



VenuWorks of Holland, LLC.

Part-Time Staff

Employee Manual

I. JOB DESCRIPTIONS

EXECUTIVE DIRECTOR

This individual reports to the Holland Civic Center Board and VenuWorks and is responsible for all aspects of administration and operation of the Civic Center. In addition, this individual is responsible for maximum and efficient scheduling of both facilities, research, development and implementation of all budgets, and to insure proper representation of Holland Civic Center Place and VenuWorks in the community.

BUSINESS MANAGER

This individual reports to the Executive Director and is responsible for performing financial recording and operational transactions and to insure their accuracy, completeness and financial integrity. The work involves balancing and maintaining accounts, compiling financial reports and monitoring the budget for adherence by Holland Civic Center Place staff. In addition, this individual administers Human Resources functions, as well as administering the Ticketing functions.

OPERATIONS MANAGER

This individual reports to the Executive Director and is responsible for the overall operation of the Civic Center. This individual is responsible for planning and directing the operations, maintenance and custodial activities of the Civic Center. This individual also administers all capital funding projects, supplies critical budgeting information and participates in long-term planning.

EVENT MANAGER

This individual reports to the Executive Director and is responsible for providing timely and accurate pre-event information. The dissemination of this information will insure essential direction for staffing, operations and event conversions. This individual coordinates any needs that our clients may require. This position is responsible for the supervision and management of the Holland Civic Center Place stage employees and technical department.

SALES AND MARKETING MANAGER

This individual reports to Executive Director and is responsible for the development and implementation of marketing plans for events at the Civic Center. In addition, the Sales & Marketing Manager implements and disseminates event-related information to the media and public in a timely manner via effective advertising campaigns, promotions and press releases as part of external marketing efforts.

ASSISTANT TECHNICAL STAFF

The individuals (brought in on need basis) assists the Management in supervision of set-up, production, and strike of A/V equipment held at the Civic Center.

II. GIFTS/GRATUITIES

No Holland Civic Center Place staff member may accept any offers of food, drink, merchandise, display items, or any other item from any client at any time. When staff members are offered such items, they are expected to courteously express that they are not permitted to accept such items. Under no circumstances should building personnel accept or request tickets or merchandise from show promoters or personnel. If any employee violates this strict policy, appropriate action outlined in the "Employee Code of Conduct" will be taken. This policy applies to both part-time and salaried employees. Please contact your supervisor if you have any questions regarding gifts and/or gratuities.

III. ORIENTATION PERIOD

As a new employee, you are regarded as being in an orientation period until you have completed six months of service. The primary purpose of the orientation period is to provide you with a learning period and to give the Company an opportunity to evaluate your performance.

During this period you will work closely with your supervisor to learn how to perform your job responsibilities and you will learn about Company policies, procedures, benefits, and work rules. You will be evaluated by your supervisor on your job performance, cooperation, dependability, and general ability for the job, among other performance factors.

Employees in the orientation period can be terminated at any time without prior notice, at the discretion of the Company. After completing the orientation period, you become a “regular” employee and your continued employment will be subject to the Company’s policies regarding rules of conduct and performance standards.

Like regular employees, employees in the orientation period must understand that your employment is for no definite period of time and that just as you may terminate your employment at any time without notice or cause, so too may the Company terminate or modify your employment at any time with our prior notice.

IV. DRESS

As a professional organization, only proper business attire will be accepted. If you have any questions, consult your supervisor for guidance.

We all work for the public and the public often judges us by our outward appearance. It is important that attire be appropriate for the job and that we portray a neat and clean image.

Civic Center

All Event Staff members must wear the standard uniform at all times. The uniform consists of black shoes, black slacks (no jeans), black socks, & a white, long-sleeved, button-down collared shirt. Shirrtails must be tucked in. In addition, Kitchen Staff must wear proper hair restraints.

Employees are expected to be groomed in a manner consistent with community standards and their position in the Company. Casual attire, including jeans, tee shirts or sweatshirts, will be considered inappropriate. Any employee appearing for work, whose dress is identified by management as inappropriate, for any reason, will be asked to leave and return acceptably attired. Should you have any questions regarding acceptable attire, please see your supervisor.

Employees of the Company will not display any buttons, pins or other materials associated with any political, religious or social causes, while working on the property at the Holland Civic Center Place.

Uniforms that are issued to employees should not be worn in any social setting not incidental to working an event. Please be conscientious that when you are wearing your uniform, the public will interpret you as a representative of the Holland Civic Center Place even if you are not working.

Uniform is defined as “any item with the Holland Civic Center Place name, logo, symbols, emblems.” This policy also applies to any items associated with the Civic Center, VenuWorks or the City of Holland. Employees should maintain a high standard of personal hygiene. This includes, but is not limited to, hair, uniform, clothing, and overall general appearance.

V. PERSONAL PROPERTY

The Holland Civic Center Place is not responsible for the safety of personal property. Therefore, it is in your best interest to keep items of value either at home or in your personal possession.

VI. SECURITY INFORMATION

All employees must treat the work product of the Holland Civic Center Place, as well as non-public information provided by and discussed with clients of the Company, as highly confidential. Each employee should, therefore, be cautious in discussing such work product and information with non-employees. Apart from clients, non-employees should not have access to the Company's work product. In the case of clients, only management-level personnel shall be given access to the Company's work product, and only such work product as is produced for the client. Caution should be exercised when leaving non-employees unattended in offices or other areas where company work product is located.

Any statement to any press organization must and will be made through the Director of Sales and Marketing or Executive Director.

VII. USE OF COMPANY PHONE OR CELL PHONES WHILE ON DUTY

The way our customers reach us in many cases is over the telephone. Therefore, phone lines must be kept available for business use. Personal phone calls are allowed, however, must be kept to a reasonable amount of time. All personal calls should be conducted during break time. All calls made to and from the Holland Civic Center Place are subject to monitoring and taping for evaluation purposes.

Event Staff are encouraged not to carry their cell phones with them while on duty. This not only prevents you from performing your job responsibilities, but also distracts patrons and your co-workers. If a Cell Phone is carried, it should be placed on vibrate or silent mode.

VIII. CORRECTIVE ACTION

It is the Company's policy to take corrective action in an effort to remedy an employee's misconduct or unacceptable performance. The corrective action taken will be tailored to address the nature and severity of each situation. Severe or flagrant violations may result in immediate termination.

IX. ANTI-HARRASSMENT

The Company is committed to providing a work environment that encourages mutual respect and is free of unlawful harassment, discrimination and bias. The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including supervisors and co-workers. The law also prohibits unlawful harassment by any employee towards customers, vendors, contractors and persons working or visiting on the Company's premises and third parties are prohibited from unlawfully harassing an employee.

Prohibited unlawful harassment includes, but is not limited to, the following: any harassment or use by anyone in its employ of any derogatory epithet (whether verbal, written or gestural) based on race, color, creed, sex (including pregnancy), religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic information, gender identity, sexual orientation, military status, or any other consideration made unlawful by federal, state or local laws; or sexual harassment, defined as:

- unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature; or

- any form of sexually offensive behavior including gender-based harassment of a person of the same sex as the harasser when;
 1. submission to the conduct is made explicitly or implicitly a term or condition of an individual's employment,
 2. submission to or rejection of the conduct by an individual is used for employment decisions affecting an individual, or
 3. such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment.

Any employee violating this policy will be subject to disciplinary action up to and including termination of employment.

If you believe that this anti-harassment policy is being violated, either with respect to yourself or with respect to another employee, you are strongly encouraged to report that belief immediately, either:

- to your supervisor (either in writing or personally), or
- to your supervisor's superior, if you believe your supervisor is violating this policy, or
- to Corporate HR or the Company President
- to the Employee Concerns Hotline, a toll free telephone number answered by HR Professionals at Aureon HR; the number is (877) 782-9179

DO NOT TOLERATE THE SITUATION, AND DO NOT ASSUME THAT THE COMPANY IS AWARE OF AN INCIDENT. REPORT ALL INCIDENTS OF DISCRIMINATION AND HARASSMENT. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of one of the other Company designated representatives identified above.

Upon notice of an employee's concern about being harassed, the Company will act to stop any further harassment and to correct any effect of the harassment and will:

1. Inform the complainant of his or her rights and of any obligation to secure those rights;
2. Promptly investigate the complaint. The investigation will be immediate, thorough, objective and complete. We will make diligent efforts to interview all persons with information on the matter.
3. Take prompt and effective action to remedy/correct harassment.
4. Respond in a timely manner to any complaint of harassment describing the disposition of the complaint and any action taken in resolution of the complaint.

Retaliation Is Strictly Prohibited

In addition to prohibiting discrimination and harassment in the workplace, state and federal law also prohibits retaliation. One type of retaliation occurs when the Company takes adverse action against an employee who complains about harassment or discrimination if such action may likely discourage a reasonable employee from making or supporting a claim of harassment or discrimination. Harassment and discrimination may be based on a protected status as outlined in the Company Equal Employment Opportunity policy as well as protected activities such as testifying at or providing information related to a labor investigation, filing or having filed a workers' compensation claim, or whistleblower status. Examples of adverse action may include, depending on the circumstances, demotion, failure to promote, termination, change of work hours or change of job duties. Another type of retaliation occurs when co-workers ostracize, employ derogatory epithets (verbal, written or gestural) against or otherwise harass an employee because he or she has complained about discrimination or harassment.

It is illegal to retaliate against an employee because he or she complained about harassment or discrimination, even if no harassment or discrimination ever happened. Company policy STRICTLY PROHIBITS any form of retaliation against an employee because he or she complained about harassment or discrimination. If you feel you have been retaliated against based on a complaint, please notify Corporate HR immediately.

X. ATTENDANCE AND CALLING PROCEDURE

Regular attendance and punctuality are conditions of employment that must be observed. It is recognized, however, that everyone may occasionally be absent from work for unavoidable reasons. If you find it necessary to be absent, you must notify your supervisor of the reason and secure approval in advance. If advance notice is not possible, notify your supervisor prior to your scheduled starting time so that, if necessary, arrangements may be made to reassign your work.

Employees absent from work without having notified his/her immediate supervisor of the absence or the reason for it will be disciplined according to the Code of Conduct.

Calling Procedure

Calls will originate from the designee of the Management on a predetermined day. The designated person will call staff and offer some of the calls available during the following month to each person called. Decisions as to whom to offer particular assignments and how many assignments to offer each person will be based upon many factors to include: employee's service record, needs of the event, amount of work available during the month, and number of employees on the roster.

Calling Back

If you are not home or unable to take the call and a message was left on your answering machine, you should return the call as soon as possible if a number was left for you to call.

Working More Hours

If you are interested in working more events than you were originally called for, you may call the Civic Center. Management will state what events have open slots, the call time and date, and you will have the opportunity to fill these additional positions.

XI. PARKING

Event Staff are responsible for making their own parking arrangements while working at the Holland Civic Center Place. Parking tickets will not be paid by the Civic Center. The Holland Civic Center Place does not guarantee parking for its employees.

XII. LOST AND FOUND

All items found in the Holland Civic Center Place an event should be taken to the Administrative Offices as soon as possible. Event Staff should direct patrons to the Main Office to recover lost and found items. If items are found after the show is over, give them to your supervisor so that they may be turned in to the Civic Center Administrative Office at the beginning of the next business day.

XIII. EVENT STAFF EMPLOYEE GUIDELINES

General Information

- Report to work through designated employee entrance.
- Be punctual and ready to work at the assigned time.
- Adhere to established payroll procedures by punching in and out on the time clock. You may not be paid on time, or correctly, if you do not follow the proper payroll procedures.

- Only working employees will be permitted to enter the facility prior to the official door opening. All others must wait outside the facility until doors open to the public, entering with the appropriate ticket.
- Never bring friends or family to an event without a ticket.
- Friends, family or employees with tickets are not allowed in the facility until the doors are open to the general public, and are only allowed in public areas.
- Have a working knowledge of the facility and type of event.
- Practice and maintain good safety habits and standards.
- No smoking anytime while on a position in view of the public.
- No eating or drinking at any time while at a duty station. There will be a break area assigned for this purpose.
- Be responsible for any uniform or equipment used during events.
- Maintain the condition of your uniform and a neat appearance at all times by keeping with the dress code and position of responsibility.
- Cooperate and work with fellow employees and management.
- Avoid excessive conversations with fellow employees and patrons during your shift.
- Do not enter areas that you are not authorized to enter.
- Use of alcoholic beverages or illegal or noted substances while in uniform or on duty is strictly prohibited.
- Profanity, disrespect, or rudeness to patrons or co-workers will not be tolerated at any time.
- Never leave your position unless you are involved in an emergency, another employee relieves you, or you have a supervisor's permission.
- Report solicitors or ticket resellers (scalpers) to a supervisor immediately.
- All employees of the Holland Civic Center Place are disqualified as participants in any promotion or giveaway during any type of event.
- Report any change in your address or phone number to the administrative office immediately.
- Refrain from conversations on or off duty with any member of the media and others concerning issues connected with the Holland Civic Center Place.
- Follow all written and verbal directions.
- Observe and follow any special instructions given by a supervisor regarding assignment, location, event information, breaks, etc.

Customer Service

- Be outgoing. You are here to help people. Some people are embarrassed to ask for directions to their seats. Use phrases like, "May I help you?" and "Are you finding your way alright?"
- Always be courteous, even if it hurts. No one can criticize courtesy. Ushering takes diplomacy.
- When assisting someone to his or her seats in your assigned section, simply show them the proper row and seat. If a large crowd comes at once you may only have a chance to verbally show the proper seats. Suggestion – when helping smaller children without an escort or older people, take them directly to their seats. It may take less time to show them the exact seats then to explain verbally where their seats are.
- When assisting someone to their seats in a section other than yours, do your best to point them in the right direction and tell them to look for someone in a uniform like yours.
- When attempting to seat patrons, whose seats have been taken by other people, simply ask the people already seated for their tickets. If they are indeed in the wrong seats, direct them to the correct location. If they refuse to move, call for a floor manager via the radio. Duplicate tickets should not be a problem with our fully computerized ticket selling system, carefully review the tickets, duplicates are incredibly rare.
- When seating someone, who is obviously having mobile difficulty, assist him or her as much as possible. If you are unable to do this alone, call a floor manager or other event staff usher to help you.

- Due to the design of the building, patrons using wheelchairs are not permitted on the second level of the Holland Civic Center. Patrons requiring accessible seating should be directed to the accessible section on the main floor. If someone asks you about wheelchair accommodations for future events, tell them accommodations will always be provided and it would help the Center if they call the Civic Center Administrative office in advance to inform us of their coming.
- During shows when flashlights are needed, take the initiative to help people to their seats.
- When the handicapped or elderly are moving out, use your light to assist them.
- Remember, when the lights are out, your flashlights are the only source of light. There are no footlights on the steps.

First Aid and Emergency Assistance

- If someone claims to have medical problems in relation to their seats, (i.e. high blood pressure, limb circulation, scared of heights, etc.), pull them aside and ask for assistance from your floor manager. The floor manager will determine the extent of the problem. If necessary, call the Manager on Duty.
- If the problem is crucial, (i.e. heart attack, broken limb, etc), do three things:
 1. Get immediate assistance from a Floor Manager or Police Officer
 2. Notify the Civic Center Management
- If the problem is not so crucial, (i.e. bruise, small cut), assist the victim to the first aid room.
- If you are uncertain if the problem is crucial or not, then consider it crucial.
- All incident reports are considered confidential. Information surrounding the incident should only be discussed with a supervisor. Attempt to have the distressed patron fill out an incident report.

Children

- Some children are admitted without tickets (depending on the event or show), this applies if they are under 2 years of age and will sit on an adult's lap through-out the show.
- If children are running, slow them down. Don't let them throw things, hang over the railings, or sit on the steps.
- If you come across a child that appears to be lost, ask if you can help them. If they are lost, contact a Civic Center Management.
- Some groups of children will enjoy moving from seat to seat, section to section. This is distracting to patrons and should be stopped.

Smoking

- Advise the person smoking that the Civic Center is a non-smoking facility. and then direct them to where smoking is allowed. If they do not immediately comply, contact Management.

Breaks

- Everyone needs a break, but wait to take your 15 minute break until you are relieved by the designated member of event staff who is giving breaks.
- When you are on a break, please use your time away from your post in a designated break area only. Remember you are wearing a Company uniform and patrons may not be aware that you are on break.
- You are not permitted to have food or drink at your duty station.

Congregation

- Do not lean against the railings during performances. It can obstruct someone else's vision and/or cause congestion.
- Patrons are not allowed to congregate on the stairways or along the walls.

- If someone violates one of the above, give them a few minutes to move on their own before you approach them.
- Some people like to look around the Center before finding their seats, especially if they have never been to the Center before. This is allowed for a short period of time, providing this doesn't cause congestion.

Event Staff Placement Guidelines

General Guidelines (at each position)

- Do your best to keep your area clean.
- Never leave post unattended.
- Do not leave your job assignment until you have been authorized to do so.
- Familiarize yourself with the arena and any situations that might require special attention.
- Radio should remain on channel in place when issued.
- Always be polite and courteous when speaking with patrons.
- Do your best to keep your area clean.
- Report any big spills or messes to maintenance/management.
- Any property (flashlight, radio, scanner, etc) of the Holland Civic Center that is dispersed to you, must be returned at end of the shift.

Ticket Scanning/Taking Guidelines

- Greet patrons as they enter "Welcome, may I see your ticket please?"
- Ticket takers always stand inside the doors close to the threshold of doorway.
- Scan as appropriate or tear off the right end of the stub at the perforated line and retain the stub if the ticket is not scanned.
- Check every ticket text to verify ticket is for the current event
- Offer direction to patron's seat location when you tear the ticket
- Radios must be on and properly worn.
- Monitor doorways closely to insure the no re-entry rule is explained and enforced.
- If you are approached by a patron while you are busy scanning or tearing tickets, do your best to politely help the patron as quickly as possible. For complaints simply notify Floor Manager over the radio and ask the patron to please wait nearby until the Floor Manager arrives.
- Always be polite and courteous when speaking with patrons.
- Be sure to turn in all tickets to be counted in the drop count, if scanning was not utilized.
- Only authorized persons can collect drop count.
- Do not give any ticket information to anyone other than building personnel.
- Please do not sit, or lean against objects while taking tickets.
- If media arrive at your door, kindly ask them to step aside and call for a Marketing department representative on radio channel assigned. If you are unable to reach them notify Floor Manager for assistance.
- Report any big spills or messes to maintenance on channel assigned, wait for confirmation. Be sure to give your name and location.
- During events where re-entry is allowed ticket takers will be asked to stamp hands.
- Ticket Takers may also be instructed to click count patrons for drop count.
- Communicate via radio to Event Staff stationed at the accessible area when physically challenged patrons are arriving to request additional assistance if necessary.
- Watch for items that are prohibited from the arena.

Door Guard Guidelines

- Check the exterior of the door before your shift starts to ensure that nothing is obstructing the exit way.
- Check the interior area of the door to ensure that the exitway is not blocked in any way prior to the beginning of your shift.
- Offer assistance to patrons who appear to need direction.

Usher Guidelines

- Always approach patrons and offer assistance. Example “May I help you” or “Are you finding everything alright?”
- When assisting patrons to their seats, simply show them the proper row and point out seat locations. (Seating is numbered left to right facing the seats, right to left if standing behind the seats.)
- When assisting someone to seats in a section other than yours, point out the section and tell them to look for someone in a uniform like yours.
- When assisting young children to their seats, it may be easier to show them directly to their seats rather than giving them detailed instruction.
- When attempting to seat patrons whose seats have been taken by other patrons, simply ask the patrons already seated for their ticket stubs. If they are in the wrong seats direct them to the correct seats. If seated patrons refuse to move to their correct seats then call a Floor Manager. If they appear to have duplicate tickets report the situation to a Floor Manager or supervisor to assist.
- Keep an eye out for patrons disregarding rules. (smoking or climbing the railing, etc)
- Assist patrons by pointing your flashlight at the stairs when you see a patron walking up or down dark stairwells. Remember that there are no footlights in the arena.
- When seating a patron with special needs, do your best to seat them comfortably.
- Patrons leaning on the railing should be asked to take their seats.
- Employees are expected not to lean on the railing either.
- Frequent walk through of the restrooms help to discourage vandalism and smoking. Floor managers may deploy staff to restrooms for this purpose.
- Do your best to remain approachable to the patrons. Keep an eye on your section(s) to remain helpful to our patrons!
- Keep an eye out for tripping hazards.
- One patron per seat, patrons are not allowed to sit or stand in stairwells.
- Do your best to keep your area clean by throwing away beer cups or any other large objects that could be a potential tripping hazard.

Lobby

- Greet patrons as they enter.
- Assist patrons with special needs by holding the door open for them.
- Direct patrons with tickets into the arena.
- Direct patrons without tickets to the ticket window.
- Look for patrons bringing in prohibited items and advise them to take items back to their cars or throw them away before entering or getting in line to enter.
- Keep an eye out for anything unusual or suspicious.

- Report any special need patrons to the accessible ramp usher when possible.
- Report any traffic obstructions (trains, accidents, and roadblocks) that may effect the flow of event traffic to the Floor Managers on duty.
- Report any unauthorized vendors or ticket re-sellers (scalpers) immediately.

Guest Services (Based on Event Needs)

- Lay out all Guest Services material found in Guest Services box.
- Test hearing augmentation equipment and batteries as soon as available to do so. Report any problems with headsets to a Floor Manager.
- Read through Guest Services binder for upcoming event information.
- Familiarize yourself with the materials at the Guest Services booth.
- Check with the Guest Services Manager about availability of earplugs before shift begins.
- Make sure all information available is current by checking the dates on the pamphlets.
- Feel free to call on a Floor Manager if you need help of answers for any situations.
- Turn in any lost and found items that have not been claimed to the Guest Service Manager at the end of the event.
- Please take notes on the most common questions, complaints and issues, and turn in notes to the Guest Services Manager at the end of the event.

Accessible/ADA Patrons

- Assist patrons with special needs to their seats.
- Limit the number of patrons accompanying accessible patrons to ensure enough seating will be available to other accessible patrons.
- Do not allow patrons to climb the accessible ramp from the outside or lean on the rails around the ramp.

Accessible/ Family Restrooms

- Direct patrons without special needs or small children to the restrooms on the South side of the arena floor. (Elderly patrons with limited mobility may be an exception)
- Check restroom frequently for cleanliness.
- If accessible restroom is in an unauthorized public area, meet patrons at the access point to direct them to the restroom.

Search – WHEN NEEDED

- Watch for prohibited items.
- Do not touch patrons. Ask patrons to empty their pockets, show their waistband, ankles, take off their hats, and if necessary, open their purses.
- Patrons caring prohibited items will be given two options only: Take it back to their cars or throw it away. We will not return items to them that have been thrown away.
- Any patrons refusing to be searched will not be admitted into the arena.
- Search patrons one at a time. Female event staff search female patrons, male event staff search male patrons.
- Never place your hands inside the purse of a patron.
- If an item is questionable call on the outside Floor Manager for assistance.
- When the line has died down search staff may be re-assigned.

- If you are working search dress accordingly.
- Any illegal items presented by the patron should be brought to the attention of the Police Officers standing near by.

XIV. GENERAL POLICIES FOR THE HOLLAND CIVIC CENTER PLACE

Entry Policy

In an effort to safeguard our patrons, food, bottles, cans, coolers, beverages, incendiary devices or the like, knives or weapons of any type, laser pens, aerosol cans, packages, helium balloons, parcels or items (the contents of which are not displayed) are not permitted within the Holland Civic Center Place.

Re-Entry Policy

The Holland Civic Center Place maintains a no re-entry policy unless specifically mentioned in the event briefing. Deviation from this policy may only be made by the administrative staff, Manager on Duty, Floor Manager or Guest Services Manager.

Cameras/Video/Audio Equipment

Cameras and any type of video or audio equipment may be prohibited in the Holland Civic Center Place for certain shows. Patrons should be notified of the policy at the entrances to the facilities whenever possible. Occasionally, cameras are allowed at events. If there is an exception, you will be notified in the event briefing.

Illness/Absence

While the Holland Civic Center Place does not wish to have an employee work while they are ill, it is necessary to give timely notification to find a replacement. It is the employee's responsibility to notify the administrative office and their supervisor based on the guidelines of the Code of Conduct.

Disciplinary Actions

To insure the utmost customer service standards, the staff will function under stringent disciplinary standards. These standards will serve as a guide for which all employees will be held accountable. Disciplinary measures will range from verbal warnings to immediate termination. All staff members will be held accountable under these standards from the beginning of their first shift. Any person, who feels that the disciplinary actions taken against them are unjustified, may appeal their case. However, appeals must be done in writing within 48 hours of notification of their status, and presented to the administrative office.

Work Schedules, Shifts, and Reporting for Work

Event Staff will be notified via contact with their supervisor or guest services personnel as to when they will work. When possible, notification will be made well in advance. However, due to cancellations, illnesses, and absences, a situation may arise where short notice is given.

Event Briefing

Prior to most events, a briefing session will be conducted approximately 30-45 minutes, depending on whether a training module is scheduled, before the doors are scheduled to open. All employees working the event are required to attend this meeting.

Radio Procedures

- Listen to insure the channel is clear. Do not cut in on existing radio transmissions.
- Talk in a normal tone of voice and never shout into the radio.
- All communication, regardless of their nature, must be restricted to the minimum practical transmission time.
- Be alert for urgent or emergency calls and stop all non-essential traffic on the radio until the emergency has cleared.
- Acknowledge all calls promptly.
- Use of vile or profane language on the air is a violation of federal statute, as well as department rules and regulations. This will result in disciplinary action.
- Remember that everyone can hear anything that is said over the radio!

Preventative Security

Preventative security is probably the single most important procedure that must be learned, used and constantly improved on by every member of the staff. "Preventative Security" is the term applied to a technique that prevents incidents by eliminating or minimizing the hazard or hazardous behavior by all employees regardless of position or department. Incidents may be caused by factors in the environment.

An important aspect of preventative security is to know what to look for:

- The ability to know signs of impending trouble in the environment.
- To recognize and anticipate disorderly actions or behavior of patrons.

Always be alert for any situation that may be dangerous to any patron and try to eliminate these dangerous situations. If a dangerous situation cannot be eliminated, do not let patrons have access to a hazardous area, until hazardous conditions are eliminated. In other words, take the necessary steps to protect the patrons, but do not endanger yourself.

Crowd Management

The Holland Civic Center Place is capable of housing large capacity crowds. Controlling and overseeing the movement of patrons from the moment they enter the building until they depart is a vital function of our operation. The safety and well being of every person connected with the building events is essential for a successful operation.

Illegal Vendors

Only the contracted concessionaire personnel may vend or hawk goods such as pennants, food items, souvenirs, flowers, etc., on the facility property. Personnel observing persons hawking or vending unapproved goods should notify a member of management.

Ejections

Only police or facility management has the authority to eject persons from the facility. Administrative staff or law enforcement personnel must document all ejections. This documentation should include the individual's name, age and reason for being ejected.

XV. GENERAL PATRON RULES FOR THE HOLLAND CIVIC CENTER PLACE

The following is a list of general patron rules that you will be asked to enforce. These rules should be followed for any type of event. Any deviations or interpretation of these rules must be cleared through the management of the facility.

1. Patrons may not bring or sell any type of food, candy, beverages, tobacco product, or program in the facility. Only employees of VenuWorks/or their representative, may sell food products in the Civic Center unless other arrangements have been made prior to the start of the event.
2. All patrons entering the facilities for any type of event must have a ticket or proper event credentials.
3. Standing on chairs and sitting on seat backs is prohibited.
4. Standing in the aisle while an event is in progress is prohibited.
5. Everyone must sit/stand in the location that matches the section, row and seat number that is on their ticket with the exception of events with general admission seating.
6. Only one person is allowed to occupy a seat at a time.
7. Standing in aisles is prohibited by order of the Holland Fire Department. Persons doing so must be asked politely to return to their ticketed seats.
8. Patrons entering the facility for an event must enter through the designated entrances only.
9. Ticket resale (scalping) on the facility property or adjacent property should be brought to the immediate attention of facility management.
10. Any person observed defacing, damaging, or destroying facility property or grounds, or fighting or other illegal activity should be kept in sight until a police officer arrives to question the person. The person should not be physically detained by anyone other than a police officer.

NOTE: Only police or facility management has the authority to eject persons from the facility. All ejections will be documented as outlined previously.

Americans with Disabilities Act (ADA)

The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.

To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

ADA Title I: Employment

Title I requires employers with 15 or more employees to provide qualified individuals with disabilities an equal opportunity to benefit from the full range of employment-related opportunities available to others. For example, it prohibits discrimination in recruitment, hiring, promotions, training, pay, social activities, and other privileges of employment. It restricts questions that can be asked about an applicant's disability before a job offer is made, and it requires that employers make reasonable accommodation to the known physical or mental limitations of otherwise qualified individuals with disabilities, unless it results in undue hardship. Religious entities with 15 or more employees are covered under title I.

Title I complaints must be filed with the U. S. Equal Employment Opportunity Commission (EEOC) within 180 days of the date of discrimination, or 300 days if the charge is filed with a designated State or local fair employment practice agency. Individuals may file a lawsuit in Federal court only after they receive a "right-to-sue" letter from the EEOC.

Charges of employment discrimination on the basis of disability may be filed at any U.S. Equal Employment Opportunity Commission field office. Field offices are located in 50 cities throughout the U.S. and are listed in most telephone directories under "U.S. Government." For the appropriate EEOC field office in your geographic area, contact:

(800) 669-4000 (voice) (800) 669-6820 (TTY)

www.eeoc.gov

For information on how to accommodate a specific individual with a disability, contact the Job Accommodation Network at:

(800) 526-7234 (voice) (877) 781-9403 (TTY)

<http://askjan.org>

ADA Title II: State and Local Government Activities

Title II covers all activities of State and local governments regardless of the government entity's size or receipt of Federal funding. Title II requires that State and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g. public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.



Received, Reviewed, & Signature

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

SIGNATURE

Printed Name		Date:	
Signature			

Facility Representative:		Department:	
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