

Introduction

Thank you for your interest in helping raise funds for your Non-Profit Charitable Organization's ("NPCO") cause. It is truly admirable. We greatly appreciate your interest to this service and embrace the opportunity for Elite to do its part in giving back to the community through this program

This package will provide you with all of the information that you need to participate in this program.

Eligibility

To be eligible to participate, all NPCO "Volunteers" must meet the following requirements:

- Be a member participating on behalf of the charitable organization;
- Be 18 years of age or older with a government issued photo identification stating date of birth;
- Acknowledge and agree to the information and policies provided in this Volunteer Information package.
- Sign a "Non-Profit Charitable Group Individual Volunteer Form" prior to each volunteer activity. (*included in this package*)

Pre-Planning

Volunteers will be provided directions and a "Non-Profit Charitable Volunteer Parking Information" sheet. Volunteers must understand they are expected to arrive at their assigned volunteer activity time and that traffic may be very heavy in the area. Most streets around the parking area are designated as "No Parking" and if used will likely result in vehicles being ticketed and towed at the owners expense. Elite recommends Volunteers consider the San Diego Trolley or participation in a ride sharing program(s).

Required Items

All Volunteers must agree to bring the following items to their volunteer activity and maintain them in their possession at all times while at Qualcomm Stadium:

- A federal or state government issued photo identification (*with DOB*)
- Pen and paper (*small note pad recommended*)

Prohibited Items

All Volunteers must agree to not bring the following items to their volunteer activity (*nor acquire and/or use them at any time during their time at the volunteer site*):

- Large backpacks
- Valuables such as large amounts of cash, credit cards, expensive jewelry, etc.
- Flashlights larger than 2 (two) AA cell battery capacity
- Mace, pepper spray or tear gas (*even if privately licensed*)
- Any weapons or striking devices (*including pocket knives, large metal key chains, etc.*)
- Alcohol or any glass containers
- Cameras, video and audio recording devices (*independent units*)

It is recommended all necessary items be brought in clear plastic bags for security screening purposes. There is no secure check-in system therefore other items should not be brought with the expectation of acceptance or safeguarding.

Check-In

Elite check-in is at Qualcomm Stadium, Gate J (*South side of the Stadium near the Trolley Station*). NPCO's have a dedicated check-in area under a sign stating "NON-PROFIT CHARITY CHECK-IN" and all Volunteers should proceed to that area. If Volunteers need directions they should ask for "Elite Check-In at Gate J". When Volunteers arrive, an Elite staff member will verify their identity and age (*Volunteers are required to bring a government issued photo identification with DOB*), collect the fully completed "Non-Profit Charitable Organization Volunteer Individual Agreement" form (*Volunteers should have this form signed and ready to submit*) and confirm Volunteers meet the attire and grooming guidelines.

Once the verification process is complete Volunteers will be directed to a specific check in area where they will be given an ID badge on a lanyard and printed materials. The ID badges are numbered and unique to each Volunteer and may not be trades with others. The printed materials must be read and remain with each Volunteer throughout their entire activity.

Once Volunteers are issued an ID badge/lanyard, they will be directed to a uniform distribution area. Volunteers must request the proper sized uniform item. If they obtain one that is too tight or too loose they will be directed back to exchange it for a properly fitted item.

At this time Volunteers will have received all their uniform items and printed materials and will be directed to a briefing area where you will unite with the Charity leader and Elite leadership employees. At this time Volunteers will receive a briefing with additional details about the game and their assignments.

Assignment Expectations

Volunteers should expect to receive one (*or more*) of the following assignments:

- Ushering: Primary duty of assisting guests with finding their seats; Secondary duty of providing information and directing guests to other areas within the Stadium.
- Ticket Scanning: Primary duty of scanning guests tickets while entering; Secondary duty of providing information and directing guests to areas within the Stadium.
- Guest Direction: Primary duty of directing guests to levels, sections or other areas within the Stadium. Secondary duty of providing information to guests.
- Wristbanding: Primary duty of placing wristbands on guests with the applicable ticket; Secondary duty of providing information and directing guests to areas within the Stadium.
- Administrative: Primary duty of assisting with administrative and logistical matters associated with Elite's base operations; Secondary duties of providing relief to other volunteers

When Volunteers are given assignments they will be provided with additional instructions about their responsibilities specific to their assigned post for that activity.

Leadership Expectations

The performance of all Volunteers will be overseen by an NPCO representative (Charity Leader). Each Charity Leader will be assigned to an Elite supervisor and/or manager to provide policy guidance, coordinate quality assurance and assist with any matter outside the scope of a Volunteers assignment (*including assisting with incidents and emergencies*).

Guest Service Expectations

Elite has achieved the summit of excellence in performance and guest services. A Volunteer providing outstanding guest service is of the highest priority. Details on expectations will be provided on-site however please understand that Elite expects all Volunteers to adhere to high standards in this area.

Performance Expectations

Elite expects Volunteers to refrain from the following activities while in uniform and/or traveling to and from their assignment:

- Sitting (*without supervisors permission*)
- Leaning, crouching or slouching
- Folding your arms
- Putting your hands in your pockets
- Smoking
- Chewing gum or tobacco
- Accepting food, drinks, gratuities (*tips*), or promotional giveaway items (*including from clients and vendors*)
- Eating or drinking on post (*bottled water permitted with supervisor approval*)
- Cell phone use (including Bluetooth devices)
- Using abusive or obscene language
- Speaking to the media (*direct them to an Elite leadership employee*)
- Anything that will reflect poorly on Elite, the City or the Chargers organization
- Consumption of an alcoholic beverage within 6 hours of the start of the volunteer activity or at any time while on property.

If a Volunteer has a physical condition that prohibits them from using stairs, standing in one place for long periods of time or other condition, they must inform their group (Charity) leader in advance of their activity so reasonable accommodations can be made.

Safety

Volunteers are not working in a security capacity and are prohibited by law from identifying themselves as "security", a "security guard" or "security officer" to anyone.

As private citizens, Volunteers may take any reasonable action to defend themselves against physical violence but while volunteering are specifically prohibited from:

- Using physical force to restrain or limit the movement of anyone;
- Physically searching or patting down members of the public or their vehicles;
- Arresting or detaining a member of the general public or evicting them from a restaurant, bar, skybox or other area within the venue;
- Threatening to personally evict, or personally use physical force upon any member of the public.

If a Volunteer concludes that a guest or employee of a client has performed any unauthorized acts, entered an area without proper credentials or tickets or in any other way performed an act which warrants eviction or removal, they are specifically instructed to report their concerns and observations to a licensed Elite security officer, an Elite leadership employee, a law enforcement officer or their Charity Leader. They are to take no other action in such circumstances unless specifically ordered to do so by a public safety official.

Breaks

Charity Leaders and/or an Elite leadership employee will arrange for Volunteers rest, meal and restroom breaks. Volunteers will be informed of the break policy and the approved break areas during their briefing (*there is a strict employee break policy at Qualcomm Stadium that must be adhered to*). It is recommended Volunteers eat a healthy meal shortly prior to arriving at the Stadium as their meal break will be several hours after arrival. Volunteers are eligible to purchase a staff meal at a discounted price of \$6.00 (*please have CASH for the meal voucher*). Volunteers may only take their break when authorized by the Charity Leader or an Elite leadership employee. Volunteers may not take a longer break than authorized.

Post-Game

Volunteers are expected to remain at their assignment location until either the Charity Leader or assigned Elite leadership employee relieves them. Once a Volunteer has been dismissed they must proceed directly to the Gate J check-out area. At this time Volunteers will return all uniform and other items issued to them. If these items are not returned the NPCO will be billed for the full replacement cost. Once Volunteers check-out they must leave the Stadium immediately. Unfortunately, Volunteers are not allowed to remain and watch the game or any associated activities from inside (*post game events, fireworks, etc.*) Volunteers must always sign in and sign out for their assignment and initial next to their check-in and check-out times on the Volunteer Participation Sheet.

Ceasing of Activities

If at any time a Volunteer chooses to cease their volunteer activities for any reason, they may do so immediately. Elite would greatly appreciate it if Volunteers would inform the Charity Leader and/or an Elite leadership employee so they may make replacement accommodations, however if a Volunteer wishes to cease activities immediately Elite kindly asks they return to the NPCO check-in area at Gate J and inform the administrative staff working in that area of their assigned post location and that they no longer wish to fulfill their volunteer obligation. At this time Volunteers will return all uniform and other items issued to them. If these items are not returned the NPCO will be billed for the full replacement cost. Once Volunteers check-out they must leave the Stadium immediately.

ATTIRE

Volunteers must present themselves at the volunteer check-in area dressed in the following attire:

Pants

Solid black pants with belt loops. Logos on pants are limited to those smaller than a 1-inch square and may only be displayed on one of the back pockets above the thigh. Pants with one side/thigh pocket are allowed, but may not have any buttons or flaps. Nothing may be put in this side pocket. *Denim, jeans, corduroy, cargo-type, skinny, stretch or spandex pants are not permitted.*

Belt

Solid black belt. Belt must fit properly and the end of the belt must not extend more than three inches past the first belt loop. The only accessory that may be worn on a belt is a small flashlight (*up to 2 AA battery size*) with black holder. *Extreme, oversized belt buckles or utility belts are not permitted.* Belts should not be of style that displays multiple studs / spikes, etc.

Shirt

Solid white T-shirt. Shirt must remain tucked in to the pants. Shirt must fit properly without the sleeves showing while wearing a traditional polo style shirt. *In the event of inclement weather a solid white long sleeve T-shirt or solid white sweatshirt is permitted.*

Socks/Shoes

Solid black shoes. Must be closed toe, heel and have black soles. Shoe should cover entire top of foot. If it is a laced shoe the laces must be solid black. Visible logos or emblems must be solid black. High Heels, Crocs, platform soled shoes are not allowed. Solid black or white socks or hose must be worn.

Hats

Due to client requirements only company issued hats are permitted. If volunteers are working outdoors and wish to wear a hat, they may leave a deposit for a company-issued hat (*this deposit will be returned upon the return of the hat*).

Sunglasses

Sunglasses may only be worn outdoors during daylight hours as long as they are a neutral color and non-reflective. If they are strongly tinted, they must be removed when speaking to a guest. *Mirrored sunglasses are not permitted*

Other

Fanny packs may be worn, however they must be solid black and moderate in size (*a standard 16 ounce beverage can may not fit inside it*).

Upon checking in Volunteers may receive one or more of the following:

Polo Shirt

The polo shirt must be / remain tucked in snugly. The bottom two buttons of the shirt must be closed.

Wind Shirt

If provided, the wind shirt must be worn with sleeves down around the wrists. *Rolling up / pushing the sleeves higher than the wrists is not permitted.*

ID Badge on Lanyard

All Volunteers must display their ID badge on their lanyard on outer most garment at all times while at a post. No other lanyards, ID holders or carriers may be worn at any time.

To ensure a professional appearance, all clothing must fit appropriately and must not be faded, frayed or appear oversized.

GROOMING

In the hospitality business, appearance is very important. Consequently, maintaining a neat appearance and looking professional are our minimum standards. Grooming standards are as follows:

Hair

Men's hair should be clean and neatly trimmed and of a style that does not touch the shirt collar at all nor be greater than 6" in length in any direction. Ponytails, cornrows, spiked, weaved or braided styles are not permitted.

Women's hair must be conservative in appearance.

For both sexes only natural hair colors are acceptable. *Exotic styles (Mohawks, etc.) and colors (pink, purple, blue, green, etc.) are not permitted.*

Facial Hair

Facial hair is permitted as long as it is established, neatly groomed and maintains a professional appearance. Sideburns cannot extend beyond the bottom of the earlobes. *Facial hair longer than 1/2 inch in length is not permitted.*

Hygiene

Hands and face must be clean. Fingernails must be kept clean, moderate in length and free from any unusual fingernail polish, or designs. Men are not permitted to wear colored fingernail polish. No excessive make-up is permitted by either sex. *Offensive body and mouth odors (to include excessive use of perfume or cologne) resulting from poor hygiene practices is not permitted.*

Jewelry

Small rings or watches are allowed. Only one ring per finger is permissible (*wedding sets are acceptable*). Women may wear one earring per ear lobe only, provided they are not hoops or large dangling earrings. Men are not allowed to wear earrings. *Earlobe expanders, visible holes that were a result of wearing earlobe expanders and visible piercing, including a tongue piercing are not permitted.*

Body Art

Tattoos that are on the head, hands, or face are not acceptable at any time. Tattoos that are above the shoulder line, and not on the head or face must not be visible while in Elite uniform. Volunteers must understand that, without prior notice, any client may object to visible tattoos and may request that any visible tattoo be covered.

**The following document should be printed and signed prior to arrival at
Qualcomm Stadium.**

Please bring the signed document with you to each group activity.

INDIVIDUAL VOLUNTEER AGREEMENT/NON-PROFIT GROUPS 2016

READ THIS CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS.

I (*Printed Name*) _____, hereby represent and warrant to Elite Show Services, Inc. ("Elite") as follows:

1. VOLUNTEER FOR CHARITY. I am volunteering my time and personal services on this date at Qualcomm Stadium (the "Facilities") at a Chargers Football game. My services are giving voluntarily without promise or expectation of compensation, but solely for my personal purpose and pleasure, for the benefit of _____ a ("Charity") I participate in.

2. NOT AN EMPLOYEE I am not an employee of Elite and understand that there is no employer/employee relationship between us in regard to my services for the benefit of my charity. I understand that Elite shall make a donation to my charity as a result of my voluntary services today. I consent to and support such donation to my charity.

3. REPRESENTATIONS AND CONSENT. The undersigned represents and warrants that I am at least 18 years of age and have photo identification on my person. I possess proof of citizenship (driver's license or similar identification). I agree to stay in my assigned location. I will not bring any unauthorized people or children into the stadium, seating areas or concession stands. I agree to abide by all rules, policies and directions of Elite in performance of my voluntary service.

4. ASSUMPTION OF RISK. The undersigned expressly assumes any and all risks involved with or arising from his/her entry into and use of the Facilities, including without limitation, the risk of death, bodily injury or property damage, the unavailability of emergency medical care or the negligent or deliberate actions of others.

5. INDEMNIFY AND DEFEND ELITE. The undersigned shall indemnify, defend and hold harmless Elite from any and all claims, causes of action, damages, judgments, costs or expenses, including attorneys' fees, which in any way arise out of, or relate to, the undersigned's use or entry into the Facilities, or performance of services for the benefit of Charity.

6. ARBITRATION. If any dispute arises between Elite and volunteer, such dispute shall be resolved without a trial by submission to binding arbitration in San Diego County, California, before a retired Judge. If we are unable to agree on a retired Judge, each party will name one retired Judge and the two named Judges will select a neutral Judge who will act as the sole arbitrator. Discovery will be permitted in accordance with California *Code of Civil Procedure* § 1283.05, and either party may request that the arbitrator limit the amount or scope of such discovery. The parties shall split equally all fees and costs of such arbitration proceedings.

I HAVE READ THIS AGREEMENT. I UNDERSTAND THAT BY MAKING THIS AGREEMENT I SURRENDER VALUABLE RIGHTS. I DO SO FREELY AND VOLUNTARILY. I FURTHER CERTIFY: THAT I AM LEGALLY COMPETENT TO SIGN THIS AGREEMENT; THAT I UNDERSTAND THE TERMS HEREIN ARE CONTRACTUAL AND NOT A MERE RECITAL; THAT I HAVE SIGNED THIS AGREEMENT AS MY OWN FREE ACT; AND, IF I HAVE ANY DOUBTS CONCERNING THE CONTENTS OF THIS AGREEMENT, THAT I WILL CONSULT WITH AN ATTORNEY BEFORE SIGNING IT.

SIGNATURE: _____ **STREET ADDRESS:** _____

PRINTED NAME: _____ **CITY AND STATE:** _____

DATED: _____ **TELEPHONE #** _____