

### Introduction

Thank you for your interest in leading the effort of your members (“Volunteers”) to help 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.

### Leader Eligibility

To be eligible to participate a leader, a NPCO Volunteer must meet the following requirements:

- Meet the eligibility requirements of a basic Volunteer
- Agree to act as a liaison to Elite on behalf of your NPCO on scheduling and other matters.
- Agree to act as an on-site Charity Leader on game days (or provide a qualified, pre-identified back-up)

### Communications

All communications between Elite and the NPCO should be between the Charity Leader (or a pre-designated back-up) and the Elite Group Coordinator, Greg Delmage (“Elite Liaison”). The Elite Group Coordinator may be contacted at [charityprograms@eliteservicesusa.com](mailto:charityprograms@eliteservicesusa.com) or 619-888-6711.

### Scheduling Volunteers

Once an NPCO has been approved for participation, scheduling of their Volunteers will proceed as follows:

#### Pre-Season

***Step 1:** (No Later Than one business day after approval)*

Elite Liaison will send an e-mail to the charitable organization providing the available dates for volunteering.

***Step 2:** (No Later Than three business days after approval)*

Charity Leader replies to e-mail from Elite Liaison stating what games the charitable group would like to commit to sending volunteers and average number of Volunteers the group anticipates providing (*by game if applicable*).

#### Regular Season

***Step 1:** (28 days prior to each San Diego Chargers home game)*

Elite Liaison will send an e-mail to the Charity Leader informing them of the desired report times and requesting a response on the updated number of Volunteers the NPCO estimates it will provide for the game (*at that desired report time*).

***Step 2:** (NLT 21 days prior to each San Diego Chargers home game)*

Charity Leader replies to e-mails from Elite Liaison with number of volunteers signed up for that specific game.

***Step 3:** (10 days prior to each San Diego Chargers home game)*

Elite Liaison will send an e-mail to the Charity Leader requesting the names of the Volunteers that will be present at the game.

Step 4: *(NLT 7 days prior to each San Diego Chargers home game)*

Charity Leader replies to Elite Liaison with names of the Volunteers that will be present at the game using the form provided by Elite Liaison in the format specified.

Step 5: *(NLT 5 days prior to each San Diego Chargers home game)*

Elite Liaison will send an e-mail to manager, scheduling the list of Volunteers that will be present at the game *(and name of Charity Leader if different than primary)*.

Step 6: *(NLT 3 days prior to each San Diego Chargers home game)*

Charity Leader will e-mail Elite Liaison with any changes to names of Volunteers or Charity Leaders that will be present at the game *(if any)*.

### Pre-Planning

The Elite Liaison will provide the Charity Leader a “Non-Profit Charitable organization Volunteer Parking Information” sheet. It is the Charity Leaders responsibility to provide this information to each Volunteer. The Charity Leader must emphasize to the Volunteers that 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 vehicles will likely be ticketed and towed at the owner’s expense. Elite recommends Volunteers consider the San Diego Trolley or participation in a ride sharing program(s).

### 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. Leaders must insure Volunteers understand if they get lost and need directions they should ask for “Elite Check-In at Gate J” and not identify your individual Charity *(other vendors may be using the same group or one with a similar name in a different capacity)*. Charity Leaders must be at the check-in area to greet and provide additional information to their Volunteers at that time. *(Volunteers will not be checked in until a Charity Leader is present)*. Volunteers not properly groomed or attired will not be checked in and allowed to volunteer.

### Required Items

Charity Leaders must insure Volunteers 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

Charity Leaders must insure Volunteers do 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.

### Briefing

Once Volunteers are properly checked-in they will be directed to a pre-assigned area (this area will be provided to you by the Elite Event Staff manager). Charity leaders should direct their Volunteers to this area and then participate in the employee briefing (the senior Elite leadership employee will defer to Charity Leaders for comments during the briefing). After the briefing the Charity leader should proceed to deploy Volunteers to their assignments with the Elite leadership employee assigned to their area.

### Assignment Expectations

Charity leaders must insure Volunteers understand they will be expected to perform 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 for that activity by Charity Leaders and Elite leadership employees. Even though fans may not have arrived in the assigned area, Volunteers must understand it is critical that they stay at their assigned post. If a Volunteer walks off from their post, the NPCO will not receive credit for their services

### Leadership Expectations

The performance of all Volunteers will be overseen by a Charity Leader. Each Charity Leader will be assigned an Elite supervisor and/or manager to provide policy guidance, coordinate quality assurance and assist with any matter outside the scope of a Volunteers primary assignment (*including assisting with incidents and emergencies*). The Charity Leader will have final authority on performance and discipline issues. The Elite leadership employee will have final authority on policy matters, quality assurance matters (*including immediate discharge for multiple or gross performance violations*) and matters outside the scope of the Volunteers primary assignment.

### 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 Charity Leaders to insure all Volunteers 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 Charity Leader in advance of their activity so reasonable accommodations can be made. The Charity leader should coordinate this with the Elite Event Staff Manager.

### Safety

Charity leaders are to insure Volunteers understand they 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.

The Charity leader must insure Volunteers understand that as private citizens, they may take any reasonable action to defend themselves against physical violence but while volunteering they 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.

Charity Leaders must insure Volunteers understand that if they conclude 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 the 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*). Charity leaders must recommend to Volunteers they eat a healthy meal shortly prior to arriving at the Stadium as their meal break will be several hours after arrival. Charity leaders must also insure Volunteers understand they are eligible to purchase a staff meal at a discounted price of \$6.00 but must have CASH for the meal voucher (*exact amount preferred*). 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 and should immediately return to their assigned post upon completion of break.

#### Post-Game

Charity Leaders are to insure Volunteers understand they are expected to remain at their assignment until either the Charity Leader or assigned Elite leadership employee relieves them. Once a Volunteer has been dismissed the Charity Leader must direct them 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.*) Charity Leaders 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 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.

#### Closing

Once again, thank you for agreeing to coordinate the efforts of your NPCO Volunteers and ensure that they have the proper information and training in order to succeed at San Diego Chargers home games. Please remember that 100% fan satisfaction is not only the goal, it is the requirement. If you have any questions please feel free to ask an Elite management employee for assistance.