NESS House Rules and Regulations – 2017
New England Sportservice - Xfinity Center
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Sportservice Website
• Visit - www.delawarenorth.com/new-england-sportservice
• Email – if you have an email change, be sure to email Christine to update it at cdennehy@delawarenorth.com

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, DN/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 DN/DNS. You should become familiar with the DN Handbook as well as NESS House Rules and Regulations, with which you must comply. Where any applicable House Rule conflicts with the DN 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 DN/DNS. Unless prohibited by state law, the employment relationship is of an “at will” nature and either the associate or DN can terminate the employment relationship at any time, for any reason, with or without notice. No representative of DN, except the Chief Operating Officer of DN/DNS, has the authority to enter into an agreement with an associate that is contrary to the foregoing.

Access Policy
• New England Sportservice, Inc. operates all events for our tenants at the Xfinity Center with strict control on admission. Therefore, do not escort and/or permit others to enter the facility/events without a ticket. Not only should all patrons have a ticket in their possession, they should only enter through regular turnstile entrances to avoid even the appearance of impropriety. This applies to all events.
• Please note that the Courtyard is for the enjoyment of members/clients only. Please do not enter this club or grant access to nonmembers unless for business purposes and then only with appropriate approval from the GM.
• Our business reputation, fairness and the enjoyment of our guests dictates strict adherence to these rules and principles. Associates who violate this policy will be immediately terminated.

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.
• A copy of this policy is available on our website’s Human Resources - Policies and Services page.

Alcohol Training and Disciplinary Policy
• All applicable associates who serve, sell or dispense alcoholic beverages will be required to attend a mandatory TiPS training prior to working each season.
• Every 3 years, the TiPS Certification class and exam is required prior to working the season.
• NESS Alcohol Service training is also required prior to working the season.
• Those who do not complete the above mandatory trainings will not be permitted to serve, sell or dispense alcoholic beverages. Any associate who serves, sells or dispenses alcoholic beverages without receiving the appropriate training will be terminated immediately.
• If you fail TIPS you will be removed from your alcohol position. You will not be able to serve, sell or dispense alcoholic beverages. Another position will be offered to you.
• Each associate is required to sign off on the Alcohol Service Training Certification Acknowledgement Form at the completion of the NESS Annual Alcohol Service training.
• Each associate is required to sign off on the Daily Alcohol Service Policy Acknowledgment Form prior to working an event.
• There is a zero tolerance policy for all alcohol related offenses. Associates who violate any written alcohol policy will be immediately terminated.
• **The above violations are 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.**

**Anti-Harassment and Non-Discrimination Policy**

- The company is committed to providing a productive work climate, free of harassment and discrimination. Accordingly, discrimination or harassment of any kind by management and coworkers at any level, will not be tolerated. In addition, the Company will protect Associates, to the extent possible, from reported harassment in the workplace by non-Associates.
- A copy of this policy is available on our website’s Human Resources - Policies and Services page.

**Appearance Standards**

- **Professional Appearance and Grooming – We start by looking the best we can!**
  - 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).
  - 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.
  - Per the Health Department, socks must be worn at all times.
  - Wear the correct name badge (meeting Delaware North Companies specifications) to enable a personal connection with our guests. Replacement cost is $10.00.
  - Jewelry (if worn) is conservative in style and number.
  - Wear no more than two earrings per ear, no larger than a quarter in size.
  - Per the Health Department, wristwatches are permitted, but should be snug fitting.
  - Display no visible body piercing (other than earrings). Plastic place holders and band aids are not acceptable.
  - Visible tattoos are permitted with the following guidelines:
    - Tattoos depicting anything otherwise in violation of general unit or company policies, such as tattoos with nudity, violence and crime or gang affiliation or of a discriminatory nature, are strictly prohibited.
    - Tattoos deemed inappropriate for the workplace must be covered by a flesh-colored bandage or make-up.
    - Management reserves the right to determine what is considered appropriate in the workplace.
  - No Gauged earrings and/or face piercings allowed. This also includes any decorative mouth ware.
  - 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 should be neat and clean. Hair color/highlights are natural in color. Unnatural, dramatic streaks and styles that are extreme as determined by management will not be permitted. All hair must be tied back and worn in a professional manner.
  - Facial hair must be neatly trimmed and maintained, no more than one-inch long. We are clean-shaven, if facial hair is not worn. Per the Health Department, beard nets must be worn if facial hair is more than one-inch long.

• 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.
• Sunglasses are not to be worn.
• Appearance standards are to be followed at all times. Sportservice management reserves the right to send any associate home without compensation who does not present themselves in a neat, clean and professional manner as defined above.

Associate Entrance & Restricted Areas
• The designated staff entrance/exit for all associates is located at Route 140.
• Do not trespass upon properties neighboring the Xfinity Center.
• If you are not scheduled to work on an event day, you’re not allowed to enter the facility unless you have a ticket.
• If you have a ticket, you must enter the venue through the main gate at one of the turnstiles.
• Enter the venue through the staff gate, take a right and proceed to the commissary, there you will clock in and receive further instructions.
• No foot traffic is allowed through the truck gate.
• The box office, backstage parking lot and stage house are off limits.
• Pavilion access is limited to associates with assigned duties only.
• When your work shift is over you must leave the Xfinity Center property.
• Do not congregate in the associate parking lot
• Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Associate Hotline
• The Associate Hotline, which is managed by an independent company, provides associates with a way to ask questions, address concerns and alert company managers about serious problems. Calls can be made anonymously.
• A copy of this policy is available near the time clocks in the commissary.

Attendance Policy and Reporting Time
• You are expected to report for all scheduled events, while maintaining at least 80% attendance of scheduled events worked throughout the season.
• Your attendance % will be monitored and posted for your convenience. If you do not maintain at least 80% attendance, you will be removed from the schedule.
• Please note it is your responsibility to obtain your schedule from the NESS website, under the Associate FAQ page. “I didn’t know I had to work” is not an acceptable excuse.
• You are permitted a grace period of 10 minutes after the start of your shift. Deviations from this regulation will be considered a violation of company policy and subject to corrective action up to and including termination.
• Reporting Time for Concession and Premium associates, unless otherwise indicated:
  - Supervisors: Scheduled Accordingly
  - Stand Leaders Food: 2½ hours before gates
  - Stand Leaders Beer: 2 hours before gates
  - Stand Attendants, Cooks & Beer Pourers: 2 hours before gates
  - Catering, Courtyard & Box Seat: Scheduled Accordingly
  - Porters: Scheduled Accordingly
• If you are unable to work your scheduled shift, due to unforeseen circumstances, you must call the Sportservice office @ 508.261.2900 as soon as possible. Please leave a voice mail with a detailed message.
• If you are absent for 3 or more consecutive shifts, a medical excuse will be required. Excessive incidents of tardiness or absenteeism (excused or unexcused) will be considered a violation of company policy, subject to corrective action up to and including termination.
• One No Call/No Show may be grounds for immediate termination, subject to management discretion.

Autographs
• It is against DN/LN policy for any associate to request an autograph or photo and/or accept money for information regarding, an autograph from, or photo of, any celebrity, at any time while on or off facility property.
• Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Breaks
• You are entitled by law, to a 30-minute unpaid meal break for each 6 hours that you work in a day. Breaks are to be taken only as approved by your supervisor/stand leader. Taking unapproved or prolonged breaks is a violation of company policy subject to corrective action.
• You must clock in and clock out for all meal breaks. This is for documentation purposes and only applies to meal breaks. If you punch in after your 30-minute break, you will not be paid for that amount of time.
• All meal breaks are to be taken at the employee tent.
• Associates are responsible for providing their own meals during all events or may visit the employee tent to purchase food and beverage. Meals are 50% discounted, which applies to all associates. Failure to abide by these regulations will be considered a violation of company policy, subject to corrective action up to and including termination.

Cash Handling
• All associates will be responsible to reconcile sales to inventory and will be held accountable for all overages and shortages. You are responsible to verify your bank if you are issued one. Excessive shortages and shortages greater than 1% of total sales will be considered a violation of company policy subject to corrective action up to and including termination.
• Overages and shortages are based on actual cash/credit cards vs. end of event report/stand sheet. Other cash related violations 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 accountable 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/aprons and 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 transactions must be processed PRIOR to filling the guests 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 accounted for properly.
• All cups and containers are one time use only and must not be refilled or rehashed for a guest, associate, 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:
• Waste and Spoilage/Gratis: Excessive amounts and unexplained waste and 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 or location to compare inventory sales to cash.

Clocking in and Out
• Every associate will create a biometric template for themselves; this will allow you to clock in and out with a finger scan and your 7-digit employee number, which will be provided to you.
• Time Clocks are located in the Commissary.
• You must clock in and out at the time clock for every shift. You cannot punch in more than 7 minutes early without the approval of a manager. Please note, the 7-minute rule is for circumstances outside of your control and cannot be a daily occurrence.
• No associate is ever permitted to work in any capacity without being on the clock during an approved/scheduled shift.
• Associates are not permitted to leave or clock out until approval is obtained from their Stand Leader/Supervisor. It is expected that you remain in your area until all required duties have been completed, even if this means you must stay longer than your scheduled time. Once your duties have been completed, it is expected that you clock out immediately and exit the facility.
• You must clock-in in uniform and must clock-out in uniform.
• 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. Deviations from these regulations will be considered a violation of company policy and is subject to corrective action up to and including termination.

Conduct
• As an associate of DN 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, DN/DNS – NESS reserves the right to issue discipline at any level or skip steps in the progressive disciplinary process.
• Disciplinary Actions are as follows:
  o Verbal Warning
  o Written Warning
  o Final
  o Indefinite
  o Suspension
  o 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 Xfinity Centers 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 and the public, DN or any of their entities.
4. Unauthorized removal of company records, company property, associate lists or confidential information of any kind. DN/DNS reserves the right at any time to inspect any and all packages (i.e. personal belongings) brought into or out of the facility.
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 DN/DNS property, the property of guests, the Xfinity Center 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 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 DN/DNS and Xfinity Center 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 termination.
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 DN/DNS keys and issued radio.
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 Xfinity Center’s property during working hours.
23. Associates are not permitted to chew gum while working.
24. You are not permitted to watch the event.
25. Violation of any other DN/DNS policy or procedure.
• The above violations are not exclusive. Associates who are terminated for just cause as a result of a violation of any Sportservice rule or regulation shall be ineligible to be re-hired at any future date. In addition, concurrent associates terminated for cause under this policy will be terminated from all Delaware North locations.

Corporate Box Seats
• Associates are not allowed to sit in the corporate box seats at any time.

Delaware North Hospitality Standards
• The importance of delivering excellent guest service
  o Appearance
    ▪ Professional appearance and grooming
    ▪ Attentive posture
  o Service/Language
    ▪ Gracious & friendly service
    ▪ Guest name
    ▪ Greeting guests
    ▪ Thanking the guest
  o Working Together
    ▪ Teamwork
    ▪ Pride in facility maintenance and appearance
  o Knowledge/Skills
    ▪ Product knowledge and associate skills
    ▪ Radio courtesy standards
• Continue with NESS (Next Encore Super Star) rewards and recognition program to acknowledge and celebrate the hard work and success of our associates on an event basis.
  o Talent Development
    ▪ Demonstrates excellence in overall work performance
      • Accepts responsibilities and performs duties above and beyond what is normally expected
      • Completes tasks with little direction or supervision
    ▪ Promotes positive morale through a congenial, supportive attitude and by providing service to others
      • Remains calm and assured during busy times
- Acts as a team player and encourages teamwork in others
  - Puts forth an effort to improve self as well as to develop and recognize others
- Acts a mentor for others by providing advice, guidance, feedback and encouragement
- Helps to integrate new associates into the work environment
  - Innovation/Growth
    - Exhibits initiative and creativity resulting in improved operating efficiency of the company
    - Making a personal effort to go the extra mile
    - Up-selling additional items

**Earned Sick Time**
- Notice of Employee Rights, this policy is available on our website’s Human Resources - Policies and Services page.

**Electronics**
- iPod, iPad, headphones, smart phones, cell phones, electronic games, portable DVD players and other such type of electronics are not permitted to be used while working. The use of any mobile device is strictly prohibited while on company time.
- Taking a video/picture using any device and/or texting while on premise is strictly prohibited. In case of family emergencies, it is your responsibility to inform your manager.
- Mobile devices should never be used in guest areas or be seen by our patrons. Deviations from these regulations will be considered a violation of company policy, subject to corrective action up to and including termination.

**Emergency Response Plan/Evacuation Procedures**
- In the case of an emergency, the following recommendations should be considered if an evacuation would be necessary. The degree as to what can and will be done is only determined by the level of urgency we are asked or forced to leave our work place.
- Please remain calm
- If time permits, turn off all grills and cooking elements
- Secure all company funds in a safe or locked cash register
- Log off all permanent POS, wireless POS should be brought to the meeting area – the Commissary
- Lock all exterior doors, if applicable
- Computers should either be turned off or in a lock down mode where a password would be needed to access company files
- Lock all safes and money rooms
- Know who is working and where, do not go to any other location except for the designated meeting area – the Commissary, as all associates must be properly accounted for, do not go home or to your car
- All associates should keep their identification on their person at all times

**Employee Self-Service (ESS)**
- ESS will allow you to update your Direct Deposit, view your Pay Stub and make changes to your Personal Information: Mailing Address, Emergency Contact, Email Address, Marital Status and to change your Ethnic Group among other things.
  - Go to [https://peoplemanager.dncinc.com](https://peoplemanager.dncinc.com)
  - Your password uses the following format: MMDDYYYYXXXX
    - MM = the 2-digit value of the month in which you were born (01 through 12)
    - DD = the 2-digit value of the date in which you were born (01 through 31)
    - YYYY = the 4-digit value of the year in which you were born
    - XXXX = the last 4 digits of your Social Security #
  - Instructions are available on our website’s Human Resources - Policies and Services page.

**Family Medical Leave Act (FMLA)**
- Employee Rights and Responsibilities under the Family and Medical Leave Act.
- A copy of this policy is available on our website’s Human Resources - Policies and Services page.
First Aid Information

- First Aid station can be reached by radio at all times by Sportservice management only.
- When presented with an ill or injured patron, it is imperative that you stay calm and project confidence.
- If the patron is able to tell you, find out what the problem is directly from him or her.
- Do not move or touch the patron.
- If there is any question about the patient’s ability to walk to the First Aid station, contact Sportservice management by radio immediately and tell them of the situation and where you are. The EMT’s will come to the scene with the required equipment based upon your report. Stay with the injured party until the medical team arrives.
- Never force a patient to do anything that increases their discomfort.
- Check for an emergency medical identification bracelet, necklace or medallion if the individual is unconscious.
- In summary, be confident that professional help is nearby, reassure the patient that they will be taken care of appropriately and promptly, communicate the nature of the problem and your location to Sportservice Management as soon as possible.
- **First Aid is for Patrons Only. Associates may not go to First Aid.**

Free Merchandise

- Associates of the company are prohibited from giving away free food, drink or any other merchandise to anyone including patrons and associates, unless special approval is granted by management.
- Giving away free food is considered to be theft and will result in termination.
- Please see your supervisor/manager for procedures regarding the proper handling of voids/returns/replacements in your department. Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

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

Guest Services
• Guest Services is located inside the facility at the main gate, where the turnstiles are.
• Guest Services provides information such as directions, lost items or child procedures, venue policies, etc. Guest Services resolves guest complaints or facilitates a resolution by bringing the guest to the appropriate department. If a guest requires assistance, please try to assist them yourself, if not please direct them to Guest Services.

Hazcom/SDS Forms
• When using hazardous products or chemicals in your work area, be sure the substance is appropriately properly labeled and check the label for proper handling and use.
• Wear personal protective equipment if required and never mix two products together unless specified by the instructions.
• Use chemicals only for their intended purpose only.
• If a chemical leaks or spills, consult the SDS form for instructions. SDS (Safety Data Sheet) forms are available for all hazardous substances and chemicals. These forms indicate the product name and type, whether or not the product is flammable, proper clean-up and disposal procedures, health effects, first aid instructions in the case of exposure or ingestion, as well as usage and storage instructions.
• SDS forms are located in the commissary/main kitchen, the Sportservice management office, the Courtyard, LLI, LWI and 7 main food & beverage locations.
• Please see your supervisor for the location of the nearest SDS binder.

ID Badges
• All associates are issued an identification badge with a photograph.
• Badges must be returned at the end of the season along with your uniform in its entirety.
• Your ID Badge should never be worn on or outside the grounds; this is only to produce to Security to gain access to the facility.
• If you forget your ID badge, you must sign in with Security at the staff gate.
• You will be charged $10 for the issuance of a duplicate badge if the original is lost.
• Security reserves the right to deny access to the facility to anyone who does not present their ID badge, this will be strictly enforced.
• Anyone who gives their badge to someone else for the purpose of deception will be severely disciplined or terminated immediately.

Injuries
• New England Sportservice maintains all state required insurance for worker’s compensation.
• If you are injured on the job in any way, you are required to report it to your supervisor or stand leader immediately so an incident report can be completed.
• Even if the injury is minor, it is important that it is documented to assist us in identifying potential safety concerns.
• Sportservice retains the right under MA worker’s compensation statute, the employer or the insurance carrier for the employer is allowed to choose the physician for the associate for the first visit. After the initial treatment, the employee may elect to change doctors.
• See Christine Dennehy, Office Manager for an Approved Provider List.

Media/Press
• If you are contacted, approached, or asked to make a statement by any media representative, decline politely and direct them to the on-site public relations representative, your supervisor or the General Manager.
• It is strictly prohibited for anyone to make a statement to the media without being directed to do so by management.
• Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Parking
• Associates must park in a lined stall at all times.
• During events, associates must park in lot 1 and 2 with overflow into 3 unless directed to another lot. Deviations from these regulations will be considered a violation of company policy, subject to corrective action up to and including termination.
• Associates should enter into driveway from the right lane.
• Flash your headlights and show your ID badge as you approach halfway up to identify yourself as a Sportservice associate.
• Associate parking is only to be used when you are working.
• Associates who have the night off and are attending the concert must park in the regular lots. Cars will be towed if, upon checking with management, we discover a non-working associate member’s car in the staff lot. In addition, violation of this rule will result in loss of parking privileges.
• When leaving, you will be directed to exit out the center lane.
• Please cooperate with the parking staff and follow their directions. Be Patient! Do not honk your horn!

Paychecks
• Delaware North offers three options to receive your pay: Direct Deposit, the Money Network Service or an Employer-Issued Check.
  • Direct Deposit: This service electronically deposits your full pay to the checking or savings account at the financial institution of your choice.
  • Money Network Service: This service electronically deposits your full pay to a Bank of America Money Network Payroll Debit Card.
  • Employer-Issued Check: please see below
    • The pay period runs Monday through Sunday.
    • Payday is every Friday, provided you worked pay cycle prior to the Friday payday.
    • Paychecks are distributed from the office every Friday from noon - 5:00pm and event days until gates open.
    • Associates may be required to show their ID Badge in order to obtain their check.
    • Paychecks are not available on non-event days unless it’s a Friday.
    • Please pick up your paychecks on a weekly basis.
    • If you need someone else to pick up your paycheck for any reason, you must provide them written authorization to do so. Written authorizations are valid for one time only. Subsequent requests require a note each time.
• If you notice an error on your paycheck, please report it to your supervisor/manager. Discrepancies will be documented on a payroll discrepancy form and must be reported within 2 weeks of the date of the check. If it is determined that an error has been made on your check, the applicable amount will be added to your next paycheck.
• To guarantee an on time paycheck, Delaware North strongly encourages Direct Deposit or the Money Network Payroll Debit Card. Paper stubs will no longer be provided.
• If you have any questions, please speak with Christine Dennehy, Office Manager, or contact Delaware North Associate Service Center, M – F, 7:30am – 5:30pm eastern at 877.936.2272.
PCI Training and Credit Card Handling 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 cash room to be locked up and logged.
    - If the guest returns (during the event-must return within 24 hours with a photo ID), contact a supervisor/manager inform them a guest has returned to claim the credit card. The Delaware North Sportservice 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.

Personal Belongings

- Associates are not permitted to take personal belongings into their work areas, aside from a small clear plastic tote, to be no larger than 12” x 6” x 12”.
- Food & beverage items are not to be stored in walk-in coolers, freezers, ice machines or in your work space. There are designated areas for associate’s food & beverage items at each location per the Health Department.
- Large bags, duffel bags and backpacks will not be permitted under any circumstances.
- Sportservice is not responsible for lost and/or stolen personal items. Management reserves the right to search all bags at any and all times.

Personal Information

- It is your responsibility to provide 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, tax status and email address.
- Even though you have access to PeopleManager to make these changes, all changes should be to Christine Dennehy, Office Manager.

Promotional Items

- All giveaways, promotional offers and contests associated with the events are for ticketed patrons only.
- Associates of Sportservice are not eligible to participate, nor are they to solicit such items. Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Rehashing/Refilling

- Beverages (alcoholic and non-alcoholic) are to be sold in designated cups (containers for food items) only.
- Cups/containers are not to be reused or refilled under any circumstances.
- “Rehashing/Refilling” 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 is strictly served in food containers only.
- 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 be served or consumed other than in accordance with these regulations.
- Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.
Requests for Time Off

- Requests for time off must be made in writing utilizing the proper form.
- The Availability form which is located in the Commissary next to the time clock and on our website. Completed forms should be returned to the same location. Forms can also be emailed.
- Permission for time off is granted at the discretion of management, no less than 72 hours prior to your scheduled shift.
- Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Resignations

- All voluntary resignations must be made in writing at least two weeks in advance and must include the date of your last day of work and your reason for leaving.
- Failure to fulfill your two weeks will be considered “Quit without Notice” and make you ineligible to be considered for re-hire at a later date.
- You must hand in your uniform, in its entirety, at this time. Remember your ID Badge is part of your uniform.

Risk Management

- Associates must report illnesses to their manager/supervisor before working with food.
- If you become ill while working with food you must notify your manager/supervisor immediately.
- If your condition could contaminate food you must stop working and receive medical attention.
- Associates with the following illnesses may not be allowed to work until medical clearance is provided: Foodborne illness, Fever, Diarrhea, Sore Throat and Jaundice.

Safety

- The personal safety and health of each associate of DNS 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 associate to accept and follow our established safety regulation and procedures.
- If you are a witness to any unsafe condition, you are required to report it.
  - Back Injury Prevention/Lifting
  - Be Aware of your Surroundings
  - Blood Exposure
  - Food Safety
  - Fire Prevention Guidelines
  - Fire Fighting
  - Food Allergens
  - Handwashing
  - Machine/Equipment Safety
  - Personal Safety
  - Prevention of Cuts and Burns
  - Proper Handling of Knives
  - Take Everyday Action to Stay Healthy

Scheduling

- Scheduling/job assignments/location assignments are solely at the discretion of Sportservice based upon job requirements, availability, performance and years of service.
- Sportservice retains the right to make changes to the schedule or decrease staffing levels at any time based upon increases/decreases in projected attendance.
- Due to circumstances beyond the control of Sportservice, shifts/events may be canceled. When this happens, the management team will make every attempt to contact you via email or telephone. Please be sure your personal contact information is updated and on file for this reason.

Smoking

- Smoking is not permitted by any associate while on duty or in areas that are designated for patrons.
• Associates are not allowed to smoke behind any concession locations, walk-in coolers, walk-in freezers or storage sheds.
• Associates are only allowed to smoke in the designated area outside the main commissary during their approved break by their supervisor/stand leader. Excessive smoke breaks are not allowed.
• Please wash your hands prior to returning to your station.
• Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

Social Media Policy
• If you utilize Social Media, please be aware and careful of what you post regarding the Xfinity Center and Delaware North Sportservice at the Xfinity Center. The venue and Live Nation reserves the right to access or monitor the use of any publicly accessible information that is posted to social media sites.
• 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 Facebook, LinkedIn, Twitter, Instagram 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.
• 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 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.

Solicitation of Tips
• Solicitation of tips, verbally or otherwise is not permitted at any time.
• This means no tips cups or baiting the customer.
• Cash tips should not be left on counters, bars or in any location that may be visible to patrons. Deviations from this regulation will be considered a violation of company policy, subject to corrective action up to and including termination.

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.
• Please note, to punch out and record cash tips, there are 2 steps that must be followed in order to properly record your information accurately
  o First step – you will clock out the same way that you clock in
  o Second step – press the blue button next to the menu: enter today’s cash tips
    ▪ Using the keypad, enter the daily cash tip amount including cents. For example, $22.50 must be entered as 22.50 and not 2250.
    ▪ If you do not have any tips to declare, you must enter 0.00.
    ▪ After tip amount is entered: Press enter key.
    ▪ At the “Enter Badge ID” Prompt: enter your 7-digit associate ID, press enter and then the time clock will prompt you to finger scan to complete the process.

Training
• Sportservice retains the right to designate mandatory training sessions and testing for associates as needed. All efforts will be made to provide multiple sessions when possible.
• Sportservice reserves the right to deny work to any associate who fails to attend such sessions.
Uniform

- Uniforms are required for all associates. It is the associate's responsibility to maintain and launder their uniform prior to each event, ensuring a professional appearance and meeting all personal hygiene guidelines. All uniforms are the property of Sportservice.
  - ID Badge is part of your uniform, but not to be worn, this will allow you access into the venue, but should be in your possession at all times while working
  - Name tag is part of your uniform, must be worn over your heart (left side)
  - Pins of any kind are not allowed to be worn, except company issued pins which are to be worn on your shirt only as directed by management
  - All uniforms must be returned within a 30-day period upon separation from Sportservice including end of agreement term. Uniforms that are not retuned or lost will be paid for by the associate.
  - Premium/Concession Shirt - $20
  - Sweatshirt - $20
  - Hat - $10
  - Apron - $10
  - Nametag - $10
  - Picture ID Badge - $10
  - We ID Pin - $5
  - Locally Grown Pin - $5
  - Counterfeit Pen - $5
  - Plain white shirts may be worn under uniform. Plain sweatshirts/jackets may be worn outside of uniform.
  - No logo’s, such as: Adidas, Celtics, etc. No blue jeans or yoga pants/leggings.

Uniform Standards:

Khaki colored shorts/pants provided by associate
Conservative shoes/sneakers provided by associate

As a health department requirement, socks must be worn at all times

Sportservice will provide:
Stand Leader: shirt, apron and hat
Stand Attendant, Cook, and Beer Pourer: shirt, apron and hat
Catering, Courtyard, In-Seat: shirt, apron, hat and sweatshirt
Porters: shirt, apron and hat
Supervisors/Managers: polo shirt

- If you have uniform needs, please see a manager/supervisor. Sportservice management retains the right to designate/change uniform standards as needed. All associates are expected to be in uniform at all times while on the clock. If you need to change into your uniform at work, you must do so before clocking in. Deviations from this regulation will be considered a violation of company policy, subject to corrective action.

Watching the Event

- It is expected that associates are working while on company time and premises.
- Each associate must remain in their assigned area at all times.
- You are not permitted to watch the concert if your shift ends early or if your shift has not begun.
- Watching the event and/or being in an area other than your work area will not be tolerated and will be considered a violation of company policy, subject to corrective action up to and including termination.

Workplace Violence

- The company seeks to provide each associate a work environment that is safe, secured and free of prejudice, harassment, threats, intimidation and violence.
- A copy of this policy is available on our website’s Human Resources - Policies and Services page.