and / or remedial action, up to and including termination of employment.

I will NOT (if applicable to my role):

1. Obtain or disclose any cardholder's credit card information (full or partial sixteen (16) digit credit card number, three (3) or four (4) digit validation code (usually on the back of credit cards), or PINs (personal identification numbers)) for any purpose other than in connection with the customer's transaction without the cardholder's consent.

2. Access, handle, view, disclose or use in any manner the credit cardholder information outside of my assigned scope of responsibility.

3. Transmit any cardholder's credit card information by e-mail or fax.

4. Place any document that contains cardholder's credit card information in the open where the document can be viewed or obtained by unauthorized personnel.

5. Electronically store on a company computer file or file server any cardholder's credit card information outside of Company's approved software applications and systems.

6. Use a Manual Credit Card Processing Device (i.e. a Knucklebuster) to process credit card payments unless instructed to do so by a member of the management team.

7. Share my password or swipe card for a computer / point-of-sale system or device with any other person.

I WILL (if applicable to my role):

1. Password-protect my computer if I have access to credit card information on a computer.

2. Store all physical documents or storage media containing credit card information in a locked drawer, locked file cabinet, or locked office.

3. Report immediately any credit card security incident to the DNC Associate Hotline at 1-800-441-5645 if I know or suspect credit card information has been accessed, misappropriated, stolen or destroyed without proper authorization.

4. Report immediately any incident in which I believe a fellow associate or an unaffiliated third party has access to, handled, viewed or used credit cardholder data beyond the scope of their responsibility. For example, if I see credit card reports in an area where employees should not be viewing them, I will inform management personnel.

5. Report immediately any credit cards lost or left behind by customers to my immediate supervisor or General Manager. I will physically secure such credit cards until turned over to supervisor or General Manager.

Signature________________________________ Date signed________________________

Print Name______________________________ Unit Location Name______________
Milwaukee Delaware North Sportservice is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all associates and volunteers are required to follow the procedures listed below:

- All associates/volunteers who serve, sell, or dispense alcoholic beverages will successfully complete the TEAM Certification course every three years and a refresher training prior to the each season during their valid certification. Once their certification is set to expire, they will then complete the certification course again.
- No associate/volunteer will serve an alcoholic beverage to anyone under the age of 21. Parents, spouses, and/or guardians MAY NOT purchase alcohol for a minor in their company.
- All associates/volunteers will carefully check identification of anyone who appears to be 30 years of age or younger.
- An ID must be unexpired to be a valid form of identification.
- For the service of alcohol, one of the following four types of ID must be presented (if guest appears to be 30 years of age or younger:
  - Valid State Issued Drivers License with a Photo
  - Valid State Issued Photo Identification Card
  - Valid Passport
  - Valid Military Identification Card
- All associates/volunteers will check all identification for a valid picture, valid date of birth, and ensure the ID has not expired. While working, associates/volunteers must be aware of the current date and the date of birth necessary to purchase alcohol. If there is any question about the validity of the ID, the guest will not be served.
- A maximum of two (2) alcoholic beverages may be purchased per person/2 alcoholic beverages per possession.
- Alcohol sales cease after the 3rd out bottom of the 7th Inning (general population of the ballpark).
- All associates/volunteers will refuse to sell alcohol to guests who appear to be intoxicated/impaired and courteously discontinue service to the guest (I'm sorry. I am no longer legally able to serve you.)
- Associates/volunteers are not allowed to rehash or refill cups.
- Delaware North Sportservice reserves the right to deny the service of alcohol.
- Associates/volunteers will contact supervisors/management with alcohol related issues such as a belligerent guest, underage person attempting to purchase alcohol, or person attempting to use a fake ID.
- REMINDER: A partial alcoholic drink is considered one drink; therefore, if a guest has a partial drink, you may only serve them one more alcoholic beverage
- REMINDER: Sharps (non-alcohol beer still falls under the alcohol policy).
- JIGGER POLICY: as a person who serves/prepares mixed alcoholic beverages, a 1.5 ounce jigger must be used to measure the liquor poured into the alcoholic beverage (one 1.5oz pour per authorized Delaware North Sportservice container). At no time may any other liquor, other than that from the 1.5oz authorized jigger be poured into a single alcoholic drink. Failure to adhere to this policy will result in removal from a position that serves/prepares mixed alcoholic beverages as well as corrective action up to and including termination of employment.
- Any associate/volunteer who fails to follow the above alcohol beverage service policies will be subject to disciplinary action up to and including termination.
- The management team fully supports these policies and will stand behind its associates/volunteers in their decisions to promote responsible alcohol service.
- Delaware North Sportservice associates are not allowed to consume alcoholic beverages before or during an event while working for Delaware North Sportservice. Anyone suspected of drinking alcoholic beverages or who appears to be intoxicated will be subjected to disciplinary action, up to and including termination.

I understand that the following violations of the Company’s Alcohol Service Policy will result in immediate termination, even for a single infraction:

- Serving a visibly impaired/intoxicated person;
- Serving a minor;
- Any other violation of law;
- Violation of the following unit service rules
  - 2 alcoholic beverages per possession
  - End of the 7th Inning Alcohol is cut-off (general population of the ballpark)

I understand that the following violations will result in counseling and retraining or, where an associate has a previous history of disciplinary action will result in termination:

- Failure to ask for proper proof of age- 30 and younger (not resulting in the service of a minor)
- Any other violation of the Company’s Alcohol Service Policy or unit service rules.
On ________________, I completed TEAM training with Milwaukee Delaware North Sportservice at Miller Park. During training, I was given the opportunity to ask questions, had my questions answered, and I understand the training content.

__________________________________________  _______________________________________
Print Name                                                                                     Date

__________________________________________  _______________________________________
Signature                                                                                      Department or Non-Profit Group Name
Delaware North Sportservice-Miller Park
Time and Attendance Policy

The success of Delaware North-Delaware North Sportservice Miller Park depends in large part of the ability of our team members to report to work for their shifts. We understand that occasionally there may be instances where team members may not be able to report to work on time or at all for a specific shift. This policy is intended to address those situations and be fair and consistent.

This policy will in effect for any non-probationary team member and will follow a calendar year.

You are expected to report for all shifts are scheduled, it is your responsibility to obtain your schedule from your manager.

The following circumstances will qualify as an occurrence:

- If you are unable to work your shift all team members must call in to their manager at least four (4) hours prior to their scheduled report time.
- If you are going to be late for your shift you must call your manager.
- No Call No Show-NC/NS- Failure to contact your manager or show up for your scheduled shift.
- You are permitted a grace period of 7 minutes before or after the start of a shift. Please note the 7 minute rule is for circumstances outside of your control, it cannot be a daily occurrence.
- If you call in on a previously requested day off or holiday that was not granted.
- If you are absent for three (3) or more consecutive shifts, a medical excuse will be required, if one is not provided each absent will be considered three (3) separate occurrences. An absence of more than five (5) consecutive days is considered an extended illness and should contact HR directly to discuss.
- Requests for time off must be provided in writing (via email or Request Time Off Form) to your manager Fourteen (14) days prior to the requested date/dates (we will work with individuals who have a primary job outside of Sportservices). Request for time off is subject to business needs and must be approved by your manager. Your manager will let you know directly if your time off is approved or denied, do not assume it is approved.
- An unusual pattern of absence, tardiness or leaving early (for example always calling in on a Sunday.)
- Leaving early: Arrangements with your manager have been approved, if not and you leave without prior approval you will be subject to progressive discipline.
- Failure to check-out with your manager or designated representative prior to leaving at the conclusion of the event may be considered walking off the job/job abandonment, which is a voluntary termination.

Exclusions from the attendance policy could include: Workers Compensation, Funeral Leave, and Jury Duty
Time and Attendance Policy

Attendance:

<table>
<thead>
<tr>
<th>Number of Attendance Occurrences</th>
<th>Phase of Progressive Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st &amp; 2nd</td>
<td>None</td>
</tr>
<tr>
<td>3rd</td>
<td>Verbal</td>
</tr>
<tr>
<td>4th</td>
<td>Written</td>
</tr>
<tr>
<td>5th</td>
<td>Final Warning</td>
</tr>
<tr>
<td>6th</td>
<td>Termination</td>
</tr>
</tbody>
</table>

No Call No Show-NC/NS:

<table>
<thead>
<tr>
<th>No Call No Show Occurrence</th>
<th>Phase of Progressive Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Suspension</td>
</tr>
<tr>
<td>2nd</td>
<td>Termination</td>
</tr>
<tr>
<td>2 Consecutive No Call No Show’s</td>
<td>Job Abandonment-Termination</td>
</tr>
</tbody>
</table>

1 NC/NS within your probationary period will result in termination
Acknowledgement of Time and Attendance Policy

I acknowledge receiving the copy of Delaware North-Sporterservice-Miller Park’s Time and Attendance Policy and understand that this policy supersedes any prior policy. I understand that I am responsible for familiarizing myself with the information in this policy and abide by all the rules and procedures set forth.

Print Name: ________________________  Signature: ________________________

Date: ____________________
FOOD SAFETY | QUIZ

NAME: ___________________________________________ DATE: ____________

1. Name at least three instances when you should wash your hands.
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

2. What are the causes of foodborne illness?
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

3. Name the hot and cold holding temperatures
   HOT: ___________________   COLD: ___________________

4. What are some ways to quickly cool food?
____________________________________________________________________________
____________________________________________________________________________
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5. Name the three safe ways to thaw frozen food.
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6. Food is to be reheated to what temperature in what time frame?
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7. What are the five steps of manually washing dishes and utensils?
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8. How can you avoid contaminating food when handling it?
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9. Where should food not be stored?
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10. What is the “danger zone” and what tool tells you if food is in the “danger zone”?
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