



Boonerang Consulting LLC

Policies and Procedures at Oriole Park & M&T Bank Stadium 2021

Enforcement

Management is free to use discretion in disciplinary actions when staff have various offenses to the timekeeping policy or procedure. Situations include when staff may have clocked in but are repeatedly absent from their workstations during work hours or have missed time clock entries.

Standards of Conduct:

It is Boonerang Consulting LLC's (BCLLC) expectation that its Custodial Workers (Workers) will conduct themselves in compliance with our policies and procedures:

- No willful or negligent destruction of company and/ or client property
- No carrying or possession of weapons or use or distribution of weapons on client property or premises.
- No unauthorized use, waste, removal or attempted removal of company, client or associates, food, confidential records or documents, tools, equipment, merchandise, promotional items from company and/or client premises without proper authorization. This includes any items that have been discarded.
- No use of profanity or harassing or abusive language or conduct
- No insubordination such as refusal to perform any job or work
- No sleeping or dozing
- No drugs or alcohol
- No fighting
- No violation of any safety rules established by client or BCLLC

Time Collection

Staff working an event will be required to wear the 2021 assigned badge and use the sign in sheet with designated numbers to clock in and out. Post Event staff will be required to wear a wristband to clock in and out. Supervisors should oversee the wristband process and turn in a paper log with *name, wristband, number, and hours*.

Stadium and Aramark staff will administer temperature checks and health screenings. A BCLLC employee may only work and enter the stadium if they pass both. On game days, the health screening must be completed through the LiveSafe app by the BCLLC employee.



Oriole Park

Pre-Event and Event Staff is required to check in with security across from the Players Lot and make their way down the Service Ramp to the Aramark time clock.

Post Event Staff is required to check in at Gate F and check in as a group at the assigned time. The timesheet will be located at the ramp for check in. Check out will take place at the timeclock where the sign out sheets will be for the staff to sign out and clock out.

M&T Bank Stadium

Pre-Event Staff is required to check in at the security booth, walk down the ramp and clock in at the timeclock at the Aramark Facilities office.

Event Staff is required to check in at Gate C with the groups designated Supervisor. The Event Staff will receive a temporary badge to wear during the event and returned at the end,

Post Event Staff is required to check in at Northeast Suite Entrance near Gate A. Check out will take place at the timeclock where the sign out sheets will be for the staff to sign out and clock out.

Smoking

Smoking is not permitted at Oriole Park or M&T Bank Stadium as the stadiums are smoke free facilities.

Professional Appearance, Work Attire and ID Badges

The following additional standards apply to this location regarding professional appearance, work attire and ID badges:

A well-groomed employee in a clean uniform immediately creates a favorable impression of the services we perform. Our clients, customers, and the local health board rightly expect us to maintain strict standards of cleanliness.

Facial Coverings

BCLLC and Aramark requires workers to wear facial coverings in customer/public facing activity and any situation where 6ft social distancing is not possible.

While Wearing:

- Wash hands before and after putting on, adjusting, or removing a facial covering
- Avoid touching as much as possible
- Position firmly in place, keeping mouth, nose and chin covered



- If soiled, damaged or becomes hard to breathe -remove and discard or launder (before next usage)
- Remove while eating and/or drinking –check condition before continuing usage
- If removed, ensure facial covering is placed on a sanitized surface
- **Remember, use of facial coverings does not reduce the need for social distancing and hand hygiene**

Uniform Policy

It is *particularly important* that all staff present a professional appearance to our client and guest. An attractive uniform that is neat and clean is an important part of presenting an appropriate image in the workplace. The following policy reflects fair and consistent treatment for all staff.

Event Staff:

- Staff are responsible for uniforms that are lost, stolen, or damaged due to neglect
- Staff are responsible for returning their uniforms after an event for cleaning
- Replacement uniforms will be issued as needed according to departmental guidelines
- Staff must maintain a clean and neat appearance
- Shirt must be Aramark issued and must be buttoned and tucked in at all times
- Sweaters, sweatshirts, shorts, or jeans are not a part of the uniform unless issued by your Manager
- Pants must be all black and must be fitted. No sagging pants, jeans, yoga pants, leggings, cargo pants, or distressed pants.
- Shoes must be black, closed toed, and approved by Management. No sandals may be worn at any time during the employee's shift
- No large jewelry or facial piercings
- Hair that extends below shoulder length must be tied back
- Aramark issued hats permitted only. Hats must be worn straight
- Head scarfs, stocking caps, etc. are prohibited unless for religious reasons
- Before clocking in, staff must be in complete uniform and they are not to remove the uniform until they have clocked out
- Staff must wear their badge or wristband at all times

Post Event Staff:

- All BCLLC employees are required to wear their BCLLC company uniforms as agreed upon with Aramark. This allows for other departments within the ballpark to distinguish companies working, from one another.



- Staff must maintain a clean and neat appearance
- No large jewelry or facial piercings
- Staff must wear their badge or wristband at all times
- Shoes must be black, closed toed. No sandals may be worn at any time during the employee's shift
- No shorts, capris, or sweatpants

Key and Radio Control

Staff who are given keys to Aramark and/or client spaces or issued a radio in conjunction with their job duties are expected to comply with the following:

- Staff are required to sign in and out keys and radios each day
- Staff should have access only to those keys necessary to perform their daily duties. If you have unnecessary keys in your possession, please return them to you manager.
- Do not leave keys or radios unsecured
- Keys and radios may only be carried and used by the individual to whom they are issued, unless prior approval has been given by the appropriate manager
- Do not utilize key chains (nor mark the key chain) that identify the building to which they provide access
- Do not mark any keys with insignias or initials that describe what the key opens
- Duplication of keys is forbidden
- Loss or misuse of keys or radios may result in disciplinary action, up to and including termination
- Staff will be responsible for the associated costs of replacement or repair of keys and/or radios
- Staff must report any damages to keys or radios immediately

Public Figures & Media Relations Policy

Approaching public figures while you are working for reasons other than as assigned by your manager is prohibited. This includes soliciting autographs, taking photographs, etc.

Event Day Conduct

Solicitation or removal of items from the stadium, or accepting gifts from the Event Day Staff, without approval from Aramark or BCLLC Management is strictly prohibited. Accepting gifts or food from concession stands, guests, or event booths is prohibited. Promotional items are meant for paid ticket holders and are not to be taken or accepted as a gift by any employee working on an event day.



Parking

Parking is not provided by Aramark, BCLLC, Camden Yards or M&T Bank Stadium during Events. Parking will be available to Oriole Park Post Event Staff in Lot A. Ravens game day parking is available for Pre-Event and Event Staff at Montgomery Park with a free shuttle service provided to the stadium.

Parking areas are subject to change.

Cell Phone Policy

Electronic devices, including, but not limited to, cell phones, iPods, Bluetooth devices, MP3 players, cell phone chargers and gaming devices are not permitted to be used in any area visible to guests or while on the clock. Staff are strongly encouraged not to bring these types of devices into the workplace as they are not the responsibility or liability of Aramark Sports and Entertainment, BCLLC, MSA, the Orioles, or the Ravens. Devices that are brought into the facility must remain out of sight and off at all times. Emergency telephone calls are permitted ONLY when short in duration and taken out of the view of guests. Headphones, earbuds, air pods and chargers are not permitted in the building.



Policies and Procedure's Acknowledgement Form

I acknowledge that I have received a copy of Boonerang Consulting LLC's Policies and Procedures, which contains important information on the Company's policies, procedures and expectations for employee conduct while performing work on the Aramark contract. I understand that I am responsible for familiarizing myself with these policies and agree to comply with all rules applicable to me.

I specifically understand and agree that the employment relationship between BCLLC and me is at will and can be terminated by BCLLC or me at any time, with or without cause or notice. Furthermore, BCLLC has the right to modify or alter my position or impose any form of discipline it deems appropriate at any time. Nothing in this document is intended to modify BCLLC policy of at-will employment. Only a written agreement signed by the President, Jacqueline Boone, or Project Manager, Trey Boone may modify the at-will employment relationship. This is the entire agreement between BCLLC and signatory regarding this subject. All prior or contemporaneous inconsistent agreements are superseded. If I do have a written employment agreement signed by the President or Project Manager and this document conflicts with the terms, I understand that the terms of my employment agreement will control.

I understand and agree that the policies described in this document are intended as a guide only and do not constitute a contract of employment. I understand that BCLLC reserves the right to make changes to its policies, procedures, or benefits at any time at its discretion. I further understand that BCLLC reserves the right to interpret its policies or to vary its procedures as it deems necessary or appropriate. I further understand that any delay or failure by BCLLC to enforce any rule or procedure contained in this document does not constitute a waiver of BCLLC's right to do so in the future.

I have received BCLLC's Policies and Procedures. I have read it, understand it, and agree to abide by the policies and procedures contained in the document.

Employee's Signature: _____

Employee's Printed Name: _____

Date: