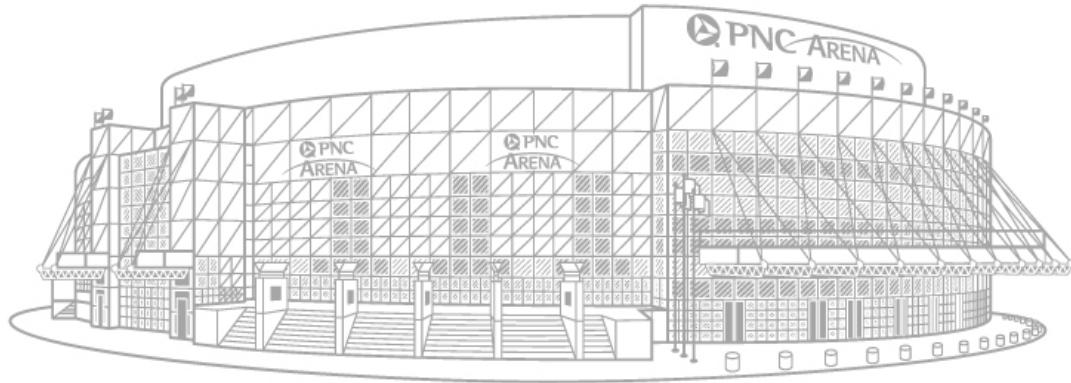


PART-TIME EMPLOYEE HANDBOOK



HURRICANES HOLDINGS, LLC
PNC Arena, 1400 Edwards Mill Road,
Raleigh, NC 27607

PNC Arena Information

**1400 Edwards Mill Rd
Raleigh, NC 27607**

Arena Telephone Main Number: (919) 861-2300

Employee Information Hotline: (919) 861-2322
(For openings, delays or event cancellations)

Security Emergency Number in the building ext. 1911

Security dispatch during events ext. 7802

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PNC ARENA

PNC Arena is the premiere state of the art Sports and Entertainment facility in the Southeast. It serves as the home of the Carolina Hurricanes and the North Carolina State University Men's Basketball Team and typically hosts over 150 additional events annually. Such events include: concerts, ice shows, circuses, sporting events, corporate meetings and trade shows.

Location:	PNC Arena is located on an 81 acre tract adjacent to Carter Finley Stadium and the North Carolina State Fairgrounds. The Arena is accessible from I-40, I-440, Wade Avenue, and other major arteries with numerous entrances and exits for easy accessibility.
Management:	Hurricanes Holdings, LP
Square Feet:	770,000
Capacity:	18,176 NHL Hockey 19,722 Basketball 19,500 Center Stage Concert
Teams:	Carolina Hurricanes Hockey Club N.C. State University Men's Basketball Team
Total Cost:	\$158 Million
Architect:	Odell Associates
Concessionaire:	VAB Catering
Concession Stands:	18 built-in
Suite Caterer:	VAB Catering
Naming Rights:	PNC Bank
Owner:	Centennial Authority
Rest Rooms:	38

The Arena also has an 11,000 square-foot restaurant open to the public, two club level priority lounges, the Ledge Bar and the Champions Club.

Private locker rooms are available for N.C. State men's basketball team, the Hurricanes, and for visiting teams.

ABOUT THIS HANDBOOK

The purpose of this handbook is to help new employees get acquainted with Hurricanes Holdings, (HH) and also serve as a reference manual for all employees for information about Company practices, general personnel information, policies, procedures, employee benefits and other programs. This handbook applies to all part-time employees.

There is a great deal of important information in this Handbook. However for the Handbook to answer every question or cover every situation would be impossible. Your Supervisor, Manager or Human Resources are the best source for questions about policies, procedures and programs and any changes that have been made to them. It is your responsibility to ensure that the information you have is the most current.

This Handbook contains no express or implied promises or commitments and does not constitute a contractual obligation of any kind to any prospective, present or past Company employee. The Company reserves the right, in its sole discretion at any time, with or without notice, to supplement, suspend, rescind or modify all or part of the policies and procedures described in this Handbook or their application to any individual. This Handbook supercedes all prior employee handbooks and all contradictory policies, rules, procedures, practices and statements of the Company on any subject contained in this Handbook, except that in the event of a conflict between any provision in this Handbook and the terms of the applicable plan document, the terms of the plan document will control.

This Handbook does not alter the employment status of any employee, which is “at-will”, unless you have a specific written employment agreement to the contrary signed by the President of the Company. At-will employment status means that both you and the Company each retain the right to terminate the employment relationship, with or without cause, and with or without notice, at any time. No supervisor, manager or Company representative, other than the President of Hurricanes Holdings, has any authority to enter into any agreement for employment for any specific period of time, or to make any agreement contrary to that which is contained in the Handbook. Any such agreement must be in writing.

You will be asked to sign an Employee Acknowledgement form acknowledging your receipt of this handbook. This form will become part of your personnel file.

MISSION STATEMENT

We will earn the support of this community by providing excellence in customer service, unsurpassed value for our fans' investment and the highest quality sports and entertainment presentations available in the southeast - on the ice, on the court and in the Arena.

HURRICANES HOLDINGS PHILOSOPHY

To the majority of our guests, **YOU** are PNC Arena. For most of the guests visiting the Arena, you may be the only employee with which they will ever have personal contact. Your positive attitude and enthusiastic approach to your job are as much a part of the guests' experience as the activity taking place on the ice, court or stage. We should all strive to make PNC Arena a place people **want** to visit for everything from Hurricanes Hockey games and North Carolina State University Men's basketball games to concerts and family shows and not just a place they **have** to visit in order to attend those events.

Your positive attitude is the key to the ultimate success for this facility. The products being sold are the facility and the events it hosts. However, you are the critical element that will make people want to come back again and again.

Without question, we are a "service driven" organization. As our Mission Statement declares, superior customer care must be of paramount importance to every employee in the organization at all times. We must always be on guard against the greatest enemy of outstanding customer service: indifference. **Never take a guest for granted.** As an ambassador for the facility and the teams who play here, it is your responsibility to make your guests feel appreciated, validate their questions and concerns, and most importantly, show that you care. PNC Arena can only become synonymous with hospitality through your efforts.

In order for your positive attitude to become an effective tool on the job, you must first possess a solid working knowledge of your position. Through knowledge, you can empower yourself with credibility, confidence and presence. Your own energetic enthusiasm will remain the cornerstone of PNC Arena.

Remember that our focus is always on the guest. In our effort to maintain this focus, we must always strive to be better. You have an opportunity to make our Organization as well known for its hospitality and service as the facility is for its amenities.

We all need to remember that every guest has different needs that should be handled with respect. What might seem unimportant to you may be important to them. Try to accommodate the guests as much as possible when dealing with their questions and issues.

EMPLOYMENT POLICIES & PRACTICES

FAIR EMPLOYMENT PRACTICES POLICY

It is the intent of Hurricanes Holdings and Affiliates (HH) to provide equal employment opportunities in all areas of its employment practices and to assure there will be no unlawful discrimination against any employee on the grounds of race, color, religion, sex, sexual orientation, age, national origin, disability, covered veteran status, genetic information or other basis protected by law. This policy extends to recruiting and hiring, to working conditions, promotions, discipline, discharge, and all other terms, conditions and privileges of employment.

Employees who believe that they or any other employee have been subject to unlawful discrimination of any kind should report it promptly in accordance with the procedures set forth in this Handbook. Complaints made in good faith under this policy will not result in any adverse action against the person making the complaint, and no other person who participates in good faith in an investigation will be treated adversely because of that participation. Employees who believe they have been subject to retaliation must report it using the procedure described in this book. Any questions regarding the application of this policy should be directed to Human Resources.

ACCOMMODATION OF DISABILITIES

HH is committed to comply with and uphold the regulations and requirements of the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, and similar applicable state and local laws. Qualified individuals with disabilities may be entitled to reasonable accommodation in the workplace, as long as the accommodation does not impose an undue hardship on the Company. If you believe that you are such an individual and that you require a reasonable accommodation in order to perform the essential functions of your job, please communicate that information to Human Resources.

If you have any questions regarding the application of these laws to your situation, you may discuss them confidentially with Human Resources. Issues raised in good faith under this policy will not result in any adverse action against the person who has raised the issue, and no other person who participates in exploring a potential accommodation.

HH's policy is to keep any information regarding a disability confidential and not disclose it, except on a need-to-know basis or otherwise in accordance with applicable law.

PROFESSIONAL CONDUCT AND PROHIBITION AGAINST INAPPROPRIATE CONDUCT

Hurricanes Holdings is proud of its professional and congenial work environment and seeks to ensure that the work environment remains free from all forms of harassment. All employees must treat each other with courtesy, consideration and professionalism. HH will not tolerate harassment of any kind. Harassment for any discriminatory reason such as race, color, religion, sex, sexual orientation, age, national origin, disability, covered veteran status or other basis protected by law, subject the Company and/or the individual harasser to liability.

The Company prohibits not only harassment but also other inappropriate conduct such as unprofessional or discourteous actions. Accordingly, derogatory or otherwise inappropriate remarks, slurs, jokes, etc regarding or relating to a person's protected characteristic are violations of this policy and will not be tolerated. Each employee must exercise good judgment to avoid engaging in conduct that may be perceived by others as harassment. This means that any use of an inappropriate remark, joke or slur in the workplace, while on company business or at a company-sponsored event will constitute a violation of this policy and may result in disciplinary action up to and including termination. This is true whether or not the use of the inappropriate remark, joke or slur is intended as a joke or is perceived by the speaker as not being offensive to another person.

This policy applies to the actions of all employees in the Company, including not only executives, supervisors, managers and other employees but also vendors, customers, contractors and visitors who come into contact with an employee conducting his or her job duties. This policy also covers persons doing business with the Company via electronic or other communication media. Inappropriate behavior will not be tolerated on Company premises or in any other settings, including business trips or social events.

Forms of Inappropriate Conduct

Forms of inappropriate conduct include but are not limited to:

- Verbal: sexual innuendoes, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive insulting sounds;
- Visual/Non-verbal (communicated through any means, including via internet, email, text messages or instant messages): derogatory posters, cartoons, graffiti or drawings; suggestive objects or pictures; graphic commentaries; leering; or obscene gestures;
- Physical: unwanted physical contact, including touching or hugging; interference with any individual's normal work movement, or assault; and
- Other: making or threatening reprisals as a result of negative response to harassment
- Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and any other visual, verbal or physical conduct of a sexual nature when:
 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Report the Behavior

Every employee of HH is responsible for maintaining an environment that is free of inappropriate conduct and notifying their Supervisor, Manager or Human Resources

immediately for proper investigation of any harassment concerns. In the event that the incident involves the employee's immediate supervisor or manager, the employee should make the report to the Human Resource Department or the CFO. If, for any reason, the employee believes that the complaint cannot be dealt with appropriately by the Human Resource Department or the CFO, he or she should report the incident directly to the President of HH.

Supervisors and managers who receive a harassment complaint are to contact the Human Resources Department immediately.

Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No one in the Company is exempt from this policy. The Company is committed to addressing inappropriate behavior, but we can do that only with your help by notifying someone in management or Human Resources of the issue.

Investigation of Complaints

The Company will take prompt action to investigate and implement appropriate corrective and preventative actions in response to complaints received. The Company will endeavor to maintain the confidentiality of any complaint and investigation to the extent it is feasible. However, the Company retains the right to inform persons it deems to have a need to know and utilize information obtained during the investigation for legitimate business purposes.

As soon as practicable after the conclusion of the investigation, the Company will determine whether the policy has been violated. Any employee who violates the policy is subject to disciplinary action up to and including termination.

Third Party Conduct

If you have been harassed or have witnessed harassment by a third party (ie, contractor, customer or vendor), you are responsible for reporting the incident promptly. The Company is committed to addressing the inappropriate behavior but we need your input. The complaint will be investigated and addressed in cooperation with the third party.

Non- Retaliation

Complaints made in good faith under this policy will not result in any adverse action against the person making the complaint, and no other person who participates in good faith in an investigation will be treated adversely because of that participation. Any employee who engages in any form of retaliation because of a complaint made or participation in an investigation under this policy will be subject to disciplinary action up to and including termination. Complaints of such retaliation will be promptly investigated.

WORK PLACE VIOLENCE PREVENTION

The safety and security of Hurricanes Holdings' employees, customers, vendors and visitors are of vital importance. Therefore we have developed a Policy to deal with intimidation, threats, harassment, potential and/or actual violence, and other disruptive and aggressive behaviors in the workplace. The workplace is not limited to company premises, but includes all environments where work-related activities are performed.

For the purposes of this policy, “violence” includes any actions, statements or other behavior by anyone that is or is intended to be violent, threatening, intimidating, disruptive, aggressive or harassing, as determined by the Company in its sole discretion. The company will take appropriate action up to and including termination in response to such actions.

No weapons of any type are allowed on Company property. This policy applies to employees as well as non-employees (customers, clients, members of the public, etc.). The term “weapons” refers to any devices designed to inflict injury or cause physical damage, including but not limited to firearms (loaded or unloaded), any kind of knife or box cutter (unless such a knife or box cutter is the employee’s regular work tool and is used only for work-related purposes), pepper spray, tear gas, mace, bows and arrows, brass knuckles or explosives. If you suspect someone is carrying a weapon, immediately notify your manager, a Security Officer, or a Police Officer.

Any person who posses a weapon, engages in violent acts, makes or exhibits threats or behavior perceived by the Company as threatening or otherwise violated this policy shall at the Company’s sole discretion be removed from the premises as quickly as safety permits and shall remain off Company premises until the outcome of an investigation. Violations of this policy, including reporting obligations, will result in disciplinary action up to and including termination of employment, in the sole discretion of the Company. In addition, the Company may contact the appropriate law enforcement authorities.

All employees are required to promptly notify their immediate Supervisor, Manager or Human Resources of any violation or potential violation of this policy, including any threats that have been witnessed, received or otherwise known about.

HH reserves the right to search, with or without notice all company property and may request that any person on company property submit to a search of personal handbags, backpacks, briefcase or other items or any vehicle in a parking area owned or used by the Company. If the person refuses, he or she will be asked to leave the premises.

Reporting Arrests and Convictions

If an employee is arrested or convicted of a crime concerning conduct that may impact the ability to perform one’s job, may threaten the safety of the Company’s work environment, or has the potential to undermine public confidence in the Company, the employee must inform the Human Resources department immediately. The decision as to whether an arrest or conviction will affect an employee’s employment status with the Company depends on the circumstances of the event, and such decision will be made in the sole discretion of the Company in accordance with applicable federal, state and local laws.

SAFETY & SECURITY

SAFETY

It is the policy of HH to provide and maintain safe and healthful working conditions and to follow operating practices that will safeguard all employees and result in safe working conditions and efficient operation.

We expect all employees to be safety-conscious and to assist in finding conditions in our facility which might cause an accident. If a condition exists in your area that might cause harm to you or a co-worker, it should be reported immediately to your supervisor. Never take chances. Keep in mind that the safe way is the most efficient way. Help yourself and others by reporting unsafe conditions or hazards immediately to your supervisor.

You must follow these general guidelines:

- Report any and all unsafe conditions to your immediate supervisor or Manager on Duty
- Always use all safety equipment designated for your position
- Keep work areas clean and orderly at all times
- Only operate equipment that you have been authorized and instructed to use
- Know where all fire fighting equipment is and how to use it

If there is an accident:

1. All injuries must be reported immediately to your supervisor
2. The supervisor will arrange for emergency transportation, if required, and if necessary, accompany you.
3. The supervisor must complete an PNC Arena Incident Report Form.
4. In event of emergency neither First Aid nor CPR should be performed unless First Aid and CPR Certified or until trained medical help can be obtained

BUILDING EVACUATIONS

In the case of an emergency, the VP/General Manager of PNC Arena or Facility Manager on Duty in conjunction with Police, Fire Department officials, and Event Promoter/Team Officials, will make the decision to evacuate the building.

How you will know when to evacuate

- Your supervisor will inform you before an evacuation is initiated.
- In case of fire, you will **NOT** hear fire alarms. During events the fire alarm system is in 'Event Mode,' which means that the building alarms are silenced. The alarm system is monitored at all times by Raleigh Fire Department personnel in the Control Room. They along with PNC Arena management will decide if, when and how to evacuate the building.

What to do when a Planned Evacuation is ordered

- Our Role/Objective is to get people out of the area/building quickly and safely and without panic
- Remain Calm
- Follow directions from your Supervisor
- Notify patrons with disabilities to remain in their seats and that we will get them out as quickly as possible. This may require the use of elevators on upper and lower floors.
- You may be posted at key positions, e.g., landings, doors, hallways, to expedite the evacuation.
- **Understand that people will not know what to do or where to go. We must be prepared to give instructions/directions simply and quickly.**
- Media interaction – WE DO NOT TALK TO MEDIA. Refer to authorized personnel.

Please see your department supervisor or manager regarding specific duties applicable to your department during an emergency evacuation situation.

Communication with Evacuees

- The main objective is to obtain cooperation of the patrons and avoid panic
- We should direct patrons to the nearest exit. Do not elaborate on the nature of the situation.
- Communications with Media will be handled by authorized media personnel
- Pre-recorded messages will be played to inform patrons of what to do

What We Do After an Evacuation

After evacuating the building, all employees will meet across the street from the South side of PNC Arena (North Dail Plaza / Carter-Finley Stadium)

SECURITY

It is the objective of HH to protect the Company's assets as well as maintain a safe environment for our employees and the public and to report and handle any breaches of security.

Employee Security Clearance

Each employee will be assigned a security access level. Your Manager and the Security Department will be responsible for determining your security access level. This information will be displayed on your ID badge.

If you are found to be in a restricted area that is unauthorized for your security access you may be subject to disciplinary action, up to and including termination.

Please observe the following guidelines in reference to security procedures:

Loss and Theft

HH does not tolerate internal theft, destruction or inappropriate use of company assets, property, or employee personal property. The company is not responsible for the personal property of its employees. You are responsible for safeguarding any personal property brought to work and kept on company premises.

All incidents involving theft, destruction, or misuse of company property, employee property, or unexplained disappearances of property should be immediately reported to your Department Manager, Security Manager, or the Human Resource department.

To protect the safety and security of our employees, business associates, vendors, visitors and property; HH reserves the right to inspect all packages, brief cases, totes, bags, purses, lockers, desks, and other items on the premises of HH.

Whenever there is reason to believe that an employee has or has had unauthorized possession (on HH property or while working elsewhere for HH) of any alcoholic beverage, non-prescribed controlled substance, firearm, other weapon, other contraband or any other article or substance which might endanger any person or property, HH may require that such employee immediately agree to a search of his or her possessions and of his or her person to be conducted by a person(s) of the same sex. Refusal of such a request is grounds for disciplinary action, up to and including termination.

Proprietary Information

Matters concerning the Company's personnel, financial information, commercial interests and proprietary rights are confidential and must be protected against loss, destruction, tampering and unauthorized disclosure. Such information includes, but is not limited to, the following:

- Personnel records;
- Acquisition-related documents and materials;
- Financial statements, reports and plans;
- Business or marketing strategic plans;

Personnel Security Matters

The following matters should immediately be referred to the Department Manager, Manager on Duty or the Human Resource Department:

- Any criminal activity such as embezzlement, theft, bribery, vandalism
- Falsification of records
 - Revealing proprietary information of a confidential nature
 - Violation of a Company Policy

Third Party Investigations

Department Managers and Human Resources will determine the nature and extent of a third party investigation or inquiry and initiate, direct and coordinate the investigation.

Supervisors will inform and consult the Human Resource Department, whenever practical, prior to initiating any significant investigation, answering any questions, furnishing any information or documents, or taking any action. HH reserves the right to conduct searches and inspections of all company areas, and may request that any person on company property submit to a search of personal handbags, backpacks, or other items. If the person refuses, he or she will be asked to leave the premises.

Employees in violation of this policy will be subject to immediate termination and possible criminal and/or civil action.

ID BADGE & CREDENTIAL POLICY

It is the policy of HH to limit access into PNC Arena and Manager access within the building to provide safety for employees, guests, athletes, and entertainers in PNC Arena.

You will be issued a PNC Arena ID Badge during orientation that identifies you along with your approved access within the building.

1. Employees are required to wear and display their ID badge or credential at all times while on company property. (Event and/or Non-Event). This will allow Security to identify employees and determine their access level. Nicknames other than a variation of legal name should not be used on an ID badge or name tag. (Steve instead of Steven).
2. Employees must present their ID badge and/or credential to Security upon request.
3. ID badges and credentials are not transferable and should only be used by the person to which they are issued. Under no circumstances should you allow access into the building or restricted area for individuals who aren't currently employed by HH unless instructed by your department manager or arena management. Any violation of this will result in disciplinary action up to and including termination.
4. The use of your ID badge and/or credential as a means for gaining access to an event is strictly forbidden and is grounds for immediate termination.

All Employees **MUST** have a ticket to attend any event at PNC Arena. Employees must enter through a public entrance and must remain in areas of the building limited to the public. Any violation of this policy will result in disciplinary action up to and including termination.

Your ID badge does not give you access to any restricted area of the building. Additionally, your ID badge must not be used to access any restricted area of the building while off duty. Employees are required to stay in public areas of the building while off duty.

ID badges and/or credentials are not to be worn or displayed when off duty.

5. If you forget your ID badge and/or credential you must check in with Security upon your arrival and receive a temporary ID badge for that day.
6. If your ID badge or credential is lost or stolen, notify Security or your department manager as soon as possible. The replacement charge for a new badge is \$10.00 and will be deducted from your paycheck. You will be required to complete a Replacement Badge Request Form and give it to your department manager to forward to the Human Resource Department.
7. Your ID badge is used to check in and out using the time clocks and the ABI Time Keeping System. If you have a problem checking in with your ID badge you can check in using your social security number. Your social security number should only be used if your ID badge malfunctions or you forget your ID badge. Your ID badge is part of your uniform and is required while on company property. Continued failure to have or display your ID badge will result in disciplinary action up to and including termination. If you are unable to enter the building using your ID badge, notify your supervisor or department manager to authorize your access into the building.
8. Employees should leave the building using the designated employee exit doors at the North Mezzanine level or the exit doors designated by your department manager for your department.
9. Upon termination of employment, ID badge, parking pass and any other credential should be returned to your department manager or Human Resources immediately.

VISITORS

It is the policy of HH to maintain a secure building, limit access, and determine an accurate head count of all people in the building.

All visitors to the building (including, but not limited to, vendors, contractors, and friends or family members of employees) must check in at the VIP entrance when they arrive, and check out when they leave. All guests or visitors are required to have a ticket and use the public entrances to enter and exit the building during any event.

Any attempt to allow access into the arena to anyone without a ticket is a violation of this policy and is grounds for immediate termination.

FIRST AID

If a guest requires first aid, please have them remain where they are and notify a supervisor immediately. The Rex medical staff will bring them to the First Aid Room located on the main concourse behind Section 111 to provide minor treatment or recommend further medical treatment. All accidents, injuries, and near misses should be reported immediately.

WORK-RELATED ACCIDENTS AND INJURIES

HH strives to provide a safe work environment to all of its employees. All accidents, illnesses and/or injuries involving an employee while conducting Company business must be reported immediately to your Supervisor or Department Manager. You can receive first aid and medical assessment at the Rex First Aid Room at section 111. Failure to report an injury or accident may result in disciplinary action up to and including termination of employment.

A PNC Arena Incident Report must be completed for all employee injuries.

ESCORTS

If you are working late and would like an escort to your vehicle, contact Security Control at ext. 1140 and one will be provided in a timely manner.

COMPANY PROPERTY

All employees are asked to take pride in HH offices by watching over the company's facilities as much as possible. Your cooperation is asked in keeping desks, conference rooms, copy rooms, rest rooms, break rooms, and other areas clean and free of paper and trash. HH is also concerned about our environment and therefore encourages all employees to participate in recycling programs available to them in the workplace.

You are expected to take proper care of any company-provided equipment, tools, uniforms, or other property. Any company-provided equipment must be returned in good repair. Some equipment of HH requires a certification or specific requirement to operate and can only be operated by employees meeting those requirements.

If damage has occurred through no fault or negligence on your part, the company will bear the cost of repair or replacement.

If loss or damage was due to fault or negligence, you may be asked or required to reimburse the company for the cost of repair or replacement, either through payroll deductions or other means.

If you leave the company, either voluntarily or by termination, you are expected to return any company property in your possession. Failure to return company property may result in a deduction from the final paycheck as allowed by state law or legal action.

It is the policy of HH to maintain vehicles for business use, to control the use of those company vehicles, and to handle the assignment of the vehicles.

You must sign out a vehicle and obtain approval for each use. Only authorized employees are permitted to operate company vehicles. In order to be eligible to drive a company vehicle, you must meet the following requirements.

1. Must be 18 or older and maintain a valid North Carolina Drivers License.
2. Approval by Human Resources is required for all company vehicle drivers.

3. Notify department manager and the Human Resource Department of any restrictions placed on your driver's license.
4. Notify department manager and the Human Resource Department if your driver's license is revoked or suspended, and of any incidents effecting your driving record.
5. Notify department manager and the Human Resource Department of any traffic or parking violations for which you are cited while operating a company-owned vehicle

If you are involved in an accident while driving a company vehicle, you should report the accident promptly to the local police department and report the accident to your department manager and the Human Resource Department immediately.

You are responsible for ensuring that your driver's license is current. Operating a company vehicle without a valid license is cause for immediate termination.

Under no circumstance is Company property to be removed from the premises or taken home without the knowledge and approval of your Department Manager. Either written or verbal notification must be received by Security in order for the Company property to be removed.

LOST AND FOUND

During an event, Guests may turn in or claim any Lost and Found items at Guest Services located on the Main Concourse across from Section 127.

In the event that a guest has lost something, the following procedures should be taken:

1. Contact Guest Services to see if the item has been turned in. Guest Services will get the specific information about the lost item along with contact information to notify the guest if the item is turned in.
2. After an event is over patrons will be contacted by the Security Department when the lost item has been located and directed when and where to come to pick up their lost item.
3. Patrons can contact the automated security line (919) 861-2102 for information about recovering lost items.

Any lost children should be taken to Guest Services.

SECURITY EMERGENCY HOTLINE (ext. 1911)

In the event of an emergency, you can contact Security Control by dialing ext. 1911 from any in-house telephone. There is an in-house telephone in every built-in concession stand.

REQUESTS FOR PHOTOS AND AUTOGRAPHS

You are now working in an industry where encounters with celebrities and high-profile individuals can be a common occurrence. While these encounters can certainly be exciting, it is your responsibility to remain professional at all times. Performers, athletes and celebrities expect to experience the same excellence in service, as do the guests who pay to see an event. Unless required by your manager, it is strictly against company policy to approach or communicate with any athlete or celebrity at any time while on PNC Arena property.

When working with celebrities, it is not unusual for fans, stalkers and unscrupulous members of the media to try and gain access to these individuals or request information about them that may seem harmless. It is important that we keep all information confidential regarding celebrity comings and goings. We are here to protect the celebrity as much as possible.

It is against company policy for any employee to request an autograph, photo, or any other kind of collectible or merchandise and/or to accept a bribe or kickback for an autograph, information, or photo of any of the individuals listed below at any time, while on or off company property.

Employees must have written or verbal approval of department manager and written notification must be given to security to remove anything other than personal property from the building including but not limited to promotional items and new or used team equipment.

In addition, unless assigned by your department management, it is against company policy to ask favors, solicit special requests, appearances, or approach or communicate with any of the following:

1. Carolina Hurricanes players
2. North Carolina State University players
3. Other Arena sports team players
4. Visiting players
5. Home or visiting coaching staffs
6. Performers or other artists playing the Arena
7. Other celebrities or public figures visiting the Arena as guests

It is also against company policy to request another individual affiliated with the arena, Carolina Hurricanes or North Carolina State University to obtain an autograph or photograph for you from any of the individuals listed above. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

ON THE JOB

BUSINESS CONDUCT

All employees are expected to conduct themselves in a professional manner while on duty, conducting Company business, at Company-sponsored events, and/or on Company premises. It is important that you be cooperative and flexible as to contribute to the Company's goal of providing the highest quality service to our customers and a good working environment for our employees. It is expected you will comply with any reasonable request of the Company in a cooperative manner and treat the Company's employees, customers, vendors and other business contacts with courtesy and respect.

The image and working environment of the Company is a direct result of the impression made by its employees. A staff of friendly, well-groomed employees creates not only a good working environment for all employees; it also creates a favorable impression to third parties and enhances the image of the Company. Common sense, good judgment, good hygiene and safety considerations should be used in choosing appropriate clothing and footwear and otherwise preparing yourself for work. If you report to work inappropriately prepared, you may be asked to return home and prepare yourself appropriately.

NO SOLICITATION - NO DISTRIBUTION POLICY

In order to avoid interference with operations, disputes between employees, and unnecessary litter, the following rules have been adopted and will be strictly enforced.

1. Employees are prohibited from soliciting for any purpose and from distributing any literature or other printed materials in work areas during work hours, and are prohibited from soliciting or distributing material to other employees during work hours.
2. Individuals who are not HH employees are strictly prohibited from engaging in any form of solicitation or in the distribution of any literature or other printed materials for any purpose, at any time, on any of HH premises.

These rules apply to, among other things, solicitations for, or materials or literature relating to raffles, lotteries, bazaars, charity drives, trips, merchandise, petitions, or other solicitations or distributions for the purpose of procuring contributions for, or memberships in, any organization of any kind. Solicitation and distribution activities are restricted to non-work areas during non-work times.

These rules will be strictly enforced. Any employee who believes that either a non-employee or any HH employee has engaged in any of the prohibited activities described above must promptly notify your supervisor or Human Resources. Employees who violate the above policies are subject to disciplinary action, up to and including termination of employment.

UNIFORMS

In positions where a uniform is required, employees will purchase the uniforms from HH. However, based on the position and department, it is the employee's responsibility to either ***purchase*** the uniform or ***pay a deposit*** for the uniform through payroll deduction.

Your department manager will inform you of the department's uniform requirements and issue you the uniforms that you purchased. If you are required to ***purchase*** the uniform, the uniform is yours to keep when you terminate your employment with HH.

Some departments have parts of the uniform purchased by PNC Arena and are assigned to the employees like coats and blazers. These uniforms require you to pay a uniform ***deposit***, and the uniform must be returned upon voluntary or involuntary termination of HH employment. The uniform deposit will be refunded to you provided the uniform is in good condition taking into consideration normal wear and tear. The company issued uniform should be worn at all times while on duty unless otherwise approved by your supervisor in advance. As a reminder, the ID badge is part of the uniform and should be worn at all times.

Uniforms should be clean, neat and wrinkle free. Each employee is responsible for the cleaning and maintaining the uniform(s) that they are issued. No uniform or clothing should be worn other than those issued or approved by the organization while on duty. In addition, PNC Arena uniforms ***should not be worn*** outside PNC Arena other than traveling to and from work.

DRESS CODE GUIDELINES

HH takes great pride in presenting a first-class facility to our Guests. Ensuring that our Guests have a positive experience and maintaining our first-class reputation are the responsibilities of all of our employees and to preserve our standards of excellence.

Therefore, we have established the following policy that requires our employees dress in clothes that:

- Are suitable for their job responsibilities and work environment
- Meet the special requirements established for safety reasons, and
- Comply with HH's dress code requirements

Full-length slacks with an appropriate uniform shirt are required unless approved by department manager. Loose clothing should not be worn to prevent the possibility on entanglement in moving machinery. Shirts that have tails must be worn with the tails tucked in. Hair that extends past the ear lobes must be tied back and up if possible or secured under a hair net if department deems it to be a hazard.

Shoes

Employees, unless otherwise advised, are required to provide their own shoes with a plain, closed toe and a defined or sculpted heel. As a general rule, shoes should be attractive, comfortable and safe for your type of work. Sandals, platform shoes, moccasins, or open toe shoes are not acceptable. All shoes should be kept clean, polished and in good repair.

Rubber sole shoes are required in all food service areas as a safety precaution.

Steel Toe Safety shoes and other protective equipment are required and must be used during all duties as required by department manager for Facilities, Operations and some Food & Beverage Employees.

Your department will determine the specific uniform for your department including all safety equipment. Employees unsure about acceptable shoes should check with his/her supervisor before purchasing work shoes and socks to ensure proper color and style. An employee reporting to work without the assigned uniform including any safety equipment will not be allowed to work and will be disciplined up to and including termination.

Not Allowed:

The following are prohibited during work hours, unless otherwise specifically approved by your department manager in advance for a particular job-related event or reason:

- Blue denim jeans or jeans of any color.
- Pins or Buttons (including political) unless required by organization
- Shorts, leggings, stretch pants, or Capri pants
- Flannel, tee shirts or sweat shirts
- Tee shirts may not contain words or images of any kind.
- Sportswear / athletic wear
- Tank tops, halter tops, or camisoles
- Extremely short or tight fitting garments
- Dresses/blouses with bare backs, bare shoulders, low-cut necklines, or other attire considered to be revealing.
- Sunglasses, except when prescribed for medical reasons
- Hats, except when part of uniform (PNC Arena tenant logo hats only).
- Sandals, Flip Flops, or Slippers

General Appearance

The way an employee presents him/herself reflects directly on the Company. Therefore, each employee is asked to pay very close attention to personal hygiene.

Hair must be kept clean, neat and well styled. Extreme and/or unusual hairstyles or hair colors are not permitted. Food and beverage employees with hair length longer than the collar must keep it neatly tied back. Employees must follow appropriate state and local guidelines as required by law. Facial hair should be neatly groomed and trimmed.

Purses, bags, and fanny packs, unless required by your department manager for your position are not permitted while on duty.

Extreme and unusual body adornments, including, nose rings and visible tattoos are not permitted on employees.

Employees should be conservative in the use of jewelry and accessories.

For safety reasons, Food & Beverage departments, Facilities, Operations, or any other department may prohibit jewelry of any kind. Your department supervisor or manager will make you aware of any specific department requirements.

OFFICE PARKING

Non-event Days

Employees are allowed to park at the VIP parking lot or at the north parking lots during normal working hours (9am to 5pm) unless otherwise prohibited. Please do not park in the first three parking rows in front of the VIP entrance or Box Office areas. These parking spaces are reserved for visitors and Box Office and The Eye customers. On occasion it will be necessary to reserve all of the VIP parking lot and employees will be required to park in the employee lot C on a first come first serve basis.

Event Days

All part time employees and volunteers are allowed to park at the employee parking lot (lot C) located on the NC State Carter Finley Stadium property for events at no charge. Employees may access this parking lot from Trinity Road by entering Gate C. Please have your ID badge to present to the parking attendant at this location. Volunteer group members should identify themselves by their group name and show some type of official identification. (See parking map – Appendix A). An employee shuttle is available to take employees to and from lot C to the employee entrance for most events as times permits.

Employee Parking Pass

Some part-time supervisors and managers may be issued a parking pass to park in the North Parking Lot. The parking pass will be approved by your department manager and the Parking Manager and will be required to comply with the any parking regulations.

Employees that are guests at the Arena

All full and part time employees may show their valid ID badge and park free of charge at the employee parking lot “C” located on the NC State Carter Finley Stadium property. Employees will need to access Gate C from Trinity Road. Employees entering any other gate will be charged the designated event parking fee unless otherwise noted.

Handicap Parking & Americans with Disabilities Act Compliance

PNC Arena provides assistance for all employees that have handicap and/or ADA needs. All full time and part time employees are entitled to have access to the arena property with their special mobility needs. Please display your valid ADA parking pass in your vehicle. You will be provided the nearest employee parking available to the building.

Automobile Assistance for Employees

PNC Arena provides employees, visitors, patrons, and other guests with automotive assistance, such as flat tire assistance; jump starts, lost car assistance, towing and lock out assistance.

Illegally Parked Vehicles

All vehicles that are parked illegally whether in the wrong space, handicap spaces, or parked where they should not be, will be towed to Gate C at the NC State Carter Finley Football Stadium. Employees parking illegally may be subject to disciplinary action.

Motor Vehicle and Other Laws

Employees are to observe all speed limits, motor vehicle laws, and other laws that are enforced in the State of North Carolina, County of Wake, and City of Raleigh while on PNC Arena properties or the NC State Carter Finley Stadium property. Employees must have a valid driver's license to operate a company vehicle.

Anyone with parking concerns should contact the Parking Manager.

EATING AND DRINKING ON COMPANY PREMISES

HH provides an employee break room for employees. The employee break room provides a variety of snacks and beverages for employees for most events. You are required to use the company break room or designated break area for your department for all breaks. Conference rooms, meeting rooms, suites, stairwells, work areas, or the concourse are not to be used for the consumption of food or beverages or as break rooms.

If you choose to bring food from home it must be stored in your locker or sealed container that you provide. You may not store food in any food service storage areas at any time. You are expected to clean up after using the break rooms. Trash and all containers must be disposed of in proper receptacles or recycling containers.

SMOKING/TOBACCO USE

In consideration of the health of all guests and employees, PNC Arena is a smoke free environment.

Smoking sections for our guests are located on the exterior of the building on the Main Level in the following sections: 108 and 115. To access these from the Club and Upper levels, take the stairway in Section 207 or 307 to the Main Level.

Employees are also prohibited from using any tobacco products, including smokeless tobacco products, in the building. This includes electronic or “vapor” cigarettes.

Employees may only smoke in the designated smoking areas and only on designated break periods as defined by the Department head and must change clothes or conceal their uniforms. There is an additional smoking area for employees located outside the North Mezzanine employee entrance. Additional breaks for smokers will not be provided.

Employees who violate this policy will be subject to disciplinary action, up to and including termination

MEDIA CONTACTS

It is the policy of HH to respond to media inquiries as soon as possible. Individuals designated to speak as company representatives include:

President/ General Manager, Chief Financial Officer, Vice President/General Manager, Asst. General Mgr, Arena Marketing Manager, Vice President of Hockey Operations, Hockey Media Relations.

As a general rule, all media inquiries should be referred to the Media Relations Department for any information about the Hurricanes. Any inquiries about the arena or events in the arena should be referred the Arena Marketing Manager or HH arena management.

No one other than these individuals, or any specially designated spokesperson, has permission to represent the company to the media. Any unauthorized individual who makes public comments or addresses the media as an apparent representative of the company may be subject to discipline, up to and including termination.

All media inquiries, whether verbal or written, are to be directed to the Media Relations Department for hockey or Arena Marketing Manager for arena inquiries.

Any media inquiries should be reported to your supervisor immediately.

TELEPHONES / PORTABLE AUDIO EQUIPMENT

HH prohibits the use of personal cell phones, BlackBerries, iPhone, PDA's, and other smart phones, portable hand held games, and cell phone accessories. If you are found using a cell phone while on duty, the cell phone will be confiscated until the end your shift and disciplinary action up to and including termination may be taken. Personal cell phones should be turned off at all times while in the building. You are allowed to make personal calls on your cell phone in the break area during breaks only.

Employees are allowed to receive and make **emergency phone calls only**. Emergency calls are defined as those calls related to family medical emergency, or accident or injury. Non-emergency calls, incoming or outgoing, will not be permitted.

Employees are responsible for payment of any long distance calls made for personal reasons.

HH recognizes that some cell phones have the capability to take photographs and video recordings. This capability could allow for theft of trade secrets or expose confidential information; therefore you are prohibited from taking photographs, or video recordings, anywhere on company property. This policy includes but not limited to cameras, audio recorders, and other recording devices. The purpose of policy is to protect the privacy of all employees and to ensure the security of confidential business information.

Employees who violate this policy will be subject to disciplinary action, up to and including termination.

BLOGS AND SOCIAL NETWORKING

Websites and digital media tools, such as, web blogs (“Blogs”) are prevalent methods of self expression as well as a useful, dynamic business communication tool. HH respects the right of employees to generally use these mediums through their own personal devices and during their personal time.

Bloggging may not occur on company property including, but not limited to, from computers or PDA's and may not occur during normal work hours.

This policy applies to all employees who participate in social media and digital media tools including but not limited to: posting information, images or video; commenting on or sponsoring a blog; professional networking sites; book marking websites; and online multi-player and other gaming sites. This policy applies to any information that affects the Company, its employees, clients or business partners. This policy applies regardless of whether an employee identifies him or herself by name or association with the Company.

Electronic Social Media and Digital Media Tools (collectively referred to as “Electronic Social Media” or “ESM”) are mediums that allow people to communicate with each other and to disseminate content and information through digital means. ESM includes but is not limited to: personal websites, Blogs, Multi-Media and social and professional networking websites such as MySpace, Facebook, YouTube, LinkedIn and Twitter, and any other site where text and other information can be posted and viewed by others.

Employees shall not disclose any information that is confidential, non-public, proprietary; defamatory; or private about the Company, its clients, business partners, current or former employees including personnel information.

Hurricanes’ Holdings employees who believe they have a business purpose that necessitates the use of social media platforms for official communications must contact the team’s public relations department for approval. Team employees who use social media for official business must comply with the guidelines outlined below. Employees who have personal social networking accounts, such as Facebook pages, may not use them to communicate

NHL or Hurricanes business. They should not present themselves as representatives of the Hurricanes and may not disparage or use the logos and trademarks of the Hurricanes or other NHL clubs.

All communications and statements made through these sites should be professional, accurate and consistent with the Clubs' mission and values.

Employees are personally responsible for their web postings and solely liable for any content found to be defamatory, libelous, harassing, an invasion of privacy, infringing on intellectual or other property rights or in violation of any local, state or federal law.

The Company reserves the right to monitor any ESM to determine if a violation of this policy or any other Company policy has occurred. If the ESM activity is seen as compromising the Company, the Company may request a cessation of such commentary or postings, and a violation of this Policy may result in discipline up to and including termination.

If an employee is aware of misrepresentations about the Company posted by others, an employee should report it to their Supervisor, Manager or Human Resources rather than trying to correct the information. This Policy should not be interpreted to limit, restrict or interfere with any labor law rights, free speech, whistleblower protections or any other applicable law.

If you have questions or concerns about something you are about to post, please feel free to consult with either Mike Sundheim or Kyle Hanlin.

CONSENT TO USE OF IMAGE, LIKENESS, AND VOICE

Many of the events at the Arena are broadcast live via radio, television, the internet, and mobile devices. Many are also photographed or recorded for later broadcast or other uses. The Company, from time to time, in its sole discretion, may (or may contract with others to) photograph, film, and record certain footage that may include the voice, image, and/or likeness of employees for promotional, training, marketing, or other business purposes. By signing the Employee Acknowledgement to this handbook, employee irrevocably consents to the use, without additional compensation, of employee's voice, image, and likeness in any media now know or hereafter existing in connection with employee's employment for any purpose whatsoever including, without limitation, the commercial purposes of the Company, its parents, affiliates, subsidiaries, sponsors, licensees, advertisers, and broadcasters.

EMPLOYMENT OF RELATIVES AND WORKPLACE RELATIONSHIPS

It is HH policy to maintain employment and job placement practices which will prevent the perception that the Company's actions or decisions may to any extent be influenced by personal relationships or favoritism.

Employment of Relatives

The Company does not permit:

1. An employee supervising a relative directly or indirectly or having substantial influence or authority over the career advancement, compensation or performance appraisal of a relative;
2. Relatives working in any two jobs that create a conflict of interest or the appearance of a conflict of interest.

Relative is defined as: spouse, domestic partner, child, parent, grandparent, sibling or equivalent step or in-law relations.

Workplace Relationships

HH strongly discourages relationships of a romantic or sexual nature between employees where one of the employees is the supervisor or manager of the other or otherwise has material influence or authority over the career advancement, compensation, or performance appraisal of the other, as determined solely by the Company.

In the event two employees either marry or develop a personal relationship, the Company may transfer either party to another suitable position for which one of is qualified, if available. If an accommodation of this nature is not reasonably practical, the employees at issue may be required to determine which of them will resign. The President of HH may make an exception to the policy only in rare or unique circumstances.

Violations of this policy shall be grounds for immediate disciplinary action up to and including termination of employment.

EMPLOYMENT, COMPENSATION & BENEFITS

INTRODUCTORY PERIOD

All employees will be hired with a 120 day probationary period. During this probationary period an employee's performance will be reviewed. Any violations of HH rules or policies or performance issues during this probationary period may result immediate termination of employment.

PERSONNEL RECORDS

Employee information is required to be up-to-date at all times. If you have a change of any of the following information, please notify your department manager or Human Resources as soon as possible.

- Legal name
- Address
- Contact phone number
- Emergency contact
- Changes in bank accounts for direct deposit
- Exemptions for federal and/or state taxes

You can also use the Employee Self Service system to update your personal information. Your department manager will provide you with information and training on using this system.

An employee may request to view his/her personnel file. This request must be in writing and submitted to the Human Resources department. Employees will need to comply with Company guidelines for review, including viewing the file in the presence of an individual from the Human Resources department.

PAY PERIODS, TIME CARDS AND OVERTIME

All part-time employees are paid on a bi-weekly basis, every other Friday. When a pay day happens to be a holiday or the offices are closed for any other reason, checks will generally be distributed on the preceding workday. The workweek for payroll purposes commences at 12:01 a.m. each Sunday and ends at 12:00 midnight on the following Saturday.

Direct deposit to your bank account is available and recommended. In most instances, deposits are made on the scheduled pay date. If you establish direct deposit, you will be able to view and print a copy of your pay stub through the Paycom's Employee Self Service (www.paycomonline.com). You will be able to access pay stub history back to 3rd quarter 2008 or whenever your employment started whichever is later. Your Supervisor or Manager will provide you with a user name and password to access this feature.

To enroll in direct deposit, you will need to complete a direct deposit authorization form and attach a voided check or letter from your bank verifying your account and routing numbers. It is your responsibility to inform the Payroll department of any changes to your banking information for direct deposit. If your account is closed or changed and your deposit is rejected or returned and you did not notify Payroll, you will be charged a \$25 return fee assessed by the payroll company.

If you do not have direct deposit, your paycheck can be picked up each payday from 11:00 am-3:00 pm. If the paycheck is not picked up by this time, it will be mailed to your address on file. All employees that do not have direct deposit and do not pick up their paycheck will receive it by mail and will incur a \$1 per pay period mailing fee. Paychecks will not be given to anyone other than the employee without prior written consent of the employee.

If an employee loses a paycheck they will be required to wait ten (10) days before the check can be reissued and will be charged the stop payment fee.

Any administrative payroll changes must be submitted to the Payroll Department five (5) full working business days prior to pay day if they are to be included in the upcoming pay period.

When business needs dictate overtime, employees are required to work reasonable overtime hours. Actual hours worked in excess of forty (40) hours in one work week are considered to be overtime hours. All overtime hours worked by non-exempt employees will be compensated in accordance with the Fair Labor Standards Act.

SCHEDULING

Your department manager has determined the minimum scheduling or work requirements for all employees in your department as a condition of your employment. If your ability to meet the minimum work requirements changes and you are unable to meet the minimum requirements your employment with HH may be terminated.

Your department manager is responsible for scheduling the department event staff for each event. Schedules are made in accordance to your availability, to the extent possible. An online employee self service system will be used by most employees to submit and maintain their schedules. More specific information and instructions regarding scheduling will be provided by your department manager during orientation. As an employee, it is your responsibility to check your work schedule in advance. It is also your responsibility to notify your department manager of any changes to your availability immediately.

If you are unable to work as scheduled, it is your responsibility to inform your department manager immediately. Failure to check your schedule or notify your department manager of a change in your availability may result in your absence which may lead to disciplinary action.

If, for some reason, you are unable to report to work at your scheduled time, notify your department manager and ensure that the schedule is changed to reflect your availability.

Failure to report to work, without prior notification to your supervisor, is cause for disciplinary action, up to and including termination.

ABSENCE OR TARDINESS

You have been hired to do an important job. It is therefore necessary for you to be at work on time and not leave until the appropriate departure time. Unnecessary absenteeism and tardiness is expensive, disruptive and places an unfair burden on other employees and supervisors. Therefore, it is imperative that all employees understand that it is important to get to work promptly and begin work at the scheduled starting time.

Definition of Terms:

Absenteeism - voluntary or involuntary absence from work with or without prior notice to the department manager that the employee will not be available at the specified reporting time.

Tardiness - arriving more than 10 minutes to work after the scheduled starting time. Employees arriving more than 10 minutes after the scheduled start time may not be allowed to work for that day as determined by the department manager.

Unreported Absence, a “no-call no-show” (NCNS)- failure to properly notify management of absences, as described below, is considered extremely serious and will warrant appropriate disciplinary action.

If you are going to be tardy or absent for any reason, you must notify your department manager or supervisor directly at least twelve (12) and no later than three (3) hours prior to the scheduled call time except for unforeseen emergencies. You must repeat the call-in procedure to your manager or supervisor for each day that you can not report to work, except for extended illnesses or other circumstances under which you have been granted an approved leave of absence. In some cases, you may be required at the sole discretion of management to provide doctors’ statement concerning your condition, likely return date, and/or fitness for duty.

Two or more consecutive days of NCNS will be considered a Voluntary Resignation (job abandonment) and employment will be terminated.

Three days of NCNS (non-consecutive) in any rolling 12-month period will result in termination.

An employee may be subject to disciplinary action up to and including termination of employment for repeated tardiness or absences.

INCLEMENT WEATHER

The safety of employees is of the utmost importance. At the same time, due to the nature of our business we very rarely close. During inclement weather employees are expected to report to work and are encouraged to plan ahead to make the trip safely.

PNC Arena has established an Employee Information Hotline (919) 861-2322, so you can get up-to-date information on building closings, delays or event cancellations. Due to high patron call volume during inclement weather, please call your department supervisor or manager directly rather than the main switchboard if you need additional information.

THE FAMILY AND MEDICAL LEAVE ACT (FMLA):

FMLA provides covered employees up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care or child birth; (2) to care for the employee's child after birth, or placement for adoption or foster care; (3) to care for the employee's child, spouse or parent with a "serious health condition;" or (4) for a serious health condition that makes the employee unable to perform their job.

Leaves of absence due to the employee's own illness or injury are counted as FMLA leaves when they otherwise qualify for FMLA leave, even when the illness or injury is work-related and/or when the employee collects short-term or long-term disability benefits.

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves either:

- a. An overnight stay in a medical care facility; or
- b. Continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on intermittent basis.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member

of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first

date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

Eligibility

To be eligible for FMLA leave an employee normally must:

1. Have been employed by HH for at least 12 months (not necessarily consecutively), and
2. Have worked for HH for at least 1,250 hours during the previous 12 month period.

Reporting a Leave

If the need for leave is foreseeable, you must provide at least 30 days advance notice of the need to take FMLA leave. When 30 day notice is not possible, you must provide as much notice as practicable and comply with normal call-in procedures.

If the leave is for a qualifying reason under FMLA, you will be required to provide sufficient information to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of leave. Sufficient information may include that you are unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. You must also indicate if the requested leave is for a reason for which FMLA leave was previously taken or certified. You may also be required to provide periodic recertification supporting the need for leave. If you take continuous leave for your own serious health condition, you will need to provide certification of your ability to return to work at the end of such leave. Failure to provide required certifications may result in an FMLA leave being delayed or denied.

Reinstatement Rights

Upon conclusion of an approved FMLA leave, an employee who is able to return to work will be restored to his or her former position or equivalent position.

An employee has no greater rights to reinstatement than if the associate had been continuously employed during the leave period.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide HH with at least two weeks advance notice of the date the employee intends to return to work.

If an employee fails to report to work promptly at the end of the approved leave period, HH will assume that the employee has resigned.

Notes

Coverage under HH's group health plans, if applicable, will continue during your period of approved FMLA leave.

FMLA Leaves run concurrently with periods of absence during which an employee collects workers' compensation, short-term or long-term disability benefits.

FMLA leaves are generally unpaid except that full-time employees must first use accrued eligible sick, personal and vacation days. The employee also may receive short-term or long-term disability benefits or in the case of a work related injury, workers' compensation benefits. No accrued sick, personal or vacation days may be used for days for which short term or long term disability or workers' compensation benefits are payable. FMLA leave will run concurrently with all such paid time off.

An employee's failure to comply with the terms governing a leave or an employee's misrepresentation regarding a leave may result in denial of a leave request, loss of any reinstatement rights, and/or disciplinary action up to and including termination of employment.

HH does not discriminate or retaliate against any employees who exercise their rights under such law.

MILITARY LEAVE OF ABSENCE

A Military Leave of Absence will be granted to enable an employee to voluntarily or involuntarily serve in the uniformed services of the United States for a cumulative period of up to five years (the 5-year limitation does not include certain periods of uniformed service).

Employees who perform and return from service in the uniformed services will retain certain rights with regard to reinstatement, compensation, seniority, and benefits, as provided by federal law (the Uniformed Services Employment and Reemployment Rights Act of 1994 "USERRS") and any applicable state law.

An employee returning from a Military Leave of Absence will be reinstated, provided:

1. The employee has given advance written or verbal notice of the need for military leave, unless giving such notice is impossible, unreasonable or prevented by military necessity.
2. The employee returns to work timely or applies for reemployment , as follows:
 - a. Employees returning from a leave of between 1 to 30 days must report to work at the beginning of the first full regularly scheduled working period following completion of service (or fitness examination), return travel period, plus eight hours.
 - b. Employees returning from a military leave of between 31 to 180 days must submit an application for reemployment within 14 days of completion of service.
 - c. Employees returning from military duty of 181 days or more must submit an application for reemployment within 90 days of completion of service.
 - d. These deadlines are extended up to two years for persons with a disability incurred or aggravated during military service.

- e. Failure to return to work or to reapply within applicable time limits may result in denial of reinstatement or termination of employment.
3. The employee has not been separated from service with a disqualifying discharge or under other than honorable conditions.
4. The total length of absence and all previous military absences does not exceed five (5) years and
5. Circumstances at the Company have not changed to the extent that it would be impossible or unreasonable to provide employment.

HH reserves the right to ask employees who are on military leave of absence of 31 days or more to provide documentation showing that their application for re-employment is timely, that they have not exceeded the five-year service limitation, and that their separation from service was not for a disqualifying reason, unless such documentation is not readily available or does not exist.

If an employee returning from military service has a disability that makes him or her unable to perform the duties of his or her former job even with a reasonable accommodation, the Company will attempt to place the associate in a position of equivalent status and pay that is compatible with the employee's physical and other abilities and qualifications.

The Company prohibits discrimination or retaliation against any employee who exercises his/her rights under USERRA.

REPORTING TO WORK

An employee reporting to work should enter the building through the service entrance of the mezzanine level at the north end of the Arena. This has been designated as the Employee Entrance. Other entrances or exits may be used by employees when reporting to or leaving work if assigned by his/her department Manager.

Employees should report to work and go to the designated location no later than the scheduled employee call time.

Employees are required to report to the location designated by their department manager for assembly and department briefing prior to each event. If, for some reason, you are unable to report to work at the scheduled time or day, it is acceptable for you to change assigned shifts with another employee with the **prior approval** of your department manager.

TIME KEEPING PROCEDURES

It is the policy of HH to maintain accurate payroll records to ensure that employees are properly compensated for all hours worked.

You are required to accurately record all hours worked using the company issued ID badge by clocking in and out at the time clock each time you work. You must account for all hours you are scheduled to work each day using the time clock.

In order to record time worked, you are responsible for swiping your ID badge.

Any employee that swipes an ID badge other than their own will be subject to immediate termination.

Failure to clock in and out using the time clocks or failure to do so properly can result in a delay of payroll information being submitted to the Payroll Department. This may prevent you from recording all hours that you worked and prevent you from receiving an accurate paycheck.

When you have successfully swiped your ID badge, a green screen will appear. If you do not have your badge, you will be able to manually check-in using your social security number. This should be done on rare occasions as it is a HH policy that employees should wear their ID badge at all times. Employees may not be allowed to work without an ID badge. Employees will be disciplined up to and including termination for repeatedly not having an ID badge.

If a RED screen appears when you attempt to check-in you will not be able to enter the building. You must immediately notify your supervisor, to manually approve your check-in.

If you have lost your ID badge, you will need to notify your department manager immediately. The replacement cost for a lost I.D. badge is \$10.00 and will be payroll deducted. Notify your department manager to request a replacement ID badge and complete a badge replacement request form.

Guidelines for the Time-Clock:

1. Each employee is assigned a specific time clock to use to clock in and out at. Your supervisor will inform you of the time clock assigned for your department.
2. Never swipe an ID badge for another employee.
3. You can only gain access to the building when you swipe in at the time clock if you are scheduled to work.
4. You can swipe in up to 99 minutes prior to your scheduled start time. **If you swipe in early, your punch will be rounded to your scheduled start time. You will be paid based on your scheduled arrival time unless approved by your department manager.**
5. You must swipe in and out if you leave the property for any reason during your scheduled work time.
6. You must swipe in and out for breaks of any kind that exceed 20 minutes. This includes meal breaks, smoke breaks or any other break where you are not performing work.
7. You must swipe out after your scheduled shift has ended.

Falsification of HH documents, including time records, is prohibited and grounds for disciplinary action up to and including termination.

LOCKERS

A limited number of lockers are available for employee use. Lockers are available on a first come first serve basis. The following guidelines apply:

1. Do not leave valuables or cash in your locker, as HH will not assume responsibility for missing items under any circumstances.
2. No food or beverage is permitted in locker rooms.
3. Locker rooms and lockers must be kept clean at all times.
4. Smoking is not permitted in locker rooms.
5. Lockers are the exclusive property of the Company and are subject to periodic inspection by Security personnel, as requested by HH.
6. Do not "store" items in your locker which should be turned in to Lost and Found in Security
7. Personal locks should be removed at the end of each shift or they will be removed by security. HH is not responsible for the cost of replacing the lock.

ADVANCEMENT OPPORTUNITIES AND TRANSFERS

It is the policy of HH to provide advancement opportunities for employees whenever possible. You may request a transfer to another department only after **prior** approval from your current department manager. You must have been in your current position for a minimum of one year before requesting a transfer. Transfers will not be approved during the season except in extreme conditions. Transfers are not guaranteed.

Should you receive approval for a transfer to a position with a lower starting rate, any merit increase from your current position will be added to the new position's starting rate. If the new position's starting rate is higher, you will be paid at the higher starting rate.

Full-time positions will be posted as they become available and will be open to internal candidates only for the initial posting period of 5 days. Once a position has been posted for 5 days, it will then be opened up for external candidates if no qualified internal candidates are identified. At this point, it will be assumed that there are no additional internal candidates.

If an employee is interested in a posted position, they must submit their resume to Human Resources. **Please note that this information will be treated in a confidential manner.** The Hiring Manager will be notified of all applicants that applied and will begin the selection process.

Please also be advised that all newly hired employees and any employee who has been assigned to a posted position are required to maintain that position for at least one year

before pursuing another posted position. Exceptions to this policy may be made if no qualified internal candidates with at least one year in position are identified.

REFERENCE CHECKS

The Human Resources Department will provide appropriate responses to reference check inquiries for employees and past employees.

All telephone calls, contacts, and written inquiries concerning current or former employees should be referred to the Human Resources Department. It is the policy to provide dates of employment and job title for former employees, unless otherwise required by law. The company will give truthful information consistent with applicable laws.

If an employee or past employee would like more detailed information to be provided, a written release from the employee must be submitted to the Human Resource Department. Upon receipt of the written reference request, a response may be provided in writing at the company's discretion. The company reserves the right not to provide more detailed information.

The Company will deny access to personal information to creditors, collection agencies and other outside sources, except where the employee has given written consent or as required by law.

FINAL PAYCHECKS

Employees who are terminated will receive their final pay on the normal payroll schedule. Final paychecks will include any wages worked during the final pay period along with any uniform deposit refund provided the uniforms were returned and in good condition taking into consideration normal wear and tear.

TEAM MERCHANDISE

Where applicable, team merchandise will be available to all employees at a discount of 30%. You may check with the Director of Merchandise for a current listing of available items.

401 (k) PLAN

HH sponsors a 401 (k) plan for eligible employees. An employee is eligible to enroll in this program if he/she meets the following requirements:

1. The employee must be 21 years of age and be employed in the United States and;
2. Be employed for the full term of one (1) year and meet the required 1000 hours worked within that year.

The per pay period contribution by employees to the 401(k) Plan can range from one percent (1%) to one hundred percent (100%) of the total compensation received from HH in pre-tax dollars, up to the maximum contribution allowed by law.

HH will match your contributions 100% (dollar for dollar) on the first 5% of your compensation that you defer into the plan. You must contribute to the plan to receive the employer match. Participation in the 401(k) Plan is subject to the terms and conditions contained in the plan documents. Further information, including enrollment periods, may be obtained from the Human Resource Department or by visiting the 401 (k) website at www.retirement.standard.com.

STANDARDS OF CONDUCT

PROBLEM SOLVING

HH believes that every employee should be treated fairly in all employment-related matters. HH shall provide employees with a good and professional work environment. It has always

been the policy of HH to encourage communication between management and employees. Your complaints or problems are of concern to HH and have a direct bearing on your performance and well-being. Remember, you must make someone aware of your complaint or problem in order to be helped.

The following procedure should be followed by you in presenting your complaint or problem:

- Your immediate supervisor should be given the courtesy of knowing about the problem and a chance to help resolve it. He/she knows more about you and your job than any other member of management and is in the best position to handle the complaint satisfactorily. Unless, due to the nature of the problem, you feel you cannot discuss it with your supervisor.
- In the event your immediate supervisor cannot settle your complaint or problem to your satisfaction or you do not feel comfortable in going to your supervisor, you may ask to take your problem to your department manager to be handled. Your supervisor or Human Resources, without any fear of reprisal, will make arrangements for this meeting for you.
- When your complaint or problem cannot be satisfactorily settled by your immediate supervisor or department manager, you should promptly submit a written request for review to your department head or ranking executive. He/she will consider the matter with the Human Resource Department, the CFO or the President of HH.

The purpose of this procedure is to give you and the company every opportunity to satisfactorily handle any complaint, problem, or source of friction in our company. There will be no discipline, harassment, or penalty for anyone using this procedure. It is our sincere belief that prompt and proper handling of complaints and problems will help to maintain the harmonious relations which we all desire.

Exception for Special Situations

HH recognizes the possibility that a sensitive problem may arise which an employee may not be able to comfortably discuss with his/her supervisor or department head. Therefore, if any employee is ever confronted with a problem involving a question of ethics or legality, discrimination or harassment, he/she may arrange a private interview with the ranking executive within the business unit, the Human Resource Department or if necessary, the CFO or President of HH. This will be the only exception to the normal problem solving procedure.

DISCIPLINARY ACTION POLICY

If an employee's performance, attendance or conduct falls below Company standards, disciplinary action may be taken. Discipline may consist of any number of procedures, including but not limited to: counseling, warnings, demotion, transfer, suspension (with or without pay), or termination of employment. However, these are not progressive steps that

the company must follow in any particular situation. The Company maintains the sole discretion to respond to any situation that may lead to discipline in whatever manner it deems appropriate, without regard to precedent.

How the Company chooses to administer employee discipline in no way alters or limits the at-will employment relationship defined in this handbook. At-will employment means that you or the Company may decide to end your employment at any time, with or without cause, and with or without notice. The decision to discipline an employee or terminate an employee's employment for conduct or violation of Company policy, and the extent of any disciplinary action imposed, shall be in the sole discretion of the Company.

Certain acts are considered so serious that they may result in termination of employment for a single offense. Examples of behavior that may result in disciplinary action up to and including termination of employment include, but are not limited to, the following:

1. Insubordination/disregard of a supervisor, department head, or a corporate officer's instruction.
2. Sleeping on the job at any time while "clocked in".
3. Leaving the premises during working hours without permission of your Supervisor or Manager and/or while "clocked in".
4. Excessive tardiness or absenteeism or failure to report absences.
5. Deliberate, negligent or reckless action that causes either actual or potential loss to the Company or employees, damage to Company or employee property, or physical injury to employees.
6. Operating Company equipment and/or vehicles in an unsafe, negligent or destructive manner, other unauthorized use of a Company vehicle, or otherwise violating the Company's safety policies and procedures.
7. Obscene, abusive, threatening, profane or indecent language or gestures.
8. Fighting, threatening, coercing or interfering with, or harassing fellow employees, visitors, customers, vendors, or other individuals while at work, on Company premises, or on Company business.
9. Possession or concealment of a firearm or other weapon or incendiary material while at work, on Company premises, at Company-sponsored events or otherwise on Company business, to the full extent permitted by law.
10. Possession of pornographic or obscene materials while at work, on Company property, at Company-sponsored events or otherwise on Company business.
11. Reporting to work under the influence of alcohol or illegal drugs.
12. Sale, possession or use of illegal drugs while at work or other violations of the Company's Drug and Alcohol Free Workplace Policy.

13. Destruction, damage, misuse or abuse of HH property, records, or the property or records of others.
14. Dishonesty or misrepresentation, whether written or verbal, including without limitation falsification of reports, records or Company documents or deliberate failure to accurately complete reports, records or Company documents including time records and expense reports.
15. Falsification of illness or injuries, filing fraudulent or misleading reports or other documents, or any other misrepresentation in connection with a claim for any insurance or other employee benefit including but not limited to medical or dental insurance, workers' compensation claims, short-term disability or long term disability benefits, and/or FMLA leave.
16. Misrepresentation of work history, background or qualifications in the employment application, resume or interview (whether discovered prior to or after hiring).
17. Violation of the Fair Employment Practices Policy, including any form of illegal discrimination against, or sexual harassment of, any person.
18. Selling or attempting to sell the employee's services to a third party while on duty without written authorization.
19. Soliciting or accepting gratuities from customers, vendors or clients for services performed as a HH employee except as expressly permitted by HH management.
20. Unauthorized use of HH facilities or equipment, including but not limited to the telephones, computers, e-mail, voicemail and internet.
21. Theft, attempted theft, or unauthorized borrowing of property belonging to Company, customers, vendors or employees.
22. Misappropriation or misuse of Company or customer funds or other assets.
23. Tampering with another employee's time card or record for any reason whatsoever; making unauthorized changes on your own time card or record; or permitting any other employee to punch or alter your time card or record.
24. Failure to report an accident or injury of any kind or severity as promptly as is possible under the circumstances.
25. Performing unauthorized overtime.
26. Immoral conduct or indecency while at work.
27. Unauthorized use or disclosure of Company confidential information.
28. Smoking in unauthorized areas, or at unauthorized times.
29. Gambling on Company property.
30. Behavior inconsistent with the Company's policies.

31. Violation of any other written or unwritten Company or department policy.

This list is illustrative and is not intended to cover every possible situation that may arise. For example, additional policies and procedures may be applicable to your position or department that may be communicated to you by your Supervisor or Manager. Any conduct that is detrimental to the Company's interests, security or the safety or welfare of employees, may result in disciplinary action up to and including termination of employment. If you have any questions about the application of any rule or discipline you may have received, you should discuss it immediately with your Supervisor, Manager or Human Resources department.

CONFLICTS OF INTEREST

It shall be the policy of HH to avoid, whenever possible, conflicts of interest and transactions, or relationships that give the "appearance" of a conflict of interest. Conflicts of interest are not limited to, but may include:

1. Accepting kickbacks, bribes, commissions, use of goods and/or services, etc. not specifically designed as a part of the employee compensation package. Anything given to the employee by another party must be approved in writing by the CFO.
2. Establishment by an employee of HH or his/her immediate family of a business or other enterprise that could be considered in competition with a business of HH.

Existing conflicts of interest or situations that might possibly be considered conflicts of interest should be discussed with the CFO.

All transactions or relationships that might be considered conflicts of interest should be discussed or proposed to the CFO before being entered into. The CFO will then review and submit an approval or rejection.

Any situation or relationship deemed to be a conflict of interest, in which an employee refuses to adhere to these policies, is terms for disciplinary action, up to and including termination.

DRUG AND ALCOHOL FREE WORKPLACE

HH'S Drug and Alcohol free Workplace Policy prohibits employees from working under the influence of illegal drugs and/or alcohol. This policy is designed to promote the Company's goals of maintaining the highest professional standards and providing a safe, healthy and

productive work environment. Achieving these goals can be undermined by drug and alcohol abuse.

Definitions

“Illegal drug” includes both (i) all controlled substances, including look-alike and designer drugs, and drug paraphernalia, and (ii) prescription medications that have not been prescribed for current use by an authorized medical practitioner or that are being used contrary to the prescribing medical practitioner’s instructions. Controlled substances include but are not limited to the following substances: marijuana, cocaine, opiates, amphetamines, phencyclidine (PCP), barbiturates, benzodiazepine, methadone, methaqualone, and propoxyphene.

The term “under the influence” means:

- In the case of alcohol, a breath-alcohol concentration of 0.02 percent or more; and
- In the case of an illegal drug, the presence of the drug or its metabolites in the urine.

Prohibited Conduct

1. The actual or attempted possession, use, consumption, distribution, transfer, sale, purchase, manufacture or transportation of an illegal drug on Company premises during working hours or while on Company business is prohibited.
2. The actual or attempted possession, use, consumption, distribution, transfer, sale, purchase, manufacture or transportation of any alcohol on Company premises during working hours or while on Company business is prohibited, except as expressly authorized by Management in connection with a Company-sponsored event.
3. Reporting to work, being present on Company property or being on Company business while under the influence of or otherwise having in the bloodstream an illegal drug or alcohol is prohibited.
4. Reporting to work having taken a prescription drug or over the counter drug in a manner not prescribed or in conjunction with other drugs that is likely to impair the employee’s safety, performance or faculties on the job is prohibited.
5. Refusing to submit breath and/or urine specimens for testing when requested, to sign a chain of custody form, or to otherwise cooperate with testing or inspection procedures is considered insubordination and is prohibited. This also includes diluted specimens, adulterated specimens or other such problem tests.
6. Failure to notify your Supervisor or Manager if you are taking any prescription drug that is likely to impair your performance or faculties on the job is prohibited.

In addition, if there is reasonable suspicion that an employee is in violation of this policy:

1. The employee may be suspended pending further investigation or may be subject to other disciplinary action up to and including termination of employment; and

2. The Company may conduct a search of the employee's personal or other property (including but not limited to clothing, lunch bag, locker or employee owned or used vehicle) that the employee has brought onto Company premises or used for a work related purpose.

Consequences of Prohibited Conduct

Violation of any part of this policy may result in discipline, up to and including termination of employment. Employees with substance abuse problems should obtain professional assistance before the substance abuse problem turns into a disciplinary matter. Once a violation of this policy occurs, an employee's request for assistance and/or participation in rehabilitation will not necessarily lessen the discipline imposed and may in fact have no bearing on the determination of what form of discipline is appropriate, in accordance with applicable laws.

Grounds for Testing

HH may require testing of employee breath and/or urine samples for alcohol and drugs under any of the circumstances set forth below.

Pre-Employment

Prior to and as a condition of employment, applicants may be required to take a test within 24 hours of notification as a condition of the offer. Offers of employment are conditioned upon negative results of drug and/or alcohol screening tests.

Reasonable Suspicion

An employee may be required to submit breath and/or urine samples for testing if, while on Company premises, during working hours, during business travel, or during Company-sponsored events a supervisor or member of management observes abnormalities in the employee's physical, speech, behavioral or performance indicators; or the employee is suspected of having violated this policy.

Post Accident/Injury

An employee may be required to submit breath and/or urine samples for testing following any accident on Company premises, during working hours, during business travel, during Company-sponsored events or involving Company property which results in an illness or injury or vehicle accident.

Random

HH reserves the right to conduct random testing of current employees at any time it feels such actions are appropriate.

Return to Work

An employee returning to work following participation in a substance abuse program may be subject to periodic, unannounced follow up testing during the first twelve months following his or her return to work.

Testing Procedures and Safeguards

The specimen collection and testing procedures described below are designed to ensure the reliability and accuracy of test results:

- Strict chain of custody procedures will be followed
- Where required by law, only independent certified laboratories will be used to conduct testing;
- Each employee shall be informed of the results of the drug or alcohol screening test and given an opportunity to explain the results

Employees who are not found in express violation of this policy after testing nevertheless may be subject to disciplinary action up to and including termination of employment in appropriate cases of poor performance, absenteeism, or other violation of Company policies and/or rules of conduct. The Company also reserves the right to impose disciplinary action up to and including termination of employment under this policy upon any employee who makes any false statement, deliberately conceals any fact, or destroys or interferes with the collection of any evidence concerning this policy or who assaults, threatens, intimidates or harasses any person concerning this policy.

SEPARATION OF EMPLOYMENT

It is the policy of HH to recognize that the employment relationship is at-will and may be terminated at any time for any reason. This termination may be initiated either by an employee or by the company.

Separation of employment can occur for different reasons. Employment may end as a result of resignation, retirement, reduction in workforce or termination. As stated above there are several types of separation. They are:

Resignation

Resignation is a voluntary act initiated by the employee to end employment. The employee must provide a minimum of two (2) weeks advance written notice prior to resignation. If an employee does not provide advance notice or fails to actually work the remaining two (2) weeks, he/she may be ineligible for rehire and will not receive accrued vacation benefits, if applicable.

Retirement

Employees who wish to retire are required to notify their Department Head and the Human Resources Department in writing at least one (1) month before the planned retirement date.

Job Abandonment

Employees who fail to report to work or contact their supervisor for two (2) consecutive work days shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second day. The supervisor shall notify the Human Resources

Department at the expiration of the second work day and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.

Termination

Employees of HH are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

Reduction in Workforce

An employee may be laid off because of changes in duties, organizational changes, lack of funds or lack of work.

Release

Release is the end of temporary, contract or seasonal employment.

Automatic Termination

If an employee has not returned to full-duty status from a personal, non-medical, authorized Leave of Absence(s) at the end of six (6) months, employment will be automatically terminated.

If an employee has not returned to full-duty status from an authorized Medical Leave of Absence(s) at the end of six (6) months, employment may be terminated. An employee will be considered unable to return to work if he or she cannot perform the essential functions of the job in full capacity, with or without reasonable accommodation.

Under no circumstances may an employee be absent from work for more than six (6) consecutive months, unless on Military Leave, approved Medical leave or with approval of Human Resources.

An employee is considered inactive and will be terminated when they have not worked in six months unless the employee is on an approved leave of absence.

Departing employees are required to return all company property in their possession (company uniforms, ID Badge, keys, employee handbooks, computer or any other office equipment) on or before the last day of work.

Rehire

Former employees who leave HH in good standing and are classified as eligible for rehire may be considered for employment. An application must be submitted to the Human

Resources Department, and the applicant must meet all minimum qualifications and requirements of the position.

Supervisors must obtain approval from Human Resources prior to rehiring a former employee. Rehired employees whose length of separation from HH exceeds one year begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits if applicable.

An employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

ACKNOWLEDGMENT

I have received a copy of the Hurricanes Holdings, (HH), part-time Employee Handbook or have been given access to Hurricanes Holdings employee handbook online or given a copy on CD which outlines the benefits, policies, and employee responsibilities to the organization.

I understand how to access and view the handbook. I agree to read and study its contents. If I do not understand any policy or procedure, I will contact my Manager, Supervisor or the Human Resource Department.

Since the information in this Handbook is necessarily subject to change as situations warrant, it is understood that this not an employment contract and that changes in policies may supersede, revise, or eliminate the policies as stated in the Handbook. Changes may be made with or without advance notice. Further, I understand that my employment is “at-will” and I may resign at any time or HH may terminate my employment with or without cause and with or without advance notice.

I also understand that no one, other than the HH President, has authority to make any commitment to me or to make any agreement with me which is inconsistent with HH’s policies summarized in this handbook, and that the policies and practices outlined in this handbook, as interpreted and applied by the HH President, supersede any and all oral representations made to me by any other person.

Employee’s Signature

Print Name

Date