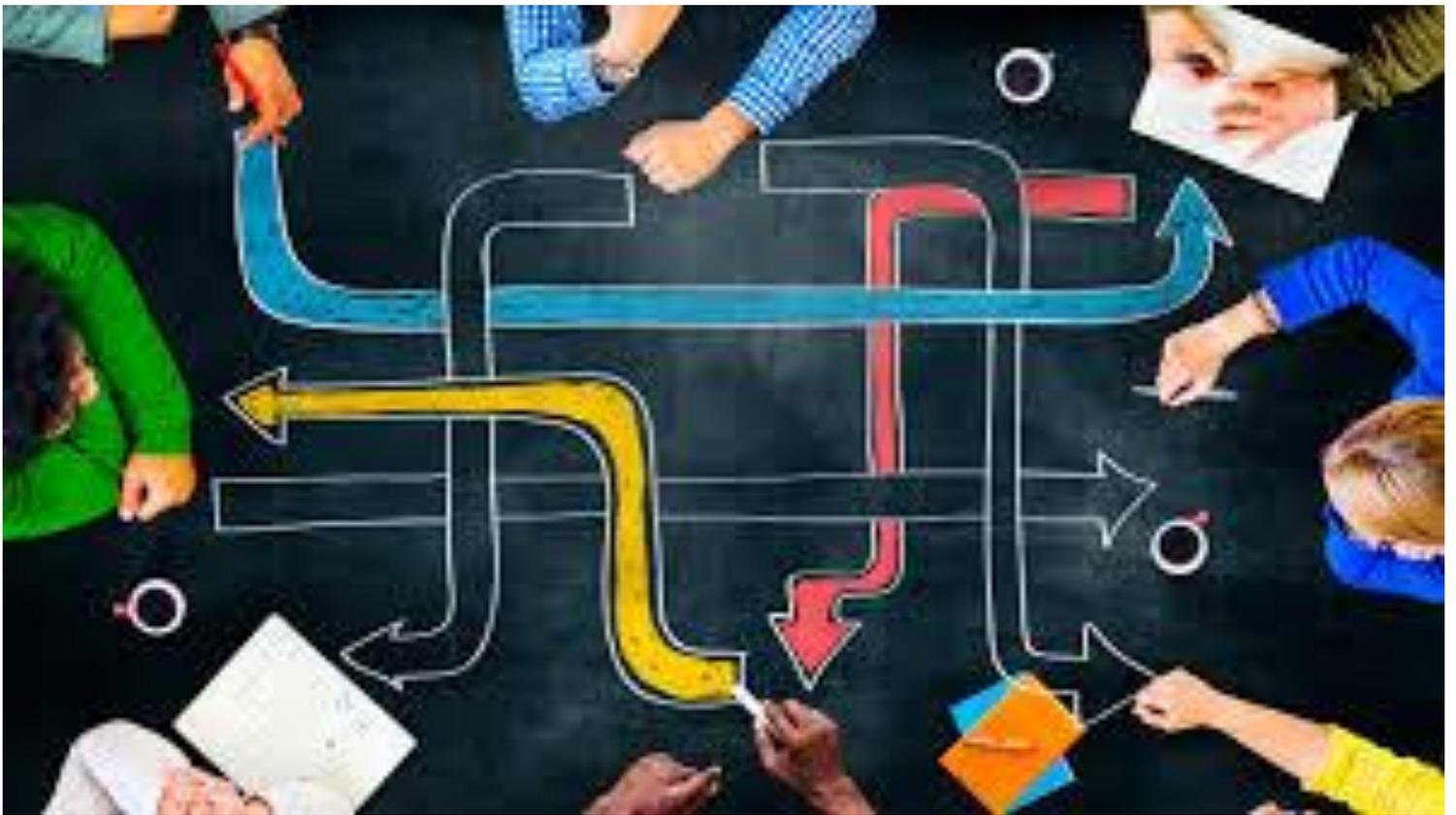


DISTRICT 850



Policy and Procedures Book 2020

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INTRODUCTION

WELCOME

District 850
2662 Fleischmann Way
Phone: 850-513-2123
Email address: info@District850.com
Website: www.District850.com

MISSION STATEMENT

Providing our local community with a safe and wholesome environment **through** superior customer service, cutting edge technology and unique experiences making us Tallahassee's premier entertainment venue.

CORE VALUES

Service, Quality, Safety & Fun

MANAGEMENT TEAM

Darrell Blomberg– General Manager
Kerin Clarke – Sales Director
Ben Williams– Attractions Manager
Latoya Ackerman- Restaurant Manager

AMENITIES/ATTRACTIONS

District 850 offers a full-service restaurant and bar, coffee lounge, arcade, bowling, laser tag, escape rooms, ropes course, axe throwing, and XD theatre.

INTRODUCTION

EQUAL OPPORTUNITY EMPLOYER

District 850 is an Equal Opportunity Employer, seeking men and women, regardless of race, religion, national origin, age or physical or mental disability, on the basis of the individual's capacity to perform the job applied for, to work harmoniously to perform his or her assigned tasks, and to serve our customers in a courteous, efficient manner.

This policy includes, but is not limited to, all hiring, promotions, training, and pay and termination practices of the company. This policy also establishes standards for interaction between individual employees.

ONBOARDING

Your onboarding will be conducted by your General Manager or a Senior Member of the management team. The onboarding will include all new hire paperwork and benefits forms. The meeting will include policies and procedures, culture, and philosophies of District 850.

EMPLOYMENT POLICIES

AGE RESTRICTIONS

The minimum age for employees is 16. Employees under the age of 18 are not **permitted to operate** certain pieces of machinery due to safety constraints and may be restricted from certain areas of the facility. Employees under the age of 21 will not be allowed to work as a member of the bar staff. Employees will be required to provide proof of age.

CASH HANDLING

Employees may not cash payroll checks or personal checks out of the cash drawer or from the change fund. You may not cash a check for company employees, regardless of position.

Employees may not accept third-party checks (payroll checks, money orders, etc.) in payment for goods and services.

Borrowing from the cash drawer or safe is not allowed.

Failing to ring up an order is a serious offense and may be considered misappropriation of funds.

Should cash accounting problems occur when you are assigned to a register, you may be placed in a non-cash-handling position. If such a position is not available for the number of hours you have been scheduled, your hours may be adjusted to fit available positions. Because all management positions involve cash handling, you may be placed in a non-management position if a cash accounting problem occurs when you have access to company cash.

ELECTIONS

District 850 acknowledges the right of eligible employees to vote in local, state, and/or national elections. Voting should occur during an employee's off-duty hours. If that is not possible, please see your manager regarding unpaid time off to cast your ballot.

EMPLOYMENT AT WILL

District 850 offers employment at will, which means that you or District 850 can terminate this employment relationship at any time, in accordance with the doctrine of employment at will. Any oral representations contrary to employment at will are not binding.

Management should be advised as early as possible of impending resignations, with a minimum two weeks' notice.

EMPLOYMENT POLICIES

FIREARMS/WEAPONS

No firearms or weapons **of any kind** are **permitted** on company premises at any time.

FAMILY MEDICAL LEAVE ACT (FMLA)

Employees are eligible for FMLA leave if they have been employed for at least 12 months and have worked at least 1,250 hours during the previous 12 months. For more information on your rights under FMLA, contact your Manager.

FRIENDS/RELATIVES

Visitation by friends, family, and acquaintances should be discouraged except for the purpose of enjoying the District 850 facility.

GAMES & MACHINES

Employees will not participate in any of the facility's activities (i.e., play video games, ride go-karts etc.) while on duty.

HEALTH REQUIREMENTS AND LICENSES

All food and beverage employees must obtain the required certifications set forth by the local health department in two weeks of your first day of employment. Failure to obtain your certification will prevent us from placing you on future work schedules. Also, any staff member involved in serving alcohol must be properly trained and certified within two weeks from the first day of employment. District 850 will make every effort to schedule training classes or provide close sites to attend the training.

LOITERING

Extended loitering is not permitted. This includes on-duty and off-duty employees.

LOST AND FOUND

Employees who find items, left by guests or other employees, must take them to Lost and Found. Anything of substantial value should be turned into the manager immediately. If someone calls and claims an item from lost and found, give it to the manager on duty with the owner's name and phone number so it can be held for them in the office.

EMPLOYMENT POLICIES

NEPOTISM

No relatives of any manager or supervisor should work in the same department as that supervisor or manager. Potential employment of family members will be at the discretion of the center General Manager.

PARKING

Employees are to park in designated employee parking areas only. For safety reasons, always lock your car, and do not leave valuables in your car. District 850 cannot assume responsibility for lost or stolen items, or for vandalism that may occur in designated parking areas.

PERFORMANCE EVALUATION

Personnel will be compensated based on work experience, job performance, and overall attitude.

PERSONAL TECHNOLOGY

Cell phone use including texting is not permitted while on shift. Cell phones may be used on break; away from customer areas. Cell phones should always be stored. Violations of this policy may lead to disciplinary action. Please instruct family to call main phone number in the event of an emergency.

POLYGRAPH

After a robbery or other loss of money, equipment, or products, you may be asked to take a voice stress test or polygraph test. This request is in no way a reflection upon your integrity or the integrity of anyone else. If you are asked by the company to undergo this procedure, it will be in accordance with regulations specified by federal law.

EMPLOYMENT POLICIES

SMOKING

For your health and safety, District 850 is a smoke free, vape free, tobacco free facility. Use of any of these products is prohibited while on District 850 premises.

SOLICITING

Employees may not be solicited during working hours by sales representatives, other employees or any other person.

Any soliciting during working hours must be reported to the store manager immediately, or, in his/her absence, to the management team member in charge.

Employees may not solicit guests or other employees for any purpose on District 850's property during working time. Working time includes the time of any employee who may be soliciting and the time of the employee to whom it is directed. This policy is to avoid the interruption of necessary work and to protect both employees and guests from unnecessary annoyance.

SUBSTANCE ABUSE

It is a violation of company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs. It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol. It is a violation of company policy for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications.

TAX FORMS

On the first day of employment (or before), employees must complete the Federal Tax form W-4 and immigration form I-9, before starting work. Employees will also receive this Employee Handbook and must sign the statement that the employee has received the Handbook and understands the information therein. Likewise, you must furnish proof of legal eligibility to work in the United States.

TELEPHONES

The telephone should always be answered by the **third** ring. When you answer the phone, begin the conversation by saying, "Thank you for calling District 850! This is 'your name'. How may I help you?"

The telephone is to be used for company business only, not for personal calls. You may not place or receive personal calls from a business phone while on or off duty

TIPPING

All tips must be reported per federal guidelines. Tipped employees are required to declare 100% of all wages earned. Please see your manager with any questions.

EMPLOYMENT POLICIES

Policy for Handling Intoxicated Guests

Objective:

To ensure the safety and well-being of all guests, staff, and the establishment, this policy provides guidelines for recognizing, managing, and responding to intoxicated guests in a manner that is respectful, responsible, and compliant with applicable laws.

1. Identification of Intoxicated Guests

Common initial signs of intoxication may include but are not limited to:

- Slurred speech
- Unsteady movements or difficulty walking
- Strong odor of alcohol
- Bloodshot or glassy eyes
- Aggressive or overly animated behavior
- Unclear or incoherent speech
- Excessive laughter or crying
- Unusual or inappropriate behavior

2. Procedure for Handling Intoxicated Guests

a. Initial Response:

- If a guest is showing signs of intoxication, staff should approach the guest with tact and respect. Acknowledge the situation politely and ask if they are okay.
- Offer non-alcoholic beverages (water or soda) to help mitigate further intoxication.
- If the guest is exhibiting disruptive behavior, calmly explain that their behavior is unacceptable, and remind them of house rules.

b. Intervention:

- **Refusal of Service:** If a guest is determined to be intoxicated, they should not be served any further alcoholic beverages. The bartender or server should respectfully refuse to serve alcohol.

EMPLOYMENT POLICIES

- o Example: “I’m sorry, but I cannot serve you any more alcohol as you appear intoxicated, for your safety and the safety of others.”
 - Offer alternatives such as water, a mocktail, or a soft drink, and encourage the guest to consume them.
 - In situations where the guest is not receptive or is becoming agitated, staff should stay calm and avoid escalating the situation. If necessary, seek the assistance of a manager or supervisor.
 - Once a guest is “cut off”, they will remain cut off for the duration of their visit. Managers will support the decisions of bartenders or wait staff who cut off a guest.
- o Consult a manager as it may become necessary to stop service the entire group if you feel others may provide that person with an alcoholic drink.
 - If a guest is cut off from alcohol, it DOES NOT automatically mean they must leave. In fact, it is probably beneficial if they stay and sober up a bit if their behavior is acceptable.
- c. Ensuring Guest Safety:
 - Monitor the Guest: If the guest is visibly intoxicated, it is essential to continue monitoring their condition for signs of distress or further impairment.
 - Offer to Call a Taxi/Ride Service: If the guest intends to leave the establishment, offer assistance in calling a taxi, rideshare service, or a designated driver. These rides must still be paid for by the guest however.
 - Assistance with Departure: If appropriate, offer to help the guest leave the premises safely (e.g., arranging transportation, calling a friend or family member).

EMPLOYMENT POLICIES

- If a guest is overly intoxicated or engaging in dangerous behavior (e.g., driving under the influence), staff are encouraged to report the matter to the authorities to prevent harm to the guest or others.

6. Guest Behavior Guidelines:

- **Zero Tolerance for Aggression:** Guests who engage in violent or excessively disruptive behavior due to intoxication will be asked to leave the premises immediately. Staff should prioritize safety for all guests and staff members.
- **Respectful Interaction:** All interactions with intoxicated guests should be carried out with dignity and respect. The goal is to ensure the guest's safety and prevent further harm, while avoiding confrontational or embarrassing situations.

Conclusion:

This policy is designed to balance guest satisfaction with the safety and well-being of all patrons and staff. By taking a proactive and responsible approach to managing intoxicated guests, the establishment maintains a safe and enjoyable environment for everyone. Staff should always prioritize safety, exercise good judgment, and seek management assistance when needed.

EMPLOYMENT POLICIES

Alcohol Compliance and Server Accountability Policy

Purpose

The purpose of this policy is to ensure compliance with all applicable local, state, and federal laws and regulations regarding the sale and service of alcoholic beverages. Additionally, it aims to promote responsible alcohol service and hold staff accountable for upholding the standards set forth by District 850.

Scope

This policy applies to all employees involved in the sale, service, or handling of alcoholic beverages, including servers, bartenders, managers, and any other staff members at the establishment.

Policy Guidelines

1. Legal Compliance

- **Age Verification:** Alcoholic beverages will only be served to guests who are legally of age. The legal drinking age is 21 years old. District 850 requires staff to properly verify the age of anyone who appears UNDER the age of 30. Employees must verify the guest's age by requesting government-issued photo identification (e.g., driver's license, passport, military ID). *** District 850 DOES NOT confiscate ID's we believe are fake or suspicious.
- o **Acceptable Forms of ID:** Only valid, unexpired forms of identification will be accepted. The guest MUST have the physical ID – not a screenshot of the ID or any other representation.
- o **Refusal to Serve:** If a customer is unable to provide proper identification or appears underage, the server will politely refuse service and notify a manager. Additionally, employees should refuse service of alcohol if there is anything they feel is suspicious about the ID, their age, level of intoxication, or other reason until they have consulted a manager. We should always err on the side of choosing not to serve in suspect circumstances.
- **Intoxication:** Alcoholic beverages will not be served to any guest who appears intoxicated or impaired. If a guest is visibly intoxicated, service must be discontinued, and they will be asked to leave the premises if necessary.
- o **Signs of Intoxication:** Slurred speech, unsteady gait, bloodshot eyes, and aggressive behavior.
- **Service Limits:** Servers and bartenders will not serve alcoholic beverages to any guest who demonstrates signs of intoxication.

EMPLOYMENT POLICIES

2. Server Training and Certification

- **Mandatory Training:** All employees involved in alcohol service will complete a recognized Responsible Beverage Service Training (RBST) program or equivalent certification.

The training should cover topics such as:

- o Identifying signs of intoxication
- o Recognizing false IDs
- o Handling difficult situations (e.g., refusal of service, dealing with intoxicated individuals)
- o Legal responsibilities and liability
- o Policies regarding underage drinking and intoxication

- **Recertification:** Employees must complete recertification courses as required by law, or at least once every 3 years to maintain knowledge of current laws and best practices.

*** District 850 uses Home of Training to provide these training, certification, and retraining which are approved in the state of Florida

3. Server Accountability

- **Responsibility to Refuse Service:** It is the responsibility of every server and bartender to monitor guests for signs of intoxication and to refuse service when necessary. Servers are expected to exercise good judgment and ensure the safety of all guests.

- **Documentation of Incidents:** Any incidents of refusal of service, over-serving, or other alcohol-related issues must be documented in writing. The document should include the date, time, individuals involved, reason for refusal, and actions taken. This document should be sent to the General Manager.

- **Escalation Procedure:** If a conflict arises (e.g., a guest becomes confrontational when refused service), employees must immediately notify a manager to handle the situation. Physical confrontation is never acceptable, and the safety of staff and guests must always be prioritized.

4. Alcohol Service Policies

- **Serving Drinks:** Alcohol will only be served in the appropriate glassware or containers. Mixed drinks must be measured accurately, and no excessive amounts of alcohol should be poured.

- **Promotions and Discounts:** Special promotions (e.g., "happy hours", "vendor promotions", etc.) will be closely monitored to ensure they comply with local laws. The promotion should not encourage excessive drinking or over-consumption.

- **Self-Service:** At no point should a guest be allowed to serve themselves alcohol. Alcohol must always be dispensed by an authorized server or bartender.

EMPLOYMENT POLICIES

5. Customer Conduct

- **Behavioral Expectations:** Guests are expected to behave responsibly while on the premises. Aggressive, abusive, or inappropriate behavior (including verbal or physical harassment) will not be tolerated.
- **Refusal of Service:** If a guest behaves inappropriately or is intoxicated, servers are authorized to refuse further service. Staff members should contact management in all such circumstances. This refusal should be communicated by managers to all staff to ensure the guest does not obtain alcohol from anyone else if they remain on the premises.
- **Safe Transportation:** Servers should encourage guests who are intoxicated to use safe transportation options (e.g., taxis, ride-sharing services, call a friend) to ensure they do not drive while impaired. These options are all at the guest's own expense.

6. Consequences for Non-Compliance

District 850's usual progressive discipline policy will be exercised, however the severity, flagrance, or egregiousness of the violation may alter this progression. For example, failure to properly verify the age of an underage guest may result in immediate dismissal.

- **Verbal Warning:** For the first offense of non-compliance with alcohol service policies (e.g., serving an intoxicated guest), the employee will receive a verbal warning, and a refresher training session may be required.
- **Written Warning:** For a second violation, the employee will receive a written warning that details the violation and the steps required to remedy the situation. Additional training or retraining may be required.
- **Termination:** Repeated violations, intentional non-compliance with laws, or failure to follow company alcohol service policies will result in termination of employment.

Responsibilities of Management

- **Monitoring Compliance:** Management is responsible for ensuring that all employees adhere to this policy and that training is regularly provided. Managers should conduct periodic audits to ensure compliance with alcohol service laws and internal policies. Managers should also conduct periodic "pour tests" to ensure bartenders are not over-pouring (or under-pouring.)
- **Handling Incidents:** Management must be prepared to handle any alcohol-related incidents, including dealing with intoxicated guests, refusing service, and taking appropriate action when necessary.
- **Legal Liabilities:** The establishment will cooperate fully with law enforcement agencies in case of violations or investigations related to alcohol service and compliance.

EMPLOYMENT POLICIES

Conclusion

This Alcohol Compliance and Server Accountability Policy is designed to create a safe and responsible drinking environment for all guests while ensuring that our staff is knowledgeable, trained, and equipped to meet legal and ethical standards. All employees are expected to uphold the highest standards of professionalism and responsibility in the sale and service of alcoholic beverages.

By signing below, you acknowledge that you have received, read, and understand the Alcohol Compliance and Server Accountability Policy and agree to abide by its terms.

Employee Name: _____

Employee Signature: _____

Date: _____

STANDARDS OF CONDUCT

ATTITUDE

District 850 employees are expected to embrace an attitude of helpfulness, friendliness, and genuine hospitality towards their fellow employees, managers, and most importantly, guests. Choosing the proper attitude each day will help ensure that you are giving every guest your best.

CONDUCT

All employees, by their conduct, have an impact on the reputation of District 850. You will be expected to conduct yourself in a safe **and** professional manner. **You will always be expected to show respect and courtesy to all guests and fellow employees.** Whether you are at work, school, home, church, or anywhere else, your conduct reflects yourself and District 850!

CONFIDENTIAL INFORMATION

Information with which some employees may come in contact while employed may be valuable, as well as confidential. You may come by this information in the form of written records or in private conversation with management. You are always expected to use care in handling it and to treat the information confidentially . Failure to comply with this policy will be grounds for termination of employment.

DISCIPLINARY ACTION

District 850 has implemented rules, policies, and procedures, to maintain a safe and equitable work environment for all. Violation of these rules will result in disciplinary action, including verbal warnings, written warnings, suspension (without pay), or termination, depending on the severity of the violation. Termination constitutes loss of employment at District 850. All benefits and privileges, including access to the facility, will cease immediately. Terminated employees not in good standing will not be permitted on District 850's property for the remainder of the operating season.

STANDARDS OF CONDUCT

HYGIENE & PERSONAL APPEARANCE

Team Members should always dress in a neat and clean manner. Having a top-notch appearance includes maintaining a high level of personal hygiene.

It includes the following:

- Bathing and washing your hair.
- Hair should be kept neat. If hair length exceeds the shoulders, it should be secured away from the face.
- Styling your hair so that it does not encounter food.
- Wearing a hat, always, if you work in the kitchen.
- Cleaning, trimming, and grooming your fingernails.
- No fingernail polish, if preparing food in the kitchen.
- Washing your hands after any activity that offers a remote possibility that you have picked up contaminants.
- Covering all wounds and open sores with an antiseptic bandage and waterproof protector. (Wear gloves or finger cots)
- No tobacco products in food service, preparation, equipment, or utensil washing areas.
- No gum chewing.
- Close toed shoes must always be worn.

- Employees may wear earrings that are appropriate to the uniform and the work environment. No gauges or dangly earrings allowed. Eyebrow piercings are not allowed.
- Visible tattoos are permitted if they are not offensive in nature.

STANDARDS OF CONDUCT

UNIFORMS

Employees should wear a District 850 shirt and black slacks. No jeans, shorts, leggings, or yoga pants permitted. Pants must fit at the waist. Shirts must be tucked in. Restaurant safe black shoes are required.

SUBSTANCE ABUSE POLICY

District 850 is a drug free environment. We are highly committed to the safety of our guests and employees. We consider the violation of this policy a serious offense that could lead to your termination.

It is prohibited to use, possess, transfer or be under the influence of alcohol, nonprescriptive drugs, or controlled substances while on company property or during work hours.

Employees who are in possession of or under the influence of alcohol and/or drugs are prohibited from reporting to work or performing any duties.

The inability to perform work in a safe and productive manner, or **inability** to perform in a physical or mental condition that **will not** jeopardize the safety and well being of the team members and guests is defined as under the influence.

Unless otherwise required by state law, we reserve the right to test for the presence of drugs and alcohol.

Failure to comply may result in disciplinary action including but not limited to termination.

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

EQUAL EMPLOYMENT OPPORTUNITY

- District 850 is an equal opportunity employer and makes all employment decisions on the basis of merit, qualifications, and abilities.
- District 850 shall recruit, hire, train, and promote in all job titles, including interns, apprentices, and volunteers, without regard to race, religious creed (including religious dress and grooming practices), color, national origin (including language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical disability, mental disability, medical condition, genetic information, registered domestic partner status, marital status, sex (including pregnancy), sexual orientation, gender, gender identity (including transgender identification), gender expression, age for individuals over forty years of age, military and veteran status of any person, or any other consideration made unlawful by federal, state, or local laws ("protected characteristics").
- Pay discrimination between employees of the opposite sex (or other characteristic prohibited by state or local law) performing substantially similar work is prohibited. Pay differentials may be valid in certain situations defined by law.
- All personnel actions such as compensation, benefits, Company-sponsored training, apprenticeships, internships, volunteer opportunities, transfer, demotion, termination, layoff, and return from layoff, shall be administered without regard to any protected characteristic stated under federal, state, or local laws.
- In addition, District 850 has numerous policies that are designed to achieve important business objectives. We recognize, however, that an otherwise legitimate workplace policy can have unintended consequences to individuals in a particular group or class. If you feel that one of our policies adversely impacts you, or that you have otherwise been discriminated against, you should report your concern(s) to your manager or Darrel Blomberg (dblomberg@district850.com (850) 513-2118).
- You may discuss equal employment opportunity related questions with Darrel Blomberg (dblomberg@district850.com (850) 513-2118) or with your manager.

COMMITMENT TO DIVERSITY

- District 850 is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at District 850 and is an important principle of sound business management.

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

▪ **PROHIBITION AGAINST DISCRIMINATION AND HARASSMENT IN THE WORKPLACE**

- District 850 is committed to providing a work environment free of unlawful discrimination and harassment, including sexual harassment.
- Company policy prohibits unlawful discrimination and harassment based on race, religious creed (including religious dress and grooming practices), color, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical disability, mental disability, medical condition, genetic information, registered domestic partner status, marital status, sex (including pregnancy), gender, gender identity (including transgender identification), gender expression, age, sexual orientation, military and veteran status of any person, or any other consideration made unlawful by federal, state or local laws ("protected classification"). It also prohibits unlawful discrimination and/or harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination and harassment is unlawful and prohibited by District 850.
- District 850's anti-discrimination/anti-harassment policy applies to all persons involved in the operation of District 850, including all Company employees, supervisors and those in management, as well as all persons doing business with or for District 850 including vendors, customers, independent contractors, and others who enter the workplace (i.e. "third parties"). District 850's anti-discrimination/anti-harassment policy prohibits unlawful harassment by any employee of District 850 (including supervisors, managers, and co-workers of the above-listed persons) or by any third party. Applicants, employees, unpaid interns, volunteers, and independent contractors are all protected from discrimination and harassment under this policy.
- Discrimination and harassment based on a job applicant or employee's protected classification (defined above) is against state and federal law.
- Sexual harassment is a form of gender discrimination. Both state and federal law prohibit discrimination and harassment based on a job applicant or employee's gender.

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

Sexual harassment is any unwelcome sexual advance, request for sexual favor, or other verbal or physical conduct of a sexual nature when:

- •Submission to such conduct is made explicitly or implicitly a term or condition of employment;
 - •Submission to or rejection of such conduct is used as the basis for employment decisions; or
 - •Such conduct has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.
- There are two recognized types of sexual harassment under state and federal law: quid pro quo and hostile work environment.**
- •“Quid pro quo” sexual harassment is when someone offers a benefit in exchange for sexual attention or threatens your job if you refuse their sexual attention. Examples of quid pro quo harassment include:
 - •Offering better working conditions or opportunities in exchange for sexual favors;
 - •Threatening adverse working conditions or denial of opportunities if sexual advances are denied;
 - •Using pressure, threats, or physical acts to force a sexual relationship; and
 - •Retaliating against an employee for refusing a sexual advance.
 - •“Hostile work environment” sexual harassment is when an individual engages in conduct that is unwelcome and unwanted, based on a protected class (such as sex), and is either so pervasive or severe that it affects the terms and conditions of employment. Conduct can be either verbal, physical, or visual.
- The following examples may constitute sexual harassment, depending on the circumstances, and are intended to provide clarification, although they are not inclusive of all forms of possible sexual harassment:**
- •Unacceptable verbal abuse, which may include sex oriented jokes, sexual innuendo, suggestive comments, and inappropriate inquiries into personal matters
 - •Unacceptable nonverbal harassment, which may include the display of suggestive objects, pictures, or comments that imply offensive behavior or making suggestive or insulting noises or obscene gestures
 - • Unacceptable touching of a person that is not welcome, which may include hugs, arms around that person's shoulders, pinching, brushing your body against that person's body, or assault
 - •Indecent exposure
 - •Making sexual or romantic advances toward a team member and persisting despite the team member's rejection of the advances

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by any sexual desire.

Normal, mutually respectful, non coercive interaction between individuals that is acceptable to both parties generally is not considered sexual harassment.

District 850 needs, expects, and encourages you to come forward, without delay, should you suspect that any form of discrimination or harassment has occurred in the workplace. District 850 takes all complaints regarding discrimination and harassment in the workplace seriously. If you feel you have been subject to discrimination or harassment, please notify District 850 immediately using District 850's Complaint Reporting Procedure (below). Discrimination and harassment in the workplace will not be tolerated.

Any employee, regardless of position or title, whom District 850 determines has engaged in discrimination, harassment, or retaliation in violation of this policy will be subject to discipline, up to and including unpaid suspension and/or termination of employment.

- PROHIBITION AGAINST RETALIATION IN THE WORKPLACE

- District 850 prohibits retaliation against any person who opposes, reports, or assists another person in reporting suspected discrimination, harassment, and/or sexual harassment in the workplace. District 850 also prohibits retaliation against any person who in good faith reports conduct they believe may be fraudulent, unethical, retaliatory, or a violation of the laws and regulations under which we do business. Employees who come forward in good faith to report such concerns in the workplace will be protected from retaliation for having done so. Similarly, employees who in good faith participate in an investigation of reported misconduct will be protected from retaliation. The previously listed activities shall be referred to herein as “protected conduct.”
- District 850's anti-retaliation policy applies to all persons involved in the operation of District 850, including all Company employees, supervisors, and those in management, as well as all persons doing business with or for District 850 including vendors, customers, independent contractors, and others who enter the workplace (i.e. “third parties”). District 850's anti-retaliation policy prohibits retaliatory conduct against employees who have engaged in protected conduct by any employee of District 850 (including supervisors, managers, and co-workers of the above-listed persons) or by any third party.
- District 850 needs, expects and encourages you to come forward, without delay, should you suspect that any form of retaliation has occurred. District 850 takes all complaints regarding retaliation in the workplace seriously. If you feel you have been subject to retaliation, please notify District 850 immediately using District 850's Complaint Reporting Procedure (below). Retaliation will not be tolerated.
- Any employee, regardless of position or title, whom District 850 determines has engaged in retaliation in violation of this policy, will be subject to discipline, up to and including unpaid suspension and/or termination of employment.

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

Please note that nothing in this policy prevents District 850 from taking appropriate disciplinary or other legitimate employment action consistent with its usual disciplinary practices and the law. In addition, this policy prohibits and does not protect employees who knowingly and intentionally raise false concerns or reports.

COMPLAINT REPORTING PROCEDURE

District 850 encourages all individuals to report any incidents of unlawful discrimination, sexual harassment, other harassment, retaliation, or denial of accommodation immediately so that complaints can be quickly and fairly resolved.

If you believe that you have been the victim of discrimination, harassment (including sexual harassment), retaliation, and/or denied accommodation (for your disability, pregnancy, childbirth, related medical condition, religious beliefs, and/or religious practices), you should report this problem to your immediate supervisor or any other member of management and/or Darrel Blomberg (dblomberg@district850.com (850) 513-2118). In a case where your complaint may involve your immediate supervisor, you should notify any other member of management and/or Darrel Blomberg (dblomberg@district850.com (850) 513-2118).

Your complaint should be as detailed as possible. You will be asked to provide the details of the incident(s) that occurred and the names of all individuals involved and any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

Supervisors and managers will refer all complaints involving discrimination, harassment or other prohibited conduct to an appropriate authority. Upon receipt of a complaint, we will immediately undertake an effective, thorough and objective investigation of the allegations. All complaints will be investigated.

Investigations will be kept confidential to the extent possible. Information obtained during the complaint procedure and investigation will be only shared with those individuals on a need-to-know basis or as required by law. A Company representative will advise all parties concerned of the results of the investigation.

If District 850 determines that discrimination, harassment, or other prohibited conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by District 850 to be responsible for discrimination, harassment or other prohibited conduct will be subject to appropriate disciplinary action, up to and including unpaid suspension and/or termination of employment.

District 850 will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees, co-workers, or third parties for any complaint brought forth in good faith.

HARASSMENT/DISCRIMINATION/ BULLYING & RETALIATION

WORKPLACE BULLYING POLICY

District 850 is committed to providing a safe and harassment-free workplace for all employees. As part of that commitment, District 850 has developed the following policy to address intentional intimidation, threats, or other types of abusive behavior (“bullying”). This workplace bullying policy is intended to supplement, not to supersede, other harassment or workplace violence policies already in place at Company.

District 850 will not tolerate any intentional bullying as defined in this policy. This policy applies to all employees, including supervisors, managers, and executives. Employees found in violation of this policy will be subject to discipline, up to and including unpaid suspension and/or termination of employment.

Bullying includes, but is not limited to, any of the following:

- Repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others with the intention to humiliate or demean, at the place of work and/or in the course of employment;
- Persistent singling out of one person or group of persons in a negative manner;
- Public reprimands intended to embarrass or humiliate the individual;
- Taking credit for another’s ideas or work product;
- Using technology (email, instant messaging, etc.) to intimidate or threaten a person or group of persons;
- Unwanted physical contact, abuse, or threats of abuse; or
- Deliberately excluding an individual or isolating them from work-related meetings and/or activities.

An employee who feels like they are being bullied at work, or witnesses bullying at work, should immediately report the circumstances to a supervisor, manager, or to Darrel Blomberg (dblomberg@district850.com (850) 513-2118).

WAGE AND SALARY POLICIES

GARNISHMENTS

When the company is presented with a properly executed order of garnishment against your wages for payment of debts, the company must heed the order and hold or turn over to the court or taxing authority the amount of your salary subject to garnishment. When court-ordered deductions are to be taken from your paycheck, you will be notified.

According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for termination of your employment with District 850.

OVERTIME

In accordance with the law, overtime is to be paid at 1 ½ times your normal salary once you have worked 40 hours per work week. All overtime must be approved by a manager **prior** to its accrual.

PAYCHECKS

No paychecks will be released to a person other than the employee without written authorization from the employee. No pay advances will be made. Deduction of wages for benefits, uniforms, shortages, etc. will be made in accordance with federal and state laws and with written authorization of the employee. Perceived errors in pay should be brought to the attention of your manager immediately.

PAYDAYS

Employees will be paid biweekly on Fridays.

PAY DISCREPANCIES

Any perceived discrepancies in your pay should be discussed with your supervisor or manager as soon as possible.

WAGE AND SALARY POLICIES

SCHEDULES

All employees are expected to be ready to work at the start of their shift, and to remain on duty until relieved by the next person on duty.

TIMEKEEPING

Employees are to clock in and out by the correct day worked. Employees are not permitted to clock in earlier than five minutes before the start of a scheduled shift and should clock out immediately at the end of the shift. Any variations to the above must have management approval. Employees are not allowed to share time clock credentials. Such violations will result in disciplinary action, up to and including termination.

BENEFITS

EMPLOYEE DISCOUNTS

Employee discounts are as follows: 25% off food purchase and 50% off attractions for up to 4 people. There are no discounts on alcohol or packages.

EMPLOYEE FOOD & DRINKS

Employees will be allowed meals during breaks, before shift, or after shift. Alcoholic beverages are not to be consumed while in uniform.

HOLIDAYS

District 850 is **open** on Christmas Day. District 850 reserves the right to alter hours of operations on additional holidays.

MILITARY LEAVE

Reservists and National Guardsmen will be granted leaves of absence, without pay, to perform periods of training duty. You should discuss your military leave of absence with your manager as soon as your training dates are known so that arrangements may be made for your absence. If you are drafted, volunteer, or are recalled to active duty, you are encouraged to reapply to the company following your release or honorable discharge.

SICK LEAVE

Please inform management a minimum of 2 hours prior to shift if there is a medical concern. Failure to show without management knowledge results in automatic termination.

SAFETY

EMERGENCIES

If an emergency, illness, or other situation prevents you from reporting to work or from reporting to work on time, you must notify your manager as soon as possible – preferably at least two hours before your shift begins. Your manager may require a doctor's validation of illness. Excessive absenteeism or tardiness, excused or unexcused, may result in disciplinary action, up to and including termination.

Emergencies that occur on the job should be reported to your manager immediately.

INJURIES

If you should suffer an injury or illness on the job, no matter how minor, inform your manager in charge immediately. If your manager in charge is not present at the time of the injury or illness, you must report the incident to the manager in charge prior to the end of the shift in which the injury or illness occurred. You must complete an employee Incident Report. If your injury or illness is serious enough to warrant medical attention, you will need to see a designated physician or emergency facility. You may also need to complete an appropriate medical form to ensure that the charges will be considered under the work-related illness/injury policy. Additionally, if you are absent from work due to an occupational injury, the work-related illness/injury policy may provide limited disability benefits after a specified number of calendar days of lost time. If you have any questions concerning this benefit, contact the area supervisor for clarification.

ROBBERIES

There are several safety precautions that you can implement to help prevent robberies:

1. Never discuss the amount of business or money that is produced at this facility with **anyone**. This is for your safety as well as ours. This type of information spreads fast, and sooner or later, that information could reach someone desperate enough to try a holdup.
2. Be alert for suspicious people hanging around the building that are watching you and what you are doing. These people are potential thieves. Be sure to inform the manager about anyone who is watching you or other employees.

SAFETY

1. You can prevent many problems by simply being seen. If a customer knows he is being watched, he will not cause problems such as breaking into video games, cheating on redemption games, or stealing from the redemption center. It is customers that know they are not being watched who will attempt to steal or vandalize.
2. Never allow anyone in the building before or after business hours. A manager will let you know if a serviceman is scheduled to show up at off-hour times. Never take their word that they are supposed to be there.
1. Use the drop safe to minimize losses in the event of a robbery. The less money in the register, the better.
1. If a manager has gone to the bank and gets a phone call, never say "they just went to the bank". Say that they are unavailable and take a message.
1. Know where alarm buttons are and how to activate them. These are silent alarms so they can be activated without anyone knowing but you. These alarms are to be activated only if there is an armed robbery. Your manager will show you where these are and how to activate them. Any other emergency should be handled by dialing 911.

The alarms cannot be immediately reset or canceled. If an alarm button is accidentally set off, you will need to alert a manager immediately. When the police arrive, follow their instructions and do not run or make any sudden movements.

In the event of a robbery, do the following:

1. Do not resist! Do exactly what you are told to do. District 850 does not condone heroics in these matters. You are more important to us than the cash and/or property involved.
2. Observe the holdup person carefully to provide the police with an accurate description: age, height, weight, hair, eyes, mouth, teeth, scars, clothing, tattoos, etc.
3. Observe the holdup person's direction of escape, type of getaway car and any other information that would assist the police in apprehending the thief (or thieves). Write down the vehicle's license plate number if you can see it.
4. Report the robbery to the police immediately. Do not discuss robbery details or loss with anyone other than police or company managers. Refer all questions from members of the press to the owners.

SAFETY

1. Do not divulge any amount of money involved to anyone outside the company.
2. If any employee or guest is injured, call for an ambulance immediately.

EMPLOYEE AREAS

Only on-duty employees are allowed in Employee Only areas or any other non-public area. Safety rules and regulations must always be observed to avoid injury to an employee or guest.

COMMUNICATION

GUEST DISAGREEMENTS

The customer is always the #1 priority . Employees must always maintain a professional manner. The customer is to be extended every courtesy.

At times, guests may become angry or upset. At no time are you to raise your voice or argue with the guest. Doing so will result in disciplinary action up to, and including, termination.

At the same time, you are not expected to be yelled at, sworn at, or feel physically threatened in any way. If an issue arises with a guest, notify a supervisor or manager immediately.

OPEN DOOR POLICY

Management observes an open-door policy. All problems/questions should be brought to the attention of Management for discussion and resolution. Issues should never be discussed with a fellow employee, family member, or customer.

PUBLIC RELATIONS/MEDIA RELATIONS

Public perceptions of our company may be either good or bad, depending on the actions of our employees. Our guests meet every action we take with approval, disapproval, or indifference. Promoting good public relations is the responsibility of every employee of District 850. All media inquiries should be referred to the center General Manager. You are **never** to speak to a media representative about District 850!

STAFF MEETINGS

Your manager will conduct periodic staff meetings to provide training, to give out information and to discuss safety issues. Attendance at staff meetings is strongly encouraged.

DOCUMENTATION OF TRAINING

Personnel are required to read and adhere to the policies and procedures contained herein.

I acknowledge by my signature below that I have received, read, and familiarized myself with a copy of the District 850 employee handbook. I fully understand that its contents can be revised, rescinded, or updated in the future by District 850, at any time with or without notice apart from the at-will policy, which cannot be modified either expressly or implicitly, and any policies required by law. I also understand that this Handbook is not a contract of employment, and that my employment is at-will.

I recognize and agree that nothing in this Handbook is intended to affect the “at-will” employment relationship between District 850 and myself. That is, my employment with District 850 is for no definite time period and my employment and / or compensation may be terminated at any time, with or without cause and with or without any previous notice by District 850 or myself.

Name: _____
(Please Print)

Signature: _____

Date: _____