LOGJAM PRESENTS

Employee Handbook

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About This Handbook

This handbook is designed to familiarize you with the mission, guiding principles, employment policies, and operating policies for employees of Logjam Presents, LLC ("Logjam" or "Logjam Presents"). The policies stated in this handbook may change from time-to-time. Logjam Presents has attempted to compile as much information as possible in this handbook, in an easy-to-understand manner.

This handbook is not a contract which guarantees your employment for any specific time. Either you or Logjam Presents may terminate your employment at any time, for any reason, with-or-without cause or notice. Understand that no supervisor, manager, or representative of Logjam Presents (other than the owner of Logjam Presents), has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

Our Mission

Our mission here at Logjam Presents is to provide our customers with an exceptional entertainment opportunity that creates a unique and unforgettable experience. We foster a community-centric atmosphere for Missoula which encourages and cultivates the arts; particularly music, film, and the performing arts. We strive to provide local, national, and international artists with a welcoming and highly professional experience. In summation, we strive to create the most notable venues in the United States.

Guiding Principles

To achieve our mission, all Logjam Presents staff members are expected to adhere to the below guiding principles, regardless of position or title:

- Customer Service
- Leadership by Example
- Constant Improvement
- Honesty & Trust
- Teamwork
- Punctuality
- Responsibility & Ownership for Actions

Your employment with Logjam Presents is based on an at-will relationship, which means that your employment and compensation will be at-will for no definite period, and may be terminated at any time, for any reason, or for no reason at all.

It is also important to understand that your employment and schedule with Logjam Presents is based on the company's upcoming event schedule. The number of hours available to work varies depending on the demands of the event schedule. There are no guaranteed hours or regular shifts at Logjam Presents, as all hours are dependent on the volume of events on the calendar.

Hiring

It is the policy of Logjam Presents to hire only United States citizens and/or individuals who are authorized to legally work in this country. As required by law, employees will be required to provide original documents that establish this authorization within 3 days of their date-of-hire. If the documents are not provided within this period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, Form I-9. In Section 1 of Form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document provided initially was invalid or inauthentic, the employee must, by law, be immediately terminated.

Logjam Presents is an equal-opportunity-employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions (such as hiring, promotion, compensation, training and discipline) will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Code of Conduct

Consistent with our mission and guiding principles, it is important for all employees to be fully aware of the rules which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive, and positive working environment, everyone must conform to standards of reasonable conduct and the policies of Logjam Presents.

Employees engaging in the following conduct are subject to disciplinary action up-to-and-including immediate termination without a written warning:

- Supplying false or misleading information to Logjam Presents, including information at the time of application for employment, leave of absence, or sick pay
- Arrest or conviction of a felony offense
- Disorderly or indecent conduct
- Theft of customer, employee, or Logjam Presents property (including items found on Logjam Presents premises)
- Theft, dishonesty, or mishandling of Logjam Presents funds, including failure to follow cash, guest check, or credit card processing procedures
- Refusal to follow instructions
- Insubordination to managers
- Displaying a poor attitude toward customers, co-workers, or managers
- Engaging in harassment of any kind toward another employee or customer
- Reporting to work under the influence of drugs and/or alcohol
- The use, distribution, or possession of illegal drugs on Logjam Presents property including being under the influence of these substances when reporting to work or during work hours
- Actions or threats of violence or abusive language directed toward a customer or another staff member
- Rude or improper behavior with customers, including the discussion of tips
- Disclosing confidential information including policies, procedures, manuals, or any proprietary information to anyone outside of Logjam Presents
- Failure to show up for a shift without notifying the manager on duty

- Clocking another employee in/out on OrbitalShift.com or having another employee clock you in/out
- Leaving your job before the scheduled time without the permission of the manager
- Excessive tardiness
- Repeated failure to clock-in and clock-out
- Smoking or eating in unapproved areas or during unauthorized breaks (including vaping, e-cigarettes, etc.)
- Not entering and exiting the venues through an approved entrance
- Congregating or recreating in staff areas while not on shift or after-hours

Evaluations

As most positions with Logjam Presents are seasonal and/or gig based, employees are not guaranteed to receive performance evaluations. All performance reviews are completed by request or on a case-by-case basis only. In order to be eligible for a performance evaluation, you must average a minimum of 20 hours of work per week and have been a regular, consistent employee of Logjam Presents for a minimum of 12 months.

Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed for any staff members. Discussing terms of compensation
(as it relates to your employment with Logjam Presents) should be avoided amongst staff members. Pay rates are determined by a number of factors and should be considered confidential information.

Orbital Shift

Logjam Presents uses Orbital Shift for employee scheduling and availability management. Orbital Shift is a cloud-based application that allows employers and employees to have enhanced communications. It also provides an online time clock that allows employees to clock in and out from their phones or from a designated time clock station located within the venues.

Orbital Shift can be accessed online at www.orbitalshift.com or on a cellular device through their Progressive Web App.

To access the Progressive Web App Please follow these three steps:

1. Open a web browser on your mobile device and go to pwa.orbitalshift.com
2. Save it to your home screen and allow notifications when prompted
3. Log in and enjoy the improved experience!

Upon hiring, all Logjam Presents staff members will receive a username and password to login to Orbital Shift. This is the only place that schedules are posted for staff in all departments.

If you have any questions, issues, or need clarification, please contact your manager or supervisor.

Schedules

The entertainment industry is a fast-paced work environment where things frequently change. Employee schedules are prepared to meet the demands of the Logjam Presents event schedule. As work demands

change, management reserves the right to adjust working hours and shifts. All employees are responsible for regularly checking their schedules.

Each employee is responsible for working their scheduled shifts. Schedule changes may only be allowed if you find a replacement and receive a manager's approval. To be valid, the manager must approve all shift change requests through Orbital Shift. If a shift cover is not approved, it is not validated, and the employee is expected to report to work.

Please remember that even though we will try to comply with time-off requests, there is no guarantee that every request will be approved.

Confirming Schedule

In addition to regularly checking your schedule on Orbital Shift, all staff members are required to confirm their schedule on Orbital Shift by utilizing the Employee Schedule Confirmation tool. With so many team members and moving parts, this is required of all staff. There are no exceptions to this rule.

When reviewing your schedule, you must click on each individual shift. Once inside the shift details, in the upper left-hand corner there is a button that says "Confirm". By checking that box, you have signaled to your manager or supervisor that the shift you are scheduled for is confirmed with your calendar.

If you have any questions or issues on utilizing this feature within Orbital Shift, please ask your manager or supervisor for clarification. Again, it is imperative that all staff members use this feature.

Clocking-In and Clocking-Out

All employees must clock-in prior to their shift and clock-out following their shift. If there is an issue with Orbital Shift, the employee must immediately inform a manager.

The first time an employee fails to clock in/out, they will be given a verbal warning. The second time an employee fails to clock in/out, they will be given a written warning. The third time an employee fails to clock in/out, they will be terminated.

Availability

Orbital Shift allows all employees to manage their availability through the website. Your shifts will be scheduled according to your posted availability on Orbital Shift. This is the only way to update your availability with Logjam Presents. Please do not text or email your availability to your manager. This is not an acceptable way to update your availability and will not be honored.

When entering unavailable requests, be aware that your requests can be set to repeat "Daily", "Weekly", "Monthly (by day of the month)" or "Monthly (by day of week)". At a minimum, all unavailability requests should be submitted at least four weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be discussed with your manager.

If you are not listed in Orbital as "Unavailable", it will be assumed that you are available to be scheduled and work that particular shift. All employees are encouraged to make use of this feature to mark other job obligations outside of Logjam Presents, as well as unavailability for other reasons.

Duties and Expectations

Duties and expectations for each event will vary based on your position and the event type.

General staff duties and expectations will be reviewed and explained to all staff members as part of your onboarding process.

Event specific duties and expectations will be reviewed on-site on the day of the show with all staff members during the pre-event team meeting, prior to opening the doors to the public.

It should go without saying that Logjam Presents expects you to show up on time, be sober, be dressed appropriately, and ready to work per your schedule on Orbital Shift. Reporting to work under the influence of drugs and/or alcohol will result in disciplinary action, up-to-and-including termination.

Absences

Excessive absenteeism may result in disciplinary action, up-to-and-including termination. Disciplinary action taken due to absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

In the case that an emergency is going to interfere with your posted schedule, employees are expected to notify their direct manager via phone immediately and make arrangements via Orbital Shift, when possible.

A no-call, no-show will result in immediate termination of your employment with Logjam Presents. In order to return to work from a medical leave, all employees must present a doctor's release to their manager or supervisor.

Employees must be prepared to start work promptly at the beginning of their shift. Your scheduled shift time is the time you are expected to be on the job, ready to work, not the time you arrive at the venue. You may not clock in prior to 5 minutes before your scheduled shift, unless explicitly asked by management.

Repeated tardiness is grounds for termination. The first time an employee is tardy, they will be given a verbal warning. The second time an employee is tardy, they will be given a written warning. The third time an employee is tardy, they will be terminated.

Breaks

Employees may not take any breaks while on the clock, unless specifically approved by your manager or supervisor. This policy is in effect for all types of breaks, including but not limited to bathroom, smoking, and meal breaks. Please note, there is no smoking or eating while on the clock, unless you are specifically approved to do so by your supervising manager on duty and in a location that is not within public view.

Harassment

It is the policy of Logjam Presents to treat all local personnel, touring personnel, and patrons with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion, sexual orientation, or disability. We strive to provide everyone with a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. Logjam Presents does not condone actions, words, jokes, or comments that a reasonable person would regard as sexually harassing or coercive.

Sexual harassment encompasses any sexual attention (from any gender) that is unwanted and defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. This conduct has the purpose or effect of unreasonably interfering with a person's work or one that creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Submission should not be made an express or implied term or condition of employment or status in a class, program or activity. Additionally, submission-to or rejection-of a behavior used to make an employment or educational decision (such as hiring or promotion) is not permitted in any instance.

Sexual harassment may take many forms including:

- Physical assault
- Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment
- Direct propositions of a sexual nature
- Comments of a sexual nature
- Sexually explicit statements, questions, jokes, or anecdotes
- Unnecessary touching, patting, hugging, or brushing against a person's body
- Remarks of a sexual nature about a person's clothing, body, sexual activity, or sexual experience

Employees need to be concerned not only with the intent of their actions but also the effects. Any occurrence of harassment will be considered an intentional violation of the policy.

Anyone who feels that it is necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, Logjam Presents will take immediate and appropriate action, including discipline and possible termination.

You are requested to give a two-week notice of your plans to leave Logjam Presents. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for rehire and will not have a "Left Without Resignation Notice" on your employment record.

Operating Policies

Payroll Checks

Employees are encouraged to take advantage of direct deposit and pay stub tracking through the Gusto platform. Your Gusto credentials will be provided to you as part of your onboarding process. Paychecks are issued every other Wednesday.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes, Social Security, and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you provide on the Form W-4. If you want an explanation of your deductions or if you wish to change them in any way, please access the Gusto payroll system.

As per state law, Logjam Presents complies with court orders in connection to garnishments from employee paychecks, as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

Change of Address

We ask that you update any address changes in your Gusto account as soon as possible so your year-end statement of income and deductions (Form W-2) can be mailed to the correct address. Your W-2 can be accessed through your Gusto portal, even in the instance your employment with Logjam Presents has ended.

Lost Paychecks

Report lost paychecks immediately to the Human Resources department. We will stop payment on the lost check and reissue you another check on the next payroll cycle.

Overtime

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one-and-one-half times their basic straight time rate for all overtime hours worked.

Benefits

Family and Medical Leave

An employee who has been employed for at least 12 months and for at least 1,250 hours of service during the previous 12 months, may be granted unpaid leave for one or more of the following reasons:

- Birth of child and in order to care for such child
- Placement of child with the employee for adoption or foster care
- To care for a spouse, child, or parent who has a serious health condition
- A serious health condition rendering the employee incapable of performing the functions of their position

A total of 12 work weeks of leave during any 12-month period may be granted under this policy. Such leave must be taken on a sustained or uninterrupted basis, except that intermittent leave may be taken for serious health care of the employee, child, spouse or parent. You must provide as much prior notice as reasonably possible.

Health Insurance

Per the Affordable Care Act, Top Hat Payroll, LLC is currently enrolled in a Large Group Health Plan. Per the rules of Top Hat Payroll's Large Group Plan, a part-time employee is eligible for benefits if they consistently work 30 hours per week over a period of three months and are not considered "seasonal employees". This plan is monitored and new employees who meet the hours-per-week criteria are invited to join the plan on the first of every month.

Holidays

Due to the nature of the live entertainment and hospitality business you will likely be required to work holidays.

Worker's Compensation

Worker's Compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with Logjam Presents. An employee who is injured on the job, regardless of the severity of the injury or illness, should immediately report the

occurrence to the manager on duty. The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, your direct manager will provide the employee with information concerning their lawful benefits.

Employee Complimentary Ticket Policy

Logjam Presents employees can request admission to most shows at Logjam Presents venues under the following guidelines and restrictions. This benefit is only applicable when you are an active employee on OrbitalShift. If you are inactive, for any reason, the COMP ticket benefit is no longer valid and all requests will be denied.

- Employee COMP tickets are not available for sold-out shows, shows with a high sell-out potential, fully-seated shows, and rentals events
- Employees COMP tickets are only available to current and active Logjam Presents employees (+1s are not permitted and will be denied at the time of the request)
- Employee COMP tickets are issued as General Admission only and do not include access to other restricted sections
- Requests may be submitted at https://logjampresents.com/employee-comp-policy/. If the show that you desire to attend is not listed, this means that COMPS are at capacity or not available for the performance
- Complimentary tickets will not be granted if requested less than 24-hours prior to showtime (all day-of requests will be denied, even if still listed)
- While we try to accommodate as many employee complimentary tickets as possible for Logjam Presents shows, please be aware that there is limited inventory available
- Approval/denial will be sent via email, generally within a few business days of the request
- An approval email does not necessarily release you from the schedule, and you are responsible for obtaining the time off from your direct manager.
- Employee COMP tickets may not be transferred to other individuals and individuals caught engaging in this act will lose future COMP benefits and face disciplinary action, including possible termination
- Complimentary tickets are picked up at the box office the day-of show with a photo ID

- If plans change and you can no longer attend the performance, we require notification to comps@logjampresents.com so that the ticket may be allocated to another employee. Repeated no-shows will result in a warning and possible loss of complimentary ticket privileges

Social Media, Autograph, & Photo Policies

Logjam Presents takes social media use and asking for autographs/taking photos on shift very seriously. Simply put, there is absolutely no posting to social media websites, no asking for autographs, and no taking photos of Logjam Presents events while you are working. This includes photos and videos, even if they don't include the artists or the stage. These are privacy issues and something that Logjam Presents takes very seriously. These types of behaviors are frowned upon in the entertainment and hospitality industry and can only hurt Logjam's professional reputation. There are no exceptions to these rules.

Social Media Policy

Logjam Presents has a strict no social media policy at all events for all employees. There is to be no posting of any information/photos about events, employees, clients, artists, or customers on any social media websites or public forum.

Logjam Presents encourages its employees to enjoy and make good use of their off-duty time. Employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted below. For this reason, Logjam Presents reminds its employees that the following guidelines apply in their use of social media, both on-and-off duty.

Disciplinary action may occur if an employee publishes any personal information about themselves, another employee of Logjam Presents, a client, or a customer in any public (print, broadcast, digital, or online) that:

- Has the potential or effect of involving the employee, co-workers, or Logjam Presents in any kind of dispute or conflict
- Interferes with the work of any employee
- Creates a harassing, demeaning, or hostile working environment
- Disrupts the smooth and orderly flow of work, or the delivery of services to the company's clients or customers
- Harms the goodwill and reputation of Logjam Presents among its customers or in the community at large
- Tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information
- Reveals proprietary information or Logjam Presents trade secrets

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances. No employee of Logjam Presents may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of management.

Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among others in the workplace or cause unfavorable publicity for Logjam Presents, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from a designated member of management to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.

Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of Logjam Presents.

- All information published on any employee blog(s) should comply with Logjam Presents' confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs, and forums.

- Be respectful to Logjam Presents, co-workers, customers, clients, partners, and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum.
- Describing intimate details of your personal and social life or providing information about your detailed comings and goings might be interpreted as an invitation for further communication (even stalking and harassment that could prove dangerous to your physical safety).
- Social media activities should never interfere with work commitments.
- Your online presence reflects on Logjam Presents. Be aware that your comments, posts, or actions captured via digital, or film images can affect the image of Logjam Presents.
- Do not discuss company clients, customers, or partners without their express consent to do so.
- Do not ignore copyright laws and make sure to cite or reference sources accurately. Remember that plagiarism is prohibited.
- Do not use any Logjam Presents logos or trademarks without written consent. The absence of explicit reference to a particular site does not limit the extent of the application of this policy. If no policy or guideline exists, Logjam Presents employees should use their professional judgment and follow the most prudent course of action. If you are uncertain, consult your supervisor or manager before proceeding.

Operating Policies

Customer Service

Logjam Presents exists only because of its customers, and in particular, repeat customers who voluntarily choose to return. Without the customer, we don't have a business! As a result, taking care of our customers is our highest priority. At Logjam Presents, the customer always comes first.

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints give us insight as to how to improve. Demanding customers force us to be our best, and resolving complaints satisfactorily can increase customer loyalty.

When faced with a customer complaint:

- Don't get defensive
- Apologize for the problem and assure the customer you will take care of the problem
- If you need the assistance of a manager, don't hesitate to ask
- Do everything you can to let the customer know that you care and that this is not the kind of experience you want them to have at our establishment.

Management / Employee Relations

Our managers are committed to providing you with the tools and a positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel as we recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to arise. We want to clear up these types of situations in a fair and timely manner and in order to do this, we need your help in bringing

them to our attention. We want you to know that management is never too busy to be informed of work-related problems, complaints, or disputes of any employee.

If you have such a problem, you should promptly talk to your manager. They will listen in an open, objective, and courteous manner. We want to understand and solve the problem. If the problem is not resolved to your satisfaction, you should take the matter to Human Resources.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. We take all employee problems and complaints very seriously. No problem is too small or insignificant, and each issue will be given the utmost attention and consideration.

Human Resources Issues

If you have a Human Resource (HR) issue that needs to be reported, do not hesitate to immediately bring it to your manager or supervisor. If for any reason you are uncomfortable reporting an issue to your manager or supervisor, please contact the Logjam Presents Human Resource Department at humanresources@logjampresents.com.

Safety & Security

Logjam Presents is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of all positions.

You will receive more specific, detailed information and training on safety issues as an on-going part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately
- Never run in hallways or the main theater, and always walk carefully, even when it's busy (take small steps and pay attention)
- Wear shoes with non-slip soles
- Report defective equipment or tools to a manager immediately
- Never operate equipment unless you have been trained on how to use it properly
- Use proper lifting techniques and never lift too much (if it's uncomfortable, make two trips or get some help, and remember to always bend at the knees and lift with your legs, not your back)

One of the main priorities of Logjam Presents is to ensure the safety of our guests, artists, and employees. To help aid us in creating a safe environment, we continuously research and implement increased security measures at Logjam Presents' venues.

Event specific safety and security issues will be reviewed on-site with all staff members prior to each event during the pre-event team meeting.

Incident Reports
Incident reports must be filled out for all incidents that happen at Logjam Presents venues, whether it involves a patron, a staff member, or both. No matter how big or how small the situation may seem at the time, having an incident report on file is a good way to decrease potential liability. If you are unsure if you should fill out an incident report for a certain situation, please contact your manager or supervisor. Incident report forms are available at all Logjam Presents venues and at all times from managers and supervisors.

Dress Code

In short, while working for Logjam Presents you are representing the company and your teammates. Your dress is required to be presentable and functional. A couple of specifics are outlined below. Please keep in mind that how you present yourself can influence your interactions with patrons. If there are any questions, your manager or supervisor will help clarify.

- Dress for the weather (even the indoor venues have some positions that are outside or near a door)
- Wear pants or shorts that are functional and presentable (no major holes or fraying, nothing too baggy or with things hanging off that can be caught up or create a safety hazard)
- Wear only closed-toed shoes that you can walk and stand in for several hours (sandals or heels are not acceptable)
- Wear the approved and issued Logjam Presents staff shirt and/or jacket - this must be visible at all times during your shift
- Do not wear your staff shirt when you are off the clock
- Hats are okay, as long as they are functional for the event/venue and they do not have any conflicting or offensive graphics
- Jewelry is also okay to wear (however, please note that Logjam Presents is not responsible for any lost, stolen, or damaged personal items)

Employee Access

Employees of Logjam Presents do not have all-access at venues. Logjam Presents staff are required to stay in their respective areas of the facility while working. For example, if you are not working backstage, you do not have access to the backstage area and if you do not work behind the bar or the kitchen, you do not have access to these areas. Strict disciplinary actions will be taken with staff members who do not follow this rule. You will be provided with an official Logjam credential in the event that your presence is anticipated in restricted areas.

For employees who are not working an event, you do not have free access to Logjam Presents venues and events. In order to go to an event when you are off the clock and not working, you must request a COMP ticket. No ticket, no entry - regardless of employment status. Any employee found not following this simple rule will be immediately removed from the venue and their employment will be terminated.

See the “COMP Ticket Policy” section of this Handbook for information on how to request tickets to events.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency (like an apparent injury or choking situation), notify a manager immediately. Many events will have an on-site EMT who should be radioed immediately in the event of a medical incident. Event staff supervisors will direct staff accordingly in an emergency evacuation system. Stay calm and wait for instruction.

Crime and Robbery

If you are ever involved in a robbery, DO NOT RESIST. Statistics show that people who resist are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees, and customers are our highest priority. Don’t be a hero, always cooperate fully, and do not resist.

Fire Protection

All employees must know the specific location and operation of fire protection in Logjam Presents venues. If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the venue is under “Fire Alarm Status” and it is their responsibility to leave the venue through the nearest exit.

Alcohol Serving Policy

As an establishment that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers’ and other members of the community’s safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately.

Employees who serve customers must abide by the facility’s policies on alcoholic beverage service:

- We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages
- We will not serve alcoholic beverages to an intoxicated person
- We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age
- It is our policy to card anyone who appears to be under 30 years old
- We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

Proprietary and Confidential Information

It is illegal to steal, copy, communicate, or transmit a former employer’s confidential or proprietary information. Proprietary information is defined as “the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes.” Our internal business practices, procedures, and recipes are of great value to Logjam Presents. Employees are not to disclose any proprietary processes to any person unless directed to by the Logjam Presents’ owner. Logjam Presents will institute civil action against anyone who violates this policy.

All customer information, data, and experiences are considered confidential information. There is to be no taking Logjam Presents business or customer interactions outside of the venue. Simply put - “What happens at our venues, stays at our venues.” Our customers are highly valued, and we respect them.

Solicitation

There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up-to and including dismissal.

Non-employees are prohibited from soliciting and distributing literature at all times anywhere on Logjam Presents’ property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area’s public use.

Cellular Phone Use Policy

Logjam Presents has a strict no cell phone usage policy for all employees. Employees are not to make personal phone calls or send text messages while on the clock, unless a break has been approved by your direct supervisor. It is encouraged that you have your cell phone on you in the event of an emergency.

Kickback Policy

Honesty and fairness are two components of Logjam Presents' values. Employees must make a committed effort to always do the right thing and to be honest and fair in all of their business dealings. Compromising those values and standards by offering or soliciting gifts or kickbacks is prohibited.

A kickback is any money, fee, commission, credit, gift, gratuity, any item of value or compensation of any kind that is provided directly or indirectly from an existing or prospective supplier for the purpose of obtaining or rewarding favorable treatment in the bidding, awarding, or continuation of business with Logjam Presents.

Relationships with Suppliers / Vendors
Relationships with suppliers of all goods and services to Logjam Presents must be on an "arm's length" basis, reflecting a willing buyer and willing seller. Whenever possible, competitive bidding should be used, with vendor and supplier decisions made on the basis of quality, price, availability, and service.

If the employee making the purchasing decision is a friend or relative of the supplier, the employee should disclose this information to the owner of Logjam Presents before affecting the transaction. Neither employees, nor members of their immediate families, may use a Logjam Presents supplier for personal needs.

Suppliers / Vendors
Employees of Logjam Presents are never to accept personal favors from existing or potential suppliers in exchange for our business. This would include items such as cash, loans, travel, lodging, invitations to attend sporting events, hunting trips, shows or other excursions in return for our business. Travel and lodging offered by vendors and suppliers may not be used for personal purposes, and under normal circumstances, employees should not accept invitations to attend major sporting or public events if the employee's attendance is at substantial cost to suppliers and there is no significant business-related reason to attend.

Certain gifts and/or gratuities may be permissible in limited circumstances provided that they meet the criteria covered below.

Gifts and Gratuities
Meetings with vendors and suppliers may include some aspect of entertainment, provided the entertainment is of reasonable value and occasional frequency. The nature of meetings and entertainment should always be in good taste and not in conflict with our values.

Participation in supplier-sponsored seminars, meetings or activities at vendor-owned or supplied facilities, and attendance at other smaller sporting events may be permitted with prior approval by the owner.

Handbook Receipt

This Employee Handbook is a general guide and provisions of this handbook do not constitute a contract of employment either in-whole or in-part. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that Logjam Presents reserves the right to change the provisions of the Employee Handbook with or without notice.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook and understand that they are at-will employees. It is the policy of Logjam Presents that employment and compensation of any employee is at-will and can be terminated with or without cause, at any time, at the option of the employee or at the option of Logjam Presents. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding.

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Logjam Presents. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.