

PERSONNEL POLICY MANUAL



PART-TIME EMPLOYEES FirstOntario Centre and Hamilton Place

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WELCOME TO GLOBAL SPECTRUM!

You are now a part of a unique employment relationship with Global Spectrum (“Company”) and we sincerely hope that your association with us will be a long and beneficial one.

This Personnel Policy Manual has been developed to give you an overview of the policies and procedures, which affect your employment. This manual is intended to set forth generally applicable policies and procedures. The laws of various jurisdictions or union contract provisions may differ however. Therefore, if there is any discrepancy between the provisions of this handbook and the applicable law in a given jurisdiction or union contract, the law in the jurisdiction or collective bargaining agreement will supercede the provision in the handbook. Please read it carefully, sign and return the Statement of Familiarity form to the HR Representative at your Global Spectrum facility.

Global Spectrum wants to provide you with the best work environment possible. Accordingly, we encourage you to make recommendations, which will help us do a better job in supporting you and your work. Please contact your Human Resources Representative with any questions, comments or suggestions you may have.

Again, welcome to the Global Spectrum family. We look forward to your participation and contribution as a member of the Global Spectrum team.

MISSION STATEMENT

Global Spectrum is committed to worldwide growth and leadership in public assembly facility and event management. We continually strive to exceed the expectations of our clients, guests and employees by implementing the highest degree of personal integrity, accountability and fiscal responsibility. In our local communities, we will at all times act as good corporate citizens.

ABOUT THIS MANUAL

The contents of the Global Spectrum Personnel Policy Manual are not intended to create an express or implied contract of employment.

Your employment relationship with Global Spectrum is “at will” and nothing in the Personnel Policy Manual is intended to extend or guarantee employment in any way or for any specific period of time. Therefore, you and the Company have the right to terminate your employment relationship at any time for any reason.

The individual policies in the Personnel Policy Manual are simply guidelines. Global Spectrum reserves the right and sole discretion to interpret them and resolve any conflict between or among policies. Global Spectrum also reserves the right to change, delete, suspend, discontinue, or otherwise revise the Personnel Policy Manual or any individual policy contained in it at any time for any reason, with or without notice.

Global Spectrum’s General Counsel is the only official with the authority to change an employee’s “at will” status. Any such change must be made in writing and signed by the Company’s General Counsel. All other employees lack the authority to change an employee’s “at will” status.

Employees who are represented by a labor union may or may not be eligible for any or all of the benefits, policies, plans or programs described in the Personnel Policy Manual. The eligibility of represented employees for these benefits, plans or programs is subject to collective bargaining.

EMPLOYMENT PRACTICES

RESPECT IN THE WORKPLACE

Comcast-Spectacor/Global Spectrum (CS/GS) is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, harassment or retaliation.

Every CS/GS employee has the responsibility for ensuring that no employee is subject to discrimination, harassment or retaliation on the basis of membership in a protected class. Therefore, CS/GS requires that all relationships among persons in the workplace be free of bias, prejudice, and harassment. CS/GS will not tolerate any discrimination, harassment, or retaliation that is prohibited under CS/GS's Respect In The Workplace Policy (Equal Employment Opportunity, Anti-Harassment, Reasonable Accommodation of Disabilities & Anti-Retaliation), which is detailed in Exhibit A.

WHAT WE EXPECT FROM OUR EMPLOYEES

The essence of our company is the quality of its people. Employees are the vital element to a successful future. Each employee has a responsibility to do their best to produce future opportunities for themselves and the company. This means employees and management must work together to meet common objectives and goals for the company to remain competitive and strong in the community. Management's responsibility is to treat its employees with respect while recognizing and rewarding their contribution to the progress of the company. Employees interested in advancement should talk to their supervisor. The company prefers to promote from within those employees who have the ability to grow with the company. Management is willing to discuss employees' career aspirations and potential growth opportunities.

An employer-employee relationship creates expectations on both sides. The employee is expected to do his or her best to justify continued employment, and the employer is expected to maintain a work environment which allows competent employees to do their best. Specifically, each employee is expected to:

- act with honesty, integrity, and professionalism in accordance with the company's high standards of ethical conduct and to comply with all applicable laws;
- respect the company's rules and policies and the rights of other employees;
- know and accept the company's goals and contribute fully to their attainment;
- assume primary responsibility for his/her professional development and to pursue additional training, as appropriate, both inside and outside the company;
- maintain a consistent duty of loyalty to the company, avoiding actions that may make it difficult to perform your work objectively and effectively
- strive for superior job performance characterized by maximum effort and a personal commitment to quality in all activities of the business.
- recognize the reputation of Global Spectrum is built on customer service and our continued growth depends on our ability to meet the needs of our customers
- embody the How You Doin'? customer service principles when interacting with patrons, clients, and co-workers.

OPEN DOOR POLICY

Global Spectrum believes that an environment that fosters open, constructive communications is essential to each employee's continued success. Our policy of employee relations is based on the objective of maintaining a well-trained, enthusiastic, and efficient organization of people who work well together to make our business successful and profitable. In order to attain and sustain this goal, we strive, as a matter of policy, to:

- Provide opportunity for compensation progress based on performance and ability;
- Provide employees with the opportunity to be aware of and considered for job openings within the organization;
- Keep employees informed about changes in company affairs which affect them;
- Encourage employees to take an interest in their work and contribute to the best of their abilities toward the successful and profitable operation of the company.

Global Spectrum's Open Door Policy is meant to encourage you to discuss your ideas, issues, or complaints with your supervisor without fear of retaliation. The following steps are suggested guidelines for employees to bring work-related problems or concerns to the attention of management:

Step 1: Issue should first be discussed with your immediate supervisor and the problem should be put in writing at that time.

Step 2: If the problem is not resolved between you and your immediate supervisor or if you do not feel comfortable discussing the issue with your supervisor, you should request a meeting with the next level of management or a representative of the Human Resources Department.

Step 3: If a satisfactory resolution of the problem still has not been reached, you may write to the Vice President of Human Resources.

While this policy does not guarantee your complete satisfaction with every decision, it does ensure that you will receive a timely response to the issues and concerns you raise.

Concerns about unlawful harassment, especially sexual harassment, should be pursued through the company's "Respect in the Workplace" policy and reporting procedures.

EMPLOYMENT DEFINITIONS

The Global Spectrum employee relationship is considered "**at will**" employment. As an employee, you are completely free to leave the company at any time you choose and the company 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.

Regular Part-time Employees: These are employees who work continuously for a specified number of hours per week, which is less than thirty-five (35) or more hours per week. Part-time Employees are generally not eligible for benefits.

Temporary Employees: Temporary employees are employed for a limited period of time (such as summer months) or for a specific purpose (to replace a sick employee). Temporary employees are not eligible for benefits.

Event Employees: Event employees are considered "on call", work events, and/or works on a seasonal basis. Event employees are not eligible for benefits.

Interns: Interns are usually full-time students who receive college credits, or if paid, minimum compensation for their work; are retained for a limited period (a semester or less); and generally works flexible hours.

Interns are not eligible for benefits.

RELIGIOUS ACCOMMODATION

Global Spectrum respects the religious beliefs and practices of all employees. Upon request, the company will make an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the company's business.

An employee whose religious beliefs or practices conflict with his/her job, work schedule, with the company's policy or practice on dress and appearance, or with other aspects of employment and who seeks a religious accommodation must submit a written request for the accommodation to his/her immediate supervisor. The written request will include the type of religious conflict that exists and the employee's suggested accommodation.

EMPLOYMENT OF RELATIVES

A relative or cohabitant of an employee will be considered for employment if the individual possesses the qualifications for the available position. For the purpose of this policy, relatives include an employee's: spouse, parent, child(ren), brother, sister, parent-in-law, son-in-law, daughter-in-law, grandparent, grandchild(ren), aunt, uncle, niece, nephew, brother-in-law, or sister-in-law.

A relative or cohabitant of an employee will not be given work assignments which:

1. Require one to directly or indirectly manage, supervise, or review the performance of the other; or
2. Permit one to have access to the personnel records of the other.

If two employees marry, both may retain their positions provided:

1. One is not under the direct or indirect supervision of the other; or
2. Neither occupies a position which has influence over the other's employment, advancement, or salary.

If such an employment situation should occur through marriage or any other relationship, senior management will seek an amicable solution. Global Spectrum reserves the right to separate an employee from employment if a conflict of interest or work environment issue arises.

TERMINATION OF EMPLOYMENT

The employment relationship is terminable at the will of either the employee or the Company.

An employee who voluntarily leaves FirstOntario Centre/Hamilton Place must notify his/her immediate supervisor of the intention to resign with appropriate notice commensurate with position and responsibility and, in no event, less than two weeks prior to the date of separation. The employee is required to give a written notice of resignation at the earliest possible date. The supervisor is responsible for securing a letter of resignation and for preparing and forwarding documentation on all terminations to the Human Resources Representative.

It is our policy not to re-employ an individual who has been discharged for cause.

JOB ABANDONMENT

When you fail to report to work without communicating with your supervisor for three (3) consecutive scheduled shifts FirstOntario Centre/Hamilton Place will consider this a voluntary separation. Upon documenting an unsuccessful good faith attempt by your supervisor or Human Resources Representative to contact you, the Company will consider the separation to be job abandonment. As a result, you may not be eligible for rehire. You are encouraged to communicate with your supervisor or your Human Resources Representative when choosing to resign, with or without notice.

EMPLOYMENT VERIFICATION and REFERENCES

It is the policy of Global Spectrum that no reference on current or former employees be given verbally or released in writing by anyone other than the corporate staff of Human Resources. The purpose of this policy is:

- To ensure that any information provided on current or former employees is given fair and accurate reference based upon documented evidence.
- To protect the company from lawsuits by individuals claiming to have been denied employment elsewhere based upon oral or written references released by the company or its agent.

Generally only dates of employment and position title are released. Salary and other confidential information are released only upon receipt of written authorization by the employee concerned.

PERSONNEL RECORDS

Your facilities' Human Resources Representative maintains personnel files. It is the employee's responsibility to keep Human Resources advised of any changes of address and telephone number. It is important that the Company has your most recent contact information for scheduling and payroll purposes.

It is the employee's responsibility to notify your Human Resources Representative of such changes by completing a "Personal Data Form". The completed form should be forwarded to the Human Resources Representative.

Human Resources will not be responsible for inaccurate information resulting from an employee's failure to report pertinent changes promptly.

An employee's personnel records are highly confidential. An **active** employee may request access to his/her personnel file by completing a "Request to Review Personnel Records" and submitting same to the Human Resources Representative. The employee will be contacted by the Human Resources Representative to arrange a mutually convenient time for the review. The review will be conducted in the presence of the Human Resources Representative or immediate supervisor. An employee may not remove or copy his/her personnel file.

STANDARDS AND BUSINESS CONDUCT

ATTENDANCE, ABSENTEEISM and LATENESS

The start and finish time for an employee's shift will be assigned by the Supervisor. Time may vary depending on your position, time of year, and workload. The company operates 7 days a week. This requires all employees have a flexible work schedule.

Your participation and attendance is important to Global Spectrum and our customers. It is your responsibility to know and/or find out what your work schedule is in advance of your scheduled time to report to work. It is the employee's responsibility to notify his/her supervisor before the start of the workday of his/her absence or lateness and reason, as well as the expected time of date he/she will report to work.

RULES OF CONDUCT

For the best interest of all and for the efficient operation of our business, certain rules of conduct are necessary. In setting forth such rules, it is not the Company's intention to limit unnecessarily the initiative or the freedom of action of any employee, but rather to give guidelines by which an employee must govern him/herself on a day-to-day basis. The following types of conduct may result in disciplinary action.

Disciplinary action may consist of oral and written warnings or reprimands, suspensions, termination, or other steps that the employer deems appropriate. These rules may be supplemented from time to time as needed.

NO EMPLOYEE SHALL:

1. Falsify any Company property, accounts, reports, or records, (including time records, tickets, parking authorization) or willfully give false information for any Company accounts, reports or records.
2. Willfully counterfeit, destroy, damage, steal or conceal Company property (including, but not limited to, tickets or parking authorization) or the property of the promoters, exhibitors, contractors, facility owners, another employee or guest.
3. Engage in fighting or in disorderly conduct anywhere on Company time, or on Company property at any time.
4. Report to work under the influence of alcohol.
5. Possess, dispense or use a legal or illegal drug (i.e. narcotic, barbiturate, mood-ameliorating or tranquilizing drug) on Company property except in accordance with medical authorization.
6. Possess or use weapons of any kind (including firearms and knives) anywhere on Company time, or on Company property at any time, unless specifically authorized by the Company.
7. Without prior written authorization, remove from Company premises or disclose in any manner, any records, files, customer lists, information or other property belonging to the Company. If authorization to use company property off company premises is given, the property must be returned promptly upon request or upon separation of employment.
8. Be convicted of a criminal offense relative to the employee's position.
9. Willfully perform any act, which causes insurance to be canceled, or rates to be increased.
10. Perform work of an inferior quality either willfully or negligently.
11. Attempt to bribe or use other improper influence to gain a promotion, raise or other benefit.
12. Use one's position to gain favorable treatment or self-enhancement unless such occurs as a result of a primary effort to benefit the company, its customers and the public.
13. Accept gifts, gratuities or favors from any person or organization doing business or seeking to do business with the Company if, under the circumstances, there is any potential that it could be reasonably inferred that these remunerations would tend to influence an individual's judgment.
14. Use one's employee privilege of obtaining tickets to procure tickets for any person or entity, even if such tickets are paid for, if the procurement of such tickets would personally benefit, or appear to benefit, the employee procuring such tickets. **TICKET RESALE IS STRICTLY PROHIBITED.**
15. Engage in any act, including practical jokes or "horse-play" which might result in injury and/or danger to another person and/or property, anywhere on Company time and on Company property at any time.
16. Perform, or assist another to perform personal work in the office at any time, or use Company time or property for such work, without the express consent of the Department Head.
17. Excessive use of Company technology (email, internet, computer) or use of Company telephones for long-distance calls without the express consent of the Department Head.

18. Threaten, intimidate, coerce or interfere with the work of another employee.
19. Use abusive language toward another individual at any time during working hours.
20. Be insubordinate or fail to carry out a supervisor's instructions.
21. Leave the office before the end of the workday without the express permission of the supervisor.
22. Sleep during scheduled working hours.

The foregoing list of rules is not all-inclusive and should not be construed as a limitation on management's right to counsel and/or discipline any employee. There may be various other actions that may warrant disciplinary action. Employment and compensation can be terminated, with or without cause and with or without notice, at any time, at the option of either the employee or the company.

Exhibit C – Code of Conduct

DISCIPLINARY PROCEDURES

Disciplinary procedures may be utilized by management to correct and/or improve behavior, actions or performance. The following disciplinary procedures may be implemented by management:

- **Performance Improvement Needed (PIN) to employee**
Documented but not signed by employee
- **Written Warning to employee**
Employees will be required to sign acknowledging receipt and understanding of the warning and the discipline imposed, including subsequent consequences, if any. Copies of written warnings will be retained in the employee's personnel file. Generally, further performance issues or offenses will result in unpaid suspension or separation of employment.
- **Suspension**
Suspension will likely be implemented if an offense needs to be investigated before consequences are determined or if it is in the best interest of the employees for the offending party to be off premises until a determination of next steps is established.

A suspension may be used as an interim disciplinary step between written warning and termination.

A suspension may be paid or unpaid depending upon the circumstances.
- **Discharge from employment**

The above procedures will not necessarily be used in each situation, nor do they indicate a mandatory, progressive disciplinary system. Management will determine the appropriate disciplinary steps for each specific situation.

CONFIDENTIALTY

Many matters discussed in staff meetings or around the work area are not to be disclosed to the public or to the media. Each employee is to treat such matters with the utmost confidentiality and secrecy. The use of confidential information for any personal advantage, or disclosure of such information to others for any reason, both during and after your employment with FirstOntario Centre/Hamilton Place, is prohibited. Violation of this obligation of confidentiality is grounds for termination if still employed by the FirstOntario Centre/Hamilton Place, and may subject you to personal liability, even after your employment ends.

WORKPLACE VIOLENCE

The safety and security of our workforce is of paramount importance to Comcast-Spectacor/Global Spectrum (CS/GS). Each of us should feel that the working environment is free from violent actions and the threat of violent actions. Therefore, CS/GS has adopted a **zero-tolerance policy** with respect to all threats, threatening behavior and acts of violence directed toward any individual or property.

Violations of this policy will not be tolerated and will lead to corrective action, up to and including termination of employment without prior warning. In addition, to the extent such conduct is criminal in nature, it may lead to arrest and prosecution.

Conduct Covered

Threatening or violent conduct prohibited by this policy extends to all forms of threats or violence occurring on CS/GS premises and in the course of employment off CS/GS premises. Examples of conduct covered by this policy include: verbal threats, even if intended in a joking or jesting manner; physical horseplay; threats of physical conduct or harm; acts of intimidation; physical violence; fist fights; and the possession of any weapon or explosive device on CS/GS premises (including registered handguns). It also may include sabotage, defacing of property, belligerent or argumentative behavior or excessive swearing, particularly where such conduct carries an implied or explicit threat. This list is not intended to be exhaustive. Since it often is difficult to discern a joke from a serious threat, all conduct will be presumed to be serious until an investigation has been conducted, regardless whether the employee intended to carry out the threat or act.

Persons Covered

This policy extends to all employees, including supervisors, managers and co-workers, as well as third parties visiting CS/GS premises or transacting business with employees, including visitors, guests, contractors, subcontractors, vendor representatives and customers.

Resolving Problems Before Violence Occurs

CS/GS maintains an "open-door" policy with respect to an employee's workplace concerns or issues. Employees should feel that they can approach members of management or the Human Resources Department to discuss their concerns before they feel compelled to resort to violence or threats. Employees will find in all circumstances that use of this open-door approach to solving problems is more likely to generate satisfactory solutions than threats or violence.

Reporting Violations

All CS/GS personnel have an important role in enforcing this policy. It is critical that all threatening or violent conduct be reported immediately to management. Such incidents may be reported to your supervisor, the Human Resources Department or any other member of upper management. It is appropriate under this policy to report not just incidents that you have witnessed or which have been directed at you, but also those that you have been told about by another. Even without an actual threat, you should report any behavior you have witnessed and regard as threatening or violent, if such conduct is related to the job, occurs on the worksite or on working time. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threatening or violent conduct and the individual who was the target.

Protective or Restraining Orders

In some instances, an employee may apply for or obtain a protective order or restraining order to prevent a third party from entering CS/GS premises. In such cases, the employee is required to report to the Human Resources Department that such an order has been issued and provide a copy of the order. The Human Resources Department will address with the employee the precautionary measures that reasonably can be taken by CS/GS to identify the subject of any such order and prevent him or her from entering the premises. CS/GS understands the sensitivity of this information and will treat it as confidential, except to the extent necessary to apprise others involved in taking precautionary measures.

Removal of Offenders and Investigation

Should any threatening or violent conduct occur, CS/GS reserves its right to remove from the premises the

person(s) involved. In appropriate circumstances, such action shall be taken as swiftly as safety permits and may involve law enforcement officials. Any individual removed from CS/GS property for violating this policy shall remain off the premises pending an investigation of the incident or incidents leading to the removal. Such investigation may include background checks (e.g., police reports, arrest records, criminal history, weapons ownership) and searches of workspace used by or accessible to the individual and/or personal belongings present at the workplace. Removal from the workplace that results in time away from an employee's assigned duties during an investigation will be unpaid and treated as unexcused absenteeism.

Corrective Measures

At the conclusion of the investigation, CS/GS will take appropriate corrective measures. Such measures may include, but are not necessarily limited to, counseling, warnings, suspension, reassignment, discharge from employment, termination of the business relationship and/or criminal prosecution.

SUBSTANCE ABUSE POLICY

Employees are the most valuable resource of Global Spectrum and for that reason their health and safety is of paramount concern. Global Spectrum will not tolerate any drug or alcohol use, which imperils the health and well-being of its employees or threatens its business.

The use of illegal drugs and abuse of other controlled substances, on or off duty, is inconsistent with law-abiding behavior expected of all employees. Employees who use illegal drugs or abuse other controlled substances or alcohol tend to be less productive, less reliable and prone to greater absenteeism resulting in the potential for increased cost, delay and risk in Global Spectrum business and to the employee's co-workers. Employees have the right to work in an alcohol-free and drug-free environment and to work with persons free from the effects of drugs. Global Spectrum is committed to maintaining a safe workplace free from the influence of alcohol and drugs. Violations of this policy will result in disciplinary action, up to and including termination.

TECHNICAL RESOURCES

Global Spectrum maintains certain technical resources, including but not limited to, desktop and portable computer systems, internet and World Wide Web access, electronic mail (e-mail), telephones, and voice mail (collectively called the "Company systems"), which enable employees to access and exchange information throughout the Company and with its customers, vendors and contractors. Global Spectrum treats any information created, transmitted or stored on the Company systems as business records, which are and remain the property of the Company.

As with any other business records, Global Spectrum reserves the right to inspect, review, or disclose such information on the Company systems without prior notice for any business purpose or as required by law. Global Spectrum systems may not be used in any way that is disruptive to FirstOntario Centre/Hamilton Place operations or in violation of Company policy or federal, state or local law. Employees who use Global Spectrum systems for private, non-job-related purposes do so at their own risk and may be subject to disciplinary action. Use of Global Spectrum systems and the transmissions sent, received, or stored thereon may be monitored by the Company to insure the Company's legitimate business interest and the proper utilization of its property. **Employees do not have a personal privacy right in any matter created, stored, received, or sent on the Company systems. By using Global Spectrum systems employees consent to have such use monitored by authorized Company personnel at the discretion of the Company.** The existence of passwords and message delete functions does not restrict or eliminate the Company's ability or right to access such communications. E-mail and voice mail communications should be retained only when there is a valid business purpose or a legal retention requirement. If retention is not required, e-mail and voice mail communications should be discarded daily.

Violation of this policy may result in disciplinary action, up to and including termination. In addition, Global Spectrum may advise appropriate officials of any illegal activities and cooperate in any investigations conducted by a governmental or enforcement agency.

Exhibit D contains the complete policy.

CODE OF ETHICS

Global Spectrum is committed to operating its business with honesty, integrity, and the highest level of ethical conduct. Global Spectrum has many valuable assets including its people, property, its information, and its reputation. It is the duty of every employee to preserve and protect these assets and to use them only in ways that promote the best interests of the company.

Our employees must treat every guest, fellow employee, and member of the public accordingly. Employees are expected to adhere to both the letter and the spirit of the laws and regulations governing all activities in which they are engaged.

Independent judgment is critical to the performance of your job. To maintain that independence, you should avoid any other employment, business dealings or other relationships or activities that could impair independent thinking and judgment.

The complete Code of Ethics is attached in Exhibit E.

Joint Health and Safety Committee

The Joint Health and Safety Committee (JHSC) is an advisory body, consisting of management and worker staff that helps to encourage awareness of safety issues, recognizes workplace risks and then deals with these risks. To achieve its goal, the committee holds meetings and conducts regular workplace inspections.

The JHSC bulletin boards are located in the following places:
Stage door entrance of Hamilton Place
Photocopy room on the 3rd floor of Hamilton Place
Outside of the Event Managers office at Hamilton Place
Outside staff change rooms at FirstOntario Centre
Outside of the Arena Attendants office at FirstOntario Centre

The H&S has information posted on it including JHSC meetings and minutes and Ministry of Labor Inspections/Orders.

A list of the JHSC members is also posted on the JHSC bulletin board.

Workplace Safety and Insurance Board (WSIB)

“No job is so important-no task is so great that we cannot afford to take the time to do it safely”. Global Spectrum’s objective is to have a safe workplace where employees can work with a minimum risk of injury. Global Spectrum promotes and maintains a safe workplace. Safe work practices are of paramount importance to Global Spectrum. Your help is vital and essential for everyone’s protection. It is your responsibility to observe all established safety rules and regulations and to always use safe work methods or practices. The responsibility is to yourselves, your fellow workers, your clients and customers, as well as others in and around the work area.

Coverage, as prescribed by law, is paid by the company and provides benefits for all employees for injuries that occur in connection with their employment. No matter how minor, all work-related injuries should be reported promptly to the immediate supervisor. The supervisor is responsible for filling the appropriate injury report and forwarding it to the designated person who, in turn, forwards the form to the company’s insurance carrier for processing.

Medical expenses in connection with work-related injuries are covered by WSIB.

An employee who reports a work-related injury must receive immediate medical attention. Any employee who is off work for a work-related injury is obligated to keep FirstOntario Centre/Hamilton Place informed of their condition. In this case they are required to produce a doctor's note clearing them to return to work prior to reporting to work. Willful negligence and/or failure to observe and follow established safety policy guidelines will result in disciplinary action up to and including termination of employment.

In keeping with this spirit, Global Spectrum asks that each of you follow the guidelines listed below:

- Work in a safe manner and create safe conditions for yourself and team members.
- Report all unsafe conditions or acts to your supervisor
- Immediately report all injuries to your supervisor
- Always observe prescribed safety procedures
- Immediately clean spills from the floor and place "wet floor" sign in position
- Know and practice the right and wrong way to lift or move anything
- Notify your supervisor of any known physical limitation you may have
- Always follow all safety signs and warnings without a question, and never remove them
- Follow all designated safety procedures and wear all required personal protective equipment including safety glasses and hearing protection. If you have any questions regarding appropriate apparel or jewelry, please contact your supervisor
- Horseplay is not permitted
- Smoking is permitted only in designated areas
- Always wear your seat belt while operating a vehicle on Global Spectrum business.

All forms of scrap, waste materials and debris will be kept clear of the work area, including passageways, stairs, emergency evacuation routes, in and around buildings or other structures. All materials, supplies and equipment shall be arranged in an orderly fashion to eliminate congestion that would contribute to tripping or falling hazards and interfere with work performance. These guidelines do not include all Global Spectrum established safety rules. It is your duty as an employee to follow and obey all written and spoken safety rules for your own benefit as well as others.

Medical expenses in connection with work-related injuries are covered by WSIB, as provided by applicable legislation. Payment is determined and made by WSIB.

An employee who reports a work-related injury must receive immediate medical attention at a Company-designated facility.

Failure to immediately report a work-related injury and/or to immediately seek medical attention at a Company-designated facility may result in termination of employment.

RIGHT TO ACCESS ALL PROPERTY

All property, real and personal, including vehicles, offices, lockers, desks, computers, computer files, printouts, other documents, tapes, tape recorders, etc., are furnished to employees for use only as an incident of employment and solely for convenience in performing employment duties. Global Spectrum retains the right of full access to this property and may routinely search same without further notice. Also, and without further notice, Global Spectrum has full access to equipment furnished by the employee, but used in the course of performing job duties or otherwise at or on the premises, (i.e., personal computers, computer programs, lap tops, files, calendars, date books, etc.), including any product produced by the employee.

NO SOLICITATION

Solicitation and/or distribution of literature by non-employees is prohibited on Global Spectrum (client's) premises at any time. Distribution of literature by employees is prohibited during working time, in working areas or in public areas when the building is open to the public. Solicitation by employees of the Company is prohibited on working time. For purposes of this policy, "working time," means any time when the person soliciting or the person being solicited has work tasks to perform.

PERSONAL RELATIONSHIPS IN THE WORKPLACE

An employee who is involved in a personal relationship with another employee may not occupy a position in the same department as, work in the same line of authority as, or have any control over the employment of the employee with whom he or she is involved. Therefore, if you become involved in a personal relationship with another employee, you must report the relationship to the Human Resources Department. The Company reserves the right to take appropriate action to avoid any actual or potential conflict of interest that could arise from a personal relationship. *Personal Relationship* is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.

Supervisors are prohibited from having personal relationships with subordinates and may be disciplined for such actions.

SMOKE-FREE WORKPLACE

Global Spectrum is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. In order to provide a healthy work environment for our employees, the following smoke-free policy has been adopted and shall apply to all employees of Global Spectrum.

It is the policy of Global Spectrum to prohibit smoking on all company buildings and workplaces and within 20 feet of the entrances to any workplace. Smoking is defined as the “act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind.” Also included in this policy is the use of e-cigarettes.

The smoke-free workplace policy applies to:

- All areas of buildings occupied by company employees
- All company-sponsored off-site conferences and meetings
- All vehicles owned or leased by the company
- All visitors (customers and vendors) to company premises
- All employees including, temporary employees and all student interns

We believe that the spirit of thoughtfulness and cooperation, which is characteristic at Global Spectrum, is adequate to resolve any disputes that might arise under this policy. Where disputes cannot be so resolved, the rights of the nonsmoker shall be given precedence. Employees who violate this smoking policy will be subject to disciplinary action up to and including immediate discharge.

Resolving complaints about smoking:

- Any complaints about the application of the policy to the workplace should be brought to the attention of your Human Resources Representative.
- The complaint should be submitted in writing and identify specific objections. The company will investigate the complaint and resolve it in accordance with the policy.
- No employee shall suffer any form of retaliation for raising a complaint or asking a question about this policy.

CUSTOMER SERVICE

The reputation of Global Spectrum is built on customer service, and our continued growth depends on our ability to meet the needs of our customers – internal and external alike.

Global Spectrum’s culture requires that each guest, patron, co-worker, visitor, vendor, etc. feel welcomed and appreciated. Our approach to customer service is to go above and beyond...to treat all customers the way that we would want to be treated. It is about giving our customers the ultimate service experience. It is also a way of measuring how we are performing as a company.

Our catch phrase – “How You Doin’?” – encourages all of our employees to engage in conversation with our customers. As part of the campaign, all Global Spectrum employees wear “How You Doin’?” buttons and use

the phrase to greet each customer. All Global Spectrum employees are encouraged to incorporate “How You Doin’?” into their voice mail greeting and e-mail message.

Global Spectrum’s “How You Doin’?” (HYD) program provides a roadmap of ten (10) principles that define excellent customer service. This program continually recognizes employees who excel in customer service with prizes and rewards. The recognition of employee excellence can come from both other employees and customers.

In the Global Spectrum workplace, employees must always treat customers, co-workers and other persons with respect while striving to provide an excellent service experience. Should an employee need help in servicing an internal or external customer, s/he should seek guidance from his/her manager.

Accessible Customer Service Policy

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Global Spectrum Facility Management shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Global Spectrum Facility Management.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Global Spectrum Facility Management, including when the provision of goods and services occurs off the premises of the facility such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by the London Civic Centre.
- d) This policy shall also apply to all persons who participate in the development of the Global Spectrum’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;

- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Global Spectrum will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and

- Communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Global Spectrum.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Assistive devices provided by Global Spectrum:

The following assistive devices are available on a first come, first serve basis and upon request, to assist customers in accessing our goods and services:

- Hearing assist devices
- Raised Seating Platforms
- Wheelchairs

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Global Spectrum may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;

- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Global Spectrum will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, Global Spectrum will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Global Spectrum will make every reasonable attempt to resolve the issue.

Admission Fees:

Payment is required by a support person for admission to the premises. Global Spectrum will ensure that notice is given in advance when customer is purchasing tickets.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Global Spectrum. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

F. Feedback Process

Global Spectrum shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by contacting guest services. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

- Assistant General Manager

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to Guest Services at Gate 1.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Global Spectrum; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- (Business Name)'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Global Spectrum will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf Global Spectrum. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Global Spectrum will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Notice of Availability and Format of Documents

Global Spectrum shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place operated by Global Spectrum, the Facilities website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

- Director of Finance or Human Resource Manager

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Acknowledgement & Agreement

I, (Employee Name), acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of Global Spectrum. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

SOCIAL NETWORKING POLICY

Global Spectrum's (Company) social media and social networking policy applies to all Company employees (full-time or part-time) who use the following:

- Social networking sites such as MySpace, Facebook, Linked In, YouTube, and Twitter
- Blogs, Forums, or Chat rooms
- Wiki's
- Any other digital or virtual platforms not specifically mentioned.

In this policy, use of these on-line resources is referred to generally as "on-line activities." The Company does not prohibit employees from engaging in on-line activities, including activities that might have some relationship to Global Spectrum or your work. For example, you might mention where you work on a social website. However, when you do undertake these activities, you must do so in accordance with this policy.

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 on-line, you could be held liable for your actions. Use of social websites should be strictly in accordance with their posted terms of use. Common sense is the underlying theme of this policy. Think of the consequences of what you post before you post it.

Please be aware that if you violate any Global Spectrum policy while participating in any on-line activity, you may be subject to disciplinary action up to and including termination, as well as possible legal action.

Company Time vs. Personal Time-You are free to use social networking sites on your own time using your own computer, unless your specific job responsibilities involve the use of such sites as authorized by Global Spectrum. Company time and resources should be used for Company business. Do not use Global Spectrum email addresses to register on social networks, blogs or other online tools used for personal use.

Follow Company Policies and Procedures-When it comes to employee activities on-line that relate to or share a connection with the Company or your work for the Company, the same principles and guidelines that apply to all activities of our employees in general, as referenced in our Personnel Policy Manual, apply to these activities. This policy applies to on-line activities at any time or location, including activities for Global Spectrum on company time or activities on a personal website during non-working hours or outside the workplace.

For example, on-line activities must not violate Company policies governing Respect in the Workplace, Rules of Conduct, and the Code of Ethics policies. This would include content that is illegal; obscene, vulgar, bullying, or threatening; discriminatory, harassing or retaliatory; or infringes on the privacy rights of another individual.

Also, consistent with Policy 601-D, supervisors and managers must not provide online employment references.

Be Responsible with On-Line Communications -Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of Global Spectrum. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating or that disparage customers, members, associates or suppliers. -Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation; posts that contain information or rumors you know to be false; or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Confidentiality-Your on-line activities should never disclose any Company information that could be considered trade secret, confidential or proprietary. By way of example, this includes new business bids, concert and other bookings, marketing lists, customer account information, or financial data.

Respect All Copyrights and other Intellectual Property Laws-It is critical that employees show proper respect for laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including Global Spectrum's own copyrights, trademarks and brands.

Required Disclaimer-If you post information on a social website that identifies or could be associated with the Company in any way, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Global Spectrum, fellow employees, customer's suppliers, or people working on behalf of the company. Never represent yourself as a spokesperson for the company unless you are authorized to do so. It is best to include a disclaimer that the information is your own personal view. For example: "The postings on this site are my own and do not represent the positions, views or opinions of Global Spectrum."

Retaliation is prohibited-Global Spectrum prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts-Employees should not speak to the media on Global Spectrum's behalf without contacting the Corporate Public Relations Dept. All media inquiries should be directed to them.

Given the speed at which technology changes, it is not possible for a policy to address every situation involving on-line activities. This policy is intended to provide you with guidelines for most activities. If you have questions or need further guidance, please contact Human Resources

**Nothing in this policy prevents employees from communicating in a public forum about their wages, hours or working conditions. However, employees who have access to confidential records as a result of their job duties must maintain the confidentiality of those records*

COMPENSATION and BENEFITS

PAYCHECKS

Paychecks are issued bi-weekly, every other Friday. Employees of Global Spectrum will receive a check or direct deposit confirmation on the scheduled payday. All necessary payroll deductions are made before an employee receives his/her paycheck.

Global Spectrum does not offer pay advances except in the event that, due to unforeseen circumstances, an employee does not receive his/her regular paycheck by Friday at 4:00pm on payday. In that case, the General Manager or designate may provide the employee with a payroll advance. The amount of the advance will be deducted from the employee's next paycheck.

GARNISHMENTS

Garnishments are legal proceedings imposed by a court of law upon an employer requiring payment to a third party of monies earned by an employee. Global Spectrum will accept legal garnishments and tax levies against wages in compliance with Federal and State statutes

OVERTIME PAY

Non-exempt employees are eligible for overtime compensation for all hours worked in excess of forty (40) hours per week.* Approved overtime will be computed in accordance with the Department of Labor guidelines for authorized hours worked in excess of forty (40) in a workweek. Authorized overtime will be paid in the following pay period. **All overtime must be pre-approved by your supervisor.**

Technically, the word "overtime" applies only to hours worked over forty (40) in a workweek and is not to be confused with working after normal quitting time.

DIRECT DEPOSIT PLAN

As a convenience to employees, the company participates in a direct deposit payroll plan. In such a plan payroll funds are electronically transferred on regular payday to an account designated and set-up by the employee. A voucher and payroll stub are provided to the employee on the same day payroll funds are deposited. Enrollment in the Direct Deposit Plan, where available, will be handled by the respective Finance department.

TIME RECORDS

Your supervisor will show you the location of the time recording stations in the building you work in and will explain the specific rules for recording your time at the beginning and end of your shift and during meal breaks. You are responsible for properly recording your own time through the use of our biometric scanners.

No employee is allowed to scan in another employee's time nor is an employee allowed to alter another employee's time record. The only exception is time recorded by your supervisor.

You are expected to be at your workstation, ready to work at the scheduled time, except for approved breaks, and to remain there throughout the duration of your shift. You are required to check out with your supervisor prior to leaving. If you find that your job requires you to work beyond your scheduled shift, please advise your supervisor or manager immediately for approval. You may be required to sign your weekly time record report for accuracy.

If your facility does not have a time clock, part-time employees must report their actual time worked (excluding lunch or breaks) on weekly time sheets. This time sheet should be filled out daily and submitted to the employee's supervisor at the end of each calendar work-week for approval. The supervisor is responsible for forwarding the approved time sheet to the Payroll department on a timely basis.

Falsification of time records is cause for disciplinary action up to and including termination of employment.

REPLACEMENT CHECK POLICY

In the event that an employee's paycheck is lost or stolen, the employee must notify the HR representative immediately. A stop payment order will be placed on the check. It takes a minimum of three (3) working days to issue a replacement check to the employee. The employee will be required to reimburse the employer for any fees or charges incurred in the stop payment order and replacement check.

LOANS TO EMPLOYEES

The Company does not grant loans to employees. However, if an employee is faced with a serious financial emergency, he/she is encouraged to speak with his/her department head to see if assistance can be obtained for appropriate outside help.

CLOSE OF BUSINESS DUE TO WEATHER

Close of business due to weather is a decision that is made by the General Manager of each facility. [Note: The General Manager should confer with or advise his/her Regional Vice President.]

In the case of severely inclement weather occurring during the business day, an individual designated by the General Manager will gather information and coordinate with each department to determine whether business should be officially closed and, if so, what time(s). (Staff members living closer may be requested to stay later to cover telephones.)

In the case of severely inclement weather occurring overnight, a decision regarding the close of business will be communicated through an operational plan developed by each facility. Unless the close of business is declared by General Manager, all employees are expected to report to work. It is recognized that individuals who travel substantial distances may report later than their normal starting time.

HOLIDAYS

Hourly facility employees may be required to work on a recognized holiday. Such employees will be paid holiday pay for actual time worked equal to 1-1/2 times (time and one-half) of their regular rate of pay for hours worked during the pay day (12:00 midnight to 11:59pm). The company recognizes the following holidays:

- New Year's Day (plus a half-day on New Year's Eve beginning 1 p.m., if that eve is a regularly scheduled workday)
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labor Day
- Thanksgiving Day
- Christmas Day (plus a half-day on Christmas Eve beginning 1 p.m., if that eve is a regularly workday)
- Boxing Day

For an hourly employee to be entitled to holiday pay, s/he must work his/her last full scheduled work day before and his/her first full scheduled workday after the holiday.

The holiday pay itself shall not affect the workweek for overtime purposes.

FAMILY MEDICAL LEAVE POLICY

In compliance with the Family Medical Leave of the Ontario Employment Standards Act any employees may take up to eight (8) weeks in a 26-week period. The leave may be paid, unpaid, or combination of paid and unpaid, depending on the circumstances and as specified in this policy, subject to the employee's eligibility for, and the availability of, paid time off benefits.

Eligibility

All employees full-time or part-time are entitled to family medical leave.

There is no requirement that an employee be employed for a particular length of time or that the employer employ a specified number of employees in order for the employee to qualify for family medical leave.

Type of Leave Covered

An employee can take family medical leave to provide care or support to a specified family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. This medical condition and risk of death must be confirmed in a certificate issued by a qualified health practitioner.

Care or support includes: providing psychological or emotional support, arranging for care by a third party provider, or directly providing or participating in the care of the family member.

The specified individuals for whom a family medical leave may be taken are:

- the employee's spouse (including same-sex spouse)
- a parent, step-parent or foster parent of the employee or the employee's spouse
- a child, step-child or foster child of the employee or the employee's spouse
- a brother, step-brother, sister, or step-sister of the employee
- a grandparent or step-grandparent of the employee or of the employee's spouse
- a grandchild or step-grandchild of the employee or of the employee's spouse
- a brother-in-law, step-brother-in-law, sister-in-law or step-sister-in-law of the employee
- a son-in-law or daughter-in-law of the employee or of the employee's spouse
- an uncle or aunt of the employee or of the employee's spouse
- the nephew or niece of the employee or of the employee's spouse
- the spouse of the employee's grandchild, uncle, aunt, nephew or niece
- Family medical leave may also be taken for a person who considers the employee to be like a family member. An employee wishing to take a family medical leave for a person in this category must provide their employer, at the employer's request, with a completed copy of the [Compassionate Care Benefits Attestation](#) form that can be obtained from Human Resources and Social Development Canada.

Benefits during and After Leave

While an employee is on FML leave, the company will continue the employee's medical, dental, and vision benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. Continuation of group life insurance during a leave taken under FML is subject to the provisions of the group life policy then in force. Any premiums due must be pre-paid prior to the beginning of the leave.

Employment Status During and After Leave

An employee who takes leave under this policy will be able to return to the same job or a job with equivalent status, pay, benefits and other employment terms at the end of FML leave. An employee granted such leave is expected to resume work on the first workday following its expiration. The employee must provide the employer with written confirmation from his/her healthcare provider confirming his/her "fitness for duty" before or upon returning from FML. An employee who does not return on the specified date must provide the company with an updated "Certification of Healthcare Provider" and submit a new request for additional leave prior to the expiration of the current leave. In no event will the amount of leave provided under this policy exceed the maximum 8 weeks provided under FML.

Procedure for Requesting Leave

All employees requesting leave under this policy must provide verbal notice with an explanation of the reason(s) for the needed leave to their immediate supervisor, who will advise the Human Resources Department. If the leave is foreseeable, the immediate supervisor may require the employee to provide a written request for leave and reason(s) with a copy to the Human Resources Department. When an employee plans to take leave under this policy, the employee must give the company 30 days' notice. If it is not possible to give 30 days' notice, the employee must give as much notice as is practicable. An employee who is to

undergo planned medical treatment is required to make a reasonable effort to schedule the treatment in order to minimize disruptions to the company's operations.

While on leave, an employee is requested to provide advance written notice of the intent to return to work at the end of the family medical leave.

COMPLIMENTARY TICKETS

Occasionally complimentary or discounted tickets may be made available to part time facility employees.

If you receive such tickets you are:

- responsible for the actions of the family and friends to whom you provide such tickets
- not permitted to sell the tickets
- not permitted to share this information on social media

Violation of this policy will result in disciplinary action up to and including termination.

GENERAL POLICIES

JOB ASSIGNMENTS

A new employee will generally be assigned to a specific job when hired. The company reserves the right to change an employee's assigned job or hours, either on a temporary or extended basis, if the needs of the company change. It is the company's intention to do this with careful consideration and with sufficient notice to employees.

Employees desiring to change job assignments should contact the appropriate supervisor regarding available opportunities. Any job to which an employee is assigned is important.

The company's success is built on the philosophy that every job is important, so it should be done in the best possible manner.

LOSS OF PERSONAL ITEMS

Careful consideration has been given to the question of responsibility for the loss of employees' personal possessions located in the place of employment. In order to avoid questions of value and possible contributory negligence, it has been concluded the employer entity will not reimburse employees for the loss of personal items brought to the office. Employees who bring items (such as radios, etc.) do so at their own risk. Employees are encouraged to take special precautions to safeguard their personal possessions.

BULLETIN BOARDS

Global Spectrum bulletin boards are used to post information required by law and to communicate Global Spectrum announcements and information to our employees. Only authorized Global Spectrum staff may post notices or remove any material from Global Spectrum Bulletin Boards. Personal notices are not allowed.

TRAFFIC VIOLATIONS

Violations of parking and/or traffic regulations are an individual responsibility. It is against the company policy to reimburse employees for fines and penalties resulting from such violations, even while on company business.

WATCHING EVENTS

While you are working, you are not here to watch the event. Your job is to service the Company's guests. Taking photos of the event while working are also prohibited. Failure to abide by this basic rule will lead to disciplinary action.

AUTOGRAPHS

Employees should never approach artists, performers, or players for autographs. Failure to abide by this rule will lead to disciplinary action. They are professionals and you are a professional while in uniform.

GAMBLING

Betting on any event, game or player performance is grounds for immediate termination as an employee of the Company.

TELEPHONES and CELLULAR PHONES

Except for emergencies, personal phone calls and messages should be made and taken only before or after your shift or during authorized breaks. Company telephones should not be used for personal or long-distance calls unless authorized by your supervisor. You will not be permitted to wear or use your personal cellular telephone while on duty. Company pagers and cellular phones should be non-audible and worn on the waistline.

COMMENTS TO PUBLIC and MEDIA

Every employee is to refrain from any comments about either the Company or any tenant of the facilities. If approached by a member of the media, do not comment and contact your supervisor.

RESTRICTED AREAS

Several areas are restricted to unauthorized employees. Most of these are marked, but generally your specific work area will be explained to you, and you should not go anywhere other than your work area without specific permission. The back stage, box office, count room, dressing rooms and engineering areas are among the restricted areas for most employees.

VISITORS

Visitors, including off duty employees, are not allowed in work areas except in the case of an emergency or in the case of a pre-arranged visit authorized by your supervisor.

RETURN TO FACILITY AFTER WORK

You should only be on site if you are scheduled or on work-related business. You must either be scheduled to work or have a ticket to be in attendance at events. You are to exit the facility following the end of your shift and are not to loiter in the building.

PAGING and MESSAGES

The public address system in Global Spectrum facilities is not used for paging employees or guests. Other than for emergencies, no messages will be taken for employees.

WORK SCHEDULE

Your schedule will be posted in the designated spot on a weekly basis. Please see your Manager for further details.

VACATION REQUEST/CHANGE OF SHIFT

All vacation requests must be submitted to the Manager/Assistant Manager for approval.

UNIFORMS and GROOMING STANDARDS

You are expected to report to work in uniform as outlined by the Manager. You must appear neat and well groomed at all times.

**INDIVIDUAL STATEMENT OF FAMILIARITY
WITH PERSONNEL POLICIES**

I have received and read a copy of the Global Spectrum Personnel Policy Manual including the Code of Ethics and Business Conduct. I understand the most updated version of the Policy Manual is available from the HR Representative in my building.

I understand that this Manual is designed to be a working guide for supervisory and staff personnel in the day-to-day administration of my company's personnel policies.

I agree to conform to the rules and regulations contained in the Personnel Policy Manual and the Code of Ethics and Business Conduct. My employment and compensation can be terminated, with or without cause and with or without notice at any time, at the option of either the company or myself. I understand, however, that if I resign without notice or without sufficient notice, there may be an impact on compensation and benefits that may otherwise be due to me. For specific information regarding this, I should refer to the "Statement of Policy" and "Termination of Employment" contained in the Manual and seek advice from my immediate supervisor.

The information contained in this Personnel Policy Manual does not constitute a contract and can be revised at any time, and from time to time. Such revisions will be sent to my department manager for inclusion in our copy of the Manual.

A copy of this statement will be placed in my personnel file.

Print: Employee Name

Signature
FirstOntario Centre

Facility

Date

Department

Date received by Human Resources