



Cast Member Manual

Planet Ice Cast Member Manual

Second Addition

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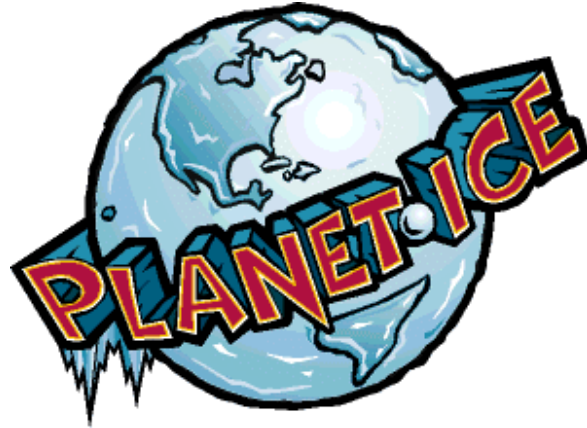
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YOU ARE PLANET ICE

Congratulations! We are very happy to have you as a new member of our cast at Planet Ice. Successful companies know that Guests form an impression of them based on each encounter with their cast members. That is why they treat every Guest contact as the moment of truth, a time when a relationship can be made or broken.

OUR GUESTS

You will always hear the patrons of our facility referred to as “Guests”. To a Guest, you are Planet Ice, no matter what your job. Guests will come away from every encounter with you feeling either happy or dissatisfied, and that is how they will think of Planet Ice until their next transaction.

You are a very important person at Planet Ice. That is because in every Guest encounter you have the power to influence their experience. Realize that what you do matters.

A careless word or an indifferent attitude, can ruin a Guest relationship forever. On the other hand, if you are helpful, enthusiastic, and concerned, people will be impressed with you and
Planet Ice.

EMPLOYMENT CLASSIFICATION

It is critical for all cast members to identify the employment classification that applies to them. Many of the policies of Planet Ice affect these classifications differently. Please understand these policies to help you avoid any misunderstandings.

***FULL TIME**

-If you have been hired to work at least 40 hours per week, you are considered a FULL-TIME cast member.

***PART TIME**

-If you have been hired to work less than 40 hours per week, you are considered a PART-TIME cast member.

***SEASONAL**

-If you have been hired for a specific length of time or contracted to work a particular project only, you are considered a SEASONAL cast member. In this case, your supervisor will attempt to keep you as informed as possible as to the scheduled term of your employment. However, Planet Ice reserves the right to alter the representation of the anticipated length of your employment term as work loads dictate.

PERFORMANCE EVALUATION PERIOD

All new cast members are hired with the understanding that the first ninety (90) working days of employment shall be an evaluation period. During this evaluation period, your abilities and work performance will be monitored by your immediate supervisor. You may be terminated without cause during this period.

Upon successfully completing the ninety (90) working day requirement, your performance will be reviewed by Planet Ice management and shared with you by your supervisor.

In the event of transfer from part-time or seasonal status during your evaluation period, your days worked will be applied toward the satisfaction of your evaluation period.

TIMECARDS

All hourly cast members will be required to accurately record their time worked on a timecard. Timecards are important company records; falsification or alteration of time cards, making entries on other staff members' cards and / or failure to make required entries on your timecard may be cause for discipline, including discharge. If you punch your card incorrectly or your time is incorrectly computed, request your supervisor make the necessary corrections and initial the card.

All hourly cast members are required to punch their cards at the clock when reporting to work and whenever leaving work. Cast members are not permitted to "punch-in" more than ten (10) minutes prior to their scheduled start time. They are also not permitted to "punch-out" more than ten (10) minutes after their scheduled stop time unless otherwise directed by their supervisor.

*****The payroll department will not recognize any abnormality of a cast members timecard without written authorization from your supervisor. All abnormal timecard matters must be resolved BEFORE the end of the pay period and the collection of the timecards.

OVERTIME POLICY

The management of Planet Ice makes every effort to schedule work as efficiently as possible. In our business, however, it sometimes becomes necessary to require our cast members to work overtime hours. We shall try to advise cast members of impending overtime requirements in advance. When announced in advance, the overtime work will be mandatory.

Hourly cast members will be assigned to work overtime by their supervisors. All overtime work will be approved in advance by management.

For the purposes of the Fair Labor Standards Act, the company must pay overtime at a rate of one and one-half (1-1/2) times your regular hourly rate for hours in excess of forty (40), in one week.

Overtime will be computed based on hours actually worked. Paid holidays, vacation days and personal days, where the cast member is paid straight time for not actually performing work, are not counted as hours worked toward a 40-hour week for overtime purposes.

Weekends will not be considered overtime periods. Salaried cast members are considered "exempt" and shall not be eligible for overtime pay.

PAID HOLIDAYS

Listed below are the holidays for which the company compensates the full-time cast members when the holiday falls on a work day. This privilege only applies to full-time, hourly cast members who have worked beyond the ninety (90) day evaluation period. If you are required to work one or more of the days listed below as a full-time cast member, you will be eligible to receive "holiday pay" which is one and one-half (1-1/2) times your regular hourly rate for the hours worked that day.

NEW YEARS DAY
MEMORIAL DAY
JULY 4TH
LABOR DAY
THANKSGIVING DAY
CHRISTMAS DAY

In addition to the conditions outlined above, for a cast member to be eligible for holiday compensation, he / she must be present the day immediately before and the day immediately after the holiday.

ALL CAST MEMBERS ARE SUBJECT TO WORK HOLIDAYS MANDATED BY MANAGEMENT.

RELIGIOUS HOLIDAYS

Planet Ice respects the right of each cast member to worship as his or her faith dictates, but it is economically impossible for us to provide time off with pay for all religious holidays. Cast members may apply for personal days, or vacation days toward any religious holidays they wish to observe. If a staff member has no paid time left, he or she may request the day off without pay. However, we expect all cast members to make arrangements with their supervisors at least one (1) month in advance.

PERSONAL DAYS

All full-time cast members who have given ONE (1) FULL YEAR of service are entitled to five (5) personal days. These days are compensated days to be used for sick days, and / or personal obligation days. This policy was structured to create honesty among cast members for off time they may need for personal requirements; with this privilege goes obligation. We request days that are taken for issues other than sickness be scheduled as far in advance as possible to help reduce scheduling problems.

VACATIONS

After a full-time cast member's one-year anniversary, he or she may be entitled to one (1) week of vacation time which includes five (5) days with pay, two without. All vacation time must be scheduled at least two (2) months in advance with your supervisor. It is to your advantage to schedule your vacation as far in advance as possible in order to assure your first choice. Vacations must be scheduled as five (5) consecutive work days to include one weekend. Personal days and vacation days cannot be substituted for each other.

Any vacation that remains at the end of a calendar year is forfeited, unless the company requests that you do not take it. If you leave Planet Ice before taking the vacation time to which you are entitled, you will be paid for these days in the form of straight-time in proportion to the amount of the year worked against your calendar start date, provided you have given the required two (2) weeks' written notice of resignation.

ABSENTEE POLICY

Absenteeism creates hardship for your fellow cast members and the overall company. Missing unexpected days beyond the five (5) personal days awarded to full-time cast members is not acceptable except under emergency circumstances.

Absenteeism shall be handled in one of the two classifications which shall be determined by your supervisor.

EXCUSED ABSENCE- For an absence to be excused you must:

A) Use a personal day awarded to you, if one is available.

OR

B) Provide written documentation justifying your absence as an emergency or illness such as a doctor's receipt or note.

UNEXCUSED ABSENCE- If a cast member has no personal days available and no written documentation (i.e. a doctor's note), that absence is considered unexcused. As with all absences, cast members are expected to provide adequate notice of absence for scheduling purposes. You may be asked to find someone who would normally be off at the time of your absence to "fill-in" for you. This person MUST be qualified to perform the same function you would have been asked to perform.

POLICY: If a cast member has two such unexcused absences in any six (6) month period, the cast member will be subject to disciplinary action, including discharge.

BAD WEATHER PLOICY

In the rare instance that Planet Ice should be closed to bad weather, your supervisor will attempt call you at least one (1) hour before the start of your work shift. Please do not contact your supervisor. If the weather is poor and you do not receive a telephone call, assume the work schedule has not been effected. If Planet Ice is not closed one (1) hour before your scheduled shift, and you are sure that you will not be able to get to work, only then should you call your supervisor.

If Planet Ice is closed due to bad weather and you are scheduled to work that day, full-time cast members will be paid their usual wages. The time off will not be considered a personal day. If Planet Ice is not closed during your shift and you can not make it to work, it will be considered a personal day.

EMERGENCY AND BEREAVEMENT LEAVES

We expect cast members not to abuse personal days which were designed to accommodate their important needs. If a cast member does not have any personal days remaining, the company will give any cast member up to three days off, without pay, in the case of the death of a member of your immediate family. Immediate family shall be defined as parents, brothers, sisters, spouses or children.

Two (2) days off without pay is permitted when there is an overriding personal emergency involving a member of your immediate family. If you are unable to contact your supervisor in advance about this type of leave, please contact the corporate office where an answering machine is available at all times to take your message.

MATERNITY LEAVE

Maternity leave is granted to a pregnant staff member. It is necessary to submit a doctor's letter stating the last day you are permitted to work before delivery. The leave must end no later than six (6) weeks following delivery. No compensation is given to a cast member under such a leave.

PATERNITY LEAVE

Paternity leave is granted to a new father for one (1) week after the birth of his child. A doctor's letter stating the delivery date must accompany your return to work. No compensation is given for this time.

MILITARY LEAVE

Military leave is granted to any cast member who participates in the U.S. Armed Services Active Reserve or National Guard. They are permitted to take as much non-compensated time off as the obligation requires.

JURY DUTY

When you are called to serve on a jury, you will be granted a leave of absence without pay.

INFORMATION FOR DEPARTING EMPLOYEES

In the event of the termination of your employment with Planet Ice, you will be required to return keys, credit cards, tools, uniforms, communication devices, safety or any other equipment or company property you were given to perform your job. You will be entitled to a receipt for the items you have returned. You will be held financially responsible for the items not returned. Any moneys signed for and not returned may also be withheld.

UNIFORMS AND DRESS CODE

Our dress code may vary some from job to job and department to department. We ask that you always report to work dressed neatly and appropriately. Your supervisor will advise you as to the appropriate dress requirements for your department and position. All employees will be expected to wear khaki (tan) pants and the proper brown or black shoes and a belt that matches your shoe color. A shirt(s) will be assigned to you and you will be expected to return it in the event of termination. If you do not return clothing items, the value of the item(s) will be withheld from any pay owed to you at the time of termination.

If a cast member is not dressed appropriately he or she will be asked to punch out and go home to change into the proper clothing.

Regardless of the job classification, it is the cast member's responsibility to ensure that his or her appearance is one that will give a good impression of Planet Ice. Cast members are expected to report to work with properly-laundered clothing and partake in good personal hygiene. All body hair will be kept clean, neat and trimmed.

Dress code also applies to wearing a *winning attitude*, which is crucial for our continued growth. Derogatory language will not be permitted. Wear a smile; it will solve many of the daily problems we encounter.

CAST MEMBER REVIEW PROCEDURE

We have established a review procedure through which you may be afforded an opportunity to discuss and resolve work related issues. Issues that may be covered under this review procedure include hours of work, rights under personnel policies, wages, discipline, harassment, safety and/or any situation related to your employment at Planet Ice. If any specific issue regarding safety is noticed, it must be immediately reported to your supervisor. Other grievances / issues must be filed with your immediate supervisor within three (3) working days or they will be considered stale issues and will hold no validity.

If you have a grievance, we encourage you to use the following course of action:

- 1) Discuss the problem with your immediate supervisor and try to settle the problem without further action. Our goal is to find solutions at the supervisory level whenever possible.
- 2) Request that the department manager arrange a meeting between your immediate supervisor, yourself, and the next level of management to review the matter. During this meeting, you will be given the opportunity to contribute your position along with any information you wish to present. After the meeting, the manager will render a decision to resolve the issue.

If the review procedure is used, the proceedings will be kept as informal and as confidential as possible. We assure all cast members that every complaint will be investigated, and there will be no retaliation for filing a complaint.

It must be understood that not all reviews will be resolved in the cast members favor. The review process provides the opportunity for you to learn the reasons behind certain actions and for you to discuss your position with the supervisors and management. It is our policy to strive for fairness for all concerned.

PARKING POLICY

All cast members will be required to park in the areas designated by your supervisor. This will, of course, leave the best possible parking areas for the guests of our facility. All cast members parking their vehicles on company property must have a valid driver's license, a valid inspection and current insurance as mandated by PA state law. No exceptions will be made to this policy.

SMOKING

Smoking will not be permitted anywhere inside the facility at any time. You may use your break time to smoke outside of the building and in the rear. Smoking in the guest areas, including the front / guest parking, is absolutely PROHIBITED and will be grounds for discipline.

TELEPHONE

Every member of the cast is a salesperson and represents the mood and attitude of Planet Ice. When answering the telephone, each staff member is required to say the name of the company and their own name. We expect all telephone calls to be answered in a sincere and cheerful manner. You must display a sincere concern for the interests of the party calling. This brief and often first-time impression can mean the difference between a successful or failed introduction to Planet Ice.

When making outside telephone calls, you must display the same positive, friendly attitude by wearing a smile even on the phone. While the person on the other end cannot see your smile, somehow they can feel it in your presentation.

The telephone is the lifeblood of our growth. Proper telephone manners must be law to ensure a bright future for us all. Both incoming and outgoing calls should be related to your work. Extensive incoming or outgoing calls are not permitted, including during break periods. Abuse of the telephone may result in discipline, including discharge.

VISITORS

All cast member related visitors will be treated as guests and expected to pay to enter unless otherwise arranged with your supervisor. All guests will remain in guest areas, no exceptions. They must check in with our attendance office and arrange to see you on break or off time. Failure to do so will result in the removal of the guest and discipline for the cast member.

FOOD SERVICES

Due to the nature and inherent danger in the food service areas, no unauthorized personnel will be permitted into these areas. No food or drink is to be taken into or from these areas without the permission of a supervisor. A discount for food purchased at our concession will be available for all cast members. You may NOT make a sale of any

merchandise to yourself. You must have your supervisor make the transaction and maintain the receipt for inspection until you have completed consumption. Possession of any Planet Ice merchandise without the proper receipt will be considered stealing and will be grounds for termination.

SAFETY REGULATIONS

We expect that all cast members will follow the basic rules of safety appropriate to all work areas within the company.

All cast members are responsible for following safe work practices and for reporting to their supervisor any condition that is potentially dangerous. Planet Ice is interested in the health and safety of our cast members. The following are some company-wide safety practices and policies we would like to specify.

- 1) Do not try to lift, move or carry anything heavy by yourself. If you need assistance, call your supervisor to make the appropriate arrangements.
- 2) Report any injury, no matter how minor, to your supervisor. Should you have an injury or feel ill while at work, go directly to your supervisor or the next highest on the organizational chart.
- 3) If you get hurt on the job, it is required that a formal accident report be filled out by yourself and the supervisor - no matter how minor the injury. The formal injury report should be forwarded to the management, which will be responsible for filing a report with the Workers Compensation insurance center.
- 4) All cast members are responsible to wear the appropriate safety gear for the job. Failure to do so will warrant discipline.
- 5) The mechanical rooms and food service areas will be off limits to any cast members that are not authorized to enter these areas. This is for safety reasons.
- 6) The ice surface is off limits to any personnel except the operator during resurfacing. The only exception will be one approved cast member to move any objects on the ice surface at the direction of the operator ONLY.

PLANET ICE ALCOHOL AND DRUG POLICY

It is the belief of Planet Ice that cast members cannot properly, efficiently or safely perform their assigned duties if they are impaired by non-prescriptive drugs or alcohol. It is also our belief that persons who regularly abuse alcohol or drugs while not at work also have difficulty performing in the aforementioned manner. It is for this reason Planet Ice prohibits reporting to work while impaired by drugs or alcohol. Likewise, the consumption, possession, distribution, or use of these substances on company property of job site, on duty or not, is strictly prohibited.

ANY CAST MEMBER FOUND IN VIOLATION OF THIS POLICY WILL BE IMMEDIATELY TERMINATED.

CODE - OF - CONDUCT REGULATIONS

Planet Ice expects each cast member to meet certain standards. We have established the following code of conduct which applies to all cast members. These rules are designed to promote orderly, efficient operations and the safety and rights of all Planet Ice cast members. They apply any time you are on company property, on assignment or representing Planet Ice in any way.

It is the policy of Planet Ice to be impartial and consistent in the administration of these rules. The violation of any of these rules will result in disciplinary action which may include discharge.

- 1) Removal, willful destruction or misuse of the property of the company of other cast members.

- 2) Fighting, assault or battery with physical contact (including improper touching).
- 3) Possession of a firearm or other weapon on company property or while acting as a representative of the company.
- 4) Endangering the safety of others.
- 5) Consumption, distribution, possession or use of intoxicants or illegal substances on company premises.
- 6) Reporting to work under the influence of alcohol, drugs or other behavior altering substances.
- 7) Verbal or physical abuse of another cast member or guest.
- 8) Improper release of confidential or other privileged information.
- 9) Disorderly or immoral conduct.
- 10) Refusal to perform assigned tasks, follow directions or orders.
- 11) Falsification of records. This includes employment applications, time records, expense accounts or any other Planet Ice form / literature.
- 12) Intentionally punching a timecard of another cast member or having another cast member punch your timecard.
- 13) Absence for three (3) consecutively scheduled work days without the proper documentation from a physician.
- 14) Unauthorized absence form the company premises during a work day.
- 15) Assault by attempted or threatened physical violence.
- 16) Sleeping while on duty.
- 17) Excessive absenteeism or tardiness.
- 18) Failure to report a personal accident, injury or incident.
- 19) Failure to wear the appropriate safety equipment or clothing.
- 20) Lack of effort, unsatisfactory performance of job duties.
- 21) Bringing unauthorized visitors on company premises.
- 22) Interference with or interruption of another staff members work.
- 23) Solicitation or distribution of non work related items during working times.
- 24) Excessive makeup, jewelry or other personal effects.
- 25) Failure to maintain an acceptable appearance.
- 26) Posting of any notices without prior consent from the appropriate supervisor.
- 27) Conducting personal business on company time.
- 28) Gambling, wagering or betting on company premises.
- 29) Loitering.
- 30) Abuse of break time.

Cast members are required to be at their work stations, in the proper attire and ready to work at their scheduled start time. Each cast member is responsible to keep their work space clean and safe. Break time will be assigned by your supervisor.

GOOD HOUSEKEEPING

The progress of Planet Ice is dependent upon the appearance and efficiency of its operation and service to the guests. Both are impaired by disorderly or disorganized places of work. It is your responsibility to keep you work area clean and orderly at all times.

You will be required to do your part in helping to keep the bathrooms, parking lots, guest areas and other facilities immaculate. Due to the alternate use of this facility as a training center and a showpiece for Burley's Rink Supply, the highest standards will be adhered to for cleanliness. Nothing less will do.

SECURITY

Planet Ice contains valuable materials and sometimes large amounts of currency. All cast members should pay close attention to the security of the facility and all contents. Notify your supervisor immediately if you notice anything

suspicious. If anything is missing, report such occurrences to your supervisor immediately. Planet Ice is not responsible for any personal items left on Planet Ice property.

BURLEY'S RINK SUPPLY, ICE SPECIALTIES AND PLANET ICE

This concept brings three distinctly different corporations under one roof. We believe that this will enable each separately functioning operation to benefit from the others. Because of the close relationship and locations of BRS and IS, you may be called upon to help in some form or another. If a BRS customer dials the wrong number, comes in to visit through the wrong door or sees an unclean area, even though it is not a direct responsibility of the other company, it is still representative of the whole operation.

It is for this reason that we will always treat our guests and the guests and staff members of Burley's Rink Supply and Ice Specialties to the highest level of service and respect. Each and every person that enters our facility has the potential to be a customer which could spend a few dollars or a few million dollars. Every cast member will be held accountable for each and every guest contact no matter what your job.



"CHILLY WILLY"

BURLEY'S RINK SUPPLY, ICE SPECIALTIES AND PLANET ICE.

"SERVING THE ICE RINK INDUSTRY WORLDWIDE"