

STADIUM / STAFF POLICIES

ALL



- Proper uniforms
- Respect authority and always remain professional.
- Do not leave post without permission **and** coverage.
- No phones while on shift.
- Do not allow guest to stand in stairways or platforms
- **DO NOT SELL ACCESS!**
 - Do not sell wristbands!
 - DO NOT RECEIVE FUNDS FOR ANY REASON!
 - Venmo, Zelle, CashApp, Cash, PayPal, etc. is a NO!
- No smoking (cigarettes, marijuana, vapes) allowed inside the stadium.
 - Smoking deck on E side (FANS/GUESTS ONLY)
 - All ramps allow smoking but only on each level on the far side from the door.
 - Staff are to not use the elevators once the event has started. Please use ramps/stairwells.

Exceptions for those who are ADA staff

DAY 1: NEED-TO-KNOW INFORMATION

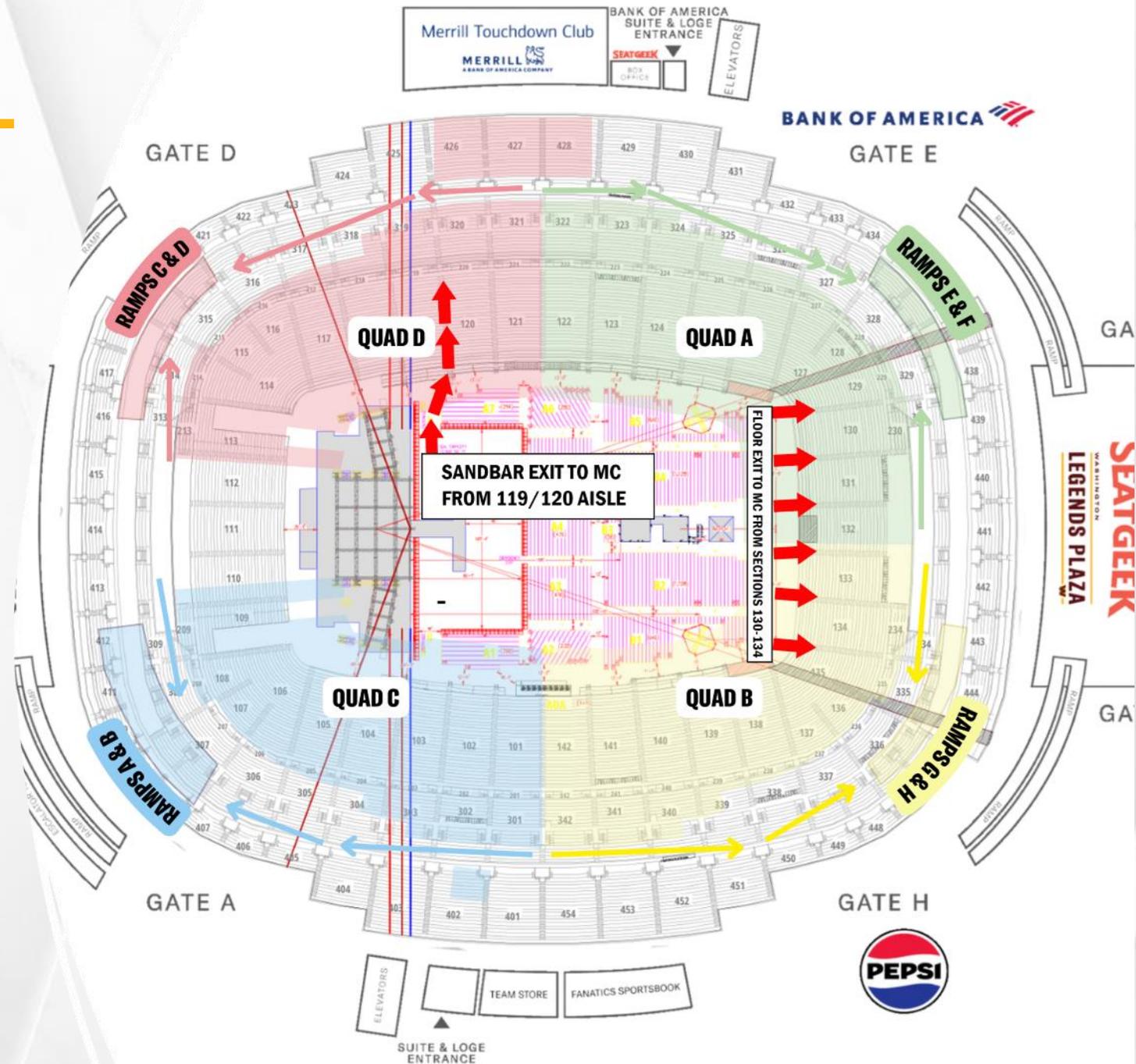
- Event Assignment:
- Your event assignment will be given to you after you clock-in at ECI
- BEST: Meet at ECI picnic tables to get instruction from COM staff on where you should be deployed for your event assignment
- COM: Please go to respective briefing location that was communicated to you by your manager/supervisors
- Learn Your Area:
- Bathrooms, concessions, merchandise, stairwells, Guest Services booths, etc. so you can assist guests with event inquiries.
- Ensure your area is clean and ready for guest arrival (i.e. pick up any trash, alert supervisor to any broken seats/other items, etc.)
- Metro:
- If you are taking the Metro after your shift, please let your supervisor/manager know at the **BEGINNING** of your shift.
- Some concerts run late, and supervisors/managers will alert staff if the metro time will be extended

SHELTER IN PLACE



EVAC MAP

- VIP Pit & Floor
- -Ushers-Clear ADA section & Dream Seats
- (ADA guests-Tunnel Club, Dream Seats-MC)
- 4 Quads
 - Quad A
 - Quad B
 - Quad C
 - Quad D
- 8 Pedestrian Ramps
 - Quad A (Ramps E & F)
 - Quad B (Ramps G & H)
 - Quad C (Ramps A & B)
 - Quad D (Ramps C & D)
- *Greeters- Close fan entry gates and direct fan to respective closest ramps
- *Ushers-Clear assigned seating bowls (MC-stay on MC, Club-glass doors, UC-have fans go to closest respective ramp)





**RESPECTFUL WORK
ENVIRONMENT**

- **Sex/Gender/Gender Identity/Gender Expression/Sexual Orientation**
- **Race/National Origin**
- **Disability (Physical and Mental)**
- **Medical Condition**
- **Religion**
- **Marital Status / Pregnancy**
- **Age**
- **Genetic Information**
- **Any other federal or state-protected characteristic**

We are committed to providing a work environment free of sexual harassment and harassment based on protected characteristics.



What can lead or contribute to harassment?

Verbal:

Inappropriate/Unwelcome Jokes, Comments, Threatening, Quid Pro Quo

Physical:

Inappropriate/Unwelcome Gestures, Touching, Personal Space, Blocking, Leering

Electronic:

Inappropriate/Unwelcome Email Messages, Texts, Social Media Comments/Posts, Photos, Screen Shots and websites

**Can occur outside of the workplace or outside of work hours or with third parties*

1

RESPONSIBILITY



It is every employee's responsibility to immediately report harassing or discriminatory behavior so it can be promptly investigated.

2

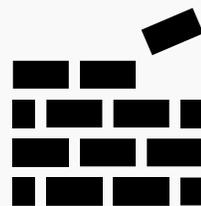
ACTION



Regardless of position level or if someone is a vendor or third party, we will take prompt action to stop conduct, so it is not repeated.

3

INVESTIGATION



Prompt action will be taken to confirm facts and resolve disputed facts.

4

ACCOUNTABILITY



Anyone found to have engaged in harassment or discriminatory behavior will be disciplined up to and including termination

IF YOU SEE SOMETHING, SAY SOMETHING, DO SOMETHING

How do I report a concern?

***Contact a Supervisor or Manager**

***Commanders Contact People Operations**

James Yezek - (703) 955-6796

***Use the Ethics Hotline:** Call (844) 904-1768 or Visit
commanders.ethicspoint.com

***Non-Event Day - Stadium Security Command Center:** (301)-276-
6600

***For Game Day Assistance (301) 276-6100 or Text "SAFE"**
to (703)266-6263



No Retaliation

Reports of retaliation will be investigated in the same manner and with the same consequences up to and including termination.

Report retaliation immediately to:

- Supervisor or Manager
- People Operations/HR Team
- Ethics Hotline: Call (844) 904-1768 OR visit commanders.ethicspoint.com



GUEST INTERACTIONS

DO

- Respect our guests
- Be honest
 - Don't promise something we can't deliver
- Take responsibility
 - Own your errors and quickly rectify them
 - Handle the issue from start to finish; don't pass the buck
- Put yourself in their shoes
- Express gratitude



GUEST INTERACTIONS

DON'T

- Act indifferent (like you don't care)
- Ignore feedback
 - This is what helps us grow as an organization
- Be afraid of complaints about you or your team members



COMMUNICATION: ATTENDANCE

COMMANDERS GAME DAY ATTENDANCE

- We expected everyone to work **ALL** Summer Series and NFL Games.
- If a Team Member will be absent, they **MUST** notify their GS Team Manager
- Absences will be documented and if there are too many, separation of employment will be considered.
- You **MUST** communicate to your manager 2 days before day of the game.

BEST GAME DAY ATTENDANCE

- All communication from BEST employees must be sent to Ed or Rick with BEST.
 - Any emergencies, lateness, no shows etc.