



Orientation Quiz

Name: _____

Date: _____

1. Centerplate is an equal opportunity employer. True _____ False _____ (check one).
2. You must never clock in or out for another employee, as this is a violation of company policy. True _____ False _____ (check one).
3. You must clock in or out? _____ (pick one).
 - a. at the start of your shift.
 - b. at the start of lunch/dinner.
 - c. at the end of lunch/dinner
 - d. at the end of your shift.
 - e. all of the above.
4. If you are absent for three consecutive working days and fail to properly notify the Company, you will be terminated for job abandonment. True _____ False _____ (check one).
5. The Company can deduct taxes, insurance premiums and parking tickets from your paycheck. True _____ False _____ (check one).
6. Overtime must be approved in advance by a manager. True _____ False _____ (check one).
7. A collective bargaining agreement where a union is present may change the normal rules regarding hours of work and rate of pay. True _____ False _____ (check one).
8. A complete uniform requires a visible security or identification badge. True _____ False _____ (check one).
9. Centerplate encourages all employees to treat customers and other employees with respect. True _____ False _____ (check one).
10. Diversity means that employees from different backgrounds can work together with their unique knowledge and ideas to create a positive and productive work environment. True _____ False _____ (check one).
11. Diversity will result in: _____ (pick one).
 - a. lower prices.
 - b. more productive, satisfied employees.
 - c. more jobs.
12. Centerplate prohibits harassment, discrimination or retaliation based on: _____ (pick one).
 - a. sex, gender, religion.
 - b. national origin, race.
 - c. disability, age.
 - d. all of the above.
13. You must immediately report any type of harassment or discrimination to your supervisor, Corporate HR, your HR Manager or the Network Hotline. True _____ False _____ (check one).
14. Centerplate's electronic communications policy states that there is no expectation of privacy when using the company's computers, and that the Company can look at stored emails. True _____ False _____ (check one).
15. Centerplate's Confidential Policy requires you to protect: _____ (pick one).
 - a. secret information or trade secrets.
 - b. The GMs phone number.
 - c. The number of bathrooms at your facility.

By signing below you are saying that you understand the Orientation training and policies and will adhere to these policies.

Signature: _____ Date: _____



MASTER KEY Orientation Quiz

Name: _____

Date: _____

1. Centerplate is an equal opportunity employer. **True X** False _____ (check one).
2. You must never clock in or out for another employee, as this is a violation of company policy. **True X** False _____ (check one).
3. You must clock in or out? E (pick one).
a. at the start of your shift. b. at the start of lunch/dinner.
c. at the end of lunch/dinner d. at the end of your shift.
e. all of the above.
4. If you are absent for three consecutive working days and fail to properly notify the Company, you will be terminated for job abandonment. **True X** False _____ (check one).
5. The Company can deduct taxes, insurance premiums and parking tickets from your paycheck. True _____ **False X** (check one).
6. Overtime must be approved in advance by a manager. **True X** False _____ (check one).
7. A collective bargaining agreement where a union is present may change the normal rules regarding hours of work and rate of pay. **True X** False _____ (check one).
8. A complete uniform requires a visible security or identification badge. **True X** False _____ (check one).
9. Centerplate encourages all employees to treat customers and other employees with respect. **True X** False _____ (check one).
10. Diversity means that employees from different backgrounds can work together with their unique knowledge and ideas to create a positive and productive work environment. **True X** False _____ (check one).
11. Diversity will result in: B (pick one).
a. lower prices. **b. more productive, satisfied employees.** c. more jobs.
12. Centerplate prohibits harassment, discrimination or retaliation based on: D (pick one).
a. sex, gender, religion. b. national origin, race.
c. disability, age. **d. all of the above.**
13. You must immediately report any type of harassment or discrimination to your supervisor, Corporate HR, your HR Manager or the Network Hotline. **True X** False _____ (check one).
14. Centerplate's electronic communications policy states that there is no expectation of privacy when using the company's computers, and that the Company can look at stored emails. **True X** False _____ (check one).
15. Centerplate's Confidential Policy requires you to protect: A (pick one).
a. secret information or trade secrets.
b. The GMs phone number.
c. The number of bathrooms at your facility.

By signing below you are saying that you understand the Orientation training and policies and will adhere to these policies.

Make sure that all quiz forms are signed and dated.

Signature: _____ Date: _____



ORIENTATION
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Orientation;
2. I have received and read the Company's policies on these matters set forth in the Company's Employee Handbook or in the training;
3. I understand that every employee is required to comply with the policies set forth in the Handbook and in the training;
4. I understand the requirements and standards reviewed in the training;
5. I am committed to being hospitable in all services and encounters with our customers, providing the best customer service possible for our guests and to improve all levels of service for our customers; and
6. I understand that failure to comply with the requirements and standards of the Orientation training session will subject me to disciplinary action, including dismissal; and
7. When I have a concern about a possible violation of the any Company Policies, I will report those concerns to a manager, the Corporate Compliance Committee, or Corporate Human Resources, or I will call the Help Line at 1-800-241-5689.

Signature

Employee Name

Position

Location

Date



Orientation Follow Up Notes

DAY ONE

1. Centerplate Policies can be located in several publications:

- Employee Handbook
- Confidential Information Agreement
- Electronic Communications Policy
- Alcohol Beverage Service Policy
- Employee Responsibilities
- Employee Safety Rules
- Safety Manual/Guide
- Food Borne Illness Policy
- Accident Prevention Review
- Security Manual
- Guide to Business Conduct (Salaried Employees)

Make sure you have read all applicable policies, and ask questions as they arise.

There may be different policies applicable if you are at a unit with a union.

2. Schedules

- Review Your Unit's policies/practices:
 - When and how issued
 - Where posted
 - How to request schedule changes
 - Procedures for notice to employees of changes in schedules (ie, in case of adverse weather)
 - Procedure for calling in late

3. Keeping track of Time

- Each nonexempt/hourly employee **MUST** use the designated method for recording time worked and meal breaks of 30 minutes or longer:
 - **TIME CLOCK.**
 - **TIME SHEETS.**
- You must clock in or record your time at 4 points of each workday:
 1. start of shift/beginning of workday
 2. beginning of lunch (30 minutes – no work!)
 3. end of lunch, and
 4. end of shift/end of workday
- Each week, your time card/sheet must be initialed by your supervisor or GM.
- **NEVER** clock in or out for another employee -this is a violation of Company policy and grounds for immediate termination!!
- If you forget or make a mistake, take the time card to your supervisor for approval and signature.
- Overtime **MUST** be approved by your supervisor or general manager **IN ADVANCE**.
- No non-exempt employee may work overtime without **ADVANCE PERMISSION** from a manager.
- Federal law requires overtime to be paid to nonexempt employees at the rate of 1 ½ times the regular rate of pay for hours worked in excess of 40 hours in a work week.
- Vacations and holiday are **NOT** included in overtime calculations unless required by law.

Orientation Follow Up Notes

DAY TWO

4. Absenteeism/Tardiness

- Regular attendance and punctuality are REQUIRED.
- Consistent Good Attendance record is a MUST!
- You must notify your supervisor before the starting time of each day of absence if you will be absent or tardy.
- You may not leave early on a shift without supervisor approval.
- "No Show – No Call" -Absent 3 consecutive working days and fail to properly notify the Company – will result in immediate termination due to resignation.
- Excessive absenteeism or tardiness may also result in termination, in the Company's discretion.

5. Pay

- Pay workweek is _____ (insert your pay workweek).
- Pay is available on _____ (insert day of week) following the pay week.
- Methods of pay:
 - **Direct Deposit**
 - **Paycheck**
- Deductions from pay:
 - Federal taxes
 - State taxes
 - County and/or local taxes
 - Statutory garnishments such as child support
 - Insurance premiums where applicable
 - Retirement contributions where applicable
- Amounts owed to Company
 - uniform/shoes rental expenses
 - expenses related to lost Company property
 - Others as allowed by law
- Check your pay stub each week!
- Immediately ask your supervisor or payroll person about questions on your paycheck.
- Your pay rate and status as a non-exempt/hourly or exempt employee will be explained upon hire.

Report-in or Call-in Pay

- An employee who reports for work as scheduled and for whom no work is available, will be paid: (1) a minimum of four hours; or (2) half the number of hours for which they are regularly scheduled, whichever is less. In case of the latter, the minimum amount of time for which an employee must be paid is two hours. Employees will not be paid Report-In or Call-In time if they voluntarily ask to be released early, or if timely advance notice was given to employees.

6. Proper Uniform

- Explain the proper uniform for your unit and position(s) – the uniform is not considered complete unless all parts are worn (hat, apron, etc.).
- Name Badge/Security Badge REQUIRED.
- Approved work shoes.
- Clean, pressed and well fitted.
- Grooming:
 - superior personal hygiene • neat businesslike hair styles • natural hair color
 - minimal make up • minimal jewelry, earrings (no facial piercings)
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne
- Smile!

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY THREE pg 1 of 2

7. General Rules and Procedures

- At – will employment
 - You are employed on an at-will basis; either you or Centerplate may end the employment at any time for any reason.
- Job description
 - Review with your supervisor.
 - Ask questions!
 - Attend job-specific training.
- Introductory period
 - All employees have 90 day introductory period, unless a CBA or contract provides differently.
 - Centerplate will assess you and you can learn about your role and Company.
 - Successful completion of this period does NOT alter the at-will relationship or create a contract of employment for a specific duration.
- Different rules may apply in locations with union.

8. Conduct on the Job

We expect you to conduct yourselves as professionals at all time, displaying only the best – mannered behavior.

- Centerplate does NOT utilize progressive discipline and may in its discretion proceed immediately to termination at any time, subject to CBAs or employment contracts.
- **Examples of prohibited conduct** that may lead to termination in the Company's discretion:
 - Falsifying employment application, timesheets, personnel records or other Company documents or records.
 - Engaging in unauthorized use of Company material, time, equipment or property.
 - Damaging or destroying Company property due to careless or willful acts.
 - Carrying weapons or explosives, or violating criminal laws on Company premises, or engaging in gambling on Company premises.
 - Behaving in a manner that may endanger the well being of another person.
 - Engaging in acts of dishonesty, fraud, theft or sabotage.
 - Using threatening, intimidating or coercing behavior.
 - Engaging in the unauthorized possession, use, manufacture, distribution, dispensation, purchase or sale of a controlled substance or alcohol on Company property, in Company vehicles or while engaged in Company activities.
 - Refusing to leave Centerplate or client property, or failing to do so in an orderly manner, if suspended or requested to leave.
 - Using harassing, abusive, sexist, racist, vulgar or ethnically offensive language.
 - Interfering with the performance of another employee.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY THREE pg 2 of 2

- Being insubordinate or refusing to comply with reasonable assigned duties.
 - Leaving assigned work area or Centerplate premises during working hours without authorization of your supervisor or the General Manager.
 - Violating Centerplate policies prohibiting any form of discrimination, harassment or retaliation.
- Employees may be terminated in the discretion of the Company at any time for any reason, or for violation of any Company policies, practices or standards of conduct, subject to a CBA providing otherwise. Other company policies are located in the Guide to Business Conduct and Handbook.

Telephone Use. Company telephones are to be used for business purposes. On occasion, personal calls may be necessary. However, each employee is expected to limit personal calls to emergencies or exceptional personal circumstances.

Cellular Phones. Cellular phones, pagers, Walkmans and other similar electronic devices should not be used during working hours. The devices may distract customers, clients and co-workers, as well as the employee from the task at hand.

Smoking. Smoking is generally prohibited on Centerplate premises. Smoking is permitted at some sites in specially designated areas. Smoking policies apply to all employees, contractors, vendors and visitors. For site-specific information regarding Smoking Policies, an employee should contact his or her supervisor.

Access to and Use of Work Facility. All employees must enter and leave through the designated area and use a security pass. Employees who choose to drive to work must park in the designated parking area(s) only. Visitors are not allowed in work areas except in the case of an emergency or in the case of a pre-arranged visit authorized by a supervisor.

Parking. Employees must use designated employee parking areas.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY FOUR

9. EEO Compliance

- Centerplate is committed to full compliance with all applicable federal, state and local laws prohibiting discrimination, harassment or retaliation.
- Centerplate will not discriminate, harass or retaliate based on one's race, color, religion, sex, national origin, ancestry, gender, sexual orientation, age, disability, marital status, veteran status, or any other characteristic protected by applicable law.
- Centerplate intends to provide a work environment free of discrimination and harassment, sexual or otherwise, and free of retaliation for engaging in protected activities.
- A large part of Centerplate's commitment to EEO principles is training of all employees on the topics of EEO laws, discrimination, harassment and retaliation.
- Centerplate policies enforce EEO Laws:
 - Personnel Policy Manual
 - Employee Handbook
 - Harassment Statement.
 - Guide to Business Conduct
 - EEO Statement

Submit Complaints by reporting them to one of several places: Call Hotline 800/241-5689, Corporate HR, Local HR, or any Manager.

Centerplate complies with EEO laws in several ways, including holding periodic training on EEO principles, diversity, discrimination and harassment.

10. Diversity

- Managing diversity is the process of creating an environment which **values differences** and **enables every employee to contribute** and develop to the level of his or her potential in support of Company goals.

Diversity allows the Company to have an environment where every employee can contribute, and develop to his/her highest potential. Diversity results in a positive and inclusive work place, where individuals are valued. Diversity is also important when working with clients, customers and suppliers.

All people are unique based upon their life experiences, education, social and cultural heritage, and related characteristics:

- | | | | | |
|----------------------|---------------------|----------------------|------------|-------------|
| • Gender | • Military Service | • Age | • Culture | • Race |
| • Languages | • Ethnicity | • Political Views | • Religion | • Education |
| • Physical Abilities | • Community Service | • Sexual Orientation | • Talents | |
| • Disabilities | • Hobbies | • Work Experience | • Sports | |

All employees have unique points of view and can contribute according to each employee's experiences.

Results of Diversity:

- valued and productive employees
- greater innovation
- improved productivity and creativity
- increased customer satisfaction
- improved competitive advantage

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY FIVE

11. Harassment

Centerplate intends to provide a work environment **free of discrimination and harassment**, sexual or otherwise.

You and your fellow employees are responsible for respecting the rights of all of your co-workers. All employees are to be treated with **dignity and respect**.

Conduct -whether verbal, physical, visual or otherwise that could be considered offensive or intimidating will not be tolerated.

Illegal Harassment is behavior or actions that offend others and violate the law, where the behavior or conduct is based on and offends one because of a legally "protected trait" – such as race, color, gender, sex, age, religion, creed, disability, national origin, sexual orientation, veteran status, genetic information or other legally protected status.

Centerplate strictly prohibits ANY form of harassment. You are required to treat all employees with dignity and respect.

Harassment can result from words, conduct, body language, emails or written materials, if they are offensive and unwelcome.

All Centerplate employees, and particularly General Managers, are responsible for keeping the work environment free of discrimination and harassment.

All employees are encouraged to **report** any incident of sexual or other unlawful harassment. An employee should **immediately report** the incident or complaint to **his or her supervisor or the Corporate Human Resources Department or call The Network, Inc. hotline 800/241-5689**.

The complaint and the investigation will be kept confidential to the maximum extent possible.

An employee violating Centerplate's policies on discrimination, harassment or retaliation may be subject to disciplinary action, up to and including termination.

12. Drug Free Workplace

- Centerplate is committed to the health, safety, and welfare of employees, customers, and the community, as well as to maintaining the quality and integrity of its services.
- Centerplate is committed to a drug – free workplace.
- This policy applies to every Centerplate employee, outside contractors and vendors and their employees.
- Possessing, using, manufacturing, distributing, dispensing, purchasing, selling, or having **controlled substances** in your system (without medical authorization or in improper dosages) during the workday, on Centerplate's property, or while conducting Centerplate business, including while using Company vehicles, is prohibited. Possession, use, distribution, sale or consumption of **alcohol** by employees on duty is similarly prohibited.

Controlled substances include 1. illegal drugs, and 2. legal drugs (over the counter or prescribed) if taken in a dosage or combination which results in mental/physical impairment, or if taken without proper medical authorization, supervision or prescription.

Testing – Centerplate may use drug or alcohol testing in accordance with its policies and applicable law.

Employees with substance abuse problems are encouraged to seek medical assistance before they affect job performance.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY SIX

13. Searches

- Subject to local and state law or CBAs, management may conduct unannounced searches of Company facilities to enforce its Drug Free Workplace and/or other policies.
- Facilities include: all buildings and structures, desks and storage cabinets, locker rooms and lockers, vehicles parked on Company property, and personal property of Centerplate employees, visitors, or contractors while on Company property.
- When there is cause to believe an employee is violating criminal statutes, appropriate law enforcement agencies will be notified.

14. Confidential Information

All employees of the Company must maintain the confidentiality of proprietary information entrusted to them by the Company or its suppliers or customers.

Confidential information includes all non-public information that might be of use to competitors of the Company, or harmful to the Company or its customers if disclosed. Information relating to **trade secrets** (such as secret processes, new products and other secret aspects of Centerplate's business) as well as lists of customers and suppliers are corporate assets which belong to Centerplate. They should not be used by employees for their own benefit or given to others, except in furtherance of Centerplate's business as directed by management.

All employees are required to maintain the confidentiality of proprietary business information and trade secrets of Centerplate. Confidential information may include business information, financial data, information on transactions or business deals, change in management or other information about Company operations.

15. Problem Resolution

- Centerplate encourages early resolution of problems.
- "Open Door Policy" – Managers are always available to talk about issues.
- Employees are encouraged to bring problems to attention of supervisors, managers or Human Resources for resolution.
- Employees may also use the Network, Inc. Hotline at 800/241-5689 to report problems or concerns.
- This procedure does NOT alter the at-will employment relationship.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Orientation Follow Up Notes

DAY SEVEN

16. Overview of Benefits

Centerplate is very proud to offer its employees a comprehensive slate of flexible benefits. We will review **only the types of benefits and will not address eligibility here**. You must satisfy the eligibility requirements for each type of benefit, which you should review on the company's benefit website. You may get more information from HR, the Employee Handbook or the benefits website. A Collective Bargaining Agreement may affect the benefits at your unit.

Now let's look at the benefits offered at Centerplate. **Each benefit has eligibility requirements.**

- Core Benefits
- Voluntary Benefits – Flexible Benefits Plan:
 - Medical, Dental, Vision
 - Prepaid Legal
 - Life
 - Health Care Reimbursement Account
 - Accidental Death & Dismemberment
 - Dependant Care Reimbursement Account
- Short Term Disability
- Long Term Disability
- COBRA
- Educational Assistance
- 401K Plan
- Holidays
- Vacation
- Sick Leave
- Leaves of Absence: FMLA, Jury Duty, Military Leave, Bereavement

18. Disaster/Emergency Procedures

- Our particular unit's disaster/emergency response plan is _____ (explain).
- Know where all exits/entrances are located.
- Keep emergency phone numbers at your location – [tell employees where they are].
- Follow emergency plan as instructed.

[EXPLAIN THE DISASTER EMERGENCY PROCEDURES].

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____



Orientation Training 1.27.12



Orientation Training



Welcome to Centerplate!

You are one of the Company's most valuable assets! Welcome to the team!

We will be discussing several key policies and requirements of Centerplate today.



Notes: pg 3

Welcome to Centerplate!

As one of the Company's most valuable assets, we are investing this time to review important information about the Company, its policies, expected conduct, benefits and compensation to better equip you to perform your job.

Be sure to ask questions during the session, or jot them down for future discussions.



#1 Event Hospitality Company



- “Centerplate is a place to have a taste and imagination adventure and MORE”
- Customers will RAVE about it
- We will be the answer to busy lifestyles
- Our Service zones will drive growth for the company and our clients
- New, diverse choices that will set us far apart from the competition



Notes page 4

Centerplate’s Vision is to be #1 in Hospitality! To do this, we must execute on every step of our QUE³ST to be the best! We must deliver WORLD CLASS SERVICE to our customers every time we serve or interact with our customers. It is your job as the employees who serve and greet our guests to deliver Extraordinary service in all that you do!

We want our customers to rave about the food and experiences at Centerplate. Centerplate will be the place to have a taste and imagination adventure, and more. We will provide delicious food and beverage services that will be the answer to busy lifestyles. Our service zones will drive growth for the Company and our clients. Our diverse culinary choices and Extraordinary customer service will set us apart from our competition.

Now let’s review our Mission Statement.



Mission Statement

To be the most respected and profitable Event Hospitality company in North America.
Our success is based on a total commitment to our clients; we continuously strive to enhance their reputation and drive their overall returns through:

- **Unmatched quality of our services**
- **Excellence of our people**
- **Innovative nature of our products & programs**



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Notes page 5

Our Mission Statement is to “create raveable results” by executing extraordinary experiences for our customers and clients.

Our actions will be measured by

- Unmatched quality of our products and services
- Innovative programs
- Client satisfaction
- Profitability of our operations, and
- Exceptional talent of our people.

Our employees are our most Powerful resource – you deliver the Extraordinary Experiences our clients Rave about!

We will focus on our QUE³ST strategy on the next slide.



Centered on QUE³ST

Q [Quality]
Doing what it takes to ensure that our food, service, management and customer experience are always to the highest standard.

U [Unique]
Original food and that memorable Centerplate experience. It's why customers love us, and why they always come back for more.

**E³ [Execute Extraordinary Experiences]**
No matter how big or small, every action we take should be focused on excellence.

S [Sustainability]
By honing our skills, and staying true to our values we'll maintain our momentum.

T [Teamwork]
From a sampler, to server, to a venue manager, to a chef, you've got to have good teamwork or you're not going anywhere.

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Notes page 6

Our whole focus in Customer Service is to be “Centered on QUE³ST” – to demonstrate Quality and Unique food and guest experiences; to Execute Extraordinary Experiences; to be Sustainable to maintain our momentum; and to always work as a Team and operate in a spirit of TEAMWORK.



Brand Promise

**“Craveable Experiences.
Raveable Results.”**



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Notes page 7

Our brand promise is to deliver “Craveable Experiences. Raveable Results.”

This is our promise to our clients and customers.

We will execute extraordinary Experiences with Craveable food, programs and services. We will deliver Results for our clients, and the clients will Rave about them to their friends and colleagues. This is our Promise to our customers in our quest to be the #1 Company in Hospitality.



Core Values



- Act with **Integrity**
- Demonstrate **Passion** to Succeed
- Deliver **Quality**
- Drive **Creativity**
- Be **Courageous**
- Serve in a Spirit of **Partnership**

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Notes page 8

Our Company is committed to providing world class service. Each of us must perform our jobs with integrity or honesty, and demonstrate a Passion to succeed. We must deliver QUALITY in all we do. We will drive creativity and innovation in our products, services and programs. We will operate in a spirit of partnership, and demonstrate commitment to our clients. These values will make us successful in our promise to deliver “Craveable Experiences. Raveable Results.”



Mandate

- Create WOW clients through Unmatched Experiences
- Re-inspire All
- Create Uncompromisable Consistency for Customers
- Take Pride
- Have Courage
- Intelligent Innovation



Notes page 9

The Company Mandate is our Challenge to deliver on QUE³ST. We must create WOW experiences for our customers, Re-Inspire our employees, create Uncompromising Consistency for our customers, take Pride in all we do, have Courage to deliver on our promises, and demonstrate Intelligent Innovation in our work. If we demonstrate these traits in our work, we will succeed in our vision of being the #1 Company in Hospitality!

Now lets review how we deliver Extraordinary Customer Service!!



Centerplate – Policies and Manuals



- Employee Handbook
- Confidential Information Agreement
- Electronic Communications and Social Media Policy
- Alcohol Beverage Service Policy
- Employee Responsibilities
- Employee Safety Rules
- Safety Manual/Guide
- Food Borne Illness Policy
- Accident Prevention Review
- Security Manual

**** There may be different policies applicable if you are at a unit with a union.**



Notes: pg 10

Centerplate has a number of policies and manuals to educate you about your job, the Company and the responsibilities of your job. During orientation, you will be allowed to review the policies and ask questions. There are several other training modules addressing topics such as alcohol service and customer service.

This presentation is an overview of several company policies and does not override the actual handbooks and written policies.



Tour of Facility

- ✓ Employee Parking
- ✓ Employee Entrance
- ✓ Time Clock
- ✓ Designated Break Areas and Smoking Areas
- ✓ Facility Layout
- ✓ Location of Departments
- ✓ Functions of Departments
- ✓ Location of restrooms, lockers, first aid kits, phones
- ✓ Entrances/Exits
- ✓ Security Procedures
- ✓ Safety Information



Notes: pg 11

An important part of the Orientation is a tour of the facility, where you learn about the physical layout of the building or location, and where key departments are located. Be sure you learn where each of the listed items are located. You will also be introduced to your management team.



Schedules

Each unit trainer will also cover these points on scheduling:

- When and how issued
- Where posted
- How to request schedule changes
- Procedures for notice to employees of changes in schedules (ie, in case of adverse weather)
- Procedure for calling in late.



Notes: pg 12

Your trainer will explain the Scheduling procedures at your location: when the schedule is issued, how it is communicated to you, where it is posted, how to request a schedule change and procedures for calling in if you are running late.



Rules about Keeping Track of Time



- Use designated method for recording time worked and meal breaks of 30 minutes or longer:
 - **TIME CLOCK.**
 - **TIME SHEETS.**
- Clock in or record your time at 4 points of each workday:
 1. start of shift/beginning of workday
 2. beginning of lunch (30 minutes – no work!)
 3. end of lunch, and
 4. end of shift/end of workday
- Each week, your time card/sheet must be initialed by your supervisor or GM.
- NEVER clock in or out for another employee - this is a violation of policy and grounds for immediate termination!!
- If you forget or make a mistake, take the time card to your supervisor for approval and signature.



Notes: pg 13

“Time is Money.” To get paid, you **MUST** use the time clock or timesheet provided at your unit. Clocking in at the beginning and end of your shift, and at the beginning and end of lunch, is **MANDATORY**. Your time card must be initialed each week by your supervisor or GM. Mistakes must be corrected by your supervisor. **NEVER** clock in or out for another employee - this is a violation of Company policy and grounds for immediate termination.



Absenteeism/Tardiness



- Regular attendance and punctuality are REQUIRED.
- Consistent Good Attendance record is a MUST!
- You must notify your supervisor before the starting time of each day of absence if you will be absent or tardy.
- You may not leave early on a shift without supervisor approval.
- “No Show – No Call” - Absent 3 consecutive working days and fail to properly notify the Company – will result in **immediate termination** due to resignation.
- Excessive absenteeism or tardiness may also result in **termination**, in the Company's discretion.



Notes: pg 14

We expect you to be on time for work and to be in attendance as scheduled.

Your trainer will tell you the rules of your location for calling in late or if you are sick. You must talk to a manager – voicemail does not count – at least two hours before your shift.

Excessive tardiness or absenteeism may result in termination.

“NO SHOW/NO CALL for 3 days” – you will be considered to have voluntarily resigned.



Payroll

- Pay workweek is generally Wednesday to Tuesday.
- Pay is available on Wednesday following the pay week.
- Methods of pay:
 - **Direct Deposit or Paycard**
 - **Paycheck**



- Deductions from pay:

Federal taxes	Amounts owed to Company
State taxes	Uniform/shoes rental expenses
County and/or local taxes	
Statutory garnishments such as child support	Expenses related to lost Company property
Insurance premiums	Others as allowed by law
Retirement contributions	

- Check your pay stub each week!!



Notes: pg 15

The pay workweek is generally Wednesday through Tuesday, with payday on Wednesday. We pay these employees on a one-week delay cycle. For those of you who are hourly, you get paid weekly. For those of you who are salaried, you get paid bi-weekly. You can be paid by direct deposit or hard check. Deductions will be made from your paycheck for taxes, insurance, garnishments, uniform or shoe expenses and related items.

Always check your pay stub each week.



Payroll

Paycheck questions

- Immediately ask your supervisor or payroll person.

Exempt/Non-Exempt status

- Your pay rate and status as a non-exempt/hourly or exempt employee will be explained upon hire.



Report-in or Call-in Pay

- An employee who reports for work as scheduled and for whom no work is available, will be paid: (1) a minimum of four hours; or (2) half the number of hours for which they are regularly scheduled, whichever is less (minimum two hours). Not applicable if employee voluntarily asks to be released early, or if timely advance notice was given to employees.



Notes: pg 16

Your supervisor or payroll supervisor can answer questions about your paycheck.

Your pay rate and status as an exempt or non-exempt employee (for overtime) will be explained upon hire.

Call in pay will be paid in appropriate circumstances in the lesser amount of 4 hours pay or $\frac{1}{2}$ the number of regularly scheduled hours for that day (2 hour minimum). No call in pay will be paid if the employee requests to be released early or management has given timely advance notice.



Overtime

- Overtime **MUST** be approved by your supervisor or general manager **IN ADVANCE**.
- No non-exempt employee may work overtime without **ADVANCE PERMISSION** from a manager.
- Federal law requires overtime to be paid to non-exempt employees at the rate of 1 ½ times the regular rate of pay for hours worked in excess of 40 hours in a work week.
- Vacations and holiday are **NOT** included in overtime calculations unless required by law.



Notes: pg 17

Overtime must be approved in advance by your supervisor or GM. Federal law requires a nonexempt employee to be paid 1 ½ times his regular rate of pay for hours worked in excess of 40 hrs in a work week.

Vacation, sick or holiday pay are not included in calculating if the employee has worked more than 40 hours in the work week.

There may be Collective Bargaining Agreements or state law which affect overtime.



Proper Uniform

- Your trainer will explain the proper uniform for your position – all parts must be worn (hat, apron, etc.).
- Name Badge/Security Badge REQUIRED.
- Approved work shoes.
- Clean, pressed and well fitted.
- Grooming:
 - superior personal hygiene
 - neat businesslike hair styles
 - **natural** hair color
 - minimal make up
 - minimal jewelry, earrings (no facial piercings)
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne.



Notes: pg 18

Your appearance is vital to your successful employment at Centerplate. You should always wear your name badge (or security badge) AND a smile. You must wear the appropriate uniform for your position (which your trainer will advise) and proper shoes. Your uniform must be clean, complete, well-fitted and worn proudly. Personal hygiene and proper grooming are also critical.

Your trainer will explain the policy on visible tattoos for your unit. Generally, front of the house employees and those employees with direct contact with customers must cover visible tattoos with long sleeves or as directed by management.

Ask your supervisor or GM if you have any questions.

[Trainer – review uniform requirements here]



General Rules and Procedures

At – will employment

- You are employed on an at-will basis; either you or Centerplate may end the employment at any time for any reason.

Job description

- Review with your supervisor.
- Ask questions!
- Attend job-specific training.



Introductory period

- All employees have 90 day introductory period, unless a CBA or contract provides differently.
- Centerplate will assess you and you can learn about your role and Company.
- Successful completion of this period does NOT alter the at-will relationship or create a contract of employment for a specific duration.



Notes: pg 19

Some preliminary items to review with you are:

- job description – review with your supervisor.
- at-will employment – all employees are “at-will”, which means they can quit, or Centerplate can terminate them, at any time with or without cause or notice, unless a contract or Collective Bargaining Agreement (CBA) provides otherwise.
- introductory periods – 90 days during which you can learn your job and we will get to know you. Successful completion of the introductory period does NOT alter your at-will status.



Conduct on the Job

Centerplate does **NOT** utilize progressive discipline and may in its discretion proceed immediately to termination at any time, subject to CBAs or employment contracts.

Examples of prohibited conduct that may lead to termination in the Company's discretion:

- Falsifying employment application, timesheets, personnel records or other Company documents or records.
- Engaging in unauthorized use of Company material, time, equipment or property.
- Damaging or destroying Company property due to careless or willful acts.
- Carrying weapons or explosives, or violating criminal laws on Company premises, or engaging in gambling on Company premises.



Notes: pg 20

We expect you to conduct yourselves as professionals at all time, displaying only the best – mannered behavior. Centerplate does not use “progressive discipline” – it does not have to give warnings before terminating employees, unless a union contract provides otherwise. If you violate our policies, rules or expectations, you can be fired immediately at any time for cause or without cause, unless a union collective bargaining agreement (CBA) provides otherwise.

It is imperative that you read each listed sample of unacceptable conduct on the slide, and do not engage in the listed examples of prohibited conduct.

[Give time to read this slide].



Conduct on the Job



- Behaving in a manner that may endanger the well being of another person.
- Engaging in acts of dishonesty, fraud, theft or sabotage.
- Using threatening, intimidating or coercing behavior.
- Engaging in the unauthorized possession, use, manufacture, distribution, dispensation, purchase or sale of a controlled substance or alcohol on Company property, in Company vehicles or while engaged in Company activities.
- Refusing to leave Centerplate or client property, or failing to do so in an orderly manner, if suspended or requested to leave.
- Using harassing, abusive, sexist, racist, vulgar or ethnically offensive language.

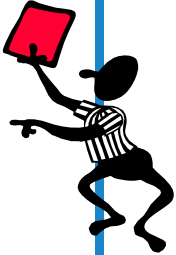


Notes: pg 21

These examples of prohibited conduct are also grounds for discipline or termination in the Company's discretion, and are listed in your handbook. Please ask your manager or trainer if you have any questions.



Conduct on the Job



- Interfering with the performance of another employee.
- Being insubordinate or refusing to comply with reasonable assigned duties.
- Leaving assigned work area or Centerplate premises during working hours without authorization of your supervisor or the General Manager.
- Violating Centerplate policies prohibiting any form of discrimination, harassment or retaliation.

Employees may be terminated in the discretion of the Company at any time for any reason, or for violation of any Company policies, practices or standards of conduct, subject to a CBA providing otherwise. Other company policies are located in the Guide to Business Conduct and Handbook.



Notes: pg 22

Once again, at-will employment means you can quit, and likewise Centerplate can terminate your employment, at any time with or without notice and for any or no reason, unless there is a Collective Bargaining Agreement or contract that states otherwise.



RESPECT For ALL

You are required to treat

- Customers
- Co-workers
- Vendors
- Managers
- Clients -- with



R Respect
E Energy/Enthusiasm
S Smile/Positive Attitude
P Passion
E Exceed Expectations
C Communication
T Teamwork



Notes: pg 23

Every customer, co-worker, manager and vendor must be treated with “respect.” A positive attitude, cheerful disposition, passionate enthusiasm and clear communication will result in your behavior exceeding our guests’ expectations.

Remember the Golden Rule – treat others as you would like to be treated: with respect.



Other Work Rules

Telephone Use. Company telephones are to be used for business purposes. On occasion, personal calls may be necessary. However, each employee is expected to limit personal calls to emergencies or exceptional personal circumstances.

Cellular Phones. Cellular phones, pagers, Walkmans and other similar electronic devices should not be used during working hours. The devices may distract customers, clients and co-workers, as well as the employee from the task at hand.

Smoking. Smoking is generally prohibited on Centerplate premises. Smoking is permitted at some sites in specially designated areas. Smoking policies apply to all employees, contractors, vendors and visitors. For site-specific information regarding Smoking Policies, an employee should contact his or her supervisor.

Access to and Use of Work Facility. All employees must enter and leave through the designated area and use a security pass. Employees who choose to drive to work must park in the designated parking area(s) only. Visitors are not allowed in work areas except in the case of an emergency or in the case of a pre-arranged visit authorized by a supervisor.

Parking. Employees must use designated employee parking areas.



Notes: pg 24

Some other general work rules include that Telephone use is limited to emergencies; and leave your cell phone, MP3 players, IPODS or other PDAs at home. Your trainer will explain where you are to park, and where smoking is allowed. You must use the employee entrance and exit at all times, except in the case of an emergency.

Now let's discuss some important Company policies.



EEO Compliance



- Centerplate is committed to full compliance with all applicable federal, state and local laws prohibiting discrimination, harassment or retaliation.
- Centerplate will not discriminate, harass or retaliate based on one's race, color, religion, sex, national origin, ancestry, gender, sexual orientation, age, disability, marital status, veteran status, genetic information or any other characteristic protected by applicable law.
- Centerplate intends to provide a work environment free of discrimination and harassment, sexual or otherwise, and free of retaliation for engaging in protected activities.



Notes: pg 25

Centerplate will comply with all applicable laws prohibiting discrimination, harassment or retaliation.

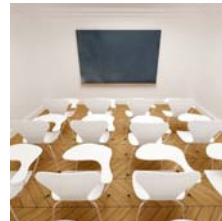
Centerplate does not discriminate, harass or retaliate against applicants or employees because of one's race, color, religion, sex, national origin, ancestry, gender, sexual orientation, age, disability, marital status, veteran status or any other characteristic protected by applicable law. These are known as "protected traits."

Centerplate strives to provide a work environment free of discrimination or harassment, based on any of the "protected traits" listed on the screen, and free from retaliation.



EEO Compliance

- A large part of Centerplate's commitment to EEO principles is training of all employees on the topics of EEO laws, discrimination, harassment and retaliation.
- Centerplate policies enforce EEO Laws:
 - Personnel Policy Manual
 - Guide to Business Conduct
 - Employee Handbook
 - EEO Statement
 - Harassment Statement.



Notes: pg 26

Centerplate complies with EEO laws in several ways, including holding periodic training on EEO principles, diversity, discrimination and harassment.

Centerplate also has adopted and enforces the policies and rules of conduct located in the books and statements listed on this screen.



Diversity

All people are unique based upon their life experiences, education, social and cultural heritage and related characteristics:

- Gender
- Age
- Race
- Ethnicity
- Religion
- Physical Abilities
- Sexual Orientation
- Disabilities
- Work Experience
- Military Service
- Culture
- Languages
- Political Views
- Education
- Community Service
- Talents
- Hobbies
- Sports



All employees have unique points of view and can contribute according to each employee's experiences.



Notes: pg 27

Centerplate is committed to incorporating Diversity in its business.

Diversity is an important concept – one that Centerplate has embraced and fostered. Every employee brings invaluable assets to work - ideas, approaches and skills – resulting from their life experiences, training and work history. All employees have unique points of view and can contribute according to each employee's experiences. By tapping into each person's strengths and "collaborating" or working together, all employees together can successfully accomplish all challenges and tasks.



Diversity

Managing diversity is the process of creating an environment which **values differences** and **enables every employee to contribute** and develop to the level of his or her potential in support of Company goals.

Centerplate strives to:

- ensure a positive and inclusive work environment;
- emphasize the value of differences among employees; and
- apply diversity principles in relationships with its customers, suppliers and communities.



Notes: pg 28

Diversity allows the Company to have an environment where every employee can contribute, and develop to his/her highest potential. Diversity results in a positive and inclusive work place, where individuals are valued. Diversity is also important when working with clients, customers and suppliers.



Diversity

Centerplate's goals are that:

- Each employee will be respectful in words and actions toward other employees;
- Company policies, procedures and systems will recognize diversity principles;
- Work units or teams will recognize and capitalize on each member's diversity; and
- Each employee will recognize, respect and respond to the diversity of the Company's customers, suppliers and communities.



Notes: pg 29

Centerplate's goals in celebrating the diversity of its workforce are that all employees will be treated with respect, our employees will work together to serve our customers and solve challenges, and the employees will respect the diversity of our customers, supplier and communities.



Diversity Works!

Results of Diversity:

- valued and productive employees
- greater innovation
- improved productivity and creativity
- increased customer satisfaction
- improved competitive advantage



Notes: pg 30

Diversity works at Centerplate!

Diversity and its positive impact is reflected in more productive employees, greater innovation and creativity, increased customer satisfaction and improved competitive advantages for the Company.



Harassment

Centerplate intends to provide a work environment **free of discrimination and harassment**, sexual or otherwise.

All employees are to be treated with **dignity and respect**.



Conduct - whether verbal, physical, visual or otherwise - that could be considered offensive or intimidating will not be tolerated.

Actions, words, jokes or comments based on an individual's **sex, race, color, religion, creed, age, national origin, disability, status as a Vietnam-era or disabled veteran, marital status, sexual orientation, genetic information or any other legally protected characteristics** will not be tolerated.



Notes: pg 31

Another important policy is Centerplate's stance prohibiting illegal harassment.

Illegal Harassment is behavior or actions that offend others and violate the law, where the behavior or conduct is based on and offends one because of a legally "protected trait" – such as race, color, gender, sex, age, religion, creed, disability, national origin, sexual orientation, veteran status or other legally protected status.

Centerplate strictly prohibits ANY form of harassment. You are required to treat all employees with dignity and respect.

Harassment can result from words, conduct, body language, emails or written materials, if they are offensive and unwelcome.



Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other visual, verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual; or
- such conduct has the purpose or effect of unreasonable interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.



Notes: pg 32

• Sexual harassment is offensive behavior based on one's sex, such as unwelcome flirtations, advances, requests for sexual favors, and other visual, verbal or physical conduct of a sexual nature, when

- submission to the conduct is a requirement of employment;
- submission or rejection of the conduct is the basis for employment decisions affecting the employee; or
- the conduct unreasonably interferes with the person's work performance by creating a hostile work environment – where the hostility of the work environment is severe, pervasive and unwelcome.

• Persons engaging in sexual harassment or other harassment will be subject to disciplinary action up to and including termination.



Harassment

Examples of sexual harassment include the following:

- Persistent on-the-job flirtations or other invitations for a social relationship with a fellow employee when he or she has stated or indicated that such advances or interests are unwelcome;
- Displaying any sexually suggestive visual material in the workplace; or
- Tolerating or instituting hiring, compensation, promotion and layoff practices which are not clearly job-related.

Anyone engaging in sexual or other harassment will be subject to **disciplinary action** up to and including immediate **termination** of employment.





Notes: pg 33

Here are some examples of sexual harassment. [Pause and let audience read]

Remember: violations of the policy against harassment, based on sex or any other “protected trait,” can lead to termination.



Reporting Procedures

All employees are encouraged to **report** any incident of sexual or other unlawful harassment.

An employee should **immediately report** the incident or complaint to:

his or her supervisor,

the Corporate Human Resources Department, or

call The Network, Inc. hotline 800/241-5689.

The complaint and the investigation will be kept confidential to the maximum extent possible.



Notes: pg 34

Employees must report harassment or discrimination immediately to

- Your supervisor
- The Corporate HR Dept. or
- The Network Hotline 800-241-5689.

The complaint will be investigated, and if deemed appropriate, corrective action will be taken.

The complaint will be kept confidential to the extent possible, but we cannot guarantee it will remain confidential.



Electronic Communications and Social Media



- Electronic systems (computers, phones, blackberries, etc.) are to be used for Centerplate business only – they are company property.
- There is No Privacy when you use company electronic communications systems.
- Employees must use electronic communication systems, voicemail, e-mail or the Internet in compliance with the Electronic Communications and Social Media Policy.
- The Social Media Policy restricts the use of Social Media in violation of any Company policy:
 - discrimination, harassment
 - confidentiality
 - trade secrets
 - Company brand.
- READ THE NEW ELECTRONIC COMMUNICATION & SOCIAL MEDIA POLICY IN ITS ENTIRETY.**
- It is not intended to violate or interfere with employees' rights under the National Labor relations Act – read the policy! 

Notes: pg 35 **TRAINER MUST EXPLAIN NEW SOCIAL MEDIA POLICY TO EMPLOYEE HERE—PAUSE SLIDES**

Most of you work at units where the tools you use to communicate electronically while at work – phones, radios, computers, Blackberries, or cell phones – are the property of Centerplate and must be used for business purposes only.

Centerplate as owner of the systems has the right to search and retrieve stored phone, email or other electronic messages. Remember – there is no right of privacy on electronic communications equipment owned by Centerplate. You must follow the above rules when using the Company's electronic equipment. [pause so can read]

It is especially important that you do not use email or voicemail to create a harassing environment – if you can't say it or do it, do not send an email or voicemail with similar offensive content.

One way to check yourself - Do not say or do anything you wouldn't want your mother or spouse or child to see, read or hear.

TRAINER MUST EXPLAIN NEW SOCIAL MEDIA POLICY TO EMPLOYEE HERE—PAUSE SLIDES



Service Animals

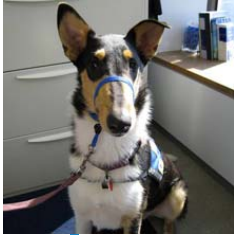
Businesses that serve the public, including FOOD service, must allow people with disabilities to enter with their service animal under the ADA and some states law.

- Businesses that **sell or prepare food** must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- Businesses may ask:
 - if an animal is a service animal or
 - ask what tasks the animal has been trained to perform, but
 - **cannot** require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolated from the patrons, or treated less favorably than other patrons.





Service Animals



- A person with a disability cannot be asked to remove his/her service animal from the premises unless:
 - (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly during a movie) or
 - (2) the animal poses a direct threat to the health or safety of others. Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.
 - In these cases, the business should give the person with the disability the option to obtain goods and services without having the animal on the premises.
- A business is not required to provide care or food for a service animal or provide a special location for it to relieve itself.

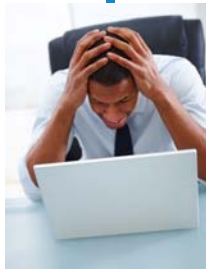


Conflict of Interest

Every employee must avoid any situation or interest which might interfere with the employee's judgment with respect to his or her responsibilities to Centerplate.

A **conflict of interest** exists, for example, where an employee

- has a financial interest which could affect the employee's judgment;
- gains personal enrichment through access to confidential information;
- misuses his or her position at Centerplate in a way that results in personal gain;
- a related party has a personal interest, direct or indirect, in any supplier, customer or competitor of Centerplate; or
- if an immediate family member of an employee has an interest in a supplier, customer or competitor of Centerplate.



Notes: pg 38

All employees are required to avoid any situation or interest that might interfere with his/her loyalty to Centerplate or his/her judgment at work. A Conflict of Interest might exist if you or your immediate family work for a direct competitor, or if you have a financial interest (like an ownership interest) in a company we do business with.



Conflict of Interest

Employees must **disclose** any potential conflict to his or her supervisor or General Manager.

Employees cannot engage in **outside employment or activities** that would conflict with Centerplate's interests or that would reduce the efficiency of the employee in performing his or her duties at Centerplate.

The following are **examples** of potential conflicts of interest:

- Gaining a controlling interest or making a large personal investment in any company that does substantial business with the Company;
- Hiring, supervising or doing Company business with friends or relatives;
- Accepting payments, gifts or favors from firms or individuals doing business with the Company;
- Using Company resources in another business in which the employee, friends, or family members are involved; or
- Using Company time for outside activities.



Notes: pg 39

If you think you may have a conflict of interest, talk it over with your supervisor or GM. They can help you with the proper steps.

A conflict of interest would also exist if you work outside of Centerplate, and that work interferes with our interests or your ability to do 100% while at Centerplate.

We have listed some examples of conflicts of interest for you to consider.

[Pause so audience can read]



Drug Free Workplace



- Centerplate is committed to a drug – free workplace.
- This policy applies to every Centerplate employee, outside contractors and vendors and their employees.
- Possessing, using, manufacturing, distributing, dispensing, purchasing, selling, or having **controlled substances** in your system (without medical authorization or in improper dosages) during the work day, on Centerplate's property, or while conducting Centerplate business, including while using Company vehicles, is prohibited.
- Possession, use, distribution, sale or consumption of **alcohol** by employees on duty is similarly prohibited.



Notes: pg 40

Another important company policy is the Drug Free Workplace policy.

Centerplate is committed to providing a healthy work environment free from the influences of controlled substances, illegal drugs or alcohol. Employees may not personally possess, use, or consume alcohol, OR possess, use, manufacture, distribute, dispense, purchase, sell or have “controlled substances” in their systems (without medical authorization or in improper dosages), while at work, on Centerplate property, or conducting company business.



Drug Free Workplace



- **“Controlled substances”** include:
 - illegal drugs which are not authorized for sale, possession or distribution under either federal or state law,
 - legal substances, either prescribed or over-the-counter, taken in a dosage or combination which results in mental/physical impairment, or
 - legal substances taken without proper authorization, supervision or prescription by a healthcare professional licensed to do so.
- An employee with a substance abuse problem is encouraged to seek a medically-supervised rehabilitation program. Seek assistance before substance abuse leads to problems at work.
- **Testing:** All employees must be fully able to perform their job responsibilities satisfactorily during working hours. Centerplate has the right to conduct drug and alcohol testing per the Handbook.



Notes: pg 41

Controlled substances include 1. illegal drugs, and 2. legal drugs (over the counter or prescribed) if taken in a dosage or combination which results in mental/physical impairment, or if taken without proper medical authorization, supervision or prescription.

Testing – Centerplate may use drug or alcohol testing in accordance with its policies and applicable law.

Employees with substance abuse problems are encouraged to seek medical assistance before they affect job performance.

[TRAINER AT ORANGE COUNTY CONVENTION CENTER or other Florida units – review your state and/or county drug free workplace policy here].



Searches

- Subject to local and state law or CBAs, management may conduct unannounced searches of Company facilities to enforce its Drug Free Workplace and/or other policies.
- Facilities include: all buildings and structures, desks and storage cabinets, locker rooms and lockers, vehicles parked on Company property and personal property of Centerplate employees, visitors or contractors while on Company property.
- When there is cause to believe an employee is violating criminal statutes, appropriate law enforcement agencies will be notified.



Notes: pg 42

Centerplate may search its facilities and those it manages, including buildings, structures, and vehicles, and the personal property, lockers, bags and purses of employees, in order to enforce its policies.



Confidential Information

All employees of the Company must maintain the confidentiality of proprietary information entrusted to them by the Company or its suppliers or customers.

Confidential information includes all non-public information that might be of use to competitors of the Company, or harmful to the Company or its customers if disclosed.

Trade secrets (such as secret processes, new products and other secret aspects of Centerplate's business) as well as lists of customers and suppliers are corporate assets which belong to Centerplate.

Information concerning Centerplate's business and financial condition, and information on any planned transaction, significant contract, change in management and similar matters, is also proprietary information of Centerplate.



Notes: pg 43

All employees are required to maintain the confidentiality of proprietary business information and trade secrets of Centerplate. Confidential information may include business information, financial data, information on transactions or business deals, change in management or other information about Company operations.



Solicitation/Distribution Rule

- Solicitation or distribution of literature by an employee on Company property for personal or Non-Company supported organizations, activities, or merchandise is permissible only in non-working areas, and only when the soliciting employee and the employee being solicited are not on working time.
- Solicitation or distribution of literature by a non-employee on Company property is prohibited.
- Solicitation includes but is not limited to requests for participation, funding, purchase, donation and similar activities. Distribution of literature includes but is not limited to desk drops, posters or fliers, hand-outs, E-mail and other media.
- Work time is the time an employee is expected to be working and does not include rest, meal or other authorized breaks.



Notes: pg 44

Solicitation or distribution of literature by an employee on Company property for personal or Non-Company supported organizations, activities, or merchandise is permissible only in non-working areas, and only when the soliciting employee and the employee being solicited are not on working time.

Solicitation or distribution of literature by a non-employee on Company property is prohibited.

Solicitation includes but is not limited to requests for participation, funding, purchase, donation and similar activities. Distribution of literature includes but is not limited to desk drops, posters or fliers, hand-outs, E-mail, and other media. Work time is the time an employee is expected to be working and does not include rest, meal or other authorized breaks.

Check with your supervisor if you have questions.



Problem Resolution

- Centerplate encourages early resolution of problems.
- "Open Door Policy" – Managers are always available to talk about issues.
- Employees are encouraged to bring problems to attention of supervisors, managers or Human Resources for resolution.
- Employees may also use the Network, Inc. Hotline at 800/241-5689 to report problems or concerns.
- This procedure does NOT alter the at-will employment relationship.



Notes: pg 45

We want to assist employees in the early resolution of problems or concerns. Please speak to your supervisor, GM or Corporate Human Resources if you have a concern. You can also use the Network, Inc. Hotline number listed here. We will try to resolve the issue by working together.



Overview of Benefits

(For Eligible Employees)

- Core Benefits
- Voluntary Benefits – Flexible Benefits Plan:
 - Medical, Dental & Vision
 - Flexible Spending Account (Medical)
 - Dependent Care Reimbursement Account
 - Prepaid Legal
 - Life
 - Accidental Death & Dismemberment
- Short Term Disability
- Long Term Disability
- COBRA
- Educational Assistance
- 401K Plan
- Holidays
- Vacation
- Sick Leave
- Leaves of Absence



Notes: pg 46

Now lets look at the benefits offered at Centerplate.

Centerplate is very proud to offer its employees a comprehensive slate of flexible benefits. We will review only the highlights of listed benefits and will not address eligibility in this session. You must of course satisfy the eligibility requirements for each type of benefit, which you should review on the company's benefit website. You may get more information from your unit, the Employee Handbook or the benefits website listed on the next slide. A Collective Bargaining Agreement may affect the benefits at your unit, which will be explained by your trainer.



Flexible Benefits

A brief overview of benefits offered to eligible employees is provided here. More detailed information is located at the website:

www.lifesolutions1.com/centerplate

Centerplate reserves the right to amend its Flexible Benefits Plan. **Eligibility varies based on type of benefit.**



Notes: pg 47

The website for Centerplate benefits is listed here. Please visit the site to review the benefits in more detail. Of course, Centerplate may amend the flexible benefits plan from time to time, and you must meet the eligibility requirements to be entitled to enroll in the various categories of benefits.



Core Benefits

Centerplate provides Core Benefits at no cost to benefit eligible employees, which begin the day you meet the eligibility requirements. **Eligibility varies according to the type of benefit.**

- **LIFE INSURANCE**
 - Benefit amount of one times annual salary
 - \$ 500,000 maximum benefit (extra cost)
 - Benefit amount above \$ 50,000.00 is imputed taxable income and will be shown on your pay stub.
- **ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE**
 - Benefit amount of one times annual salary
 - \$500,000 maximum benefit (extra cost)



Notes: pg 48

Here is an overview of the Core benefits offered to benefit eligible employees:

First • **Life Insurance** -- one times annual salary;

Second • **Accidental Death & Dismemberment insurance** -- one times annual salary;



Salary Continuation Benefits

- If eligible, SCB begins after the sixth (6th) consecutive calendar day of disability and provides a percentage of your base salary (refer to table below) based on length of service.

<u>Length of Service</u>	<u>100% Salary for:</u>	<u>50% Salary For:</u>
Less than 6 months	Not eligible	Not eligible
6 months to 1 year	1 week	12 weeks
1 year to 3 years	4 weeks	22 weeks
3 years to 5 years	8 weeks	18 weeks
5 years or more	20 weeks	6 weeks

- Salary Continuation is coordinated with other disability benefits you may be receiving such as state-mandated programs and federal, state and local government programs.
- Maximum weeks of pay continuation (at either 50% or 100%) is 52 weeks in any 2 year period.




Notes: pg 49

Third • **Salary Continuation or short term disability** may provide salary continuation according to the chart, after six days of absence due to disability. This benefit will be coordinated with other disability benefits you may receive depending upon eligibility status.

The Maximum weeks of pay continuation (at either 50% or 100%) is 52 weeks in any 2 year period.



Core Benefits

- LONG TERM DISABILITY (LTD) INSURANCE
 - 50% of monthly base salary
 - \$ 10,000.00 monthly maximum benefit
 - Benefit begins following 180 days of disability and continues until the earlier of recovery or the maximum payment is exhausted, whichever comes first.



Notes: pg 50

Fourth • **Long Term Disability Insurance** may be available to eligible employees according to the terms of the LTD Policy. LTD begins following 180 days of disability and lasts until the earlier of recovery or the maximum payment (50% of monthly base salary, up to a max of \$ 10,000.00) is reached.



Voluntary Benefits Options

EXPLAINED AT www.lifesolutions1.com/centerplate

- Medical coverage
- Dental Coverage
- Vision Coverage
- Voluntary Term Life
- Voluntary Accidental Death & Dismemberment
- Health Care Reimbursement Account
- Dependant Care Reimbursement Account
- Prepaid Legal



Eligibility:

You are eligible for Core Benefits and Voluntary Benefit Choices on the first day of the month following 30 days of full time employment. (Per Hawaii state mandates, Hawaii employees are eligible for Core Benefits and Choice Benefits once you have been regularly scheduled for 20 or more hours a week for four (4) consecutive weeks.)

Eligible Dependents:

Eligible dependents include your spouse, domestic partner and unmarried natural, step and adopted children. Please see individual summary plan descriptions for additional information on eligible dependents.



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Centerplate also offers Voluntary Benefit Options as a part of its Flexible Benefits Plan. These policies and the terms of the policies may change from time to time. You should review the current options at the website shown.

Currently, Centerplate offers (1) medical, dental, vision, term life, and accidental death and dismemberment policies;

(2) a health care reimbursement account and a dependant care reimbursement account; and (3) Prepaid Legal benefits.



Voluntary Reimbursement Accounts

Flexible Savings Account (Medical):

This is a pre-tax savings account to be used for eligible unreimbursed medical expenses for you and your eligible dependents.

Flexible Benefits Plan Year is December 1 through November 30.

Plan contains a *Use It Or Lose it* provision – plan carefully.

Dependent Care Reimbursement Account:

This is a pre-tax savings account for elder care and child care expenses.

You must be using daycare services so that you and your spouse can work.

Your care provider must furnish you with either his/her Social Security Number or Tax Identification Number.

Plan contains a *Use It Or Lose It* provision – plan carefully!



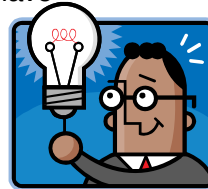
Notes: pg 52

The voluntary reimbursement accounts are pre-tax savings accounts used for unreimbursed medical expenses or dependant care for elders and children. Please refer to the Summary Plan Description (SPD) for these benefits.



Educational Assistance

- Provides financial support to eligible employees for undergraduate or graduate level courses and educational programs.
- Must enhance your skills in job related assignments.
- Advance approval required.
- Pays for tuition costs (excluding books, registration fees, lab fees, parking, supplies and other fees) of up to \$ 3,500.00 per year.
- Available to full time employees who have completed 1 year of full time service.



Notes: pg 53

Centerplate will pay for certain educational expenses for full time employees after one year of service. The courses must be for undergraduate or graduate level courses and educational programs, in an area that will enhance job-related skills at Centerplate. Advance approval is required from Corporate HR. The Company will reimburse tuition costs of up to \$3,500.00 per year.



401K Plan

- Currently administered by Fidelity/MSSB.
- Eligibility – after 1 full year's service as full time employee and a minimum of 1,000 hours in a calendar year.
- Subject to certain limitations, employee can contribute up to 50% of base salary.
- Company historically matches a percentage of employee contributions in its discretion. Currently, the company matches 25 cents of every dollar of employee contributions, up to 6% of salary.
- Details of the 401K Plan are in the Summary Plan Description available at www.lifesolutions1.com/centerplate



THIS IS A NEW WEBSITE

Notes: pg 54

Centerplate's 401K Plan allows eligible employees to save money for retirement. A full time employee is eligible for participation after one full year of service and 1,000 hours worked within a calendar year. The Company historically matches a percentage of employee contributions, in its discretion. Currently, the company matches 25 cents of every dollar of employee contributions, up to 6% of salary. Details of the 401K Plan are in the Summary Plan Description at www.benefitpal.com/centerplate.



Holidays

- Full time employees receive holiday pay for the number of hours normally scheduled up to a max of 8 hours. Holidays are published at the units at the beginning of each year.
- Part time employees may receive, if holidays are on regularly scheduled work days, holiday pay for the number of hours scheduled to work and actually worked, if approved in advance.
- Prerequisites:
 - Employees must work the scheduled day before and after the holiday.
 - Employees must have completed 30 days of employment.
 - No holiday pay if on LOA.



Notes: pg 55

A list of holidays is published at the Unit each year. Full time employees who have completed 30 days of work may receive holiday pay equal to the number of hours normally scheduled (up to 8 hours maximum), if they work the scheduled day before and after the holiday. Part-time employees who have completed 30 days of employment may receive holiday pay for the number of hours scheduled to and actually worked, if the holiday is on a regularly scheduled work day. Holiday pay for part-time employees requires advance approval, and the employee must work the scheduled day before and after the holiday. Employees on a leave of absence are not entitled to holiday pay.



Vacation

- Available for full time employees.
- Can use after working 6 months.
- Days accrued according to the schedule in the Employee Handbook or CBA.
- Must be approved in advance.
- Full time nonexempt employees accrue vacation days on a prorated basis.



Notes: pg 56

Centerplate encourages its full time employees to relax and rest from work by providing paid vacation time. Paid Vacation is available for full time employees. Vacation accrues in accordance with the schedule set forth in the Employee Handbook. Vacation can be used after 6 months of employment, and must be approved in advance. Hourly full time employees accrue vacation on a pro-rated basis based on hours worked as explained in the Handbook.



Sick Leave

- Full time employees may accrue up to 6 paid sick days per year.
- Accrual rate – ½ day per month up to 6 day maximum.
- Absence must be verified with doctor's excuse.
- Notify supervisor of absence 2 hours prior to work.
- Excessive undocumented absenteeism may lead to discipline up to and including termination.



Notes: pg 57

Sick days are provided to full time employees with a written doctor's excuse and proper advance notice to management. Eligible employees accrue ½ sick day per month up to a maximum of 6 days per calendar year.



Family and Medical Leave Act

FMLA (Family and Medical Leave Act)

Centerplate provides FMLA leaves of absences in accordance with federal and state law.

Please read the **FMLA Fact Sheet** given to you – the FMLA Fact Sheet has been **revised**.



Notes: pg 58

TRAINER tell employees to read the REVISED FMLA Fact Sheet

Employees with qualifying events and who meet eligibility requirements may request leave under the Family and Medical Leave Act. The employee must have worked one year and worked 1,250 hours. Employees meeting eligibility are allowed 12 weeks of unpaid leave during each calendar year for qualifying events, such as the “serious health condition” of the employee or a family member as defined, or the care of a child after birth, adoption or placement with the employee for foster care. The employee must provide notice and a medical certification for the leave, and must use accrued unused paid time off concurrently with the FMLA Leave. Group health benefits will continue during the leave, with the employee paying his/her regular share of premiums. The employee meeting certain conditions will be reinstated to the same or a similar job upon return to work.

[TRAINER tell employees to read the REVISED FMLA Fact Sheet].



Leaves of Absence



Military

- Granted in accordance with applicable laws.

Jury Duty

- Full time nonexempt employees paid difference between jury pay and regular pay.
- Written confirmation of service required.

Bereavement

- Full time employees are eligible for three consecutive paid days off, due to death in immediate family, as defined.



Notes: pg 59

Centerplate also provides full time employees with leave for jury duty and bereavement as set forth in the Handbook. Full time non-exempt employees are paid the difference between jury pay received and regular pay, while exempt employees are paid in accordance with federal wage and hour law. Full time employees are eligible for three consecutive paid days off in the event of a death in the immediate family, as defined. Military leave will be provided in accordance with law.



Disaster Emergency Procedures

- Your supervisor/GM will review your particular unit's disaster/emergency response plan.
- Know where all exits/entrances are located.
- Keep emergency phone numbers at your location.
- Follow emergency plan as instructed for your unit.



Notes: pg 60

Centerplate provides its employees and guests with safety and emergency procedures. Your GM/supervisor will review with you the disaster and emergency plans for your unit.



Other Frontline Training

- Responsible Alcohol Service
- Customer Service
- Employee and Food Safety
- Banquet/Catering
- Concessions
- Luxury Suites/Premium Services
- Merchandise



You are one of our most valuable assets – the more training we provide, the better we equip you to join Centerplate in “Executing Extraordinary Experiences” for our customers and clients.



Notes: pg 61

Please take the time to ask your trainer, supervisor or GM if you have questions from this orientation training session.

We will schedule other training sessions covering the topics listed on the screen.

Thank you for your attention and participation.



Orientation

Quiz Time

Name: _____

Date: _____

1. Centerplate is an equal opportunity employer.
True _____ False _____ (check one).
2. You must never clock in or out for another employee, as this is a violation of company policy. True _____ False _____ (check one).
3. You must clock in or out? _____ (pick one).
a. at the start of your shift. b. at the start of lunch/dinner.
c. at the end of lunch/dinner d. at the end of your shift.
e. all of the above.
4. If you are absent for three consecutive working days and fail to properly notify the Company, you will be terminated for job abandonment. True _____ False _____ (check one).
5. The Company can deduct taxes, insurance premiums and parking tickets from your paycheck. True _____ False _____ (check one).
6. Overtime must be approved in advance by a manager.
True _____ False _____ (check one).



Notes: pg 62

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Orientation

7. A collective bargaining agreement where a union is present may change the normal rules regarding hours of work and rate of pay. True _____ False _____ (check one).
8. A complete uniform requires a visible security or identification badge. True _____ False _____ (check one).
9. Centerplate encourages all employees to treat customers and other employees with respect.
True _____ False _____ (check one).
10. Diversity means that employees from different backgrounds can work together with their unique knowledge and ideas to create a positive and productive work environment.
True _____ False _____ (check one).
11. Diversity will result in: _____ (pick one).
 - a. lower prices.
 - b. more productive, satisfied employees.
 - c. more jobs.



Notes: pg 63



Orientation

12. Centerplate prohibits harassment, discrimination or retaliation based on: ____ (pick one).
a. sex, gender, religion. b. national origin, race.
c. disability, age. d. all of the above.
13. You must immediately report any type of harassment or discrimination to your supervisor, Corporate HR, your HR Manager or the Network Hotline. True ____ False ____ (check one).
14. Centerplate's electronic communications policy states that there is no expectation of privacy when using the company's computers, and that the Company can look at stored emails. True ____ False ____ (check one).
15. Centerplate's Confidential Policy requires you to protect: ____ (pick one).
a. secret information or trade secrets.
b. The GMs phone number.
c. The number of bathrooms at your facility..

By signing below you are saying that you understand the Orientation training and policies and will adhere to these policies.

Signature: _____ Date: _____



Orientation Training



Orientation Training end