

*Fundraising At* THE **Rose**Quarter

# Food For *Funds*

NONPROFIT VOLUNTEER GUIDEBOOK

2017



# WELCOME

# Welcome to the Rose Quarter!

**And Welcome to the Levy Family!**

We are proud of our professional, knowledgeable and reliable Levy volunteers who ensure we deliver the highest level of food and beverage service to our guests. As a new volunteer, finding your way around an unfamiliar and complex facility can be challenging and confusing. We would like your experience here to be rewarding, productive and enjoyable, so we have provided you with a few important guidelines to working at the Rose Quarter that should make the transition easier for you. Please take the time to familiarize yourself with our policies and practices, and feel free to refer back to this guide often. The more you know about the Rose Quarter and Levy Restaurants, the more enjoyable – and rewarding – your volunteer experience here will be.

***Thank you for helping us create the ULTIMATE entertainment atmosphere!***



*No statement of policy or practice contained in these guidelines is intended as a contractual commitment or obligation of Levy, Compass Group or to any individual or group. These policies may be changed, amended, added to or terminated by Levy without notice. In the application of these policies discretion may be used which, by its exercise, may not be deemed as a policy change or precedent.*

# Table of Contents

<i>Volunteer Checklist</i> .....	4
<i>Public Transportation</i> .....	5
<i>Parking</i> .....	7
<i>Moda Event Map</i> .....	8
<i>Checking In For A Shift</i> .....	9
<i>Uniforms/Grooming Standards</i> .....	10
<i>Locker Rooms/Badges</i> .....	11
<i>Exiting the Facility/Evacuation Plan</i> .....	12
<i>Food Handler Cards</i> .....	13
<i>Levy Responsible Alcohol Online Training</i> .....	14
<i>Alcohol Service –OLCC Service Permit</i> .....	15
<i>Alcohol Service Policies</i> .....	16
<i>Tobacco/Safety/Cellphone Policies</i> .....	19
<i>Breakrooms</i> .....	20
<i>Meal and Food Discounts</i> .....	20
<i>Discounts</i> .....	22
<i>Restricted Areas/Media</i> .....	23
<i>Sustainability</i> .....	24

## Contacts

Ashley Pitariu- [ashley.pitariu@rosequarter.com](mailto:ashley.pitariu@rosequarter.com)

Cell: 503.828.8219| Phone: 503.963.3886

Event Emergency Number (Command Center): 503-797-9989

Inclement Weather Event Update Line: 503-797-9760

# VOLUNTEER CHECKLIST

Greeting Volunteers!

Thank you for your passion and dedication to the nonprofit you are working with. You are the heartbeat of your nonprofit and keep the necessary work that they are doing in our communities flowing. Levy Restaurants also wants to thank you as you go through the process of raising funds for your nonprofit through Levy's Food For Funds Program! We want to set you up for success and have a *fun* time *fund*raising. Below are some items that you will need before you start volunteering.

The below checklist will help you determine what steps you have left to complete before you start fundraising at the Food For Funds Program. Check off what you have completed to stay organized!

The following sections of this handbook will give exact details on how to complete the following checklist.

## **Every volunteer ages 16+ must have:**

- Food Handlers Card
- Black Non Slip Shoes (Very specific shoes! Black Tennis shoes won't work, non-skid shoes of another color won't work)
- Black Pants
- Hat and Shirt (provided by your nonprofit)
- Complete an online Levy Responsible Alcohol Training (this is different than the OLCC)

## **Every volunteer over 18+ must also have:**

- Oregon Liquor License (OLCC)
- Pass a Background Check

Other Items To Have: Lock for a locker, Rosequarter badge (issued by your lead), parking permit (issued by your lead).

# Public Transportation

We encourage volunteers to take public transit or carpool when possible.



## TriMet Schedules

*At the Rose Quarter:* Schedules for many of the transit lines are available at the Information Booths located in the Moda Center at Entry A7 and A24 on the 100 Level and Entry C32 on the 300 Level during event hours. Schedules are also available at the Information Booth in the Memorial Coliseum located at Entry CC on the main concourse.

*Through TriMet:* Volunteers can plan their trip to the Rose Quarter online at [www.tri-met.org](http://www.tri-met.org). The TriMet website allows you to select the bus or max line that best meets your travel needs and will provide schedules specific to your route.

*Other:* For team members without internet access, there are a variety of options to get the printed schedules:

- Most Fred Meyer, Safeway & Albertson's stores have schedules for the bus routes that serve their area
- All schedules are available at the TriMet Administration Building, 4012 SE 17th Ave. in southeast Portland, and at TriMet's Customer Assistance Office in Pioneer Courthouse Square in downtown Portland.
- Most busses and operators have schedules available for that bus and some connecting busses
- Call 503-238-RIDE and select the 'trip planning' option. One of the call takers will send you a schedule or you can leave a message after hours.

# Rose Quarter Transit Center

- Blue Line (Hillsboro/City Center/Gresham)
- Red Line (Airport/City Center/Beaverton)
- Yellow Line (Expo Center/City Center/PSU)
- Green Line (Clackamas/City Center/PSU)

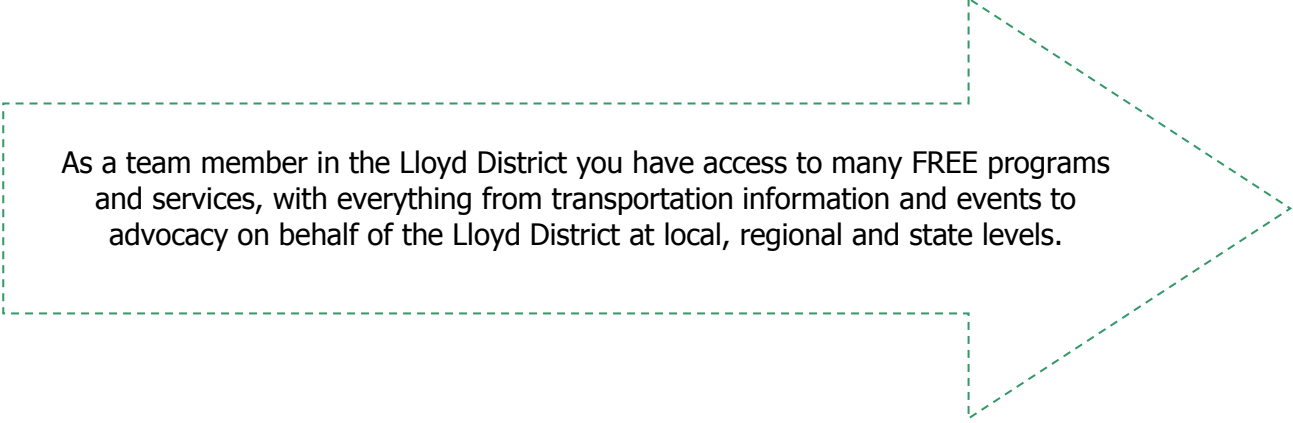
The Rose Quarter Transit Center is located across from the Moda Center Arena.

# Welcome to the Lloyd District!



## Did you know that you work in one of the most accessible areas of Portland?

Not only is the district served by all three MAX lines, a variety of TriMet and C-Tran buses, a number of bike lanes and the Eastbank Esplanade, it also has a great place for all of your commute needs. The Lloyd District Transportation Management Association is the place for all things transportation.



As a team member in the Lloyd District you have access to many FREE programs and services, with everything from transportation information and events to advocacy on behalf of the Lloyd District at local, regional and state levels.

Go Lloyd's comprehensive support network includes transit programs, managed bike infrastructure (lockers, racks, events, equipment, interactive web based bike map and investment), pedestrian programs (walking maps and events) and rideshare support and incentives (vanpool parking subsidy, car/vanpool matching).

Another great resource Go Lloyd provides is the **Commuter Connection store**, which is located at 700 NE Multnomah St., Suite 340. You can purchase transit passes, bike accessories (patch kits, lights, etc), and many other items at the store Tuesdays-Fridays from 11 a.m. - 4 p.m. for questions call T: 503 236-6441 F: 503 236-6164.

The newest program at Go Lloyd is focused on YOU, the individual. **Lloyd Links**, their personalized commute program aims to help people find the best travel method for their lifestyle. Not only do you save time and money with new commuting option but you get rewarded for it to. The Commuter Rewards is a new internet based program from Go Lloyd.

It asks commuters who already use alternative forms of transit (walk, bike, transit, rideshare) to log their trip and then, for each trip logged the commuters name goes into a raffle for a PRIZE. The more trips you log, the better chance you have of winning a prize. This program is perfect if you have been thinking about making a change to your commute but have questions and reservations.

Check out their website: [www.golloyd.org](http://www.golloyd.org) or register for Lloyd Links at [www.golloyd.org/lloydlinks](http://www.golloyd.org/lloydlinks)

# Parking

We are very pleased to be able to offer free and discount parking for our volunteers working events. However, parking is a privilege and should only be used when you are scheduled to work. Free parking is available on a first come, first serve basis.

Parking passes are issued by the Human Resources department. Team members must have both a parking permit and their Levy ID badge to park. Replacement parking permits cost \$5 and can be received through the HR department. For updates on available parking details, call the **PARKING HOTLINE at 503-797-9831.**

## Annex Garage

**(Onsite Parking for Non-Event Days or Small Events)**

Free parking at the Rose Quarter for event staff is located at the One Center Court & (Annex) Garage. The entrance to this parking area is located at the intersection of Interstate Avenue and Drexler Drive. Volunteers will need to show their ID badge as well as a valid parking pass to obtain access to this parking area. OLCC cards and hats are not accepted for free parking.

## Center Aegean Lot

**(Offsite Parking for Blazer Games and Large Events)**

Free parking offsite for Blazer Games and other high-attendance events is located in the Center Aegean Lot. The entrance to these parking spaces is near the intersection of Interstate Avenue and Larabee Avenue. Please note that there are 3 Aegean lots—North, South, and Center. Levy part-time team members will utilize the Center lot only. As with onsite parking, you must have your Volunteer ID badge as well as a valid parking pass in order to park.

## Discount Overflow Parking (Offsite)

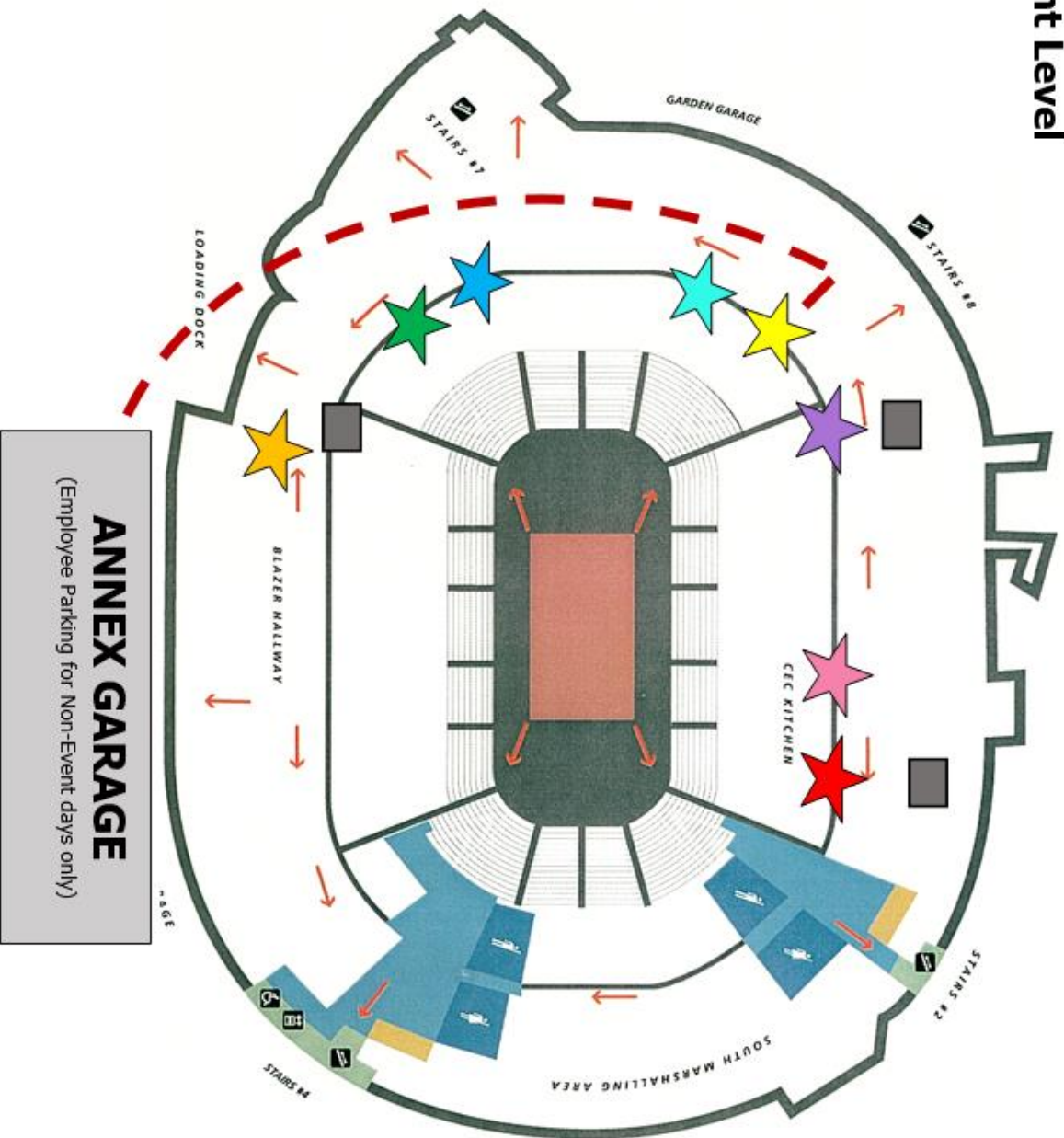
Parking will be available at the Lloyd 700 Building (East 7th Ave.) for **\$3.00** per event. Entrance to this parking area is available utilizing 7<sup>th</sup> Avenue & Multnomah Street. Volunteers interested in utilizing the discount parking **MUST** have their Rose Quarter ID badge to receive the discount rate. Travel back and forth to the Rose Quarter from the Lloyd 700 Building is available on Tri-Met Max at no charge.

## Directions

The Holladay train station is conveniently located near this parking location. Proceed to the Rose Quarter boarding westbound trains from the location to the Rose Quarter Transit Station. Trains operate until 1:42am from the Rose Quarter Station for return trips to the Holladay Station Monday-Saturday (11:42pm on Sundays/Holidays).










# Moda Center Event Level



**ANNEX GARAGE**  
(Employee Parking for Non-Event days only)

## Key:

-  Main Kitchen
-  Warehouse "Cage"
-  Courtside Club
-  Employee Entry
-  Employee Locker Rooms
-  Laundry Room/  
Uniform Pick-Up
-  Command Center
-  Prep Kitchen  
Concessions Office  
Warehouse  
Cashroom  
HR Office
-  Employee Elevators
-  Walkway to Employee Entry



# Checking In For A Shift

Employee/Volunteer entrances are located at the Moda Center and Memorial Coliseum for all scheduled event staff. All team members are required to enter the building via the Command Center (Non-Event Days) or Employee Entry (Event Days). You should only enter the building if you are scheduled to work or if you are a ticketed guest. If you are a ticketed guest, please do not use employee entries to enter the building, as it can result in disciplinary action up to and including termination. You may only arrive earlier than your scheduled time with your supervisor's permission.

## Concessions Daily Check-In Procedure

- 1) Enter through Employee Entry located on P1 (Parking One) level of the Garden Garage (Moda Center)
- 2) NFP Badge and bag check by security agent
- 3) Proceed to locker rooms to store personal belongings
- 4) Proceed to Check-In Table with NO PERSONAL items on you
- 5) 16/17 Year Olds, MUST have an Indemnity Formed by a Parent or Guardian
- 6) Check-In staff will provide shift locations and check for OLCC's, shoes and appropriate uniform
- 7) Proceed through metal detectors and to your work location

## Memorial Coliseum Survival Tips

The Memorial Coliseum was built in 1960 as a war memorial to veterans and was the original home to the Blazers. Working in the Memorial Coliseum differs from working in the Moda Center in several ways.

- \* During the winter season the VMC can be very cold. We encourage you to wear a white, black or red undershirt or thermal shirt under your uniform to keep warm. A white, black or red HOODLESS sweatshirt is also acceptable.

## Directions to Employee Entries

### Moda Center

#### Directions from Transit Center:

Walk to the Rose Quarter Campus, go past the fountain and restaurant to the North entrance of the Moda Center (on your right). Enter through the glass doors farthest North of the entrance into the elevator lobby. Take the elevator down to level P1 (Parking One). Employee Entrance is located in the elevator lobby on P1 (sign above the door).

#### Directions from Annex Garage

After parking, walk along Drexler Drive towards the Moda Center/Loading Dock. Enter the Garden Garage using the pedestrian walkway (outlined in yellow). Follow the signs directing you to the team member check-in. Walk across the elevator lobby to the Team member Entrance (sign above door).

### Memorial Coliseum

#### Directions from the Transit Center:

Walk to the Rose Quarter Campus. Go to the Ticket Box Office Lobby. Take the elevator down to P1 (Parking One). Exit the elevator lobby through the glass doors and turn right. Follow the ramp exit to Drexler Drive. Walk across Drexler Drive to the first driveway on your right. Enter the doorway marked "Employee Entrance" (blue signs). The Check-In Office is located in our commissary down the hall and to the left.

#### Directions from Annex Garage

Exit the parking area heading towards the Memorial Coliseum (North). Walk across Drexler Drive (driveway between the parking lot and Memorial Coliseum) to the first driveway on your right (Memorial Coliseum is in front of you). Go up the driveway to the doorway marked "Employee Entrance" (blue signs). The Check-In Office is located in our commissary down the hall to the left.

# Uniform Requirements

For more in depth information, please review the Uniform Standards Document with more specifics.

## Hat/Shirt Policy

Your nonprofit leader will provide you with a shirt specific to your nonprofit and a hat or visor. Hats are a sanitary requirement and must be worn. Everyone in your stand must match- so don't forget your hat and shirt!

## Slip-Resistant Shoes

All team members **must** wear black, slip resistant shoes at all times. Slip Resistant shoes often say as such or have a specific honeycomb pattern on the sole of the shoe. Shoes must be kept in good repair and treads on the soles cannot be worn down. You must have your shoes the first day on the job. Levy provides 15% off coupons for slip resistant shoes. Coupons are posted in the kitchen and Concessions Commissary. You may be asked to show that you are wearing your slip resistant shoes when checking in or arriving at your work location. If you are not wearing slip resistant shoes, you will be sent home. Black tennis shoes do not qualify.



## Grooming Standards

Grooming and personal cleanliness standards contribute to the morale of all team members and are an important part of the business image we present to our guests. As a member of the Rose Quarter, all volunteers must adhere to the following grooming standards as a basic condition of volunteering.

- **Hair:** Hair will be neat, clean, and present a groomed appearance. Long hair must be properly restrained to keep hair back and away from the face. Glitter, feathers, beads, and bandanas.
- **Hats/Visors:** Hats/Visors will be issued by your nonprofit. Home team baseball hats (Winterhawks, Blazers) are also permitted. All hats must be worn forward only.
- **Facial Hair:** Beards, goatees, and mustaches must be neatly trimmed and groomed.
- **Fingernails:** Fingernails must be neat and clean at all times. For Kitchen cooks and Concession cooks nails should not extend beyond ¼ inch in length. Nail art and nail jewelry are not permitted.
- **Cologne/Deodorant:** Due to close contact with guests and co-workers, the use of deodorant or antiperspirant is required. A light after-shave or perfume will be allowed.
- **Jewelry & Tattoos:** Jewelry should be minimal to prevent a safety hazard in the work environment. Facial and body piercings are acceptable. Visible tattoos are acceptable if they are not inappropriate in nature. If you are unsure if your tattoo is inappropriate and should be covered up, see a member of HR or your manager.
- **Gum Chewing:** Gum chewing is not allowed.
- **Sunglasses:** Sunglasses are for outside, daytime use only.
- **SMILE...Be Friendly – You are part of the show!**

# Locker Rooms/Badges

## Locker Rooms

Men's and women's locker rooms are provided at the Moda Center and Memorial Coliseum for use during your shift. **Team members must store all personal belongings prior to checking in for their shift or reporting to their work location.** Personal items such as purses, coats, hats, gloves, books, food or beverages from outside the Moda Center, etc. are not allowed in the Concession and Catering locations. Lockers at the Moda Center are located at the check-in area on the event level.

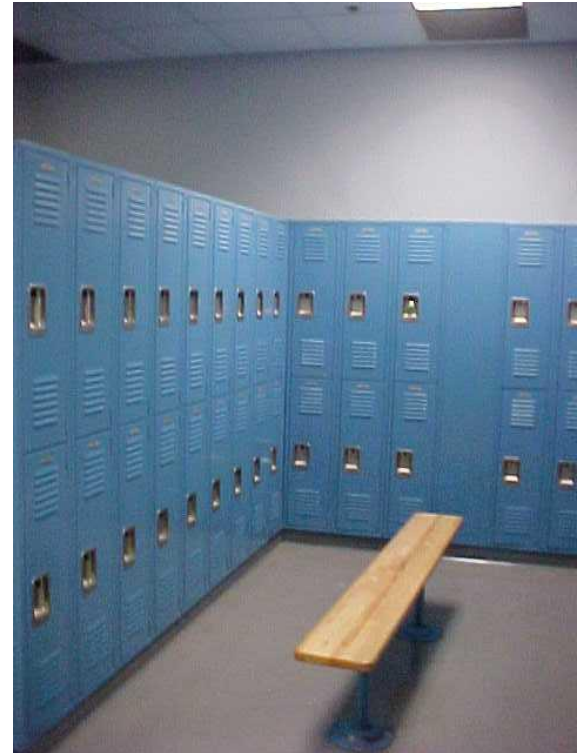
Additional lockers are available for use at busy events immediately outside the check-in area near the elevator on the event level. Lockers at the Memorial Coliseum are available inside the Levy Commissary. Lockers are available for **EVENT USE ONLY. DO NOT** store items in the lockers overnight. The number of lockers available on-site is limited; the availability of lockers cannot be guaranteed.

Please note that lockers located on site are not to be considered personal property. These lockers are the property of the Rose Quarter and are subject to search by Rose Quarter security at any time.

Gender Neutral Bathrooms are located in the North Marshalling area near check in for Blazer Games.

## Badges

Each volunteer will be issued a badge upon hire. Your Badge will identify you as a part of a nonprofit group. Make sure to have it on you at all times.



# Exiting the Facility

## At the End of Your Shift

At the end of your shift, return any items issued to you during the event to their appropriate location. Remove any personal belongings stored in the lockers. There is no reentry once you leave.

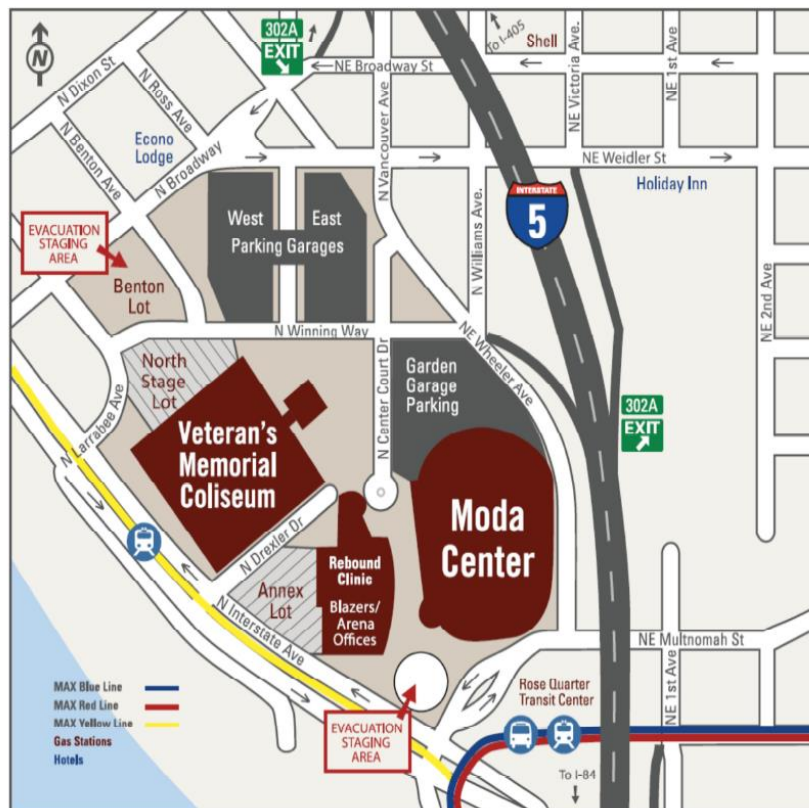
**Leftover food from the event cannot be taken home or leave the premises. Shift meals that are not finished during meal breaks must be thrown out.**

Exit through the doors that you entered the building at the beginning of your shift. Team members working during non-event hours need to clock-in and out at the Command Center.

## Evacuation Plan

Evacuation Plans are located on the inside of the doors to each concession stand, restaurant kitchen area, commissary and in the catering kitchen at the Moda Center. Please take the time to familiarize yourself with the evacuation maps and Emergency Assembly Areas outlined in the Quick Reference Guide in your work area. If you are unsure about the evacuation plan for your location contact your supervisor prior to the event.

## Emergency Assembly Areas:



# Food Handler Cards

## Requirements

- All Volunteers 16+ must obtain a Food Handler Card within 30 days of employment. **NO EXCEPTIONS.**
- Obtained from any Oregon State county – we recommend Multnomah County Health Department, which is conveniently located close to the Rose Quarter.

## Obtaining a Food Handler Card Online

1. Register and Review the Online Study Manual
  - a. <https://www3.multco.us/Foodhandlercard/Manuals.aspx>
2. Take the Food Handler Test
  - We recommend <https://www.efoodcard.com/> (\$9.00)
  - [www.2.co.multnomah.or.us/FoodHandlerCard](http://www.2.co.multnomah.or.us/FoodHandlerCard) (Multnomah County)
  - [www.oregonria.org/orla/or\\_food\\_card](http://www.oregonria.org/orla/or_food_card) (Oregon Restaurant Association)
3. Pay with Debit or Credit Card
4. Your card will be sent to your email
5. Must have this on you at every event

# Background Checks

Every volunteer 18+ must submit a background check 2 weeks prior to their first event. This gives us time to submit to Special Investigations and for Special Investigations to clear volunteers. Volunteers must be CLEARED prior to the start of their first event.

1. Go to <http://levychecks.com/modacenter/>
2. Select 'I Am An NFP Volunteer'
3. Follow directions and fill out the application
4. Under Nonprofit Name: Type in the nonprofit name you are volunteering with

### TIPS:

- Use Firefox or Chrome
- Finish in one sitting
- Avoid hitting the back button. You will have to wait 12 hours before resubmitting.

# Levy Responsible Alcohol On-Line Training

(Required for all Levy Team Members and Volunteers 16+)

## To Log On:

1. Go to: [levy.restaurant.org](http://levy.restaurant.org)
2. Enter Password: LEVY
3. Enter your personal information
4. Skip employment history
5. Choose your property from the drop down list:
6. Choose your job title from the drop down list
  - Non-Profit

## To Complete Training:

1. Read all materials and click next to go to next page.
2. You will then be able to take the test.
3. Once you have completed the test and you submit your answers, it will ask for the manager's e-mail address, please enter: [ashley.pitariu@rosequarter.com](mailto:ashley.pitariu@rosequarter.com)

The results will be e-mailed back to us, we will print it as proof you completed the on-line training.

If you have any questions related to volunteering at Levy, please contact your group lead directly or email the Nonprofit Coordinator.

Please understand that by completing the on-line training, you are allowed to work. You will then be scheduled by your lead to attend the Live Responsible Alcohol Training Class.

# Alcohol Service- Your OLCC Service Permit

If you are a Levy food service worker 18 years of age or older, having a valid OLCC Service Permit is a **requirement**. Management must authorize any exceptions.

## OLCC Service Permit

(Required for all 18+ Front of House Service Workers\*)

Types of Permits:

Minor Permit: Green and white permit for team members who are between ages 18-21. These team members may serve beer out of permanent concession locations, but not liquor.

Regular Permit: Orange and white permit for team members who are 21 or older. These team members may serve all types of alcohol.

## Obtaining an OLCC Service Permit (Good for 5 years!)

Step 1	Step 2	Step 3
<p style="text-align: center;"><b>\$23</b></p> <p>Fill out service permit application at first event (valid for 45 days)</p>	<p style="text-align: center;"><b>\$15</b></p> <p style="text-align: center;">Take the Exam (<a href="http://www.momentsnoticeortesting.com">www.momentsnoticeortesting.com</a>)</p> <p style="text-align: center;">Check your score at <a href="http://www.olcc.state.or.us/pdfs/ServerEdTestResults.pdf">www.olcc.state.or.us/pdfs/ServerEdTestResults.pdf</a></p>	<p>The OLCC will issue you your permit via mail in 7-10 days</p>

**Please bring your service permit application or OLCC Permit to every shift!**

Any OLCC issues or questions should be brought to the attention of your group lead. They will work with the Nonprofit Coordinator to ensure a smooth application process.

### To get an OLCC Service Permit you must do the following:

- 1) Bring a completed Service Permit Application. Levy management will check your ID to verify your age, sign the application, give you a yellow copy (which serves as your temporary permit) and remit the application/fee to the OLCC within 24 business hours. It is the volunteer/nonprofits responsibility to pay the \$23.00 application fee.

Come prepared a head of time with a filled out application! It saves a lot of time at check in. [http://www.oregon.gov/olcc/docs/service\\_permits\\_and\\_server\\_ed/sp\\_application\\_online.pdf](http://www.oregon.gov/olcc/docs/service_permits_and_server_ed/sp_application_online.pdf)

- 2) Once you have a signed yellow copy of the Service Permit Application, you must (a) have it with you (on your person) AT ALL TIMES while volunteering and show it at check-in, and (b) take the OLCC Servers Education class within 45 days.

- 3) You must complete the OLCC Server Education Class within 45 days. Don't wait! **We recommend you take it online at [www.momentsnoticeoregontesting.com](http://www.momentsnoticeoregontesting.com)**
- 4) Within 10 days of completing the class, you can expect to receive a manila-colored postcard with your score from the OLCC. Within 30 days of receiving a passing postcard, you can expect to receive your actual green-and-white or orange-and-white Service Permit in the mail. The manila-colored score card and your official Service Permit will be mailed to the address indicated on your yellow temporary permit.
- 5) Your OLCC permit must be kept **on your person at all times** while you are working.
- 6) Any OLCC issues or questions should be brought to the attention of your lead and they will work with the Nonprofit Coordinator to remedy.



# Rose Quarter Alcohol Policies

As the licensee for alcohol service at the Rose Quarter, Levy Restaurants, LP is responsible for ensuring total compliance with all OLCC statutes and in-house policies pertaining to alcohol service. Every Levy team member and NFP volunteer (18 years of age and older) is individually responsible for understanding and following our policies. Failure to do so will result in disciplinary action, up to and including immediate termination of employment, removal of volunteer and or/volunteer group from FFF program, and responsibility for any fines, penalties, or other legal consequences imposed by the OLCC against the individual.

## OLCC Service Permit Requirements

- In order to sell or serve alcohol at the RQ you must have either your valid OLCC Service Permit OR your yellow permit application (with passing test score card attached, if you are an NFP volunteer) ON YOUR PERSON AT ALL TIMES.
- You are required to show your Permit or application at check-in, as well as to anyone asking to inspect it throughout the duration of the event. MANAGERS WILL INSPECT SERVICE PERMITS OF ALL TEAM MEMBERS AND VOLUNTEERS UNDER THEIR SUPERVISION IN THE WORK LOCATION AT THE BEGINNING OF EACH EVENT!
- If you are 18, 19 or 20 years old, you can ONLY get a minor service permit (green and white). Minors with valid Permits may serve, pour and draw alcoholic beverages in areas not prohibited to minors (i.e. a concession stand) where alcohol service is incidental to food service.
- Minors may NOT mix drinks nor function as bartenders or cocktail servers.

## Rose Quarter Alcohol Service Policies

- You must ID every guest appearing to be under the age of **30** every time they come to the bar and order a drink. Do NOT assume the guest is of age simply because he or she is already in possession of alcohol.
- The ONLY acceptable forms of valid, stand-alone identification at the RQ are a:
  1. Valid photo drivers license from any of the 50 States, Commonwealths or Canadian Provinces showing proof of being 21 years of age or older
  2. Valid DMV identification card with photo, name, date of birth and physical description from any state
  3. Valid passport that can be read (i.e. in English)
  4. Valid US Military ID card with photo, name, date of birth and physical description.

**To be valid, the ID must be current and cannot be expired!**

**THESE ARE THE ONLY FORMS OF ACCEPTABLE ID! NO OTHER IDENTIFICATION IS VALID FOR ALCOHOLIC BEVERAGE PURCHASES IN THE ROSE QUARTER. NO EXCEPTIONS!**

## How to Properly Check ID

1. Check to see if the ID is among the forms of stand-alone ID accepted at the RQ.
2. Check the physical condition of the ID. The lamination should be intact; it should be legible and not damaged.
3. Check the photo carefully, ensuring that it matches the person presenting it.
4. Check the birth date to ensure that the person is 21 years of age or older.
5. Check the expiration date to ensure it is still valid.
6. If the guest appears to be under the age 40, exercise due diligence in verifying that the ID is not false or altered.

✓ **Levy has a zero tolerance policy regarding the selling or serving of alcohol to a minor. Any Levy team member or volunteer selling or serving alcohol to a minor will be discharged immediately, in addition to suffering legal consequences.**

- No guest will be served more than 2 alcoholic beverages at one time, or be in possession of more than 2 alcoholic beverages.
- Any guest showing signs of visible intoxication must be reported to Guest Services or a security agent immediately.
- Alcohol cut-off goes into effect at the beginning of the 4<sup>th</sup> quarter for basketball, the beginning of the 3<sup>rd</sup> period for hockey, and *typically* when the opening act goes on stage for concerts. *Alcohol cut-off may be adjusted depending upon the type of concert; the decision of the MOD (manager-on-duty) prevails and all locations should cut-off alcohol service immediately at the direction of the MOD. Do NOT take your cue from the TVs, guests or other source.*
- If you are in the middle of an alcohol transaction when cut-off occurs, you may complete the transaction of that guest ONLY.

# Tobacco, Safety, and Cellphone Policies

## Tobacco Policy

Smoking is not permitted anywhere inside the Moda Center or Memorial Coliseum. You can only smoke on your break (“smoking breaks” are NOT to be taken in addition to your regular breaks). Chewing tobacco and other tobacco products are never to be used while working. **The designated smoking area for volunteers working during the event is located in the Annex Garage, near the entrance by the max line.** Smoking is **NOT** permitted in the guest smoking areas, terraces or inside the buildings.



## Safety

Report all workplace accidents or injuries to your lead and supervisor immediately, no matter how small! Do not wait until the next time you work. If you need to see a medical technician, first aid stations are located throughout the Rose Quarter. Medical technicians (Med-Techs) are on-site during events only. In case of emergency, contact the Command Center at x8712 to request a Med-Tech. Make sure you include the location and type of emergency. If you need to reach a Med Tech, and it is **NOT** an emergency or it is a non-event day, call **x8989** and request a Med Tech.

### Med-Tech Locations

- Moda Center
  - 100 Level @ Entry A9
  - 300 Level @ Entry C11
- Memorial Coliseum Main Concourse
  - Level @ Entry OO

## First Aid Kits

First Aid Kits are located throughout the Rose Quarter. These kits contain many first aid products that are available for team member use. Please be aware these items are provided for your benefit, but should be taken with caution and care—Levy will not be responsible for any injury or illness occurring from their use.

### First Aid Kit Locations

- Command Center
- Concession Commissary (Moda Center & Memorial Coliseum)
- Catering Commissary (Moda Center & Memorial Coliseum)
- Concession Stands (Moda Center & Memorial Coliseum)

## Cell Phones and Music Players

Music players and other portable entertainment devices should be stored in a locker with all of your personal belongings while you are at work. Headsets and ear pieces must be removed while working.

**Cell phones are permitted in your work location for emergency and work-related purposes only**, and should be set to silent or turned off while working. **Do not use your cell phone in any way while you are in your work location** or in an area where you might be seen by guests. This includes making or receiving phone calls, sending or receiving text messages, and checking your voicemail. If you are experiencing an emergency and need to use your phone, notify your supervisor before using your phone in any way.



Cell phone use is permitted in only two circumstances while at work:

- 1) With supervisor/manager approval (personal emergency or work-related calls or messages), or
- 2) On your break, in an appropriate break location

# Break Rooms

Stand Leads are responsible for breaking the volunteers staffing their stands for each event. Break areas are provided in various locations throughout the Rose Quarter. Breaks should only be taken in the designated break areas.

## **Tips:**

- Breaks are **NOT** permitted in the guest areas, terraces, backstage, locker rooms or food locations.
- Levy team members and NFP's must bring a cup from home WITH LID AND STRAW for tap water or soda only. It must have your name on it and be kept in the back, on a non-food surface/area.
- Food not consumed on your break may not leave the building. All food must be consumed or thrown out before you leave. Team members violating this policy will be subject to disciplinary action up to and including termination.

## **Locations of Break Rooms**

### **Moda Center**

- Event Level near Command Center (NOT Open During Events)
- 100 Level @ Entry A25
- 200 Level @ Entry B9
- Suite Level C21 or A25
- 300 Level @ Entry C21

### **Memorial Coliseum**

- Main Concourse located at Entry SS

# Team Member Meal and Food Discounts

## **Meal Tickets**

Every Stand will receive enough meal tickets for each volunteer. One meal ticket per person.

- Meal tickets can only be used at designated concession stands listed on the ticket.
- Meal tickets can only be used for designated meals listed on the ticket.
- Meals cannot be taken home or given to anyone else.

**Please note that allowable meal items are subject to change at the discretion of the management team.**

- If you choose to have additional items with your meal (ice cream, French fries, etc.), you may purchase them at a Employee discount of 40%.
- The 40% off (Employee Discount) only applies to NFP team members that are:
  - Working the event on that day
  - In uniform
  - Have their group badge present
- The Employee Discount is for that volunteer to purchase Food & Beverage for their own consumption, not for them to use to purchase food and beverages for friends, family or guests that may be in attendance of the event.

- Their badge is not to be passed off from one person to another, and especially not be given to non-group members to try and pose as an employee for the purpose of gaining benefits not belonging to them.
- Portable staff, Bartenders, and Warehouse team members are not to enter the stand where they are redeeming their meal ticket. They are to receive their meal item across the counter (like a paying guest) and turn in their meal ticket.
- All menu items are to be the same portions and packaging as we sell to our guests. Team member meal items may not be traded for an item from another stand. Repeated violation or abuse of the meal policy will result in loss of meal privileges or termination.
- Meal items are only to be taken from the designated stands listed on your meal ticket. The ticket is specific for each event and cannot be used after that event.
- You must take your meal to the break room **on the level you are working.** **You may not eat at your work location.**

## Responsible Team Member Tips

### Grievances

Levy expects people will experience challenges from time to time and wants to ensure they are resolved quickly. If you have a problem or a complaint, you should first discuss it with your Group Lead or Nonprofit Coordinator. If you are unable to discuss the issue with your supervisor or are not satisfied with the response, you should discuss it with the Nonprofit Coordinator.

### Harassment and Discrimination Policy

Harassment and discrimination is prohibited at the Rose Quarter. At no time should a team member harass or discriminate against another team member or guest based on sex, race, religion, sexual orientation, disability or any other reason protected by local, state or federal law. All intentional or unintentional harassment or discrimination will be viewed as a serious violation of the company policy and will result in discipline up to and including discharge. You will receive on-going training on recognizing and responding to harassment and discrimination during your employment here.

## Trainings

### Responsible Alcohol Service

All team members are required to complete the online responsible alcohol service training. This training is separate from the OLCC and is required before the start of your first day. Information on how to take the online class is on page 14.

### Pre-Shift Meetings

Occasionally during events, you will be given various safety and other types of training at the start of your shift. These trainings happen in Pre-Shift meetings before the start of the event. You will be trained on various safety topics throughout your time with Levy.

# Discounts

## Event Ticket Discounts

Although you are not allowed to view events during your work shift, from time to time volunteers are offered the opportunity to purchase event tickets at a discounted rate. Discounted ticket prices are only available for certain events. If you wish to purchase discounted tickets or obtain more information, please:

### Order Online:

Website: [www.rosequarter.com/rqemployees/](http://www.rosequarter.com/rqemployees/)

Password: RQCREATE2016

# Restricted Areas/Media Policy

## Restricted Areas

The Rose Quarter hosts many events where high profile artists, performers (includes animals), athletes and celebrities are in attendance. It is very important, due to the nature of our business, that the privacy and belongings of these individuals or groups are respected. During concerts and other performances restricted areas will be set up to ensure that the privacy needs of these guests are met.

During basketball, hockey or any other sports events, athlete locker room areas will be reserved for athletes, coaches, trainers and other designated essential staff. Most of these areas will be marked. Team members should not go anywhere in the facilities other than your specific work area without specific permission. The backstage, box office, count room, dressing rooms, arena bowl (except beer vendors) and engineering areas are restricted areas for event team members. The restricted areas include any items, memorabilia or belongings of the artists, athletes, performers or celebrities.

Contact the HR department if you have any questions about restricted areas or items.



**DO NOT ASK ATHLETES, ARTISTS, PERFORMERS OR ANY OTHER CELEBRITY FOR PICTURES, AUTOGRAPHS OR MEMORABILIA. TAKING PHOTOGRAPHS—WITH OR WITHOUT THEIR PERMISSION—IS ALWAYS PROHIBITED.**

## Media Policy

Every team member is to refrain from any comments about the company or any tenants of the facilities. If approached by a member of the media do not comment and contact your supervisor. Individuals designated to speak on the behalf of Levy, or our affiliates, are the President, Chief Operating Officer, Vice President of Human Resources, and other authorized senior executives. No one other than these individuals should represent the company's position to the media without the express permission of the Chief Operating Officer.



# Sustainability

The Rose Quarter is dedicated to being a leader of sustainability in the community and the sports and entertainment industry. This philosophy is embedded in how we conduct business.

## Creating a Cleaner Environment

- **Recycling:** There are easily accessible recycling locations for plastics, cardboard, paper, aluminum, steel, wood and glass, as well as specific locations for light bulbs, Styrofoam, plastic wrap, batteries, electrical wiring, electronics and hazardous materials. Last year we diverted 399 tons of recyclable content from going to a landfill.
- **Composting:** There is organic waste separation (i.e. food, yard waste, and compostable disposables) in each kitchen, restaurant and food preparation area, and break room in the building. This content gets composted and sold to farmers and gardeners across the Northwest as mulch and fertilizer. Since starting this program in November of 2008 we have diverted 78 tons of organic content from going to a landfill.
- **Compostable disposables:** Many of the disposables used for concessions and catering are compostable disposables that can be disposed of along with the food waste.
- **Used cooking oil:** All used cooking oil from the fryers is recycled and turned into biodiesel which is sold locally.

## Use of Eco-friendly Products and Practices

- **Cleaners:** We use environmentally friendly, Green Seal certified, biodegradable chemical cleaning products. We also use washable cloths and microfiber mop heads to avoid using purely disposable products whenever possible.
- **Food:** Many of the food items used in concessions and catering are sustainably harvested, local or seasonal. You may notice menu descriptors that promote these products.
- **Uniforms:** The new concessions uniforms are made from bamboo fiber and dyed with low-VOC and low toxin dyes.
- **Commuting:** Being located at a public transit hub offers many commuting options to our staff and guests which greatly reduce the amount of greenhouse gases emitted into the atmosphere. All full-time and part-time staff are eligible for company-sponsored subsidized monthly Tri-Met transit passes. We also have security monitored bike parking, lockers and showers for those who wish to bike to work.

## Energy Efficiency

- **ENERGY STAR:** Many of the appliances, computers, TVs and other electronics are ENERGY STAR rated which significantly reduces energy consumption.
- **Water Efficiency**
- **Toilets:** Most of the toilets and urinals in the building are low-flow or auto-flush which reduces water consumption.
- **Sinks:** Most of the sinks are hands-free or timed to automatically turn off, which also reduces water use.

## Social Responsibility

- **Green Game:** Each season we have a dedicated Green Game at which we provide resources to the public about our sustainability efforts, how they can be more sustainable in their own lives, and also give away some sustainable gifts and prizes during the game.
- **Food:** When possible, excess food is donated to local food banks such as the Blanchet House at the end of events.



- Sustainability Teams: We have a campus-wide Sustainability Team that meets regularly to create, discuss and implement new sustainability programs. There are representatives from all three companies operating in the facilities, and a diverse group of departments. Please consider joining this team.

## How can you help?

- Dispose of your waste properly (reduce, reuse, recycle, and compost)
- Turn off all electronics when you leave for the day or when they're not in use
- Use public transit, ride your bike, or commute to work when you can
- Don't leave water running
- Use china, silver and reusable cups instead of disposables
- Can you use one less napkin or paper towel



## Composting

Levy has taken steps to reduce its environmental impact and be more responsible about how it handles waste. A green waste container has been placed in each concession stand of the Moda Center Arena. Food waste is collected in these containers and sent to a commercial composting facility to be turned into soil for farmers and gardeners. There are some things everyone should know about this program so we can ensure its success:

- The **green containers are for food waste only** and should never be used as a regular trash can.
- The **green containers must have the biodegradable bags** used in them. These are easily identifiable because they are also green. If there is no bag in the container, don't start filling it because these cans don't get washed often and this could lead to pests. (This does not apply to the larger rolling containers).
- Don't use the biodegradable bags for anything other than in the green containers. These bags cost considerably more and are not strong enough to handle regular solid waste.
- The only thing that should go in these containers at this point is **food waste**. Recyclable content and regular waste are both considered contamination, and if found in these containers the waste haulers **will not accept it**.
- Try to let hot foods cool before dumping them. High temperatures can cause the biodegradable bags to start breaking down prematurely.
- **Make sure these containers get emptied every event.** If the contents sit around for more than a day this could also lead to pests. If you have to empty one of these containers, make sure you **lift and dump the container itself**, rather than trying to pull the full bag out. The bags are not strong enough to handle the weight by themselves and they will break causing a mess.