

# The Big Show Ltd. - Employee Handbook

Edited Spring 2017

## Terms of Employment

Employment with The Big Show is not contractual; it is at-will in nature. Therefore, your employment may be terminated by you at your own free will or by the Management of The Big Show, with or without cause or for any business reason, at any time.

This employee handbook does not constitute an employment contract, nor is it intended to imply such. It simply outlines rules, procedures, and policies for the guidance of employees so all may work together as a team, with the understanding of this organizations expectation. TBS may change any policies, benefits or practices described in this handbook from time to time at its sole discretion, with or without prior notice.

## Employment Classifications

For administrative purposes that deal with the eligibility of benefits, TBS classifies employees as follows: (If you are unsure into which job classification your position fits, please ask your supervisor). These classifications apply to benefits only; see compensation policy for additional information. The classes are as follows.

Regular Full-Time Employees/ Non-Exempt Employees: Employees hired to work regularly 35 hours or more per week for a minimum of 52 weeks of the year. Yearly Full time employees, only, receive overtime pay for overtime work.

Seasonal Employee: Employees hired for a general period of time, **expected to be less than one-half** year, working no more than 35 hours per week. *Catering is considered a seasonal business.*

Exempt Employees (Management/Supervisors): Employees in supervisory positions are Overtime exempt, and therefore not eligible for any additional pay premium for hours worked in a given week beyond 40.

# Employment Policies

## Personal Conduct

TBS requires that certain guidelines pertaining to personal conduct be maintained at all times. Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions, which will result in corrective action:

- Insubordination or refusal to comply with instructions or failure to perform duties, which are assigned.
- Verbal or written dishonesty, fraud or theft. We expect that you act in a forthright, truthful manner in all instances.
- Reporting to work under the influence of alcohol or drugs, or imbibing in said substances while at work even if offered; or bringing alcoholic beverages or drugs onto the premises, including the parking lot or personal vehicles, after working hours. Drinking or abusing substances while on duty is strictly prohibited.
- Bringing firearms, explosives, or other weapons onto the premises.
- Purposeful destruction or unauthorized removal of property.
- Excessive absenteeism and/or tardiness, or continued scheduling difficulty.
- Violation of the safety rules.
- Gambling, fighting, horseplay, or other disorderly conduct that may endanger the well being of any employee or customer.
- Failure to immediately report accidents or injuries.
- Solicitation of membership in any organization, money for cause, or votes for political candidates.
- Immoral or indecent conduct.
- Conduct, which TBS feels, reflects negatively on the employee, customer, or the organization.

## Interacting With Customers

We see and interact with the public, and some customers use our services daily. It is not uncommon to develop a relationship with members. However we must remain professional and stay within boundaries. Some basic guidelines we should follow:

1. Always portray a favorable image of yourself, TBS, and a host facility.
2. Never sit at a table with customer.
3. Never show favoritism to any one customer, member, or guest.
4. Never argue with a customer. If you encounter a problem that you cannot resolve in a kind professional matter then get your supervisor immediately.
5. Never report personal or job related problems to a customer.

Just as respect should be given to the customer, we should receive the same in return. If at any time you feel a situation has occurred between yourself and a customer, which you feel is improper conduct, you need to report the incident to your supervisor.

### Personal Data

In an effort to keep all employee records current, we ask that you notify your supervisor in writing of any changes in your name, address, phone number, marital status, number of dependents and persons to be notified in case of emergency, etc. Your supervisor will then submit an official form to HR to make the change to your records. This is mainly for payroll purposes.

### Confidentiality

It is our policy that information regarding an employee's employment, salary and/or medical history is considered confidential and therefore held in the strictest of confidence.

Unless TBS genuinely believes there is a danger to or that damages could be caused to TBS, the employee, or potential new employer in the case of employment verification or unless TBS is legally required to provide such information to government agencies, no information about you will be released absent a signed authorization form from you on file.

### Attendance and Scheduling

It is expected that each employee will report promptly for work. Promptly means that you are working your job at the hour specified, not that you are just arriving! If you know you will be late for work, notify your supervisor ASAP. If frequent tardiness occurs this may result in disciplinary action, up to and including termination.

In order to allow employees as much notice as possible regarding their upcoming work schedule, it is required that all requests for days off be submitted in writing to your supervisor PRIOR to the close of business on the 15<sup>th</sup> of the previous month.

If you need time off and are scheduled after the 15<sup>th</sup> it will be your responsibility to notify your supervisor of your desire to change the schedule, and to cover the work shift by finding your own capable replacement.

The change must be communicated to and approved by your supervisor.

### Use of Company Property and Electronic Communications

Occasionally, you may be issued company equipment such as mobile phones and pagers to conduct your job duties. At all times these items will be returned to the company. Should termination of employment occur and you have in your possession said items, the retail cost at the time of the items purchase will be debited from your final pay.

When using computers and other electronic equipment in the course of work related activities, brief and minimal usage of company computers to access the Internet for personal reasons is allowed however, provided the employee understands that TBS reserves the right to allow or disallow access to websites, and otherwise control usage based upon what it deems to be appropriate material.

E-mail is routinely used to communicate amongst employees.

**Please be mindful that personal emails are shared with other employees to facilitate scheduling, and TBS cannot control what someone (I.E. a disgruntled former employee) may choose to send out.**

Company vehicles are to be kept as neat and orderly as possible, and it is your responsibility to re-gas the vehicle **BEFORE** you turn it in.

Any traffic infractions incurred by employees during the course of their driving activities will be the sole responsibility of the driver. TBS reserves the right to perform a Driving Record background check for employees who drive company vehicles.

### Parking, and Entering and Leaving Premises

Employees are to park in designated areas only. Employees are to use the “employee entrance” when reporting for and leaving work.

TBS reserves the right to inspect all parcels before entering or leaving the building.

### Dress and Personal Grooming

All employees are required to be clean and well groomed at all times when on duty.

1. Employees not furnished with uniforms shall dress appropriately to your position, in keeping with the image of TBS. If unsure, ask your supervisor what is acceptable
2. Those employees required to wear uniforms: TBS will issue the employee uniforms, the cost of which will be deducted from future paychecks. See immediate supervisor for your requirements. Forms will be provided to the employee by TBS for payroll deductions.

Employees are to be neat at all times. Supervisor’s judgment will prevail.

Regular body bathing and clean, manicured hands are a must. Hands must always be washed following use of the restroom.

Hair is to be neatly trimmed and styled, and skin piercings are to be kept at a minimum and tasteful (once again, Supervisors judgment will prevail). All food and beverage handlers are required by law

to wear hair above the collar. Hair must be tied back and kept away from face and above collar for those with longer hair, and hats must be worn for short order cooks even if your hair is short.

Clothing worn by employees in the discharge of their duties must be clean, fitted and serviceable.

Shoes must be polished and of appropriate type and color.

### Smoking

Smoking is prohibited except on your break; **if you have one**. There will be no smoking permitted in any of the buildings by customer, guest, or employee. Designated smoking areas are/will be set up outside for customers, and separately for employees. All other areas are prohibited and infractions will result in Disciplinary Action.

### Substance Abuse

TBS is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals, and your safety. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain a substance-free work environment.

Accordingly, TBS may at irregular intervals and on an unannounced basis, require personnel who work at TBS to be screened for illegal substances and alcohol. An illegal substance and alcohol screen may also be required of any individual who requires medical care after an injury and/or damage to TBS property. Additionally, an illegal substance and alcohol screen may be required for employment. The screen will be performed by qualified professionals and detects the presence of illegal drugs or alcohol. In the event that an employee of TBS has a positive result from the illegal substance and/or alcohol screen during works hours, the individual will be immediately terminated.

All information received by the organization through the drug-free workplace is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Communication of our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

All employees will receive a written copy of the policy.

The policy will be reviewed in orientation sessions with new employees.

Every supervisor will receive training to help him/her recognize and manage employees with alcohol and other drug problems.

## Reporting Emergencies and Injuries

The best way to ensure safety is through constant awareness of your surroundings. Most accidents are caused by taking unnecessary risks in connection with job performance. Employees can help each other by notifying their supervisor when they become aware of any condition, which may result in an employee's injury.

In the event of an emergency situation, remain in place and continue with guest service until alerted by your supervisor. We will inform you of the nature of the situation and what procedures to follow. This should be accomplished without unnecessary alarm to our members and guests

If an employee is injured at work, they must inform a supervisor immediately. An Accident Report must be completed, no matter how slight it may appear. Failure to promptly report an injury may jeopardize Worker's Compensation Benefits.

## Gifts

An employee may not accept gifts of any kind from a vendor used by the organization, without prior approval of TBS Management.

## Use of Facilities

Occasionally, employees are allowed to use the recreational facilities at locations managed by TBS. You should never make a judgment decision in this regard.....NEVER ASSUME IN THIS AREA! Before you attempt to use such facilities, for details and restrictions, please see your supervisor. These benefits will not be abused. In general, that means you are responsible for your dress, care of the golf course or facility, and if permitting the guest you bring with you. If inappropriate behavior or abuse of the individual location policies is reported your privileges will be suspended indefinitely. This will be stringently enforced.

## Personel Property

TBS assumes no responsibility for articles left in work areas

## Phone Calls and Message Texting

TBS phones are for use of official business. Employees are not permitted to use the organization's phones for any reason unless it is required in the normal discharge of their duties or for personal emergency.

Employees are permitted to receive LIMITED personal phone calls while on duty. If these calls are disruptive to your work shift, or to the service being provided a customer or it becomes expensive or a nuisance for TBS operations, then calls/texts will not be allowed. Your supervisor may ask you to discontinue any immediate conversation and hang up.

Your supervisor may request that you leave your mobile phone at home in the future.

## General Work Area

A sign of a good, efficient employee is the condition and appearance of his/her work area. Orderliness in your work area reduces accidents, improves health conditions, reduces fire hazards and adds to the efficiency of your work. It is every employee's responsibility to help keep your work area clean and neat.

## Bulletin Boards

Be sure to watch these for notices to employees, schedules, special announcements, policy changes and other matters of interest to you. Notices may not be posted on the bulletin boards without management approval.

## Meetings

From time to time, your supervisor will meet with you to provide information about the organization's plans and activities, new procedures, training, etc. It is also a time to receive suggestions from the employee as to methods that can be used to improve our service to our customers.

## Accommodation of Individual with Disabilities

It is TBS's policy to ensure equal employment opportunity for legally disabled persons. This policy covers all aspects of employment including, but not limited to, hiring, assignment, promotion, demotion, transfer, discharge, wage and benefit administration, and selection for training.

TBS will reasonably accommodate qualified disabled applicants and employees so that they can perform the essential functions of the job.

In order to implement the policy, TBS will make good faith efforts to accommodate the physical and mental limitations of qualified disabled employees unless such an accommodation would impose undue hardship on TBS Business, require substantial financial cost and expense, or place in jeopardy the safety of the disabled individual, his or her co-workers, security, members, customers or general public.

Requests for accommodations should be directed to your supervisor. Each accommodation request will be handled on a case-by-case basis, and every effort will be made to comply with the request, following the guidelines above.

## Sexual Harassment

No employee shall be subject to unwelcome verbal or physical conduct that constitutes sexual harassment. TBS is determined to create and maintain a work environment free from sexual harassment. All levels of employees are expected to maintain a work place free of harassment in all categories and at all levels of employee relations.

Sexual harassment includes unwelcome conduct of a sexual nature, whether or not it interferes with an employee's work. It includes conduct, which creates an intimidating, hostile, or offensive working environment. Sexual harassment also includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (a) submission to the conduct is either an explicit or implicit condition of employment or (b) submission to or rejection of the conduct is used as a basis for employment decisions. Conduct amounting to sexual harassment of TBS employees by TBS employees, is forbidden and will not be tolerated by this organization.

Any employee who believes that he or she has been sexually harassed by another employee, a customer, a guest of a customer, a vendor to the organization or other third party doing business with the TBS must promptly report this conduct to his or her supervisor. There will be no retaliation against any employee who reports that sexual harassment has occurred. We as an organization will promptly investigate the complaint and all such claims will be kept confidential to the extent reasonably possible. Any employee who violates this policy will be subject to appropriate disciplinary action up to and including discharge. Prompt and appropriate action will be taken against any other person above indicated who shall violate this policy. Please go directly to the President of the company, Melissa Nelson, to discuss..

TBS is genuinely concerned with ensuring a safe and comfortable atmosphere for its employees. Harassment of any kind violates this philosophy and will not be tolerated.

### Discrimination

TBS is an equal opportunity employer. It is the policy of this organization that there will be no discrimination on the basis of race, color, creed, religion, age, sex, or disability with regard to hiring, assignment, compensation, advancement, layoff, or other terms or conditions of employment. Please contact your supervisor, or TBS Management to report a claim.

### Outside Employment

The organization does not limit an employee's activities during non-working hours unless those activities interfere with or are in conflict with the performance of your TBS position.

Employees may not sell products or services not normally offered by TBS to other employees or customers while on the organizations property, without prior approval.

### Changes In Policy

We expressly reserve the right to change any of our policies, including those covered here, at any time. Normally, we will notify you of these changes by posting them on bulletin boards or by other appropriate means. Changes will be effective on dates determined by TBS and will supersede prior policies.

# Compensation and Benefits

## Time Cards

All Hourly Employees are required to punch in and out. **No one else is permitted to record your time.** You should not punch in prior to your scheduled shift without permission from a supervisor. *Note:* In the event of a power outage and the time clock was off for a period of time and therefore not displaying the correct time, continue to punch as you would normally, as your time will still be mathematically correct.

Writing in a time is not permitted without having your supervisor approve by initialing your time card.

## Pay Days

Pay periods are every two weeks beginning on Sunday and ending on Saturday. You are paid on the following Friday, after the pay period ends. This is done through electronic deposit. TBS requires that you receive your pay via electronic deposit. The Direct Deposit Authorization form will be available for completion as part of your new hire paperwork. Pay stubs will be available at the location you work at most, however paystubs will not be kept after 30 days.

Your paycheck is confidential and should not be discussed with other employees. Should you have any questions about your paycheck, please notify your supervisor.

## Gratuities

Employees may accept unsolicited gratuities from customers for services rendered. If a gratuity is given on a guest check or invoice to an employee, the amount of the gratuity will be on his/her next payroll check with the appropriate taxes removed.

## Cash Advances

TBS does not advance pay.

## Holidays

Due to the nature of the service industry, employees are often asked to work on Holidays. Typically, there are no premiums paid to employees scheduled to work Holidays.

## Vacation Policy

Regular full time employees will receive five (5) days paid vacation after completing one full year of service. An additional five (5) days will be earned after the completion of three years, and five (5) more days after five years. The scale tops out at twenty (20) days after ten years.

It is **HIGHLY** recommended that you attempt to schedule “longer” vacations during times of the year when TBS business is slow. Your vacation request must be approved by your supervisor, and although management will try to accommodate your needs, management reserves the right to reject vacation requests due to business needs. If vacation is taken against the needs of the business, TBS may choose to replace you.

### Workers Compensation

Each employee of our organization is covered under the Workers Compensation Law of Ohio. The law provides protection to workers suffering occupational disabilities through accidents arising out of, and in, the course of employment, and occupational diseases or illness resulting from exposure to hazards peculiar to the particular employment. Any injury or disease incurred in the course of work must be reported to a supervisor/manager as soon as possible. An accident report and investigation will be performed.

Discuss the situation with your supervisor.

If you are not satisfied with the solution offered by your supervisor or if it is inappropriate to go to your supervisor, discuss the situation with your department head, or an equivalent manager.

If the situation is not resolved, communicate the problem to TBS SR MGMT. You will be informed of the action taken if appropriate.

### Performance Management

Our goal is to provide an enjoyable and safe work environment, while providing our clients and customers with the best experiences possible. This can only be realized with talented employees that are well aligned to the roster of positions they occupy, and who continually perform by meeting or exceeding expectations.

### **Orientation**

The first days of employment will include an orientation period. As a new employee this process will introduce you to the policies and practices of TBS, to assure a smooth transition into your new position so that the expectations of you and TBS will be met. See your supervisor for detailed location/job specific information. During this training you will be observed and evaluated to verify that your position and skills are well matched, and to suggest alternate courses of employment, or in some cases to determine that a dissolving of the employment relationship is necessary. A formal review may take place with your supervisor.

### **Performance Reviews**

Formal performance reviews for regular full time employees are conducted annually, normally during January and February, unless a situation may dictate otherwise. New employees may be reviewed as

stated above. Reviews will be conducted by your supervisor and are based on such items as your job performance, attendance, conduct and the manner in which you deal with customers, teammates, supervisors and vendors.

All performance reviews will be shared with and signed by the employee indicating their awareness of the review. The employee has the opportunity to add his/her own statement to the review if disagreement or need for clarification exists. The employee will receive a copy of their review.

## **Promotions**

We believe in promoting from within whenever possible. Promotions may or may not include a title change or pay increase. We would encourage you to continue to learn more and enhance your skills for those occasions that a position becomes available. A promotion will be based on performance, and capacity for leadership as evidenced in your daily work. There are times, however, when positions require specialized training, education or experience which will require us to interview/promote applicants whose background and employment history better match the open position.

## **Demotions**

There may be times when management feels that a demotion is necessary. Demotions may or may not include a title change, and may or may not include a pay decrease, depending on the situation.

## **Terminations/Resignations**

If you should at some point decide to leave your employment with TBS, please give us the courtesy of as much advance notice as possible, although a minimum of two weeks is professionally customary. Although notice is not required, it would be appreciated. When an employee gives proper notice and has been an employee for at least one full year, he/she may receive payment for earned and unused vacation time.

When employment is terminated a member of management will escort you from the premises.

Anyone who leaves the company will be paid for hours worked, less any company debt. Your final pay will be held in the event that you owe the company more than your paycheck (I.E. uniform deduction, equip deduction, etc.)

## **Disciplinary Actions**

It is extremely important to the success of our business that TBS policies are enforced. Violation of a policy that is contained in this manual, or a house rule that is posted or otherwise communicated, may result in disciplinary action. Depending on the severity of the infraction such action, taken by your supervisor may begin at any of the following steps:

- Counseling or verbal communication
- Written communication (Incident Notice)

- Final warning, demotion, probation or suspension
- Termination

**Verbal and/or Written Communication:** A verbal warning will advise of the nature of the infraction allowing the employee to respond. Written warnings will normally be issued after an employee fails to heed a verbal warning, HOWEVER, TBS may decide that this action is not necessary based upon the situation. A written warning will detail the infraction needing correction and the resulting consequences of further violations. A copy of the warning will be given to the employee at the time of the infraction and a copy will be placed in their employment file. If an employee feels that there are extenuating or mitigating circumstances that led to or created the infraction, they should be presented to the supervisor at that time.

**Final Warning/Probation or Suspension:** Probation involves a specified period of time during which an employee is expected to correct an infraction. During the probationary period, an employee will be allowed to continue his or her job assignments. If during Probation it becomes increasingly clear that the actions will not change, or if at the end of the probationary period the infraction has not been sufficiently corrected, the employee may be subject to Suspension or Termination. Suspension involves a specified period of time spent off the job without pay. Employees returning to work after a suspension who have not corrected the infraction will be subject to termination.

**Termination:** Dismissal or discharge from employment.