

# **Hildebrand Concessions**

## **Employee Handbook**

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## (1) WELCOME

You are now a team member of Hildebrand Concessions. We have been taking care of our State Fair Grandstand guests for more than 25 years, and take pride in the job that we do.

We strive to make sure that every concert-going guest that visits any of our concessions leaves having had a great experience. The concerts here at the Grandstand represent some of the best entertainment in the country. All our guests are here to have a good time, and we want to insure that they have that "good time". We also want to insure that while they are here, they are treated to great food and beverages, their favorite beer or wine, and above all, great service. That's your job!

Remember, first and foremost.... **It's an honor and a privilege to serve the patrons of the Great Minnesota Get-Together!**

You will receive this handbook \*, a confirmation sheet that you will need to sign and return to the office stating that you have read and understand all rules and regulations\*, a separate menu and beverage option information and pricing handbook\*, a first night check in instruction sheet \*, your uniform shirt and picture ID, and a gate admission ticket for your first evening shift. Make sure to read all information\* thoroughly.

This Handbook explains policies and procedures - all of which are designed to assist you in meeting the needs of all concert going guests and to make Hildebrand Concessions a satisfying and rewarding place to work.

The contents of your Employee Handbook are presented as a matter of information. The Company reserves the right to modify, revoke, suspend, terminate, or change any or all of the information contained in the Handbook and any plans, guidelines or procedures, in whole or in part, at any time, with or without notice.

You should be aware that Hildebrand Concessions is an at-will employer and that you are hired at-will. Just as you may voluntarily leave at any time, your employment may be terminated at any time, with or without cause, and with or without notice at the option of the Company.

## (2) POLICIES

### EQUAL EMPLOYMENT / AFFIRMATIVE ACTION POLICY

The Company is committed to creating a quality work environment which makes full and effective use of the talents and contributions of all employees without regard to age, color,

gender, pregnancy, national origin, race, religion, sexual orientation, disability, genetic information, status as a disabled veteran or veteran or any other status protected by federal, state or local law. It is therefore the Company's ongoing policy and practice to provide equal opportunity in employment to all employees and job applicants.

## **NO HARASSMENT POLICY**

The Company is committed to maintaining a quality work environment free of harassment. It is the policy of Hildebrand Concessions to expressly prohibit our employees from engaging in harassment based on age, color, gender, pregnancy, national origin, race, religion, sexual orientation or disability.

In particular:

- Creating an intimidating, hostile or offensive work environment.
- Unreasonably interfering with an individual's work performance.
- Sexual harassment, unwelcome sexual advances, requests for sexual favors, or conduct of a sexual nature is expressly prohibited.

The following are examples of unacceptable behavior: slurs, jokes, threats, and derogatory comments.

Upon notification, all complaints will be promptly investigated. If upon investigation, it is found that a violation of this policy has occurred, appropriate and immediate action will be taken, up to and including termination. Retaliation or reprisal against persons who initiate complaints or assist in the investigation of a complaint relating to this policy is prohibited. Should you have any questions regarding this policy, please contact your supervisor, or a member of management. The Company does not tolerate or condone retaliation against employees for raising concerns or questions regarding a possible violation of the Code that they reasonably believed to have occurred.

## **POLICY REGARDING ALCOHOL AND ILLEGAL DRUGS USE**

It is our goal to establish and maintain a safe and healthy work environment. Employees who work while under the influence of illegal drugs or alcohol present a safety hazard to themselves, their co-workers and the public and will not be tolerated. Moreover, the presence of illegal drugs and alcohol in the work place limits our ability to perform at the highest levels and provide our guests with quality service. If you have any reservations about working in an environment where illegal drug and alcohol use is not tolerated, you should reconsider whether or not you wish to be employed at the Company.

If it has been determined that you are under the influence if you have an illegal drug and/or alcohol in your system at any detectable level, ("illegal drug" includes controlled drugs as well as legal drugs not being used appropriately or by the person for whom they were prescribed.) will constitute immediate termination.

Any employee who is charged by a law enforcement agency with illegal drug activity, either on or off the job, may be considered to be in violation of this policy. In deciding what action to take, management will take into consideration the nature of the offense charged which will include:

- The sale or furnishing of illegal substances at any time, on or off the job.
- Engaging in disorderly conduct under the influence of alcohol or illegal substances in and around the Grandstand or Fairgrounds while wearing a Company uniform.
- Furnishing alcohol to minors, on or off the job.

As a condition of continued employment, each employee of the Company is required to abide by the terms of this policy.

### **(3) TOBACCO-FREE WORKPLACE**

The Minnesota State Fairgrounds are now a smoke free environment. There are designated smoking areas for guests. These areas are not for the use of employees. Smoking, chewing tobacco, snuff and other tobacco products are not permitted in view of the guest or in offices, restrooms, check in office, Company vehicles and buildings or near any concessions. You are expected to refrain from tobacco use anywhere in the workplace.

### **ATTENDANCE AND PUNCTUALITY**

Regular attendance to the agreed to schedule and punctuality is important to operations and your fellow employees. Regardless of the job you may perform, your punctuality and attendance is essential to our operations. Unexcused absences and tardiness place additional burdens on your fellow employees and reduces our ability to provide a quality experience for our guests.

If you are going to be absent or are unable to report to work on time you must call the office in advance of the start of your shift. Leaving messages with other employees or on voicemail is considered improper notification and is not acceptable. Two consecutive days of unexcused absences (no call/no show) will constitute job abandonment, a voluntary separation of employment and will result in a no-rehire status.

## GROOMING STANDARDS AND UNIFORMS

It is important that the impression we give our guests in both service and appearance is professional and friendly. Our focus is on presenting a guest-friendly style. We believe it is possible to allow employees to express their individuality and at the same time meet our guest-friendly and professional appearance standards. Some piercings and tattoos may be subject to being removed or covered at our discretion.

One uniform shirt will be provided at no charge. All food & beverage, beer and wine handlers will be provided with a cap or a visor. All employees are required to keep their shirts, caps, visors, etc., clean and presentable. If you "forget" or require a replacement of shirts, caps, or visors, you will need to purchase each on sight from the office before your shift start. Shirts are \$30, caps and visors are \$10.

Long hair will be required to be in tied back, in a ponytail or braided. All jeans, long pants, or shorts must be at the waist ..... no low hanging pants, jeans, etc., allowed.

Gum chewing, smoking, chewing tobacco, is prohibited in front of guests and while in any concessions. Smoking in the workplace, including the office and check in area while gates are open, is prohibited.

## GATE ADMISSION TICKETS

It is Company policy to provide admission tickets to every employee for every shift they have agreed upon and are required to fulfill. These tickets have all been purchased by Hildebrand Concessions from the Minnesota State Fair for the express purpose of providing gate entrance for each employee. You will receive a ticket each night for your next evenings shift. Once you have received your ticket, you are expected to use that ticket for your gate entrance for your next shift. Should you lose your ticket, give your ticket away or gain entrance to the Fairgrounds for other than work, you will be expected to purchase your own ticket for your next shift.

## (4) GETTING PAID

It is the Company's policy and practice to compensate employees for all time worked in accordance with applicable laws and to take only authorized deductions from pay. It is a serious violation of Company policy for any employee or supervisor/manager or employee

to over-report hours worked, to falsify a time record, to alter another employee's time card, or instruct another employee to incorrectly or falsely report hours worked.

You should not work any hours that are not authorized. Do not start work early or finish work late unless authorized to do so. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination. You must accurately record the hours you work. When you receive your pay check, please verify immediately that you were paid correctly.

## **LAST NIGHT OF THE FAIR PROCEDURES**

Labor Day evening, (or whatever evening is your last night), you will need to turn in all caps, visors and IDs before you leave. Instructions for return will be posted in the check in office.

## **LOST PAY CHECKS**

You should promptly notify Payroll should you lose a payroll check. You are responsible for your paycheck once you have received it. No replacement check(s) will be issued if the originally issued check has been deposited or cashed. If you request a replacement check, you may be charged the cost of issuing a replacement check in accordance with applicable law. Replacement checks will not be issued until confirmation of the stop payment is received from the bank, which may take up to five days.

## **REVIEW YOUR PAY STUB**

We make every effort to ensure our employees are paid correctly. Occasionally however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any corrections that are necessary. Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred (including any improper deductions, under-reported hours of work or other error) or if you have any questions, please see the office.

If your paycheck is incorrect due to an overpayment, you should immediately report that as well. Please note that intentionally retaining compensation that you have not earned or is not due to you may be considered theft.

Every report will be investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violates this policy. The Company prohibits any form of retaliation against individuals who raise concerns about their pay,

report alleged violations of this policy or who cooperate in the Company's investigation of such reports.

## **EMPLOYEE DATA**

The Company needs your assistance in keeping important personnel records up to date. If changes occur with your address or telephone number or withholding status, please notify us immediately.

It is important to keep your records current as we need to mail out paychecks or W-2s. Failure to notify Payroll of a change in your mailing address, resulting in a check or W-2 being lost in the mail, may result in a \$10 charge for any check or W-2 reprint requests due to an incorrect mailing address, as permitted by state law.

## **(5) EMPLOYEE COMPLAINTS**

Periodically each of us has a complaint or problem that may arise from a variety of situations in the workplace. Only through working together can we maintain a sound working environment and the friendly atmosphere for our guests. Should you have a complaint or problem and need or desire help in resolving it, please take the following steps:

- Talk it over with your supervisor. He/she knows more about you and your job than any other member of management and is in the best position to deal with your concerns.
- Should the problem remain unresolved after discussing it with your supervisor, you may take the problem to the office.

We will make every effort to resolve these problem situations as quickly as possible.

## **DISCIPLINARY AND TERMINATION GUIDELINES**

Hildebrand Concessions is an at-will employer, meaning that, just as an employee may terminate his or her employment at any time, with or without cause, the Company may terminate the employment relationship at any time, with or without cause or notice. If it becomes necessary to discipline an employee because of, but not limited to, unsatisfactory job performance, unexcused tardiness/absence, or violation of Company policies or rules, the Company may elect to use progressive steps in the disciplinary process such as a verbal discussion and warning by the employee's immediate supervisor to correct the problem or depending on the infraction - termination of employment. Upon termination, the

employee will be required to return all keys, uniforms, unused gate admission tickets, caps and or visors and picture IDS before a check will be issued.

**(6) YOUR RESPONSIBILITY CODE**

I have read and understand all policies, rules and regulations contained in the handbook.

**Sign your name please:**

.....

**Date:**

**Received by:**

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