

Table of Contents

Title	Page No.
Welcome Letter	1
Mission Statement	2
Temporary Employees and Volunteers	3
Identification Badges	4
TimeCentre: Clocking In and Out	4
Meal and Rest Period Policies	5
Overtime	5
Employment of Minors	5
Work Hours for Minors	6
Pay Days and Deductions	7
Workers' Compensation	8
Discrimination and Harassment Policy	9
Discrimination and Harassment Claim Process	11
Fraternization	11
Guidelines for Fraternalization	12
Employment of Relatives	13
Public Relations and Media Policy	13
Patriot Act	13
Heat Illness Policy	14
Code of Safe Practices	15
Use of Tools and Equipment	19
Machinery and Vehicles Policy	20
Electric and Gas Cart Policy	21
Background Screening	23
Fair Credit Reporting Act	23
Standards of Conduct	27
Personal Telephone Calls	29
Use of Electronic Equipment and Devices	29
Customer Service - WOW	30

Welcome!

Congratulations on your new position at the OC Fair & Event Center. You've chosen to join a highly-productive and creative organization, and we hope you'll find the working environment friendly, rewarding and welcoming.

Even though your employment here is on a part-time, temporary or voluntary basis, we encourage you to make the most of your experience while you're here. We ask you to bring your best each and every time you're on duty and to make the best contribution you can, just as our regular, full-time employees do.

Along the way, if you have any suggestions for improvements or solutions, we encourage you to discuss them with your supervisor. Enjoy your time with us at the OC Fair & Event Center.

Sincerely,

The Leaders and Staff of the OC Fair & Event Center

OCFEC Mission Statement

Celebration of
Orange County's Communities,
Interests and Heritage.

The OC Fair & Event Center, 32nd District Agricultural Association is under the auspices of the Division of Fairs and Expositions, Department of Food and Agriculture, State of California.

Employee Mission Statement

Build and maintain a positive work environment through mutual respect, accountability and proactive communication with the integrity to uphold the values and heritage of the organization.



Employee Information

The OC Fair & Event Center (OCFEC) employs approximately 100 full-time, State Civil Servants and 200 part-time, temporary employees throughout the year. During the annual OC Fair, approximately 1500 temporary employees are hired each summer.

Temporary Employees

You have been designated as a temporary employee and as a temporary employee you may work up to 1,000 hours each fiscal year (7/1 to 6/30) or up to 119 days during a calendar year (1/1 to 12/31). Even if you work less than eight hours in one day, it counts as one day worked.

You are exempt from Civil Service laws and rules (Section 4 (L) Article VII, State Constitution), and you are not eligible for vacation, sick leave or medical insurance benefits. You will be asked to check in and out via an electronic timekeeping system (Please see TimeCentre: Clocking In and Out in this handbook).

You may not (unless authorized) work for more than one department or work for a fair contractor, i.e. food or commercial vendor.

Volunteers

The OC Fair & Event Center (OCFEC) appreciates those who are gracious enough to volunteer their time to support the community of Orange County. Volunteers are expected to adhere to all policies, procedures, rules and regulations that apply to OCFEC employees.

In addition, volunteers must be at least 15 years of age. Volunteering minors, however, do not require a work permit, but must have a signed Parental Consent Form. (This form is available in the Human Resources Department).

Candidates selected to volunteer will be processed through Human Resources. The following items will need to be completed and submitted in Human Resources if selected to volunteer:

- Volunteer Information Form
- Parental Consent Form (if you are a minor)
- Background Screening Authorization Form
- Photo I.D. card

Volunteers are required to record their hours of service by clocking in and out. This allows OCFEC to maintain a record of hours.

Employees MAY NOT volunteer for a department in which you may perform the same duties that you were previously or currently paid for.

Identification Badges

Each member of the OCFEC staff is issued a photo I.D. badge, which is used for clocking in and out, for identification and is required for entry into the OC Fair and other events. In addition, each employee must wear his or her I.D. badge in a visible location at all times while on duty.

Your I.D. badge is for your use only. Report lost badges to your supervisor immediately. You could be subject to corrective action and possibly termination, if you frequently lose your badge or forget to bring it with you to work.

TimeCentre: Clocking In and Out

OCFEC uses an electronic timekeeping system to record your hours at work. You are required to clock in and out of work at the beginning and end of your workday and before and after taking your lunch breaks by using the bar code on your I.D. badge. It is against OCFEC policy to clock in or out for someone else.

During orientation, your supervisor will provide you with specific information about the use of the electronic timekeeping system.

Meal and Rest Period Policies

California State Law requires that employees take a meal period of no less than 30 minutes whenever the employee exceeds five hours in a work day. This may be waived by mutual consent if the employee does not work over six hours. The law also requires that an employee take two 30 minute meal periods if the work day exceeds 10 hours. This second 30 minute meal period can be waived by mutual consent if the employee works no more than 12 hours. It is the employee's obligation to take the 30 minute meal period. In addition, employees are entitled to a rest period of 10 minutes for every four hours of work. Employees who violate this rule are in violation of the law and of OCFEC policies.

If operational needs preclude you from taking your rest or meal period please notify your immediate supervisor to ensure that you are compensated for that time.

Overtime

According to the Federal Labor Standards Act (FLSA), the OCFEC is exempt from paying overtime to temporary employees. This means that you will receive a flat-hourly rate of pay for every hour that you work, even if you work more than 8 hours per day or over 40 hours per week.

Employment of Minors

Most part-time temporary positions at OCFEC require that you be at least 18 years of age. Some of our part-time summer jobs during the annual Fair provide employment opportunities for minors who are at least 16 years old, as long as they obtain a work permit. The application for work permits may be obtained at your school's office or district's office.

Work Hours for Minors

For Minors who are 15 years old:

- When school **is** in session
 - 18 hours per week, but not over:
 - 3 hours per day (on school days)
 - 8 hours per day (Saturdays, Sundays and Holidays)
 - May work between 7 a.m. and 7 p.m., but not during school hours (Labor Day – June 1)
- **When school is not in session**
 - 40 hours per week
 - 8 hours per day
 - May work between 7 a.m. and 9 p.m. (June 1 – Labor Day)

For Minors who are ages 16 and 17 years old:

- When school **is** in session
 - 48 hours per week, but not over:
 - 4 hours per day (Mondays – Thursdays)
 - 8 hours per day (Friday – Sundays and Holidays)
 - May work between 5 a.m. and 10 p.m. when there is school the next day
 - May work between 5 a.m. and 12:30 a.m. when there is no school the next day
- **When school is not in session**
 - 48 hours per week
 - 8 hours per day
 - May work between 5 a.m. and 10 p.m. when there is school the next day
 - May work between 5 a.m. and 12:30 a.m. when there is no school the next day

If you are mistakenly scheduled on a day that you are not authorized to work, according to the requirements listed above, please notify your supervisor immediately.

Paydays

Paychecks are issued every other Wednesday at OCFEC. From your date of hire, your first payday will be in the next regular pay cycle and then every other Wednesday thereafter. Those employed under a Personal Service Agreement will be paid according to their agreements.

Deductions

As a part-time, temporary employee, the following deductions are taken from your paycheck:

- State and Federal Taxes
- Medicare
- PST (Part-time, Seasonal, Temporary) Retirement Plan

PST will automatically be deducted and sent to the Savings Plus Program, Nationwide Retirement Solutions to be saved in an interest bearing account for you. If you are not re-employed by OCFEC or another California State agency for at least 90-120 days, you may fill out a Benefit Payment Application form for a reimbursement of your savings. Please send the Benefit Payment Application form to:

Nationwide Retirement Solutions
(PW-03-01)
P.O. Box 182797
Columbus, OH 43218-2797

For forms or questions regarding your individual account, please contact Customer Service at the following:

(866) 566-4777

or

www.sppforu.com

Workers' Compensation

If you or another employee is injured while on duty, please notify your supervisor immediately. If the injury requires further medical attention, you will be taken or sent to:

Monday through Friday

8:00a.m. – 8:00p.m.
Family Care Centers
Hoag Health Center
1190 Baker Street, Suite #: 100
Costa Mesa, CA 92627
(Corner of Baker and Fairview)
(714) 668-2500

Saturday and Sunday

8:00a.m. – 8:00p.m.
Family Care Centers
Hoag Urgent Care
Formerly: Family Care Center
500 Superior Avenue, Suite #: 160
Newport Beach, CA 92663
(949) 631-8300

Before 8 a.m. or after 8 p.m.

Hoag Hospital Emergency Room
1 Hoag Drive
Newport Beach, CA 92663
(949) 764-4624

OCFEC POLICIES

Discrimination and Harassment

Under the State of California, Department of Fair Employment and Housing OCFEC prohibits discrimination and harassment of employees and will take all reasonable steps to prevent discrimination and harassment from occurring.

Executed at all levels within our organization, OCFEC exercises a zero tolerance policy on discrimination (age, racial, color, religion, sex, sexual orientation, national origin, physical or mental disability, medical condition and marital status) and harassment of any degree.

Discrimination and harassment are grounds for disciplinary action, which can lead to immediate termination.

OCFEC will not tolerate any form of retaliation or reprisal for reporting an alleged complaint or participating as a witness in an investigation. Words or behaviors associated with retaliation must be reported to management or Human Resources immediately.

This policy also applies to the treatment of our event guests, business partners including concessionaires, entertainers, sponsors and volunteers.

You can avoid inappropriate behavior that could lead to charges of discrimination or harassment by understanding that:

- While you may not intend to offend someone with your words or behavior, it is their perception of that behavior that counts. Since you can never know what will be offensive to another person, particularly a co-worker, you need to always be aware of anything that could potentially offend someone. Don't say or do anything that you think may be perceived as offensive by someone else.
- The law does not prohibit you from asking a co-worker out on a date one time. However, if the person you ask declines, don't ask again.

- Compliments should not refer to parts of the body. It is perfectly acceptable to compliment co-workers if the remarks have no sexual component. “That’s a nice shirt,” or “Those are nice earrings,” are appropriate comments and do not constitute harassment. However, by including parts of the body in the compliment, you introduce a sexual element. Comments such as, “You have great legs,” should be avoided.
- “I was just joking” is not an excuse. Inappropriate words and behavior can create a hostile or discriminatory working environment for others. Remember that this is a place of business. Jokes or comments of a sexual or racial nature are not appropriate for the workplace. Merely creating the effect of interfering with a person’s work performance, even by joking is unlawful.

If you believe you have been harassed or discriminated against, you should immediately attempt resolution by:

- If you are comfortable, immediately speak with the individual responsible for the inappropriate, harassing, or discriminatory words or behavior. Let the other person know that his/her comments and actions are unwelcome and offensive.

Or by:

- Informing your immediate supervisor, any other member of management or a member of the Human Resources Department.

If you witness or are associated with any act of discrimination (age, race, color, religion, sex, national origin, physical or mental disability, medical condition or marital status) or harassment in any form, it is your responsibility to immediately report it to your department supervisor or any other member of management. You could be held legally liable for not reporting it.

Discrimination and Harassment Claim Process

The Human Resources Department will immediately take a full report to gather all the facts. An investigation will begin involving all parties who may have direct or indirect information regarding the particular claim. While there is no such thing as an “off the record” discussion about an incident involving discrimination or harassment, details of the complaint and investigation are limited to only those involved. All parties involved will be required to maintain confidentiality and any breach of confidentiality must be reported to management or Human Resources. A final determination will be made after all the facts have been taken into consideration and appropriate action will be taken to resolve the matter. The parties involved will be notified of the results of the investigation and Human Resources and/or management will follow-up to ensure that the harassing or discriminatory behavior has stopped and that no retaliation has occurred.

Fraternization

OCFEC strongly believes that an environment in which employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish very clear boundaries as to how relationships will progress during working hours and within the working environment. Individuals in supervisory or lead positions or other influential roles are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information and their ability to influence others in matters such as hiring, firing, promotions, performance management, compensation decisions, financial transactions, etc. OCFEC has adopted this policy not to intrude in the private lives of employees, but to avoid the potential for sexual harassment, conflict of interest, misunderstandings or the appearance of favoritism or impropriety.

Guidelines for Fraternization

Dating or romantic involvement with employees is prohibited when one of the parties involved is a direct supervisor over the other. It is also prohibited to become romantically involved with a business partner who, in OCFEC judgment, could create a conflict of interest or potentially inhibit the ability of either party to perform their duties in an effective or efficient manner.

- During working hours and in working areas employees are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges and so that productivity is maintained.
- If a co-worker or business partner declines any personal interest from an employee, the employee is not to pursue them again.
- During non-working time such as lunches, breaks and before and after work periods, employees are not precluded from having appropriate personal conversations in non-work areas as long as their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person.
- Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate by a reasonable person while anywhere on OCFEC premises, whether during working hours or not.
- Employees who allow personal relationships with co-workers or business partners to affect the working environment will be subject to corrective action to include counseling for minor problems. Failure to correct behaviors and maintain expected work responsibilities would be viewed as a serious disciplinary matter and handled accordingly.

Off-duty conduct that creates problems within the workplace is prohibited. Romantic or sexual relationships between supervisors and subordinates are a violation of this policy.

Employment of Relatives

OCFEC permits members of the same family to be employed by the organization. OCFEC will not consider or accept employment applications from individuals whose employment would result in a supervisor/subordinate relationship or in a possible conflict of interest with a family member. Supervisors are prohibited from participating (formally or informally) in decisions to hire, determine rate of pay, retain, promote, reward, discipline, terminate, assign work, schedule work hours or evaluate the performance of an employee considered to be a relative. The policy applies to those who are related by blood, marriage, adoption or any person with whom the employee has a close personal relationship such as a domestic partner, romantic partner or co-habitant. This includes spouse, child, stepchild, parent, stepparent, grandparent, grandchild, sibling, aunt, uncle, cousin, niece, nephew or in-laws in any of the aforementioned relationships.

Public Relations and Media Policy

All media inquiries, whether verbal or written, are to be directed to the Communications Department, who will evaluate the request, provide a response or direct it to the appropriate person.

Under no circumstances should you represent the organization's position to the media or offer comments or opinions, as OCFEC employees, agents, or volunteers, on or off the record. Employees should always be courteous and appreciative of the Media's interest and refer inquiries from them to the Communications Department.

Patriot Act

It is the policy of OCFEC to maintain all personal and private employee information confidentially, including employee social security numbers. However, it is the policy of OCFEC to comply with the Patriot Act and cooperate with federal agencies if they request personal and private information about an employee. In such cases, OCFEC will exercise its rights under the Patriot Act provisions to be protected against civil liability for collecting, storing or providing this information at the request of a federal agency.

Heat Illness Policy

Employees and volunteers who work outdoors or in other areas where the environmental risk factors for heat illness are present, are at risk for developing heat illnesses if they do not protect themselves appropriately. Our goal is to minimize the detrimental effects of excessive heat on employees and volunteers who work in hot environments. Those working where environmental risk factors for heat illness are present must become familiar with both the prevention and symptoms of heat illness and know how to respond to someone suffering from it.

Protect Yourself

When the body is unable to cool itself by sweating, several heat-induced illnesses such as heat cramps, heat stress, heat exhaustion and the more severe heat stroke can occur, and can result in death.

Factors Leading to Heat Illness

- High temperature and humidity
- Direct sun or heat
- Limited air movement
- Physical exertion
- Poor physical condition
- Some medicines
- Inadequate tolerance for hot workplaces

Symptoms of Heat Exhaustion

- Headaches, dizziness, or fainting
- Weakness and moist skin
- Mood changes such as irritability or confusion
- Nausea or vomiting

Symptoms of Heat Stroke

- Dry, hot skin with no sweating
- Mental confusion or losing consciousness
- Seizures or convulsions

Preventing Heat Stress

- Know signs/symptoms of heat-related illnesses; monitor yourself and co-workers
- Block out direct sun or other heat sources
- Use cooling fans/air-conditioning; rest regularly out of the heat
- Drink plenty of water; about 1 cup every 15 minutes
- Wear lightweight, light colored, and loose-fitting clothes
- Avoid alcohol, caffeinated drinks, or heavy meals

What to Do for Heat-Related Illness

- Call Public Safety at 714-708-1588 and ask for First Aid/911

While waiting for help to arrive:

- Move the victim to a cool, shaded area
- Loosen or remove heavy clothing
- Provide cool drinking water if conscious
- Fan and mist the victim with water

Notify a supervisor immediately if you or a co-worker is showing signs of heat related illness.

Code of Safe Practices

It is the policy of the OC Fair & Event Center (OCFEC) that everything possible will be done to protect employees, customers and visitors from accidents. Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective action. Supervisors shall insist that employees observe all applicable OCFEC, State and Federal safety rules, policies and practices. Supervisors will take action as necessary to obtain compliance.

To carry out this policy, employees will comply with the following:

1. Report all unsafe working conditions and equipment to your supervisor.
2. Report all accidents, injuries and illnesses to your supervisor immediately.
3. Employees known to be under the influence of intoxicating alcohol or drugs will not be allowed on the job while in that condition.
4. Horseplay, practical jokes, and other acts which tend to have an adverse influence on the safety or well being of employees are prohibited.
5. Employee actions should never cause an exit to be blocked. All exits must be unblocked, well lighted and unlocked during business hours.
6. In the event of a fire, sound the fire alarm and evacuate the area.
7. Upon hearing a fire alarm, stop work and proceed to the nearest clear exit. Gather at the designated location.
8. Only those trained may attempt to respond to a fire or other emergency.
9. Exit doors must comply with fire safety regulations during business hours.
10. Materials and equipment will not be stored against doors or exits, or at fire extinguisher/fire hose stations.
11. Aisles and walkways must be kept clear at all times.
12. Work areas should be maintained in a neat orderly manner. Trash and refuse are to be thrown in the proper waste receptacles.
13. All spills should be wiped up promptly.
14. Always use proper lifting techniques. Never attempt to lift or push an object that is too heavy. You must contact your supervisor when assistance is needed to move a heavy object.

15. Never stack material precariously on top of lockers, file cabinets or other relatively high places.
16. When carrying material, caution should be exercised in watching for and avoiding obstructions, loose material, etc.
17. Do not stack material in an unstable manner.
18. Report exposed wiring and cords that are frayed or have deteriorated insulation so that they can be repaired promptly.
19. Never use a metal ladder for electrical work where it could come in contact with energized parts of equipment, fixtures or circuit conductors.
20. Maintain sufficient access and working space around all electrical equipment (minimum clearance is 36" inches) to permit ready and safe operations and maintenance.
21. Do not use any portable electric tools or equipment that are not grounded or double insulated.
22. All electrical equipment should be plugged into appropriate wall receptacles or into only one extension cord of similar size and capacity. Three pronged plugs should be used to ensure continuity of ground.
23. All cords near walkways must be taped down or inserted into rubber protectors to preclude them from becoming trip hazards.
24. Inspect motorized vehicles and other mechanized equipment daily, or prior to use.
25. Shut off engine, set brakes, and block wheels (if applicable) prior to loading or unloading vehicles.
26. Inspect pallets and their loads for integrity and stability before loading or moving.
27. Do not use compressed air for cleaning off clothing unless the pressure is less than 10 psi.
28. Do not store compressed gas cylinders in areas which are exposed to heat sources, electric arcs or other ignition sources.

29. Wear hearing protection in all areas that have been identified as high noise exposure, even if exposed for short periods of time.
30. Goggles or face shields must be worn when operating bench or portable grinders.
31. Use all personal protective equipment (PPE) that has been assigned, such as safety glasses, dust masks, gloves, helmets, hardhats, etc.
32. Do not use any faulty or worn hand tools.
33. Always keep flammable or toxic chemicals in closed containers when not in use.
34. Cleaning supplies should be stored away from edible items on kitchen shelves.
35. Do not eat in areas where hazardous chemicals are present.
36. Be aware of the potential hazards involving various chemicals stored or used at the workplace.
37. Solutions that may be poisonous or not intended for consumption should be kept in well-labeled containers.
38. When working with a Video Data Terminal (VDT), have all pieces of furniture adjusted, positioned and arranged to minimize strain on all parts of the body.
39. Never leave lower desk or cabinet drawers open as it presents a tripping hazard. Use care when opening and closing drawers to avoid pinching fingers.
40. Do not open more than one upper drawer at a time, particularly the top two drawers on tall file cabinets.
41. Individual space heaters in work areas should be kept clear of combustible materials such as drapes or waste from trash receptacles. Newer heaters with tip-over switches should be used.
42. Fans used in work areas should be guarded. Guards must not allow fingers to be inserted through mesh. Newer fans are equipped with proper guards.

Use of Tools and Equipment

1. All tools and equipment must be maintained in good condition.
2. Damaged and defective tools or equipment must be removed from service and tagged “DEFECTIVE.”
3. Pipe or Stillson type wrenches must not be used as a substitute for other wrenches.
4. Only appropriate tools must be used for a specific job.
5. Wrenches must not be altered by the addition of handle extensions or “cheaters.”
6. Files must be equipped with handles and not used to punch or pry.
7. A screwdriver must not be used as a chisel.
8. Wheelbarrows must not be pushed with the handles in an upright position.
9. Portable electric tools must not be lifted or lowered by means of the power cord. Ropes are to be used instead.
10. Electric cords must not be exposed to damage from vehicles.
11. All appropriate personal protective equipment must be used when operating gardening equipment (blower, trimmers, etc.).
12. A hard hat must be worn at all times when operating lifts, tractors, and other equipment. A fall restricting harness must be worn when operating any lifts. This applies to moving the equipment from one point to another.

Machinery and Vehicles Policy

1. Only authorized persons will operate machinery or equipment.
2. Loose or frayed clothing, long hair, dangling ties, finger rings, etc., must not be worn around moving machinery or other areas where they may become entangled.
3. Machinery must not be serviced, repaired or adjusted while in operation, nor will the lubricating of moving parts be attempted. The only exception will be on equipment that is designed or fitted with safeguards to protect the person performing the work.
4. Where appropriate, lockout procedures must be used.
5. Employees must not work under vehicles supported by jacks or chain hoists without protective blocking that will prevent injury if jacks or hoist should fail.
6. Air hoses must not be disconnected at compressors until the line has been bled.
7. Heavy equipment must not be operated near tops of cuts, banks or drop offs if employees are working below it.
8. Forklifts, aerial work platforms, etc., must not be operated where there is a possibility of overturning in dangerous areas such as edges of deep fills, cut banks, steep slopes or grades.
9. Safe travel speeds must be maintained at all times.
10. Safe traveling distances must be maintained between vehicles traveling in the same direction of preferably three vehicle lengths or more.
11. Always keep all body parts within the running lines of the vehicle at all times.
12. Passengers may not ride in or on any vehicle unless adequate passenger riding facilities are available.
13. Always obey all applicable driving rules and regulations.
14. Seat belts must be worn at all times.
15. Stunt driving and/or horseplay are strictly prohibited.

Electric and Gas Cart Policy

It is the policy of the OCFEC that all users of electric, gas, or similar type of carts obey the rules and procedures as set forth in this policy. This policy was established to ensure that all employees and business partners who operate carts do so in a manner that is safe for all vehicles and pedestrians who share the grounds. OCFEC is considered public property on which the California Vehicle Code (CVC) is enforceable at all times, in addition to this policy.

The operation of carts on OCFEC property is not a right, but a privilege. The privilege is regulated by OCFEC Management and can be revoked for any violation of this policy or the CVC at any time.

Drivers:

- Must be 18 years of age or older and possess a valid and unrestricted California driver's license while operating the cart or any other OCFEC vehicle.

Vehicle Safety Guidelines:

- All carts must be equipped with headlights to be used at night.
- Never drive more than 10 MPH at any time on the grounds.
- Always be courteous and polite when operating the cart.
- Make sure every rider is seated. Riding on a dashboard or on someone's lap is not permitted. All arms and legs must be inside the cart at all times.
- Always apply the parking brake when leaving the vehicle and take the key.
- Keep a minimum of three (3) feet between you and the closest pedestrian.
- Remember that pedestrians always have the right of way. Do not honk the horn or tell people to "get out of the way" to get by them.
- Always watch for darting children.

- Do NOT overload the cart with cargo. Cargo may not be placed in the cart in a manner which blocks the driver's view, makes the cart unbalanced, or in which the load extends from the cart in an unsafe manner.
- Wait until the cart comes to a complete stop before letting anyone get in or out.
- Never leave a cart blocking any roadway or pedestrian walkway.
- Obey the rules of the road at all times.
- Do NOT drive a cart at any time while under the influence of drugs or alcohol.
- Do NOT consume alcohol while operating a cart.
- Do NOT operate carts on the grounds during the hours the fair is open to the public, or when otherwise directed by OCFEC Management or their representatives.
- Insure that carts are only being used for business purposes, i.e. moving product, equipment, etc. Do not use the carts for personal use. (Not applicable for certain events)
- Tampering with any cart at anytime, in any manner will result in loss of driving privilege. In the case of OCFEC employees, disciplinary action up to and including termination may result.
- Driving any vehicle in an unsafe manner will result in the loss of driving privileges. In the case of OCFEC employees, disciplinary action up to and including termination may result.

Background Screening

Employees and volunteers working directly for the OCFEC are required to undergo pre-employment and annual background screening. The screening may include criminal background and credit checks, depending on the position. Screening will be processed by the Human Resources Department upon completion of the employee or volunteer's employment new hire or rehire paperwork. Any individual who is a registered sex offender or who has a criminal background that includes criminal convictions which could be at risk to OCFEC guests, partners or employees will not be eligible to work or volunteer on OCFEC premises.

Any applicant or returning employee under the age of 18 is not subject to background screening.

Your Rights under the Fair Credit Reporting Act

If you have filled out the release form for the pre-employment background screening process, your summary of rights are as follows:

The federal Fair Credit Reporting Act (FCRA) is designed to promote accuracy, fairness, and privacy of information in the files of every "consumer reporting agency" (CRA). Most CRAs are credit bureaus that gather and sell information about you such as if you pay your bills on time or have filed bankruptcy to creditors, employers, landlords, and other businesses. You can find the complete text of the FCRA, 15 U.S.C. §§ 1681-1681u, at the Federal Trade Commission's web site (<http://www.ftc.gov>). The FCRA gives you specific rights, as outlined below. You may have additional rights under state law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

- You must be told if information in your file has been used against you. Anyone who uses information from a CRA to take action against you such as denying an application for credit, insurance, or employment must tell you, and give you the name, address, and phone number of the CRA that provided the consumer report.
- You can find out what is in your file. At your request, a CRA must give you the information in your file, and a list of everyone who has requested it recently. There is no charge for the report if a person has taken action against you because of information supplied by the CRA, if you request the report within 60 days of receiving notice of the action. You also are entitled to one free report every twelve months upon request if you certify that (1) you are unemployed and plan to seek employment within 60 days, (2) you are on welfare, or (3) your report is inaccurate due to fraud. Otherwise, a CRA may charge you.
- You can dispute inaccurate information with the CRA. If you tell a CRA that your file contains inaccurate information, the CRA must investigate the items (usually within 30 days) by presenting to its information source all relevant evidence you submit, unless your dispute is frivolous. The source must review your evidence and report its findings to the CRA. (The source also must advise national CRAs to which it has provided the data of any error.) The CRA must give you a written report of the investigation and a copy of your report if the investigation results in any change. If the CRA's investigation does not resolve the dispute, you may add a brief statement to your file. The CRA must normally include a summary of your statement in future reports. If an item is deleted or a dispute statement is filed, you may ask that anyone who has recently received your report be notified of the change.

- Inaccurate information must be corrected or deleted. A CRA must remove or correct inaccurate or unverified information from its files, usually within 30 days after you dispute it. However, the CRA is not required to remove accurate data from your file unless it is outdated (as described below) or cannot be verified. If your dispute results in any change to your report, the CRA cannot reinsert into your file a disputed item unless the information source verifies its accuracy and completeness. In addition, the CRA must give you a written notice telling you it has reinserted the item. The notice must include the name, address and phone number of the information source.
- You can dispute inaccurate items with the source of the information. If you tell anyone such as a creditor who reports to a CRA that you dispute an item, they may not then report the information to a CRA without including a notice of your dispute. In addition, once you've notified the source of the error in writing, it may not continue to report the information if it is, in fact, an error.
- Outdated information may not be reported. In most cases, a CRA may not report negative information that is more than seven years old; ten years for bankruptcies.
- Access to your file is limited. A CRA may provide information about you only to people with a need recognized by the FCRA usually to consider an application with a creditor, insurer, employer, landlord, or other business.
- Your consent is required for reports that are provided to employers, or reports that contain medical information. A CRA may not give out information about you to your employer, or prospective employer, without your written consent. A CRA may not report medical information about you to creditors, insurers, or employers without your permission.

- You may choose to exclude your name from CRA lists for unsolicited credit and insurance offers. Creditors and insurers may use file information as the basis for sending you unsolicited offers of credit or insurance. Such offers must include a toll free phone number for you to call if you want your name and address removed from future lists. If you call, you must be kept off the lists for two years. If you request, complete, and return the CRA form provided for this purpose, you must be taken off the lists indefinitely.

- You may seek damages from violators. If a CRA, a user or (in some cases) a provider of CRA data, violates the FCRA, you may sue them in state or federal court.

Standards of Conduct

As soon as you begin working, you represent OCFEC to our fairgoers, our other event patrons and the public. OCFEC employees are to be neat and clean at all times. Do not wear anything unsuitable, such as revealing clothing, clothes with tears or holes, or clothes with obscene, offensive or sexually oriented wording. Shirts and shoes are to be worn at all times. Please honor your particular department's dress code or "uniform" if one has been established.

- Consumption of alcohol or illegal drugs is not permitted while at work. You must also not report to work under the influence of alcohol, illegal drugs, prescription or over-the-counter medications that affect your ability to carry out your duties. The odor of an alcoholic beverage on the breath will be considered presumptive evidence in violation of this section. Drinking an alcoholic beverage while on your breaks or lunch period is not acceptable.
- No visible tattoos of an offensive nature
- Hair must be within the range of natural human hair tones
- No facial piercings or excessive jewelry

Please arrive at work early so you can start on time. If, for any reason, you are going to be late or absent, please call your supervisor as quickly as possible.

- Please remember that smoking is permitted only during your breaks and lunch periods. Smoking is prohibited inside all of OCFEC buildings, performance arenas, the Pacific Amphitheatre, all other covered areas and must be a minimum of 20 feet away from any building.

- Please do not make or answer personal telephone or cell phone calls except during your breaks or lunch periods or in emergency situations.

- Please do not encourage people to visit you while you are working. Plan to meet them during your breaks, lunch period or after your shift. In addition, please limit your social visits with others who are on duty.

- Please do not solicit or accept food or gifts from vendors or concessionaires. Do not use your position to grant special privileges to family or friends. Do not borrow money, solicit votes or opinions, sell anything for personal gain, or partake in illegal gambling while on duty.

- Except in cases of self-defense or in defense of others, do not engage in physical confrontation with patrons or other employees. Please call Public Safety at ext. 1588 if someone becomes abusive towards you.

Personal Telephone Calls

Personal calls, both incoming and outgoing, texts and texting are discouraged during work hours, even when using your own cell phone or electronic device. However, OCFEC recognizes that there may occasionally be times when personal calls must be made or received during business hours. Such calls must be held to a minimum and must not interfere with your work.

Any toll or long distance calls must be charged to your home and you are encouraged to make such calls during break period(s).

Use of Electronic Equipment

Use of computer, phone, radio and any other electronic resources is limited to employees only for activities directly related to their OCFEC operational and functional capacities. Electronic equipment shall not be used to send unwanted, fraudulent, harassing, obscene, threatening or other unlawful messages. Users may not create, send or forward multi-level marketing letters, messages forwarded from outside OCFEC or other messages not pertinent to the functioning of OCFEC.

Users will protect their User ID and passwords from any and all unauthorized use. Accessing another employee's account(s) or sharing of passwords is NOT permitted. E-mail shall only be used for work related tasks. Do not give your OCFEC e-mail address out for your personal use. All e-mail, documents and data on the computer system are the property of OCFEC and are subject to audit and review by management. As such, you do not have the right or privilege to expect privacy with regard to any use of corporate systems, hardware or software for your personal use.

Customer Service

The OC Fair & Event Center gives Customer Service new flair by asking employees to **WOW** our customers!

Definition: **WOW** - An enthusiastic response or an exclamation of surprise.

WOW is about:

- Making someone's day
- Creating memories
- Making the Orange County Fair the summer's most WOW experience!!!

WOW is behavior specific...

- How do I act...what do I do...to deliver an experience that will make my customers (both internal and external) say "**WOW**" if asked to describe their interaction with me?
- Think cause and effect!

**WAY BEYOND THE EXPECTED
OWN IT PERSONALLY
WIN THEIR HEARTS**

So, come on...WORK your **WOW!!!**

