OPERATIONS STAFF MANUAL
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Introduction

Spectra Venue Management is pleased to welcome you to the Mullins Center! As an employee of Spectra Venue Management, you will find your work exciting, challenging and rewarding. You are encouraged to freely ask questions of your Supervisor and co-workers. By working as a team, we can continue to make the Mullins Center a recognized leader in its field.

Your position on our staff is a great responsibility and opportunity. You are expected to be dependable, act professional and be effective in serving the UMass community. The foremost part of your duties is to serve in a helpful, pleasant and courteous manner and to ensure the public’s safety.

Everyone who works at the Mullins Center is in the customer service business. Every guest who walks through our doors should be greeted with a smile, friendliness, and as if they are the most important person in the building. A guest’s first impression of the Mullins Center is based on your customer service. To be a successful member of our team your behavior, appearance, knowledge and skill must be exceptional.

We are pleased to have you join our team and look forward to working with you to provide the best customer service possible for all patrons of the Mullins Center.

About Spectra
Spectra by Comcast Spectacor is the expert in hosting and entertainment, partnering with over 300 clients at 400 global properties to create memorable experiences for millions of visitors every year. Spectra’s expertise is embodied within three divisions: Venue Management (formerly Global Spectrum), Food Services & Hospitality (formerly Ovations Food Services) and Ticketing & Fan Engagement (formerly Paciolan). Learn more at SpectraExperiences.com.

Comcast Spectacor is part of Comcast Corporation, a Fortune 50 media and technology company that operates Comcast Cable and NBCUniversal. Headquartered in Philadelphia, Pa., in addition to Spectra, Comcast Spectacor owns and operates the National Hockey League’s Philadelphia Flyers and the Wells Fargo Center venue. Visit us at ComcastSpectacor.com, PhiladelphiaFlyers.com and WellsFargoCenterPhilly.com for more information.

Statement of Policy
The content of this Personnel Policy Manual present some of Spectra Venue Management’s current policies and procedures concerning employment with the Mullins Center.

New employees are required to read this handbook and to use it as a reference when questions arise about employment policies and rules. Whenever a policy or rule is not fully understood by an employee,
he/she should discuss that policy or rule with his/her supervisor. These handbook contents are not intended, nor should they be construed, to create a contract between Spectra Venue Management and any employee. As an employee, you are completely free to leave Spectra at any time you chose, and Spectra has the same right to end the employment, with or without cause, at any time for any reason.

New employees are encouraged to learn about the Mullins Center building and amenities, to understand basic building policies, and to use that information and understanding during their service. Employees are the "eyes and ears" of the facility. When employees have comments or suggestions, they are encouraged to discuss them with the facility’s management.

Each staff member has assigned duties to perform; supervisors should spend the bulk of their time addressing the overall condition of his / her shift. Everyone can help make things operate smoothly by concentrating on his/her duties, but be willing to help in any area.

Employee problems and suggestions need to be addressed quickly. Supervisors are expected to discuss with employees any failure to perform assigned duties, and take any appropriate action needed to correct the problem. Any such discussions and actions should be made in writing to the personnel supervisor.

After reading this handbook, be sure to remove the HANDBOOK RECEIPT & ACKNOWLEDGEMENT located in the back, sign it and turn into your department manager.
Operations Management Staff

**General Manager**
Brian Caputo

**Director of Operations**
Sean Dolan

**Operations Manager**
Josh Woods
Operations Department Overview

The Operations Department at the Mullins Center is responsible for the setup, breakdown, and maintenance of the building and parking lots before, during, and after events.

The Operations Department is broken up into three sub-departments, listed below:

**Operations Staff/Changeover Crew**: This sub-department is mainly responsible for the conversion of the arena between events, including changing over to and from hockey, basketball, concerts, orientations, and any other events that take place in the Mullins Center. Operations staff also works during athletic games and events to ensure all physical, technical, and mechanical aspects of the game/event run smoothly. Operations Staff members serve as utility workers and are often asked to work many different types of jobs in both the Mullins Center and its two practice facilities attached - the Mullins Center Community Ice Rink and the John Francis Kennedy Champions Center.

**Event Attendants (Cleaners)**: This sub-department is responsible for maintaining the cleanliness of public and backstage areas of the Mullins Center before, during, and after events. EAs must make sure the building is clean and presentable to patrons and building tenants prior to each event. Throughout the duration of each event, EAs monitor different areas of the facility (concourse, bathrooms, back hall, arena floor, arena bowl) and respond to calls from event staff, operations, and management. After each event, EAs must thoroughly clean the arena, including removing all trash from the concourse, bathrooms, arena, and backstage areas and sweeping and mopping as necessary. EAs are also eligible to work changeovers and shifts at the Ice Rink and Champions Center.

**Parking Attendants**: This sub-department is responsible for setting up, monitoring, and breaking down the two Mullins Center parking lots – Lot 67 and Lot 25. Lot 67, located behind the Mullins Center, is used for employee, athletic, media, and production parking. Lot 67 access requires a pass or permission from the Athletics Department or Mullins Center management. Parking Attendants assigned to this lot are responsible for checking passes/parking lists and directing patrons who do not have permission to the main lot. Lot 25 serves as the general patron parking lot for events. Lot 25 is split up into three sections: ADA parking (closest to Mullins), Lot 25 pass holder parking (next closest), and general parking. Parking Attendants assigned to this lot are responsible for directing patrons to the appropriate lot. ADA and Lot 25 pass hangtags are required for patrons to part in the first two sections of the lot.
Operations Staff Policies and Procedures

Reporting to Work

If you are driving to work, vehicles are to be parked in either Lot 67 or in the General Section of Lot 25. Lot 67 will be available for most changeovers and operations shifts. In some cases, events will have restricted parking, and you will be asked to park in Lot 25. All staff must enter the building through the loading dock. All staff members must be in the loading dock, punched in and signed in by their scheduled call time. Staff not dressed properly for the shift will be given a written warning.

All personal belongings can be put away in the break room. The Mullins Center is not responsible for any lost or stolen items.

Clocking In & Signing In

Your first step is to punch in using your PERN number on the clock in the loading dock. You must also sign in on the timesheet as a backup. You may only clock / sign in at your intended call time. For example, if you arrive at 6:10pm but your call time was for 6:15pm, sign in at 6:15pm. The only exception is if you are late. If you are late, you must sign in at the exact time you arrived.

Operations Supervisors will direct you at the beginning of the shift. If you are late for a shift, head directly to the location of the changeover (arena, practice rink, etc.) after signing in.

Clocking Out & Signing Out

Staff members may only clock out and sign out when released by a supervisor. Any staff member leaving before the end of a shift without approval from the Operations Manager or their supervisor will receive a written warning. Obviously emergencies occur that require an early departure. Please communicate to your supervisor should something arise.

Breaks

Staff members are given a 30-minute break per 6-hour shift. By Massachusetts law, any shift lasting over 6-hours requires a 30-minute, unpaid meal break. If you choose to stay in the arena for your break, you are to break only in the designated break area. You may leave and come back for your break, but must be punched back in no later than 30 minutes after punching out, unless a larger break is approved by the Operations Manager or a supervisor. While in uniform, Ops, EA, and Parking staff members should not be seen loitering in the lobbies, on the concourse, or on the event floor. Any food brought in must be
kept in the break room. Drinks are okay to be brought into the arena during non-events (changeovers, load-ins) only.

**Promotions, Gratuities, and Autographs**

Working staff are not allowed to participate in any promotion or giveaway during an event. Employees are not to solicit or accept gratuities (including promotional items). Do not attempt to obtain autographs or photographs from performers or event participants. This is seen as highly unprofessional by performers, clients, and guests. Any attempt by working staff to do any of the aforementioned items during events will be given a written warning.

**Media**

Refrain from conversations, on or off duty, with the media and others concerning issues connected with the facility. Please refer any questions from members of the media to the Event Manager or the General Manager.

If the media is on-site to cover an event or take photos, please direct them to the Loading Dock where an assigned staff member will meet them, provide appropriate credentials and direction for coverage of the event.

**Cell Phones**

Cell phone use is only allowed while on break in the designated break area. Cell phones are not to be taken out during the middle of a changeover or an Ops/EA/Parking shift. If you have an emergency, you may use your cell phone in the break room or outside the loading dock. The only time a cell phone should be used during a changeover is by a supervisor who is contacting either the Operations Manager or another crew member.

**Radios**

Radios should be carried by Operations Supervisors during all changeovers and ops shifts. Event Attendants should all have radios to communicate with each other and the event staff during events. Parking Staff must have a minimum of three radios, two for Lot 67 and one for Lot 25.

**Smoking, Alcohol & Drug Use**

Use of and/or selling of alcoholic beverages or non-prescription drugs while in uniform or on duty is strictly prohibited. Arriving for a scheduled shift under the influence of alcohol or drugs is grounds for immediate termination.

**Change of Address**

If you have a change of address, email or phone number, please notify the Operations Manager in writing.
Operations Staff (Changeover Crew)

Changeover Policies and Procedures

Dress Code:
Closed toed shoes and comfortable clothes to move around in. Clothes shall not have any profane or obscene messages that may offend anyone.

Cell Phone Use:
Cell phone use is NOT permitted in the arena during changeover. Cell phone use is only allowed in the designated break area during breaks or with the permission of the Operations Manager or a supervisor. If you are caught using your cellphone in the arena during a changeover, a supervisor or the Operations Manager may send you home from the changeover and you will be given a written warning.

General Rules for Changeovers:

• Work under the direction of the Ops and Crew Supervisors. If you are unsure of what to do, ask a supervisor before trying to complete a task you are unsure of. Always be looking to help; do not stand around and do nothing unless you are waiting for a supervisor to direct you. Do not leave a changeover early unless cleared by the Operations Manager or a supervisor.

• NEVER pull a cart around the arena. Always push a cart from behind. Carts used during changeovers are extremely large and can cause serious injury. When putting carts away, park the cart so that the turning wheels of the cart face the outside (you should be pushing the cart in anyway). When taking carts out of storage, CAREFULLY pull the cart away from the wall enough so that you are able to push it out of storage.

• Work in groups – Never handle hoopfloor, subfloor, or glass (plexi OK), by yourself. Always work in groups of AT LEAST two people. Do not harm yourself trying to push a heavy cart by yourself either. With larger carts, have a minimum of one person pushing and one steering.

• Glass crew members must wear at a minimum the protective goggles and gloves provided on each glass cart. Glass crew members are also required to wear vests (also provided) during quick changes. Make sure to never let a glass piece come in direct contact with another glass piece. The glass can and will shatter if not handled properly.

• If you become injured during a changeover, report it to a supervisor or the Ops Manager IMMEDIATELY. Whoever is in charge of the changeover will fill out an incident report.
Operations Shifts Policies and Procedures

Dress Code:

Brown or black shoes and khaki pants. A black operations polo or fleece will be provided for you. The polo must be tucked in and staff must remain in uniform at all times while on the clock.

Event Operations: Hockey and Basketball

- Complete any part of the set up that has not been done.
- Complete pre-game checklist and perform any day of work that is needed.
- Perform additional tasks as assigned by Athletics or Mullins Center Management.

Basketball:

- During the Game: Monitor scoreboards, shot clocks, hoops, and other equipment in use during the game. If something goes wrong, contact a supervisor immediately.
- Halftime: Sweep the floor as soon as it is available to do so.
- Immediately after halftime: Change the green room over to press conference.
- Office and Massachusetts Room Curtain: Open and close the curtains as assigned.

Hockey:

- Monitor the score boards, dashers, glass, glass clips and other equipment. If something goes wrong, contact a supervisor immediately.
- Between periods: Move nets for the Zamboni and when replacing the nets drill the marsh peg holes as well as remove water in the holes. One person uses a shovel in front of the boxes to pick up and toss the snow build up towards the center of the ice. After the game remove the nets and marsh pegs.
- After second intermission: Change the green room over to press conference.
- Other duties as assigned by supervisor or management.

Event Operations: Non-Athletic Events

- Be on-call for any changes to set up that are needed day of.
- Assist promoters and vendors utilizing the building with any set up needs.
- Adjust house lights.
- Other duties as assigned by supervisor or management.

Event Operations: Barricade (for concerts)

- Monitor the crowd in front of the barricade.
- Assist patrons as needed.
- Catch crowd surfers as well as pull people over the barricade that ask and send to the end of the barricade so they can exit via the moat.
- DO NOT ALLOW any patrons on stage.
• Keep an eye out for the overall safety of the patrons.
• Other duties as assigned by supervisor or management.

Function Room Sets

The Massachusetts Room and Green Room (Conference Room) are regularly used by UMass Athletics, university organizations, and other groups for events. Whether the room is being set during a changeover or during a separate function room shift, follow these procedures below:

• Set the room according to the data sheet/diagram provided by the Operations Manager or the Event Manager.

• If you have a question or problem with the setup, contact the Operations Manager immediately. Do not take it upon yourself to change the setup. Always call the Operations Manager to clarify any issues with the directions for the setup.

• Use good judgement with placing furniture – in most cases people are paying to use these rooms. Pay attention to detail and set the room as if this were an event for you or a family member. Do not set any table or chair that is stained or covered with anything. If there are not any cleaner tables and chairs to use, contact the Operations Manager before setting the room with stained furniture. This year we have brand new table skirts and chairs, so this should not be an issue.

• Events with A/V set up, such as the projector or microphone, test them. For example, turn the projector on and make sure the screen can be seen from anywhere in the room, that the graphic fits on the screen and is clear, etc. Turn off all equipment before leaving.

• Make sure tables and chairs are straight and look presentable. In lecture setups, look at every row of chairs and make sure they line up with one another/are straight. Make sure there is enough room for people to move freely throughout the room.

• Ensure there are not any trip hazards and tape down exposed wires/cords as necessary.

• ALWAYS double-check your setup. Make sure that when organizations come to use the room, it looks like a professional setup.
Equipment Location by Room

**Carp Shop:**
Nuts/bolts/washers
“Basketball cart” with pins, bolts, wrenches, crowbars, measuring tape, chalk lines
Drills
Impact wrenches
Ratchet Straps

**SW Storeroom:**
Staging: decks, legs, railings, stage skirts, stairs
Stage pin cart
South plexi/cart
ALL glass carts and equipment
Drop-ins/basketball inserts
South dashers
Hockey benches/box decking
South front and side riser railings
South riser stairs
J Bar
Hockey ref matting

**SE Storeroom:**
Hockey nets
All ice-in and ice maintenance equipment
Squeegees, glass cleaner
Backpack sprayers
Goal light
Zamboni tools
Backup plexi and glass

**NW Storeroom:**
ALL tables
Pipe and drape cart
Misc. function room equipment
Basketball and hockey scoring equipment
Backup shotclock panels and basketball nets
Ref whistles
Furniture for locker rooms (concerts)
Extra chairs/chair trees
tenSA carts
Courtsides
Scorers’ row and press row
North dashers
Barricade and carts
Short stage legs (1 foot and 2 feet)
ADA stage ramp and legs
North front and side riser railings
North riser stairs
MA and US flags
Red carpets
Athletics backdrop for press conference
Masonite
IATSE load-in equipment (lights, drapes)

**NE Storeroom:**
All chair racks
Red Mullins chairs
Black courtside and player chairs
Basketball hoops
Subfloor and carts
Hoopfloor and carts
Basketball court weights
Yellow jackets
North plexi
Subfloor spacers
Hockey dasher bolts
Event Attendants

Dress Code:

Brown or black shoes and BLACK pants. Jeans are OK, leggings and yoga pants are NOT acceptable. A black polo will be provided for you at the beginning of each event. When you sign out, you will be required to return that polo to the laundry room.

EA Procedures:
When arriving for a shift, enter through the loading dock. Punch in at the appropriate time and sign in on the sign in sheet provided to you by the supervisor. Grab a polo and a radio from the laundry room (given out by a supervisor), change, and then follow the supervisor’s lead.

Event Procedures:
• Make sure the bathrooms are stocked prior to the event.
• Take care of any final cleaning, emptying of trashes etc. prior to the event.
• During the event do walks to check if trashes need to be emptied.
• During the event do walks to check if bathrooms need to be restocked.
• Take care of spills as they come up. Respond to event staff calls for cleanups.
• After the event empty trashes, restock bathrooms, clean the concourse, clean the bowl, clean the north plaza, clean the northwest entrance and any other areas that are needed.
• Other duties as assigned by supervisor or management.

Important Locations in the Building:
CC: Main closet for EA supplies; contains mops/heads/buckets, brooms and pans, and other cleaning supplies
Freight elevator concourse level: Used as a storage location for extra paper towels, toilet paper, soap, and trash bags.
Room 43: Floor machine storage
Floor Machine SOP

EA Supervisors are required to floor machine the concourse after each event. Below please review the SOP for using the TASKI floor machine.

• Make sure machine is plugged in and charging after each use. Once it is fully charged, it can still stay plugged in.

• If being used twice in one day, do NOT charge it in between uses. Charging is only useful if it has time to fully charge.

• Use neutral or HP cleaner with the water for the machine.

• Use 2 or 3 for the water setting when putting down water.

• For cleanest results (when there is time), do a lap just putting down water (no scrubber or vac). Then do another lap over it with the scrubber and vac on.

• Wash the inside the back of the machine (on the outside of the bag) after every use and let the water drain out the back.

• Wash/clean the two yellow filters after every use. Wash down the squeegee on the back after every use as well.

• Change the pads after every 4-5 uses of the machine. To change pads, put your foot on the lever on the side of the machine to release the pad drivers. Pull the pad drivers out from under the machine, pull the old pads off, and press the new pads on.

• To put the pad drivers back on the machine, line them up underneath (you don't have to force them up) and turn the machine on. Press the scrubber button. That will lower the machine and lock the pad drivers into place. You will hear the scrubbers spinning if this is done correctly.
Parking Attendants

Parking Shift Procedures

Dress Code:

Appropriate attire for the weather. A vest will be provided for you when you sign in at the loading dock. You are to return the vest and any other parking equipment given to you when you sign out.

For all parking shifts, please enter through the loading dock. Punch in and sign in at the appropriate time. A vest and other parking equipment will be provided to you. Wait in the dock for further instruction by a supervisor or the Operations Manager.

There are two main lots parking covers. Below are the responsibilities for each lot:

LOT 67 (behind the Mullins Center)

Lot 67 is used for athletic, media, and production parking during events. The job of the parking lot attendants is to make sure the only people parking in Lot 67 are people who have passes to do so. In addition to Lot 67 passes, some patrons’ names will be on a list provided to parking each event. That list will also divide up patrons into those who have regular Lot 67 parking and those who have reserved spots by the metered spaces.

Lot 67 Posts

Mullins Way – Initial checkpoint. If the patron is not on a list or does not have a credential to park in Lot 67, the patron should be turned away and sent up to Lot 25. If the patron has no credential but insists they belong in the back lot, radio over to the Operations Manager for clarification. If you are ever unsure of what to do, ALWAYS RADIO THE OPS MANAGER. Do not take matters into your own hands if a conflict arises or if you are unsure about whether or not to let the person by.

Lot 67 Entrance – Checkpoint to determine whether the vehicle is to park in the regular lot or if the vehicle is to continue around the circle to the metered spaces.

Metered Spaces – Attendants working the metered spaces are to park cars (which should have passed two checkpoints) who have preferred parking. Fill the spaces from the NW entry first and then work down to the SW entry by pulling the cones to the side and directing the cars to the appropriate space.

Lot 67 attendants should have a minimum of two radios – one at Mullins Way and one at the Lot 67 entrance. Parking attendants in the back lot are to communicate with one another when a car is coming down to park. The person at the Lot 67 entrance should be prepared for cars to be coming to them.
Lot 67

Lot 67 pass holders continue into lot. Those on the metered parking list continue around.

First Lot 67 pass checkpoint
Scheduling & Payroll

Payroll

Paychecks will be issued every other Friday and may be picked up at the Box Office after 1pm. Additionally, checks can be picked up between 9am – 4:30pm Monday – Friday. Under no circumstances will an employee be allowed to pick up any paycheck other than their own.

Checks are not available to be picked up during an event.

*Copies of the pay schedule are available on the Ops Staff webpage

www.mullinscenter.com/operations

*All Employees are highly encouraged to set up direct deposit to avoid having to pick up paychecks in person. Our electronic payment system (APD) can also provide electronic pay stubs and records of payment history. Please contact the Event Manager for more information.

Pay Rate

The starting pay rate for all Operations Staff positions is $12.00 per hour. Each employee is eligible for a pay increases based on merit. Employees eligible for raises are those that go above and beyond the job description. There are not automatic pay increases simply for keeping the position.

Shift Scheduling

Availability forms for shifts in the next month are sent out in the middle of each month and posted online at

www.mullinscenter.com/operations. Typically you will have a week to submit your availability. The schedule will then be posted on the website and an email will be sent out to all staff. For example, shift availability forms for October will be posted by September 15th, and the schedule will be posted by September 22nd.

There is no specific amount of shifts you need to sign up for, other than the mandatory shifts. You are required to fill out the availability form regardless, however. Even if you are not available for an entire month, still fill out the form and list “No” for all shifts. Failure to respond to forms can result in warnings and eventually termination.

Mandatory Shifts: These are subject to change.

Football Parking – September 17th, October 1st, October 29th
Quick Changes – December 3rd and December 17th (more TBD as well)
Call Out Policy

7 Day Rule

All Operations Staff have the freedom to drop and add shifts up until 1-week (7 Days) of their scheduled call time. You may email the Operations Manager at any time within this timeframe to add or drop shifts.

Procedures for dropping a shift (within 1-week of your call time)

If you wish to drop a shift within 1-week (7 days) of your assigned shift, it is your responsibility to find another staff member to fill in for you. Contact the Operations Manager beforehand. The Ops Manager will provide you with a list of potential replacements and contact information for them.

If a staff member has agreed to cover for you, forward the email to the Ops Manager for confirmation. If you cannot find coverage, you are responsible for working the shift. Obviously there are exceptions in the case of emergencies. Should an emergency hinder you from working, it is extremely important that you inform the Operations Manager of the situation via phone or email: mullinsoperations@gmail.com
Employment & Termination

Equal Employment Opportunity

Spectra Venue Management is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, age, sex, sexual orientation, gender identity, national origin, handicap, veteran status, or any other status or condition protected by applicable state laws, except where a bona fide occupational qualification applies.

Spectra Venue Management will:

Recruit, hire, train, and promote persons in all job classifications without regard to race, religion, color, sex, sexual orientation, gender identity, age, national origin, handicap, veteran status, or any other status or condition protected by applicable state law, except where a bona fide occupational qualification applies.

Ensure that all personnel programs such as compensation, benefits, transfers, layoffs, return from layoff, company-sponsored training, education, tuition assistance, and social and recreation programs will be administered without regard to race, religion, color, sex, sexual orientation, gender identity, age, national origin, handicap, veterans status, or condition protected by applicable state law, except where a bona fide occupational qualification applies.

If any employee has a suggestion, problem, or complaint with regard to equal employment, he or she should contact the Human Resource Manager or General Manager.

At Will Employment

The Spectra Venue Management employment relationship is considered “at will” employment. As an employee, you are completely free to leave the company at any time you choose and Spectra has the same right to end the employment relationship with or without cause at any time for any reason by giving notice of such termination.

Immigration Act

In compliance with the Immigration Reform Act of 1986, it is Spectra’s policy to obtain proof of either (or both) the citizenship status and/or eligibility to work status of all employees hired.

Accepted forms of Identification are as follows:

- U.S. passport
- Resident alien card
• Alien registration card
• Other tamper proof photo ID documents
• Social Security account card
• Other documents giving evidence of authorized employment in the U.S. as the Attorney General finds acceptable

Since it is unlawful for an employer to employ an individual without complying with the documentation requirements, any employee who does not produce the documents within 72 hours of hire must be terminated.

Causes for Disciplinary Action

Although there is no way to identify every possible cause for disciplinary action resulting from a violation of policies or acts of behavior found to be in violation or disregard of standards of conduct which the Mullins Center has the right to expect of employees, following is a partial list of causes which will result in disciplinary action or possible dismissal:

• Failure to perform an assigned duty or duties
• The use, possession of, or under the influence of alcohol or any non-prescribed drug
• Removing any article from an exhibitor’s, vendor or contractors display booth or work area
• Any form of theft
• Continued tardiness or falsifying time sheets or time cards
• Rudeness, discourteous behavior, verbal threats or actions of physical or bodily harm towards customers, patrons, promoters or co-workers
• Habitual, accumulative or frequent instances of violations or any one rule or policy, or any combined number of violations of rules or policies
• Any action, which demonstrates an employees’ disregard (whether intentional or not) of standard conduct or behavior which Mullins Center has the right to expect of employees in the performance of duties
• A demonstration of inability or incompatibility to perform assigned duties; work with current employees in harmony, or to adhere to procedures
• Falsify any company accounts, reports, or records or willfully give false information for any company accounts, records, or reports
• Destroy, damage, steal, or conceal Company or another employee’s property
• Engage in fighting or in disorderly conduct anywhere on Company time or on Company property at any time. For the purpose of this rule, rest periods and lunch breaks shall be considered Company time
• Report to work under the influence of or in possession of a controlled substance, alcohol, or any intoxicants anywhere on Company time or on Company property at any time. For the purpose of this rule, rest periods and lunch breaks shall be considered Company time. A client’s property shall be considered as Company property
• Be insubordinate or fail to carry out Supervisor’s instructions (including failure to swipe time card / punch in / out or sign in / sign out at specified times and / or failure to complete forms)
• Possess or use offensive / defensive weapons or restraint devices of any kind (including firearms, and knives) anywhere on Company time, in Company uniform, or on Company
property at any time. For the purpose of this rule, rest periods and lunch breaks shall be considered on Company time

- Without prior written authorization, remove from company premises or disclose, in any manner, records, files, and customer lists
- Sleep on Duty
- Manipulate a ticket or ticket stub, accept any form of gratuity or become involved in any unauthorized purchase or sales of tickets
- Accept money or other form of gratuity in lieu of entry to an event by valid ticket
- Fail to report or call off for one or more events in which you are scheduled to work will be considered job abandonment
- Be in possession of whole tickets during an event
- Fail to provide proof of citizenship status and / or eligibility to work status within 72 hours of hire
- Threaten to use or in fact use excessive physical force
- Allow unauthorized persons to enter the building
- Enter a team or event dressing room or any area in the building other than your post assignment without authorization
- Be consistently unavailable and / or calling off for event types of a similar nature

Disciplinary Action

Violations of work policies and rules may result in one of the following forms of action or any combination of the following forms of action, in any order:

- Verbal warning
- Written warning
- Suspension
- Termination

Facility Equipment Responsibility

Employees will be held responsible for any equipment and or supplies placed in their possession or control (including radios, ticket scanners, flash lights).

Harassment

It is the policy of Spectra Venue Management to maintain a work environment free of harassment on the basis of race, color, creed, religion, gender, sex, sexual orientation, gender identity, national origin, age, marital status or disability. Spectra will not tolerate harassment of any employee by a supervisor, co-worker, vendor, customer or anyone else. All employees are responsible for maintaining a workplace free of harassment and intimidation.

All harassment complaints will be kept confidential to the extent possible, consistent with the conduct of a full and fair investigation. Personnel violating confidentiality are subject to immediate discipline. Communications will be made to others only on a limited “need to know” basis. There will be no retaliation against any
employee for filing complaints of work place harassment, unless such accusation is shown to be intentionally false.

Spectra Venue Management is committed to promptly and thoroughly investigating all complaints. If after a thorough investigation, it is determined that harassment has occurred, immediate and appropriate disciplinary action up to discharge will be taken to end the harassment. Appropriate follow-up steps will be taken to ensure that the harassment has stopped.

Social Networking Policy

Spectra Venue Management’s (Company) social media and social networking policy applies to all Spectra’s employees (full-time or part-time) who use the following:

*Social networking sites such as Facebook, Twitter, Instagram, and Youtube, or any other digital or virtual platforms not specifically mentioned.*

It is each employee’s individual decision to engage in on-line activities, including social media sites. When you do engage in such activities, you should understand that you may be held accountable personally for your statements and representations. If you defame someone online, you could be held liable for your actions. Think of the consequences of what you post before you post it.
Management Phone Directory

Facility Personnel

General Manager, Brian Caputo ................................................................. 413.545.3129
Assistant General Manager / Director of Operations, Sean Dolan............... 413.545.3336
Director of Finance, Helen Gundlach ........................................................... 413.545.3375
Staff Accountant, Kim Graham ................................................................. 413.545.3374
Box Office Manager, Sarah Dench ............................................................. 413.545.4456
Event Manager, Talia Spera ................................................................. 413.545.1867
Operations Manager, Josh Woods .............................................................. 413.545.3047
Engineer, Aaron Hibbard ................................................................. 413.545.3048
Engineer, Dan O'Sullivan ................................................................. 413.545.3048
Ice Rink Manager, Jeff Morkeski .............................................................. 413.577.3977
Champions Center Building Manager, Michael Brouillette ......................... 413.545.3348

Important Phone Numbers

Main Line ........................................................................................................ 413.545.3001
Box Office .................................................................................................... 413.545.3040
Box Office Customer Service ................................................................. 413.545.3038
Ice Rink Main Line ...................................................................................... 413.545.2791
Venue Maps & Diagrams

Ground Floor Level
Concourse Level – Floor 1
Basketball Seating
FAQ’s

Where are the accessible /handicap seats located?
- ADA seats can be found in the vomitories of sections M, N, P, S, U, W, Z, A, B, E, G, and J. Chairs in place along the railing should be removed to accommodate companions.

Where is the lost and found?
- Lost and/or found items should be given to a supervisor at the end of a shift. Supervisors will place all items in the bin in the laundry/uniform room and log each item.

Where are tickets sold?
- Tickets are sold in the box office located on the first floor next to the first aid station or at ticketmaster.com. The box office is open Monday – Friday: 9:00am – 5:30pm, Saturday: 10:00am - 2:00pm and is closed on Sunday.

What should I do if I see someone selling tickets and/or vending?
- If you see “scalpers” (anyone selling tickets other than the box office) and/or illegal vendors outside or inside the venue, bring it to the attention of your supervisor immediately.

What should I do if I find a lost child?
- All lost children should be brought to the main entrance (typically North Lobby), located directly across from Section Z. Parents reporting missing children should also be escorted to the main entrance physical description of the child and the location the child was last seen. The supervisor stationed in the North Lobby will then relay all pertinent information over the radio to the Event Manager and all supervisors.

Where is the Massachusetts Room located?
- The Massachusetts Room is located on the 3rd floor. Guests can take the stairs/elevator from the north airlock and/or ground floor levels. Court Club for basketball and Pond Club for hockey are held in the Massachusetts Room.
Receipt & Acknowledgement

Please read the following statements, sign below and return to your supervisor.

Understanding and Acknowledging Receipt of Spectra Venue Management Employee Manual I have received and read a copy of the Spectra Venue Management Event Staff Manual. I understand that the policies and benefits described in it are subject to change at the sole discretion of Spectra at any time.

At-Will Employment
I further understand that my employment is at will, and neither I nor Spectra has entered into a contract regarding the duration of my employment. I am free to terminate my employment with Spectra at any time, with or without reason. Likewise, Spectra has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of Spectra. No employee of Spectra can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from the President.

Confidential Information
I am aware that during the course of my employment confidential information will be made available to me, for instance, product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is proprietary and critical to the success of Spectra and must not be given out or used outside of Spectras’ premises or with non-Spectra employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

_________________________  _______________________
Employee's Printed Name         Position

_________________________  _______________________
Employee's Signature           Date