

August 21, 2019

TO: SMG Denver Employees

FROM: Marguerite Strong-Thomas
Human Resources Manager

RE: **"FROM TIME TO TIME"** (Now and then -- not predictably -- and it's been a while)
Edition Ten

FROM THE SMG HR POLICY AND PROCEDURE MANUAL and EVENT PARAPHERNELIA POLICY

Employees are never permitted to remove items from the premises or to take items that have been left behind at the facility. This includes items that may have been disposed of by vendors, exhibitors, other employees or guests. Should a vendor, exhibitor, other employee or guest give you permission to take a discarded item, you must also receive prior approval from senior management **before** removing the item from property. "Remove" in this case means that outside of your normal work assignments, **do not touch** any client, vendor, exhibitor, other employee, or guest item.

FROM HR POLICY AND PROCEDURE AND WAGE HOUR REQUIREMENTS

Employees who are required to punch in/out are never permitted to work "off the clock". Employees **are not permitted to be off property while on the clock** including during rest breaks. Likewise, employees without a legitimate business need should not be on company premises. Employees are allowed rest and meal breaks, and are expected to take their rest and meal breaks during the assigned times and in the designated areas. Employees are not allowed off property for rest breaks and must remain on property at all times while on the clock.

FROM THE SMG REHIRE POLICY

To be considered for rehire, all former employees must have resigned from earlier employment with the Company with timely notice in compliance with Company Policy and received performance evaluations showing satisfactory performance in terms of job performance, attendance, and similar measuring factors. If an employee resigned prior to receiving an evaluation, the employee must have successfully completed the introductory period and have no disciplinary or similar record in the employee's prior employment file and receive a favorable report from any applicable background check.

FROM THE SMG FRATERNIZATION POLICY

SMG strongly believes that an environment where employees maintain clear boundaries between personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how relationships will progress during work hours and on company time. Due to their status, individuals in supervisory relationships or other influential roles are subject to more stringent requirements under this policy.

During work hours, 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.

FROM THE SMG VIOLENCE IN THE WORKPLACE POLICY

Any SMG employee found to be in violation of this policy shall be subject to disciplinary action up to and including termination. No employee shall be retaliated against for reporting intimidation, threats or acts of violence.

FROM THE SMG DRESS CODE

The policy of the Company is that all employees should dress, groom and maintain personal hygiene in a manner, which enhances productivity and customer relations. Appropriate dress includes wearing neat and clean attire, which is neither distracting nor offensive to customers or fellow employees. Jeans, unless by approval of the company, are NOT ALLOWED. Fragrance, if worn, must be used sparingly. We may work with and provide service to some who experience adverse and/or debilitating reactions to fragrance. Please be considerate when applying fragrance.

Management reserves the right to determine when an employee fails to meet the dress code standard.

FROM PERSONAL CELL PHONE USE POLICY

Employees are strictly prohibited from using any other cellular phone or other electronic device functions (i.e. text messaging, video recording, digital photography and accessing social media sites) while on the clock. In addition, unless authorized, the company prohibits the use of camera, video, and voice recording functions on phones, PDA's, or any other electronic device in the work place as a preventative step to ensure privacy, trade secrets and other confidential information. Unless otherwise authorized, employees may only use personal cell phones for an emergency, or while on lunch or meal break periods in designated areas. Unless otherwise authorized, an employee who uses a cell phone while on the clock for calls other than an emergency are subject to disciplinary action.

FROM SMG RESPECT in the WORKPLACE

SMG is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, SMG expects that all relationships among persons in the workplace will be businesslike and free of bias, prejudice and harassment.

As an employee of SMG Denver, you are held to the highest standard of professionalism and customer service. This standard is based not just on your ability to do your job but in your interaction with fellow employees, clients, vendors and guests to our facility.

Very specifically:

Your behavior during work activities is important. So are your facial expressions, body movements, and mannerisms.

The words you use to express yourself are important. So is timing and tone of voice. So is volume.

Courtesy is always appropriate.

Please be sure that these, and all the basics of communication you know, promote the customer focused team effort in which we are engaged for SMG here in Denver.

Please note that the information contained in this publication goes on record as having been made available to every employee. It is contained in the SMG Business Conduct Policy, HR Policy and Procedure Manual, Rules of Conduct, and/or facility/department procedure packets, in addition to new hire paperwork. It is posted on our bulletin boards; it is for your record, and for your personal reflection. It is for reminder and correction, as needed, regarding your work related activities and use of work related equipment and supplies. These are not new policies; these are reminders regarding policy already in place. Please take it personal in the context of work! This does not just apply to your co-worker it applies to you too! Thank you so much for your attention to these matters.

The Human Resources Department recognizes that each of us, that is, every employee, every job title, every shift, needs a reminder from time to time regarding some of our current facility and/or department policies and procedures. To address this need, from time to time, HR posts a reminder regarding specific policies and procedures.

Success is the sum of small efforts repeated day in and day out.

Robert Collier