



HR Employee Handbook

- I. Work Status
- II. Termination Policy
- III. Injuries & Workplace Safety
- IV. Uniform Compliance
- V. Attendance Policy: Tardiness & Absenteeism
- VI. Payroll Policy
- VII. Employee Breaks: Standards & requirements
- VIII. Sexual Harassment & Discrimination
- IX. Cell Phone & Internet
- X. Recognizing Substance Abuse vs. Suspicion of such
- XI. Reacting to Potential Threats: Weapons, terrorism, or explosives

I. Work Status

Innovative-Stadium People is a temporary staffing agency and acts in accordance with the laws of the State of Texas as such when it comes to employing staff on temporary assignments. Unless otherwise outlined for specific reasons, any employee hired by Innovative-Stadium People and placed on assignment at a client worksite will be considered a temporary, part-time, or seasonal employee. The employment relationship is considered “at will” and may end at anytime by the employer and employee. Innovative-Stadium People makes every effort to provide proper notification to the employee as to the reason for an assignment ending but is not required to provide one.

II. Termination Policy

Innovative-Stadium People will review all employee records at regular intervals each year to determine whether to terminate an employee’s assignment or give verbal or written warnings of such. When it has been determined by and authorized Innovative-Stadium People Management personnel that an employee has acted in violation of the rules of the company and/or its client worksite, the employee assignment will end at a date and time determined by that Management personnel and be communicated to the employee as such. Under no circumstances will any Supervisor or Management personnel at Innovative-Stadium People refer to or threaten the termination of employment for any employee.

Should an employee violate company policy, the employee and issue must be addressed, an incident card or form completed, and a corrective action must take place. If an employee is allowed to stay at the worksite, then the employee will be notified that they have been given a warning in conjunction with the violation and that it has been documented. If an employee needs to be removed from the worksite, he or she will be directed to leave for the rest of their shift, that they will be paid up to the time of their departure at a minimum, and that their

assignment status will be reviewed by Management on the following business day. If an employee’s assignment has ended, he or she will be told that their current assignment has ended with that client and if we have other assignments that are better suited for them we will work in earnest to find them one, but that they must communicate with our offices in accordance with the guidelines stated on their employment application or their unemployment benefits may be adversely affected.

III. Injuries and Workplace Health & Safety

If an employee is injured at a client worksite, the priority is to ensure medical attention or treatment is offered to the employee. If an employee refuses treatment it must be properly documented. Any documentation must be prompt using an injury or incident card. If a card is not available, the Supervisor witnessing or reporting the incident must document the incident wherever possible, either on paper or using a communication device that can be used to collect the information at a later time. The injured employee will be asked if there were any witnesses to the incident, either coworkers or guests, and any witnesses must be interviewed immediately or give their contact info so an interview can occur within 24 to 48 hours following the incident. Supervisors are to immediately report in to an Innovative-Stadium People Manager onsite or an assigned offsite Manager who may be on-call for events. It must be noted if the employee is either taken to a medical facility or given treatment and either released for the evening or sent back to their assigned location. If an employee is transported to a facility for treatment, the transporting personnel must be instructed that it is our policy to have a substance test given at the facility.

If a Supervisor is unsure how to handle any injury or has questions with the process, they are to immediately notify an Innovative-Stadium People Manager for assistance. It is the joint responsibility of the worksite client and Innovative-Stadium People to provide a safe workplace for employees and guests, which is why it is important that our Supervisors walk their areas, note any potential dangers in the workplace, report unsafe areas where repairs are needed immediately, communicate proper apparel needed for work conditions, and appropriate hydration is being provided for staff at all times.

Occupational and Health Safety

It is extremely important that the health and safety of everyone working with us is maintained throughout client events. All employees should be conscious of identifying and eliminating and/or controlling any hazards that may be present in the work environment. Some obvious hazards are:

Noise: Earplugs are available to all employees for events or venue where loud noises are present. They should be used to avoid damage to your hearing. If you run out of earplugs you should speak with your Team Leader immediately.

Heat and Cold: Please dress accordingly and make sure to bring appropriate gear to wear home at the end of the day to help you stay dry and warm.

Use sunscreen.

Keep up your fluid intake. If at any time you do not have access to proper hydration you should notify a supervisor or team leader immediately.

If you feel ill or unable to continue your duty at any time you must contact your Team Leader immediately so that we may relieve you and arrange a replacement.

Under no circumstances should you leave your post without authorization from your Supervisor/Team Leader.

Standing for long periods: Make sure your footwear is sturdy but comfortable. You will be standing for long periods and will be working in crowded areas where your feet may be stepped on. If you are injured in any way you should report the injury immediately to your Team Leader and ensure the necessary paperwork (Incident Report) is completed immediately.

Harassment or Bullying: If you are aware of or are subjected to any acts of harassment you should report it immediately to your Team Leader.

If you believe there is an inherent risk of injury and/or harm to your health in the job you are assigned, contact your Team Leader immediately. If you do not get a satisfactory resolution, contact a member of Management.

IV. Uniform Compliance

Our agreement with our worksite clients is that our employees must be in compliance at all times with their uniform guidelines. Supervisors must be aware at all times with these uniform policies and be able to enforce these policies with staff. Any staff member who arrives out of uniform will be given an opportunity onsite to comply with the policy. If they are unable to comply with the uniform policy onsite, they must be sent home and offered a chance to return in uniform ONLY IF we have room on the staffing template to have them back. There will be no guarantee that the staff member will be placed in their same or preferred location upon returning. If there are any questions regarding uniform compliance that a Supervisor is not capable of answering, they must refer the employee to an Innovative-Stadium People representative.

V. Attendance Policy: Tardiness & Absenteeism

The attendance policy of Innovative-Stadium People will be in compliance with the worksite client, but any employee who makes themselves available to be scheduled for an event will be scheduled accordingly. Failure to show for work, whether the employee notifies our offices or not, will result in a recorded “No-Show” for that day. If the employee notifies our offices within 48 hours of the scheduled work day, they will still be given a “No Show” for the event that will be recorded as a “Call Off”. An Innovative-Stadium People representative will contact the employee on the next available business day or the day of their absence to determine a reason and discuss their record. It will be at the discretion of the representative to determine whether the employee’s assignment will continue at the worksite and not the responsibility of the Supervisor or worksite Client. Any employee who is tardy to an assigned shift will be given a written warning on an incident card and turned in to an Innovative-Stadium People representative at the end of the work day to be recorded in their file.

VI. Payroll Policy

Innovative-Stadium People processes payroll in conjunction with the worksite client’s event or regular event schedules, and releases payment to hourly employees on a weekly basis. Employees hired are given the payroll schedule for their client site so that they know when to plan for their payroll. Time worked is tracked electronically via time clock or by sign-in sheet approved by the work site client and any discrepancies in time may be communicated to the payroll

department at Innovative-Stadium people following an event. If there are discrepancies that need to be corrected and approved by the client, Innovative-Stadium People will release a correction check in the amount of the discrepancy within 24 hours of approval by the worksite client.

Employees are paid for their scheduled shift time only, not for any other hours outside the shift time unless approved and instructed by the client in advance. Examples of time at the worksite that are unscheduled are if an employee arrives early or stays later waiting for a ride home. Innovative-Stadium People and its clients will from time-to-time advise employees to arrive early enough to navigate traffic to the worksite and to leave enough time to shuttle in on available buses. Employees are not penalized for any late arrivals that are caused by large traffic congestion or late arriving shuttles. Supervisors are advised to listen carefully and show understanding before making any judgments where these instances may occur. Any employee who has questions related to payroll, scheduling, or time worked must be referred to Innovative-Stadium People Management. Supervisors are encouraged to log on their staff rosters any arrival and departure times to help with balancing and correcting any payroll discrepancies following a work week.

VII. Employee Breaks: Standards & requirements

Employees are required to have breaks in accordance with State Law, and our current policy at client worksites are in compliance with these standards. Supervisors are required at all times to allow employees to take breaks as instructed by the client worksite. If an employee needs to leave their location or post for personal or emergency reasons that conflict with the allowed breaks, Supervisors must allow them to leave, document the reason for taking the break, and tracking their return. Any issues or questions relating to breaks should be immediately communicated to an Innovative-Stadium People Manager.

VIII. Sexual Harassment & Discrimination

Innovative-Stadium People takes issues of Sexual Harassment very seriously and it is the duty of our Supervisors to help us comply with State provisions regarding any issues surrounding it. Supervisors are to help our company and our clients to promote a safe, healthy, and professional environment that is free of any activity that could be perceived as hostile, discriminatory, abusive or harassing. Any contact with employees, whether verbal or physical can be perceived in today's workplace as hostile or abusive, so it is important that Supervisors and other employees avoid situations where contact could be construed as such. Instances where employees make personal contact, whether hugging, kissing, putting arms on or around other staff in affectionate ways are to be discouraged and avoided in the workplace at all times. The same behavior should be enforced with guests and clients at the worksite. Under no circumstance should an employee of Innovative-Stadium People have personal discussions or contact with client worksite employees, other vendors at the worksite, or their guests. Any instances of this behavior should be covered with the employee in a professional and friendly manner, not to discourage friendly discourse among employees, but to make them aware of how things can be interpreted by others. Personal conversations that involve race, religion, politics, sex, or other issues of a

personal or sensitive nature should be avoided in the workplace and enforced by Supervisors.

Anyone who is in a position of influence such as a Supervisor, should especially avoid this type of contact, not only to set the best example possible but because a position of authority and influence is scrutinized at a higher and more visible level. When meeting with an employee about such behavior, it is always recommended to have another person or Supervisor present as a witness. If an employee reports any inappropriate behavior, whether it is perceived by you as such or not, should be treated with the utmost urgency and importance. At the moment this behavior is reported, make the employee aware that we take this very seriously and that you would like to continue the conversation with a witness present if at all possible. Notify an Innovative-Stadium People representative immediately and attempt to have them in the meeting or make them aware of the incident, regardless of the size, scope or perception of the incident. There is not an incident in this scope of behavior that is too small to report, so be aware and sensitive to this when communicating with an employee. Any questions regarding these incidents should immediately be reported to an Innovative-Stadium People representative.

IX. Cell Phone & Internet

Use of mobile communication and Internet is an important part of how Innovative-Stadium People reaches its employees for scheduling, reminders and worksite information. As a part of daily life, cell phones, their camera functionality and Internet activity can be a major workplace distraction if not managed properly. Employees are instructed at all times to have their cell phones away and not used during their shift unless on break. And unless it is absolutely necessary for emergencies or to notify a remote location Supervisor, they are not to be used for calls, text, email, Internet surfing, voice recording, or taking photos during an employee's shift. Conversely, it should be noted that at client entertainment venues in particular, guests who have cell phones often use the camera and recording functionality to capture employee behavior in the environment. As such, Supervisors should always make staff aware that their conduct and behavior in the workplace is never void of someone who can take photos of their presence. If there are any issues of abuse of this policy or concerns from employees regarding this policy they should be reported to Innovative-Stadium People immediately using an incident form. Cell phones are personal property and may not be confiscated by an employer, so under no circumstances can a Supervisor or company representative take an employee's personal property and must report anything interpreted as stolen or abused by an employee to Law Enforcement.

X. Recognizing Substance Abuse vs. Suspicion of such

Innovative-Stadium People prohibits under any circumstance the use or abuse of alcohol or any other behavior-altering substances, narcotics, or other illegal substances in the workplace as required by law. It is never the responsibility or duty of Innovative-Stadium People or its Supervisors to apprehend, discipline, or accuse someone of substance abuse in the workplace, but should anyone be suspected of this use or abuse by smell, behavior, or witness to such they must be reported immediately. Innovative-Stadium People has a procedure for dealing

with these instances, so refer to a Manager immediately if you suspect any employee to be under the influence of an illegal or prohibited substance. Do not make a direct accusation, but report the employee, their behavior that aroused the suspicion, and their location to Management immediately. If you recognize or witness any behavior that is threatening, abusive, or dangerous to the work environment or others, notify 911 or nearby Security or Law Enforcement immediately. Use of tobacco and smoking is not permitted at the worksite. If client worksites permit smoking in designated areas then it is the employee's responsibility to comply with such policies and the Supervisor's responsibility to enforce and report any violations of this policy.

XI. Reacting to Potential Threats: Weapons, terrorism, or explosives

Any threat or perceived threat in the work environment can take the form of an abusive guest, coworker, or other vendor and must be reported immediately without fear of retribution, discrimination or other. Especially in light of today's dangerous environment, Innovative-Stadium People takes the safety and well being of its employees, clients and their guests seriously and will disregard any political correctness when reacting swiftly to anything that could pose a danger as such. We encourage our Supervisors and employees to always be aware of suspicious activity, whether it is real or perceived as it may save lives and promote workplace safety that is imperative to our business. Having a well-prepared and knowledgeable workforce is our greatest asset and deterrence to threats in the workplace, and we encourage open dialogue at all times.

FOR QUESTIONS OR INQUIRIES PLEASE CONTACT INNOVATIVE-STADIUM PEOPLE HUMAN RESOURCES:

5501 LBJ FREEWAY, SUITE 108, DALLAS, TEXAS 75240 - (972) 392-1144 OFFICE - (972) 392-1196
FAX - (800) 859-1615 TOLL FREE - PAYROLL@STADIUMPEOPLE.COM