**GREEN MTN. CONCERT SERVICES, INC.**

**Policies & Procedures**

**Employee at Will** — You are an employee at will. Nothing herein shall be construed as altering the employee at will status. An employee may be terminated for any reason or no reason at all. Other sanctions may include, but are not limited to, being sent home from a given shift and/or event, not being permitted to sign up for shifts for a specified period of time, and/or loss of pay.

**Illegal Activity** — No illegal activity will be tolerated. Illegal activity will be referred to law enforcement.

**Scheduling** — Green Mtn. Concert Services, Inc. (hereinafter referred to as "GMCS") operates on an as-needed basis. Because of the nature of our line of work, no one will be guaranteed any number of hours per week, month, or throughout the year. Due to certain unforeseen circumstances, notification concerning working a particular event may not reach you until as late as the day of an event. You should consult our website (www.gmcsvt.com) to schedule and be confirmed for shifts. Keeping informed about your schedule is your responsibility.

**Positions and Shifts** — Positions and shifts may change from job to job. Sometimes, you may be asked to work a position that you may not care for, such as a low profile area or door. This does not necessarily mean that you are not doing a good job. On the contrary, that typically means that GMCS can trust leaving you on your own. Most people like to be in the high-visibility areas. GMCS only has so many positions open for those areas, so you must understand this.

**Punctuality** — You must be parked, dressed, and at the deployment point with your gear at least fifteen (15) minutes prior to the start of your shift. If you are going to be late for any reason, you must call the GMCS office ((802) 482-2452 or 1-866-485-4627) or shift supervisor as soon as possible. If there is no answer at the office, you must call one of the cell phone numbers on the outgoing message.

**Breaks** — You may only be relieved for a break with the permission of a Supervisor.

**Dress Code** — Black pants or shorts are required at all times. Stretch pants, bicycle pants, terrycloth, and jeans are not acceptable. GMCS issued shirts must be worn and returned at the end of each shift. GMCS jackets will be provided when deemed appropriate by GMCS in its sole discretion. Shirts must be tucked in at all times, and jackets must be zipped up when worn. If, for any reason, GMCS hats are not available, personal hats may be worn if they have no logo prohibited by GMCS in its sole discretion (for example, alcohol, obscenity, or event-specific conflicts) and are in excellent condition as determined by GMCS in its sole discretion. You may also purchase GMCS jackets and hats, when available. Specific venues may have additional dress code requirements, which you must follow. You must check the website (www.gmcsvt.com) or with the office ((802) 482-2452 or 1-866-485-4627) if you are not sure about the venue's dress code requirements. You may be required to remove jewelry that poses a safety issue, as determined by GMCS in its sole discretion. The GMCS event Coordinator is the final word on suitability of attire.

The minimum requirement for footwear is sturdy shoes or boots. No open toe, open heel (clog), or sandals are permitted. We recommend black shoes with leather uppers. Anyone working events in New York must wear black shoes with black socks. You must be prepared for inclement weather by bringing rain gear and water-resistant or waterproof footwear.

**Required Gear** — You must bring gear suitable for the event type and sufficient for your own comfort and safety. You must bring the following to every shift: a small flashlight, a pen, something on which to take notes, your professional license, and a photo ID.

**Personal Hygiene** — You represent GMCS while you are working and must arrive for work clean and clean‑shaven.

**Illness** — In the unfortunate event that you become ill and are unable to work an event for which you are scheduled, you must call with enough advance notice to allow a replacement to be found. You must call the GMCS office at ((802)-482-2452 or 1-866-485-4627). If there is no answer, you must leave a detailed message and call Jeremy Spaulding's (VP – Security) cell phone number (802-233-3769).

**Payroll** — The GMCS pay period runs on a biweekly schedule, from Saturday at 8:00 A.M. until the second Saturday at 8:00 A.M. Do not ask for your check early and do not ask for advances. Under no circumstances will they be given. Direct deposit of you paycheck is available and offered as a convenience.

**Transportation, Travel, Parking, Lodging, and Meals** — Should an event require more than one-and-one-half (1½) hours of travel time, GMCS may, in its sole discretion, decide to transport personnel. In addition, GMCS may decide, in its sole discretion, to pay for an employee's gas while driving to/from the job site. If GMCS decides in its sole discretion to pay for an employee's gas in driving to the job site, you must have your gas receipts for reimbursement.

At any event that requires multiple days of work, lodging and some meals (as decided by GMCS in its sole discretion) will be provided.

For shifts lasting greater than six (6) hours, a meal may be provided by GMCS as determined by GMCS in its sole discretion. If you have dietary requirements or requests such as vegetarian, vegan, lactose or gluten intolerance, you must notify the office ((802) 482-2452 or 1-866-485-4627) in advance of your shift, and GMCS will attempt to accommodate your request. GMCS is not able to ensure that foods will never be cross-contaminated with nuts or dairy. If you have serious food allergies, it is your responsibility to notify the office ((802) 482-2452 or 1-866-485-4627), as well as your shift Supervisor.

At some event sites, employee parking will be provided.

If an employee quits without sufficient notice as determined by GMCS in its sole discretion, or is terminated, the employee shall be responsible for any transportation, parking, lodging, meal, and/or other expense incurred by GMCS for that employee.

**Smoking, Alcohol Consumption, and Drugs** — You are not permitted to smoke in nonsmoking areas, near any gas or other flammable material, or in an area that is a high profile, high traffic area, as defined by GMCS in its sole discretion. Even in areas where smoking is permitted, you must be discreet and safe. If you smoke, you must notify the Coordinator and/or your Supervisor.

You are prohibited from consuming alcohol, using an illegal/non-prescribed drug(s), abusing a prescribed drug(s), and/or being under the influence of alcohol, an illegal drug(s), and/or a drug(s) not in accordance with its prescription while on the job. In addition, you must not consume any alcohol within six (6) hours of the beginning of your shift or at any time while in GMCS uniform or wearing any GMCS logo. In addition, you are reminded that it is illegal to, and you must not furnish alcohol to anyone under the age of twenty-one (21).

If you are prescribed a medication(s) that may make you drowsy or impair your abilities in any way, you must so advise GMF, and your employment may be restricted if deemed necessary for safety purposes by GMF in its sole discretion.

**Cell Phones and Other Electronic Devices** — The use of mobile phones, including text messaging, and other electronic devices, including, but not limited to, music devices, video games, movie players, televisions, and computers, during your shift is strictly prohibited. You may have a cell phone on your person and have it on silent for emergency use only. If you need to place/receive a call, you must inform your Supervisor, and he/she will attempt to provide you with a break as soon as possible, as he/she deems appropriate in his/her sole discretion. If you are using your cell phone for work related reasons, emergencies, or while on break, you must remove yourself from the view of guests.

**Sexual Misconduct and Sexual Harassment** — At absolutely no time shall you behave in an inappropriate manner in regards to sexual conduct. You are to treat everyone with respect and professionalism. If you believe you have been exposed to inappropriate conduct or language, you must report the incident to a Senior Supervisor, Coordinator, or Kevin Cheney, President/CEO, as soon as possible, but no later than twenty-four (24) hours after the incident. You may also report the incident to the Vermont Department of Labor at 802-828-2700.

**Admission Comps** — You shall not allow anyone into an event for free. To request a comp admission to an event, you must ask Kevin Cheney, President/CEO, before the event. Under no circumstances are you to approach the promoter, venue staff, box office, or crew to request comp tickets or admission. You are at the event to work and receive benefits as a GMCS employee. If you decide to end your shift, you forfeit those benefits and, among other possible penalties, will need to purchase a ticket to remain at the event.

**Disorderly Guests** — Any guest who is disorderly, disrespectful, and/or is disturbing to other patrons must be dealt with quickly, carefully, and with respect. You must not respond to anger with anger, nor should you raise your voice. Physical force must only be used as a last alternative and if you, a co-worker, and/or a guest is in immediate (and imminent) danger of being hurt or attacked or if a guest(s) is involved in a fight, and you are able to safely break it up.

Should you encounter a guest who is disorderly, disrespectful, and/or disturbing another patron(s), you must adhere to the following procedures:

REMEMBER — The best way to counter any problem is communication and by keeping a cool head.

1. Approach the patron slowly and ask what the problem is. Ask the person to come with you and get him/her away from the crowd. (People tend to be more belligerent and less likely to be understanding and communicative when they have a crowd around them, so get them away from the crowd.) Alert a Supervisor immediately.

2. Once you have gotten him/her away from the crowd, ask him/her about his/her problem, give him/her a warning to calm down and behave or he/she will be asked to leave. (If the patron has been consistently difficult throughout your interaction with him/her, use your judgment. Should you decide it is best, ask him/her to leave and escort him/her out of the event.)

3. Remember that safety is our biggest concern. This includes the safety of the crowd, as well as the safety of the performer(s), and especially your own safety and that of other GMCS personnel. Never approach a situation that you cannot handle without backup. There is safety in numbers, so ensure you have sufficient GMCS backup before stepping into a situation that you may not be able to handle by yourself.

**Fatality** — If a situation results in a fatality, you must strictly observe the following protocol:

1. Secure the Scene. (This must be treated as a criminal investigation, so you must not allow anyone to touch anything within a thirty foot (30') radius of the scene, which includes yourself.)

2. Alert your Supervisor, medical personnel, and Kevin Cheney, President/CEO, if available, immediately after securing the scene.

3. Assist your Supervisor in keeping the scene secure for the police.

**Issues with Clients, Promoters, Stagehands, and other Working Personnel** — In the event an issue should arise with a client and/or another worker, whether or not employed by GMCS, you must not address the issue yourself. Instead, you must personally inform either your Supervisor or Kevin Cheney. Sometimes with all of the different activities required to make an event function, we tend to step on each other's toes, and then tempers flare. You must stay out of the way of any stagehands and other non-GMCS working personnel. If you are asked to move, then DO IT. They are working on a timetable that should be respected. At no time should GMCS set foot on stage, unless asked to do so. If a patron gets up on stage, he/she will be handled either by on-stage security, or the performers will ask to have him/her removed.

**Artists and Entertainers** — At absolutely no time are you authorized to approach any artist or entertainer that will be or is performing. It is permissible to be a fan, but keep it to yourself. GMCS is at an event to help protect the artists' and entertainers' privacy, and we cannot do that if we are asking for autographs and photographs from them. Cameras and photographing is only permitted with prior authorization from Kevin Cheney, Jeff Goodrich, Jeremy Spaulding, or David Wolfe.

**Media Relations** — At certain concerts and festivals, we often come in contact with the Media. At absolutely no time are you authorized to speak with any Media personnel. The Media tend to spin a story to their own agenda. You may think you are helping, but you must let the Media know you are not authorized to speak with the Media.

**Return of GMCS Property** — Any GMCS property assigned to you must be returned in good condition as directed by GMCS, or you will be accountable for replacing the item(s) or paying the cost of replacement/repair of the missing/damaged property, and/or you may be subject to a criminal charge(s). This includes, but is not limited to, vehicles, uniform apparel, signs, radios, and any additional GMCS issued equipment.

**Employee Arrest**— If you are arrested, you must inform the GMCS office ((802) 482-2452 or 1-866-485-4627) immediately. Any paperwork related to the arrest must also be copied to the GMCS office immediately. You must also contact Jeremy Spaulding ([Jeremy@gmcsvt.com](mailto:Jeremy@gmcsvt.com)) or Kevin Cheney ([Kevin@gmcsvt.com](mailto:Kevin@gmcsvt.com)) within eight (8) hours of the arrest.

**Licensing Fees** — If GMCS has paid your licensing fee and you are either terminated or have quit before you have performed one hundred fifty (150) hours of security work for GMCS, you will be responsible for reimbursing GMCS for the full licensing fee.

**Enforcement of the Policies & Procedures** — You will be responsible for all expenses, including, but not limited to attorney's fees, in connection with the enforcement of any provision set forth herein.

Nothing herein shall be construed as altering the employee at will status.

I agree to abide by the policies and procedures as set forth.

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Employee Date

Issued: April 16, 2009