

Employee Policies and Procedures

Base - SAP Center

Base is the main communication center during events and is located in the Event Office. Call Base at extension 5755 whenever you are in one of the following situations:

- Contacting a supervisor or asking for assistance
- Reporting cleanups, repairs and emergency situations
- Reporting lost items

To call Base from an outside phone call (408) 999-5775

Breaks

Breaks are to be 15 minutes in length from the time you are relieved until you return to your position. This should allow approximately 10 minutes actual rest time and up to 5 minutes for travel, depending on your position and location of the break area. Employees that work 5 or more continuous hours shall be given no less than a 30 minute unpaid meal period. The unpaid meal period may be waived with mutual agreement of the employee and your employer when a work period is no more than 6 continuous hours.

SAP Center take your break only in the designated areas, and keep these areas clean:

- Employee Lounge
- Frank Jirik Room at designated events
- Outside the Employee Entrance

Oakland Ice Center take your break only in the designated areas, and keep these areas clean:

- On weekdays, use the conference room
- On weekends, use the food service common area or
- Or outside the Employee Entrances

Solar4America-Fremont/San Jose take your break only in the designated areas, and keep these areas clean:

- On weekdays, use the conference room
- On weekends, use the food service common area or Stanley's
- Or outside the Employee Entrances

Aramark Rest Period

For ARAMARK employees scheduled to work 3 1/2 to 6 hours in a day shall be provided one 15 minute rest period. Employees scheduled to work more than 6 hours and up to 10 hours in a day shall be provided two 15 minute rest periods. Employees scheduled to work more that 10 hours and up to 12 hours in a day shall be provided three 15 minute rest periods.

Aramark Meal Period

Employees scheduled to work more than 5 hours in a day shall be provided one 30 minute meal period which should begin before the start of the 5th hours of work. Employees scheduled to work more than 10 hours in a day shall be provided a second 30 minute meal period which should begin before the start of the 10th hour of work.

Take your rest / meal period only in the designated areas, and keep these areas clean:

- Employee Lounge
- Frank Jirik Room at designated events
- Outside the Employee Entrance

When purchasing food and beverages from the concession stands or snack bar, avoid stands where guests are waiting. Do not go to the front of the line, wait your turn until those ahead of you have been served. During your break it is acceptable to purchase merchandise for event under the same guidelines for purchasing food from a Concessions Stand.

SAP Center, Oakland Ice Center, Solar4America and its contractors are not responsible for the loss or theft of employees' personal property including clothing and other items. Leave no valuables in the break area or in the cashier area. Leave no clothing others would be tempted to take. Keep your valuables at home, leave them in your car or lock them in a locker. You may not keep these items with you in your work area and you may not keep them with you on the job. You must remove your property when leaving each day (this includes hockey equipment).

SAP Center vending machines are located in the Hall by the Employee Bulletin Boards. Please report any loss of money or malfunction to the Security Desk or the Uniform Room Attendant.

Oakland Ice Center and Solar4America vending machines are located in the food service area. Please report any loss of money or malfunction to the lead supervisor or management. Do not hit or kick the machines even when they are malfunctioning.

Direct Deposit

All employees are eligible for enrollment in the Direct Deposit Program. You may enroll in the Direct Deposit Program at any time during your tenure.

For SAP Center employees to enroll, you must request a Direct Deposit Enrollment Form from the Uniform Room, all Oakland Ice Center and Solar4America-Fremont/San Jose employees must request a Direct Deposit Enrollment Form from the office. For ARAMARK employees to enroll, you must request a Direct Deposit Enrollment Form from ARAMARK Payroll.

The Direct Deposit Enrollment Form must be filled out completely and you must attach a voided personal check (deposit slips are not acceptable) to the Direct Deposit Enrollment Form. The voided check will not be processed, it will only be used to obtain the account and transit numbers we need to establish the account transaction. For SAP Center employees completed documents should be returned to the Uniform Room Attendant or Payroll. ARAMARK employees return the completed document to the ARAMARK Payroll It may take up to thirty days before your Direct Deposit is activated.

Discount Food Coupons - SAP Center

You may buy half-price food coupons from the Uniform Room Attendant during events. You may use the coupons to buy food and beverages only, not candy or alcoholic beverages. You may use food coupons when you are working the event. With few exceptions, employees must be in uniform when using food coupons. When buying food or beverages, avoid concession stands where guests are waiting for service. Do not go to the front of the line, but wait until those ahead of you have been served. You may use food coupons at all concession stands on the Concourse level and only the following Club level concession stands: C03, C13, C16 and C28 . Food coupons are not accepted at portable carts or The Grill at SAP Center.

INSERT Picture of Discount Food Coupon

The Uniform Room Attendant sells coupons only in one-dollar increments. For every \$1 cash given to the Attendant you will receive \$2 face value in coupons. The Attendant will return no change from purchases. Carefully plan your purchases. Checks or credit cards are not accepted when purchasing food coupons. Only employees working events may use discount food coupons. Neither employees nor guests of employees attending events may use discount food coupons.

SAP Center and ARAMARK extend this benefit to employees. For the benefit to continue, it is important that all employees use it as instructed above. We appreciate your cooperation.

Discount Food - Oakland Ice Center and Solar4America-Fremont/San Jose

You may buy food from the Snack Bar and Stanley's Sports Bar at a 40% employee discount when. When buying food, do not go to the front of the line, but wait your turn until all others ahead of you have been served. Only employees on the active list may purchase food at a discount. Guests of employees may not purchase food at a discount.

Sharks Ice extends this benefit to employees. For the benefit to continue, it is important that all employees use it as instructed above. We appreciate your cooperation.

Employee Identification Cards

SAP Center issues a picture identification card (ID) to each employee. An employee's ID provides access to SAP Center at the Employee Entrance and designated parking lots. Employees must carry their ID while working. ID's on a lanyard are not allowed. Security or other authorized personnel may deny employees without an ID access to the Employee parking lot and SAP Center.

If authorized personnel ask you to show an ID but you cannot, cooperate by politely providing proof of employment to the satisfaction of authorized personnel.

Use your ID for no other purpose (e.g., for identification away from SAP Center). Employees must pay a \$5.00 replacement fee for lost or damaged IDs. Inform your Scheduling Coordinator if you need to replace your ID.

Your ID is not transferable and remains the property of SAP Center. You must surrender your ID at the end of your employment at SAP Center.

Employee Lounge/Access to SAP Center

Employees scheduled to work before, during and after events must always enter SAP Center at the Employee Entrance/Security Office next to the Food Service Receiving Area on St. John Street.

The Employee Lounge (Uniform Room/Employee Dressing Rooms) is immediately adjacent to the Security Desk. It is for the use of all employees working at SAP Center who have need for a lounge and dressing rooms including SAP Center, San Jose Sharks, Union Payroll and ARAMARK employees. You may use this room to change clothes before or after (or, if appropriate, during) your work shift. You may use it to relax and use with your co-workers during breaks. In-house TV monitors showing the event in progress, vending machines and shower facilities are also available in the Employee Lounge and Dressing Rooms.

If you eat or drink on a break, do so in the Employee Lounge or, if available for employee breaks, the Frank Jirik Room under the escalators. If you smoke, you may do so in the designated Smoking Area, outside the Employee Entrance. Please clean up after yourself following these activities.

The Employee Lounge has a telephone for your use to make arrangements for transportation and other work-related needs. Please limit phone calls to three minutes in length. Use no other phones in SAP Center while working except in the performance of your duties.

SAP Center and its contractors are not responsible for the loss or theft of employees' personal property including clothing and other items. Leave NO valuables in the dressing room. Leave no clothing others would be tempted to take. Keep them at home, or lock them in a locker. You may not keep these items with you in your work area and you may not keep them with you on the job. The lockers are for employees' use for securing personal items. If you work on a regular basis, the Uniform Room Attendant may assign you a locker so you may use the same locker each time you work and leave work-related property in the locker between work shifts. Contact the Uniform Room Attendant to make arrangements for an assigned locker.

Vending machines are located in the Hall by the Employee Bulletin Boards. Please report any loss of money or malfunction to the Security Desk or the Uniform Room Attendant. Do not hit or kick the machines, even when they are malfunctioning. Bring no beverage cans into public areas of SAP Center or parking lots. Consume all food and beverage items and put all uniform parts in place before leaving the Employee Lounge.

Front Desk - Oakland Ice Center and Solar4America-Fremont/San Jose

The front desk at Sharks Ice is the main communication center during operating hours and is located on the first level. Call the front desk at 279-6000 or 999-6763 and (510) 623-7200 for Fremont, whenever you are in one of the following situations:

- Reporting before or after the regular report time
- Leaving before or after the end of your shift.
- Arriving early or staying late because of transportation or if you would like to remain in Sharks Ice for an extended period between two work sessions
- Asking for assistance or contacting a supervisor at 593-7692
- Reporting cleanups, repairs and emergency situations
- Reporting lost items

Guest Relations

An employee's primary duty is to serve guests by exceeding their expectations, making a positive impression on them and making each encounter a "memorable moment." Employees must always be well aware of their relationship to guests. Employees must conduct themselves in a mature, business-like, disciplined, and impressive manner while on duty. Always be courteous, polite and helpful. We will not tolerate rude or discourteous conduct toward guests. In the event of a troublesome guest, use your knowledge of SAP Center policies, common sense and your ability to seek the assistance of others as resources to deal with guests. We want you to be friendly and interact with guests, but avoid excessive conversation with guests or other SAP Center employees and congregating with other employees in groups. If you must talk to someone, while on duty, in the seating area during a performance, do so softly and briefly to avoid disturbing nearby guests.

Parking - SAP Center

Employees working events at SAP Center may park in designated off-site facilities during events at no charge, on a space available/first-come basis.

Employees may park in designated SAP Center employee parking lots and Almaden Financial Plaza Garage. The Almaden Financial Plaza Garage should be entered from W. San Fernando St. This lot is staffed four and one-half hours prior to events until one and one-half hours after the event ends. [INSERT LINK TO MAP](#)

When parking in the Almaden Financial Plaza Garage:

1. If you arrive and there is no SAP Center Parking Attendant present, please push the gate button to receive your parking ticket. You must obtain a Parking Validation Ticket from the SAP Center 24 hr Security Desk to exit the garage. You will validate your ticket, before returning to your vehicle at the Parking Pay Station on the first level of the Almaden Financial Plaza Garage

2. When a SAP Center Parking Attendant is present, you will receive a Pre-Paid Parking Ticket at the garage entrance. This ticket will be used to exit the garage.

Do Not Lose either ticket. A lost ticket will result in you being required to pay to exit.

For events you are attending as a guest, but not working, you may park in any public parking lot and pay the corresponding charge at your own expense. You may not park in lots reserved for working employees.

Establishing an efficient pattern of parking for each event is important. To do this effectively, employees must follow the parking attendant's directions, or if an attendant is not on duty, park within the established striping. Do not park in "Reserved" parking spaces. Enter cautiously, especially through a staffed entrance. Each car should stop and the employee should show his/her ID to the attendant. Informing an attendant of employment status at SAP Center or showing one's uniform will not necessarily provide access to the parking lot. Employees not showing identification cards must pay the posted parking charge or park elsewhere.

When leaving SAP Center after work, for your own safety, especially after dark, please leave with and walk with co-workers. You may also contact Security to arrange for an officer to escort you to your car if it is in one of the employee parking lots. Show consideration to the neighbors surrounding SAP Center by keeping voices down and not littering the area.

Employees working during events must park motorcycles at designated employee parking lots corresponding to the instructions above. When scheduled to work during non-event hours, park motorcycles in Parking Lots A, B or C. Never park motorcycles on the sidewalks or bring them inside SAP Center. Secure bicycles to bicycle racks outside SAP Center. Never bring them in SAP Center or secure them to lampposts, trees or other items.

Parking - Solar4America-San Jose

Employees working events at Sharks Ice must park at the rear or far East side of the building. Employees are not to park in front of the roll-up doors. Vehicles parked in front of the roll-up doors may be towed. When you are attending as a guest but not working, you may park in any public parking space. Never park motorcycles on the sidewalks or bring them inside Sharks Ice. Secure bicycles to bicycle racks outside Sharks Ice. Never bring them into Sharks Ice or secure them to lampposts, trees or other items.

When leaving Solar4America after work, especially after dark, please leave with and walk with other co-workers for your own safety. Show consideration to the neighbors surrounding Sharks Ice by keeping voices down and not littering the area.

Parking - Oakland Ice Center

Employees working at Oakland Ice Center are encouraged to use public transportation whenever possible as a means to get to work. Oakland Ice Center does not generally provide employee parking. Certain employees who begin their shift before 7am or end their shift after 9pm may be given permission to park in the small private lot next to the building on San Pablo Avenue at 17th Street. This permission must be arranged in advance, is not guaranteed, and is based, in part, upon the availability of spaces in the lot. Never park motorcycles on the sidewalks or bring them inside Sharks Ice. Secure bicycles to bicycle racks outside Sharks Ice. Never bring them into Sharks Ice or secure them to lampposts, trees or other items.

When leaving Oakland Ice Center after work, especially after dark, please leave with and walk with other co-workers for your own safety. Show consideration to the neighbors surrounding Oakland Ice Center by keeping voices down and not littering the area.

Payroll and Hours Discrepancies

If SAP Center, Oakland Ice Center or Solar4America-Fremont/San Jose employees have an issue or discrepancy regarding your paycheck, please fill out a Payroll Problem Form. Completely fill out the Payroll Problem Form, all payroll adjustments will be made on the next paycheck. [INSERT LINK TO FORM](#)

ARAMARK employees, Payroll Discrepancy Forms may be picked up from a plastic folder inside the ARAMARK main office. Completely fill out the Payroll Discrepancies Form and attach a copy of your pay stub. For ARAMARK employees, return it to ARAMARK Payroll.

Public and Restricted Areas - SAP Center

Before, during and after shifts, employees must not congregate in any of the following areas:

- Sharks and multi-purpose (visiting) dressing room areas
- Any area where access is monitored
- Security Office
- The Grill and The Club reception areas
- Information and Concierge Desks
- Any other area that may give a negative impression to guests or where other employees are actively working where your presence could be a distraction or interference

Public and Restricted Areas - Oakland Ice Center and Solar4America Ice-Fremont/SanJose

Before, during and after shifts, employees must not congregate in any of the following areas:

- Oakland Ice Center and Solar4America Offices
- Cashier Office/Front Desk
- Public Telephones
- Skate Room
- Any other area that may give a negative impression to guests or where other employees are actively working
- where your presence could be a distraction or interference

Reporting to Work - SAP Center

Employees enter SAP Center through the Employee Entrance. The Employee Entrance is located at the corner of Montgomery and St. John Streets. Enter the Employee Entrance and slide your ID card through the scanner on the Security counter. ARAMARK employees will first stop at the check-in counter and be

assigned to a stand, then, at their scheduled time, proceed to the Kronos time clock and swipe their SAP Center Identification Card.

For employees working events in uniform, ensure that you arrive prior to your report time so that you are able to address any issues with your appearance or uniform with the Uniform Room Attendants. Before reporting to your position report to your supervisor for an inspection of your appearance and uniform. For employees working events, ensure that you obtain a Fact Sheet from the holder on the bulletin board in the hall by Security.

For Ushering employees, ensure that you check your position assignment on the bulletin board in the hall by Security. For all other employees, your position assignment is given to you at your briefing. You must attend pre-event briefings in proper uniform at the report time. You are responsible for the information given at the briefing in addition to the information on all employee bulletin boards, including the Fact Sheet. It usually helps to take notes.

For Ushering employees, the location and time of the pre-event briefing is located (when viewing the Fact Sheet) on the upper left-hand side. For Parking employees, your briefing is located in the Parking Office. For Building Services employees, your briefing is located near the Supply Cage. For ARAMARK Concessions employees your briefing is located in your assigned Concession stand. When arriving at your stand, immediately sign the employee sign-in sheet located on the stand corkboard. For all other employees your pre-event briefing will be determined by your manager.

Reporting to Work - Oakland Ice Center and Solar4America Ice-Fremont/SanJose

Employees enter Solar4America through the Main Entrance at the front and the East Rink at the back of Solar4America Ice. Employees enter Oakland Ice Center through the Main Entrance at the front of Oakland Ice Center.

Ensure that you arrive prior to your report time so that you are able to sign in and punch in your time card. You must be dressed in your uniform or appropriate attire. Failure to report to work in uniform or appropriate attire may result in disciplinary action. Report immediately to your supervisor or management for instructions upon arrival to work.

Reporting to Work Aramark

Employees enter SAP Center through the Employee Entrance. The Employee Entrance is located at the corner of Montgomery and St. John Streets. ARAMARK employees will first stop at the check-in counter and be assigned to a stand, then, at their scheduled time, proceed to the Kronos time clock and swipe their SAP Center Identification Card.

For employees working events in uniform, ensure that you arrive prior to your report time so that you are able to address any issues with your appearance or uniform with the Uniform Room Attendants. Before reporting to the pre-event briefing report to the Uniform Room Attendant or your supervisor for an inspection of your appearance and uniform.

For employees working events, ensure that you obtain a Fact Sheet from the plastic holder on the bulletin board in the hall by the Security Desk.

For ARAMARK Concessions employees, ensure that you receive your stand assignment from the Scheduler. All other employees, your position assignment is given to you at your briefing. You must attend pre-event

briefings in proper uniform at the report time. You are responsible for the information given at the briefing in addition to the information on all employee bulletin boards, including the Fact Sheet. It usually helps to take notes. Concessions employees your briefing is located in your assigned Concession stand. When arriving at your stand, immediately sign the employee sign-in sheet located on the stand corkboard. For all other employees your pre-event briefing will be determined by your manager.

Reporting to Work - All Employees

Know all responsibilities of the particular position to which you are assigned for an event. If you are unsure what is required for the proper or best performance of your assigned position, ask your supervisor. This also applies later in the event when positions and assignments may change. Report to your supervisor all complaints, potential or developing problems or incidents not covered by the instructions, and any action taken (e.g., disorderly conduct, complaints). Employees must remain at their assigned positions until their predetermined end time or until their supervisor releases them. Employees must not leave a position unattended or wander away from it, except at the direction of a supervisor or under extenuating circumstances.

Safety

SAP Center, Aramark, Oakland Ice Center, Solar4America-Fremont/San Jose and each employee have the duty to provide a safe environment for both our guests and employee Throughout each work shift, each employee must inspect his or her work area and promptly report unsafe conditions, equipment defects and spills to his or her supervisor or Base. Take care when working with equipment. Keep aisles and passage-ways clear. Promptly return tools to their proper places. Drive vehicles through facilities at moderate speed and stay alert for vehicles when walking. Always conduct yourself in a business-like manner. Horseplay often leads to accidents. Safety is the responsibility of each employee.

Employee Suggestions and Comments

If you have any suggestions you would like to share, please click on the link and complete the Employee Suggestion form. [INSERT LINK TO FORM](#)