

FUNLAND

LONG BEACH, WA

Company Policies

- 1. Guests Come First** – Our guests have top priority before any job duty. Serve them with a smile.
- 2. Schedule** – Schedules are posted to Basecamp in the HQ > Schedules folder and are for the upcoming week (highlighted in green) and the following week (highlighted in yellow). If there is also a week following thereafter, then it will be highlighted in red. The Staff Blackout Calendar is located within this folder as well. Schedules may be revised at any time, and a notification will be sent to you via Basecamp. At times these updates may require you to submit a comment below that schedule post with “revision # read” so that we know you have seen the latest schedule version. If we have not received a response, you may be approached by a supervisor or contacted by phone to ensure you are aware of the change. Here is a key to some of the terms or abbreviations routinely listed on schedules: (L#) = lunch is 1 hour long, unless noted otherwise. (D#) = 1 hour or 30 minute "dinner" or "second lunch" (at Supervisor's discretion). Meeting = Supervisor & Manager Meeting (in the office). Required On Call = You must come in when called. Plan on staying local and available to work until the last shift starts. * = First shift to send home if it's slow. RDO = Requested Day Off (Unpaid). PDO = Paid Day Off (Vacation). Sick Days = If not coming in, must call in at least 1 hour before shift start. Blackout Day = Staff day off requests on those days will be subject to rejection, with exceptions made at Management's discretion (this is not the same as Required on Call).
- 3. Lunch Adjustments & Waiver** – Supervisors may adjust what time you go to lunch (as needed). If there is an issue with deviating from your scheduled lunch break, radio “Code 2” at (your location) and a supervisor or manager will discuss it with you. You also have the option to sign a meal waiver form. This optional form allows Funland to waive your right to a meal break. L&I requires meal periods (on shifts extending past 5 hours in length) to be 30 minutes long and to occur a minimum of 2 hours into the shift and a maximum of 5 hours into a shift). Signing this form gives Funland more scheduling flexibility over shift lunch times or can even increase shift hours given in a day. For example, if you work a 5 hour shift (that does not require a lunch break), but we need to extend you 1 more hour, by law we would need to give you a lunch break (and then you would return to work for 1 hour). This is unlikely to occur as it does not make sense from a scheduling standpoint. Instead, by having signed the waiver, we could have you work 6 hours and then send you home, thus reducing the limitation on hours you can obtain in our standard shifts. Another example: If you are scheduled for an 11-10 shift your lunch would occur at 4pm (at the latest allowable time by law), but if you signed the waiver, we could give you a 5pm or 6pm lunch instead, making it easier on deeming coverage and scheduling. All meal period delays or omissions would be adjusted within reason.
- 4. Requested Days Off (UDO) or Paid Days Off (PDO)** – fill out the Day Off Request Form no less than three weeks before the date(s) requested. UDOs or PDOs are first come first serve and will most likely not be approved if they occur on listed Staff Black out days. See Staff Blackout Day Calendar to check availability for a specific day. The number of requests for each staff member are limited by calendar year. UDOs are limited to 5 days per year and PDOs are limited to 5 days per year (*for supervisors*). Trading shifts is not permitted. If you have any extenuating circumstances, contact the manager. If you request an unpaid day off, you will not be guaranteed your normal hours for that week.

5. **On Time for Shifts** – Arrive on campus no earlier than 7 minutes before your shift to be ready to clock in at shift start. We discourage earlier arrivals to minimize distracting on-the-clock staff from their duties. Being late for work often will result in disciplinary action.
6. **Shift Call-Ins** – If you are sick, injured, or have trouble securing transportation and cannot work your scheduled shift, you are required to contact the management no later than 1 hour before the start of your shift. If you are going to be late for work, the same rules apply. If you call in 3 consecutive days in a row (with minimum 1 hour notice before each shift), you may be asked by management to bring a written doctor's note upon your return. Calling in less than 1 hour before your shift, or not calling in on the day of the shift (*no show*) will result in disciplinary action or termination. Not responding to a shift work request when you are "required on call" will result in an automatic "no show" and you will be written up.
7. **Cut Early from a Shift** – If you are requested to be cut early by a supervisor, inform the supervisor of any oddities/issues that you know of with your till, immediately clock out, and then leave campus. The supervisor will take care of your till. Loitering on campus distracts on-the-clock staff from their duties.
8. **Food** – Food and soda are not allowed in the "front of house" where customers can see, but they are allowed in the "back of house" on designated break room tables and stored in the communal fridge. If you need a drink or need to use the restroom, radio a supervisor by saying "Code R" or "Code B" and wait for approval to leave your post. Never leave your post without telling a supervisor or manager.

Staff are encouraged to use their Funland provided refillable bottles to use with the water distiller in the tech room (by the sink). If you forget your water bottle, water or sodas are available for purchase at \$0.75 each. 200 point candies are available for \$1 each, 100 point candies at \$0.50 each, 50 point candies at \$0.25, and 25 point candies at \$0.10 each, etc. When purchasing food or drinks, place the money in the cup labeled "candy/soda" near the timeclock.

9. **Minimize Talking** - Keep conversations to a minimum (**1 min max**) and save personal conversation for off campus. If you are off the clock, do not talk with or distract other employees that are on the clock. We always encourage "doing" over "talking" so if you are given a task in the vicinity of another staff member, remember that talking will slow down progress and is discouraged. Supervisors must also adhere to this rule when talking to other supervisors as well. Management meetings in the office are the only time extended discussions between supervisors are acceptable.
10. **Visitors** – If you have friends or family visiting you during your shift, greet them, but be quick to return to your duties. Public displays of affection while on duty (aside from a quick hug) are discouraged.
11. **Laser Tag** – A laser tag referee must always be present during the entire laser tag game (with the exception of getting the LTHS pass) to start the presentation and to monitor for guest safety (inside the arena) during every session.
12. **Free Plays & LT Passes** – Staff are not allowed to use their employee cards to give out free plays, except for crediting a customer a game because of a game-related error. Staff can use their employee cards to

play games themselves, but only off the clock and only on non-blackout days (see Staff Blackout Day Calendar for available days). Staff are never allowed to play prize vending games and are never allowed to redeem points for prizes. If a staff member wants to purchase a store item, reference “Store Items” for more information. Staff are not allowed to give away Laser Tag High Score Cards or Laser Tag Bounce Back passes outside of 1 per hosted laser tag game, outside of party hosting, or outside of approved marketing initiatives.

- 13. Dress Code** – A Funland uniform consists of a Funland branded T-Shirt and/or sweater, and black pants. Undershirts/thermals to wear (under your Funland shirt) are also acceptable. Dark color pants or shorts are also acceptable. If a uniform is not available, then non-logo/branded black attire is temporarily acceptable. Uniforms must always be clean and lint and animal-hair free. Hats, sunglasses, hair accessories, headbands/bandanas and other physical adornments are not allowed without prior consent of management. Ripped jeans, revealing or transparent tights/jeggings, short shorts, overly baggy sweat pants, pajamas, and open-toed shoes are not allowed to be worn while on duty. Funland branded apparel must only be worn at work. If you forget and you find yourself off the clock and out in public, remember that you represent the company in all you do and say. Any negative impressions left on the public because of your actions in our uniform may result in disciplinary action. (Keep a change of clothes in your vehicle just in case).
- 14. Tobacco/Vaping** – No chewing gum or tobacco, smoking cigarettes, marijuana, or vaping while on duty and in a uniform. If you feel the need to smoke a cigarette or vape during your break, do so in the parking lot behind the building and while wearing a jacket (or other clothing) to cover your uniform. Use of non-prescription drugs, illegal drugs, or alcohol consumption is not allowed before or during a work shift. All employees are subject to random drug testing.
- 15. Weapons Policy** – Open or concealed carry for customers is allowed on Funland property.
- 16. Concealed Carry** – If you conceal carry your weapon is to be stored in your locker. It is never to be on your person out of the floor. If you are seen to be conceal carrying while on the clock you will be immediately terminated.
- 17. Discrimination Policy** – You are to serve all our customers equally and do not deny service to anyone based on appearance, nationality, religion, politics, etc. Any associate caught discriminating against Funland customers for any reason will be terminated immediately.
- 18. Lost and Found Items** – All lost and found items are to be placed in the current month box. If a customer reports an item that has been lost and it is not in the lost and found box, the associate must write it down on the “Lost Item List”, located at each front desk. Donation Items can be requested to be claimed by staff by asking approval from the manager.
- 19. Paydays** – Paychecks are given on the 10th of every month and Draw-checks are given on the 25th of each month. Checks will be placed in your assigned locker. Should you leave the company, your last check will be mailed to the address on file. You will not receive a draw, you will only receive the check (sent out on the upcoming 10th of the next month).

- 20. Store Items** – Staff are not allowed to discount prizes. If requested by a customer, staff can comp up to a maximum of 9 points onto a customer’s card so they may obtain their desired prize. Items that are 1,001 and above require a SKU Ticket or Barcode Ticket when redeeming prizes for a customer (to be placed into that staff member’s till). If a SKU ticket is not attached to the item, fill out a blank SKU Ticket, find the item in the large SKU library (after the cheat sheet) and scan item from there.
- 21. Staff Store Purchases** – If you want to buy a store item, make sure you: 1. Take the Store Item Purchase by Staff envelope from the counter (near the time clock) and fill out the top lines. 2. Turn into management and we will fill in the bottom portion on item pricing and hand back to you. 3. Fill the envelope with cash, turn it back in, and once the amount has been verified, feel free to take the item you are purchasing (preferably one from back stock, if possible). Please be advised that certain electronic or high-ticket value items must also be approved for purchase, as we try to purchase items on sale and may not get the chance to get the same deal again.
- 22. Parking** – Parking by staff on Pacific Avenue (in the front of the building) is always prohibited. Please use the designated parking stalls behind the building, or the public parking areas by the park. On busy days road cones will be put out by management to hold parking spots for staff, so feel free to move the cone and park in that stall. There is also additional parking on the public lot across the street south of the park.
- 23. Funland Equipment & Property** – All physical and digital property owned by Funland should be respected and treated tenderly. Any misuse or theft by staff will be noted and will result in termination with possible legal action. Personal use of Funland facilities (game floor use after hours, laser tag after hours, or party room use) must have consent from management prior to use.
- 24. Arrest or Conviction** – If you have been arrested or convicted of a crime after beginning employment at Funland, the offense must be reported to management immediately.
- 25. Customer’s Used Cards** – Once a customer has redeemed their chosen items using their game card and have rendered their used card to staff, **staff is required to immediately insert the card in the card recycling bin**. Once cards have been surrendered to staff, staff members are not allowed to keep the card for any reason or give the card to other customers.
- 26. Game Errors/Issues** – Radio the Tech on duty at the time of the error by saying “Code 7 (game)” and repeat till you receive a response back. If there is no Tech on duty, then radio a Supervisor. Do not attempt to fix or test games yourself, unless otherwise instructed by management. Never speak of game problems in front of a customer. Never speak of game winning strategies with customers either.
- 27. Harmful Behavior/Dissent** – Staff that intentionally cause dissension (between staff) or harmful behavior that contributes to Funland’s loss of business or degradation of Funland’s company image will be disciplined (which may lead to termination). This applies to staff behavior on or off campus (including social media). All social media posts that mention Funland must be approved by management before posting.

- 28. Staff Wages** – Staff wage rates are never to be discussed in any way with other staff.
- 29. Hours** – Only supervisors, marketing director, and manager receive guaranteed hours. Remaining hours will be distributed based on attendance, attitude, policy adherence, and productivity.
- 30. Staff Romantic Relationships** – If you are in a relationship with a coworker, or have started a relationship after employment, management will need to be informed as soon as possible.
- 31. Accidents or Injuries** – All accidents or injuries that occur on company property must be reported immediately to a supervisor or to management. If an emergency or accident occurs during a shift, radio a supervisor by saying “Code RED at (location)”. Once the emergency has been resolved a supervisor or management will assist you in filing the accident/injury form (regardless if it is a staff or customer injury).
- 32. Phone Use** – Associates are to put their phones in their lockers before the start of their shift. Supervisors, Techs, and Management can keep cell phones on their person, but must maintain minimal phone use in front of customers. Personal text, chat messaging, or phone conversations while on shift are prohibited.
- 33. Radios** - Always wear a radio and respond when needed. Keep responses concise and enunciate clearly. To use a radio properly you must hold the button a second before talking, ensure you are on the correct station, the battery is charged, etc. Do not abandon an assigned position to seek assistance, radio a Supervisor and say “code 2 (at your location)” instead. See the Code List for more details on which codes to use in the appropriate scenarios.
- 34. Language** – Verbal expletives (cussing), sexual innuendos, bullying, discussing customers negatively, or any other type of offensive language is always prohibited on Funland campus or off-campus while wearing your Funland uniform. This also goes for quoting people who have used foul language. For instance, when reporting to management about a situation with an unruly customer, use “F-word” or other non-offensive filler word to describe the scenario.
- 35. Message Boards** - The white boards leading into the front of house are to be used only by management, or approved supervisor posts (same goes for Basecamp Message Board posts).
- 36. Policy Violations** – disorderly staff will have multiple chances to correct their behavior. The procedure for correcting repeat violations is as follows—first: a verbal warning, second: a discussion form, third: a formal write up, Fourth: termination.
- 37. Paid Breaks** – You get a 10 minute break for every 4 hours worked. We give you two options: You can take a 10 minute break for every four hours that you work, but you must take the 10 minutes all at once. If you choose this option you will need to ask a supervisor to take your break, and you will not be allowed to go into the backroom (to get drinks and or food at your leisure). That will need to be done during the 10 minute break. Once your break is up you must go back to your assigned position.

The second option is to take several mini breaks throughout your workday (to get a drink and or food) when customer traffic permits.

38. Smoking/Vaping – You are not allowed to smoke/vape on your paid breaks. If you choose to smoke on your lunch break, you can go to the park behind Funland or somewhere off campus. You must remove or cover your Funland attire if you are smoking/vaping in public.

Staff Agreement

By signing this document, I acknowledge that I have read and understood the above duties of my position and will always continually strive to adhere to these duties.

(Print Name)

(Signature)

(Date)