Welcome to Universal Orlando® Resort! You are now a member of an extraordinary team of people whose combined talents make us one of the finest entertainment companies in the world — and a destination that people around the globe desire to visit. We are proud of our accomplishments and are always striving toward our vision of being recognized as the number one entertainment destination in the world!

We have developed the most exciting and technologically advanced attractions, we operate the finest shops and restaurants, and we present the most spectacular live entertainment available. Now you are the one who will energize it all... you are the one who will bring it all to life... you are the one who will provide an unforgettably great experience for our guests.

Every member of our team is vital to the success of our resort. The friendliness, enthusiasm, and hospitality you extend each day to our guests and each other are critical to our success. You are about to create experiences and thrills that our guests will always remember.

This handbook will help you:
- learn about our organization;
- understand your responsibilities as a Team Member; and
- know some of our important policies and procedures.

As you learn, please be active and involved. Think about how each idea and each guideline will help us work together to achieve our vision.

On behalf of the Universal family, we are proud to welcome you as a new Team Member and to wish you success. We’re glad you’re here!
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REVISED AUGUST 2011
The Universal Orlando Timeline

1915 • Carl Laemmle turns a southern California chicken ranch into a movie studio. He charges 25 cents a person for spectators to buy a box lunch and sit on bleachers to watch movies being made.
  • 250 pictures were produced the first year. “The Phantom of the Opera” with Lon Chaney was an early success.

1928 • Talkies are introduced and the studio tour closes.
  • Jack Foley adds sound effects to silent film and brings the term “foley” into the language of movie-making.

1931 • “Frankenstein®” introduces the horror era. Other famous Universal monsters include “Dracula™”, “Wolfman®”, “Mummy™”, and “The Bride of Frankenstein.”

1959 • Universal Studios is sold to MCA – Music Corporation of America.

1964 • Universal Studios Tour reopens with two tram drivers, two guides and one ticket seller. The price of admission is $6.50 for two adults and a child. The average daily attendance is 250.

1975 • JAWS is released. This blockbuster hit grossed over $260 million.

1982 • E.T. is released. This is one of Steven Spielberg’s greatest hits and one of the highest grossing motion pictures ever, earning almost $400 million.

1990 • Universal Studios Florida® opens as a joint venture between MCA and London’s The Rank Group, PLC. With Steven Spielberg as creative consultant, it is the world’s number one movie studio and theme park. It boasts the most technologically advanced rides, shows, and attractions, inviting guests to Ride The Movies®.

1991 • Matsushita Electronics (which manufactures Panasonic) buys MCA.

1993 • Plans are announced for building Universal’s Islands of Adventure® and Universal CityWalk® in Orlando, Florida.
1995 • The Seagram Company Ltd. buys MCA.

1996 • MCA is renamed Universal Studios® and is comprised of: Universal Pictures, Universal Television Group, Universal Music Group, Universal Studios Recreation Group, Universal Studios Consumer Products Group, Universal Studios New Media Group, Universal Strategic Marketing Group, Universal Studios Operations Group, and Spencer Gifts.

1998 • Universal Studios, Inc. purchases the world’s leading independent water park company, Wet ’n Wild, Inc., and becomes a licensee partner in Spain’s PortAventura® theme park near Barcelona.

• Universal Studios Japan® breaks ground in Osaka.

1999 • Universal CityWalk opens. Orlando’s hottest spot for entertainment features an eclectic mix of live entertainment, casual and fine dining, specialty shops, and state of the art cinemas.

• Universal’s Islands of Adventure opens. This all-new theme park uses the latest technology to transform the greatest stories of all time into the experiences of tomorrow. Here, guests enjoy the world’s most highly-advanced rides, shows and attractions, including the area’s most exciting roller coasters.

• The Loews Portofino Bay Hotel at Universal Orlando® opens. This hotel is the first of the resort’s new themed on-site hotels. The 750-room hotel is modeled after the world-renowned Italian seaside village of Portofino, where they pamper every guest with La Dolce Vita — the sweet life.

2000 • The Blackstone Group, an investment firm, acquires Rank’s 50% interest in Universal Orlando’s theme parks and Universal CityWalk. In the same year, Vivendi merges with Seagram, including Seagram’s interests in Universal Studios, Inc., creating the new Vivendi Universal.

2001 • The Hard Rock Hotel at Universal Orlando® opens. The 650-room Loews Hotels-managed resort is themed in the true Hard Rock style, immersing guests in the world’s most valuable collection of rock memorabilia that makes every guest feel like a rock star.

• Universal Studios Japan opens in Osaka. This licensed partner park includes 18 rides and shows, incorporating some of the popular attractions from Universal Orlando and Universal Studios Hollywood. The 140-acre complex also features the world premiere of three new attractions, including Snoopy Studios.

2002 • The Loews Royal Pacific Resort at Universal Orlando® opens. This 1,000-room resort is themed with tropical landscaping, waterfalls and lagoons and marks Universal Orlando’s entry into the convention hotel business.

2004 • General Electric, owner of NBC, acquires Vivendi Universal’s interest in Vivendi Universal Entertainment and merges the company with NBC to form NBCUniversal. As a result, Universal Orlando Resort becomes a joint venture of NBC Universal and the Blackstone Group.

2006 • Universal Parks & Resorts announces plans to become a licensee partner and build a theme park in Sentosa, a popular resort island in Singapore.

2007 • Universal and Warner Bros. Entertainment Inc. announce plans to create The Wizarding World of Harry Potter™ in Islands of Adventure. The Wizarding World of Harry Potter is the world’s first fully immersive Harry Potter®-themed environment based on the bestselling books by J.K. Rowling and blockbuster feature films.

2010 • General Electric and Comcast Corporation announce an agreement to merge Comcast’s programming assets into NBC Universal.

• Universal Studios Singapore opens.

• The Wizarding World of Harry Potter opens at Universal’s Islands of Adventure.

2011 • The agreement between Comcast Corporation and General Electric becomes final, creating a new NBCUniversal. The new NBCUniversal is 51 percent owned by Comcast, with GE retaining the remaining 49 percent.

• NBCUniversal acquires The Blackstone Group’s 50% interest in Universal Orlando Resort, making the resort a wholly-owned subsidiary of NBCUniversal.
Guest Service Excellence: It’s The Universal Way!

Our Goal: To be Recognized as Delivering the Best Guest Service in the Themed Entertainment Industry

The Universal Way is About Guest Service
Delivering the best guest service in the industry requires a strong service culture and takes looking at our business from a guest-centric focus at all levels of the organization.

The Universal Way is not what we deliver but how we approach everything we do: it’s about creating Extraordinary Moments for our guests and ensuring we consistently deliver on our brand promise….Every Team Member, Every Guest, Every Time!

We Listen to Our Guests
Every day, we gather valuable insight on how our guests are enjoying their overall experience through our GSAT (Guest Satisfaction) Survey. GSAT is greatly influenced by how Team Members interact with guests. In addition to the GSAT survey, we use other tools to measure positive guest interactions versus negative ones.

The Guest Experience is Directly Related to the Service We Provide
Whether your role is on stage or backstage, you have an incredible impact on the service we offer our guests.

On average, our guests interact with fifty Team Members a day when they visit Universal Orlando. If all fifty Team Members meet or exceed a guest’s expectations, the guest leaves wowed and tells others about the amazing experience. This word-of-mouth compliment is the most powerful form of marketing and brings many more guests to our resort.

On the other hand, if just a few Team Members disappoint the guest, the good work of the other Team Members is noticed much less. So the question is: Can fifty Team Members impress every guest, every time? YES! So, The Universal Way is really about eliminating negative guest experiences and dramatically increasing the positive!
You are part of a team!
To deliver world-class service, it's critical that we partner with Team Members from other departments and divisions. The Universal Way encourages cross-divisional partnership, regularly bringing together representatives from each area to strengthen the connections between Team Members. This provides Team Members an opportunity to share world-class service techniques with each other and better understand the demands and service needs of their partners. Equipped with this understanding, we are better able to provide exceptional service to our guests and to each other.

The Support Crew
It’s not just our operational teams who are guest-facing that have a major impact on delivering extraordinary moments – it takes everyone, regardless of department or function, to support a service culture. Hundreds of Team Members behind the scenes without direct guest interaction help make the Guest Experience extraordinary. Every discipline not on the front line interacting with our guests has a stake in delivering extraordinary moments.

UNIVERSAL ORLANDO’S
GUEST SERVICE EXPECTATIONS
are four simple, yet powerful, expectations that help us delight our guests and each other:

Set the Stage
Prepare for the day, ensuring proper grooming, wardrobe, and name badge placement. Be ready for our guests; smile and be approachable. Also, ensure that your area is clean, stocked, safe, and show-ready!

Know Your Stuff
Become the expert of your area. Know your venue and departmental information. It’s also important to find the answers when you don’t know them.

WOW ‘em NOW!
Seize every moment to greet and serve our guests. Apply our 10/5 Rule and Look, Focus, Act – to make Every NOW a WOW!

Be a Hero
Take personal ownership to ensure guest satisfaction, providing recovery if necessary.
Our Service Model: Look–Focus–Act

Amazing service is the foundation of everything we do at Universal Orlando. Our brand in the entertainment industry will attract guests to our resort. However, the role we play and the service we provide determines whether guests will recommend our product and return for another visit.

People who come to Universal Orlando, whether through our front entrance or Team Member gates, are considered guests. As Universal Orlando Team Members, we are expected to take advantage of every opportunity to make our guests’ day – just like they are guests in our home.

To do this, there are three elements woven into everything we do:

**LOOK ➔ FOCUS ➔ ACT**

First, we look. This means that we are present at all times, looking for opportunities to enhance our guests’ experience. We approach our guests, engage them in conversation, and pay attention to what our guests are communicating to us, both verbally and non-verbally.

Second, we focus on our guests by asking questions so that we have a thorough understanding of their needs, as if we are here just for them.

Finally, we act by taking appropriate actions and follow through to not only meet, but exceed our guests’ expectations. This approach to service defines our culture. It is Universal Orlando’s way of doing business!

### SERVICE BEHAVIORS

<table>
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<th>External (toward Guests)</th>
<th>Internal (toward Team Members)</th>
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| **LOOK** | • Practice the 10/5 Rule  
  › Non-verbally acknowledge guests when they are 10 ft. from us with eye contact, a head-nod, and smile  
  › Verbally greet or acknowledge guests within 5 ft.  
  • Look for Service Cues  
  › Guest viewing park guides  
  › Guest appears confused  
  › Guest appears lost  
  › Guest posing for pictures  
  › Guest appears distracted, disappointed, or disruptive  
  › Guest has apparel with logo  
  › Guest has children  
  › Guest carrying packages  
  › Potential safety concerns | • Practice the 10/5 Rule  
  › Non-verbally acknowledge fellow Team Members when they are 10 ft. from us with eye contact, a head-nod, and smile  
  › Verbally greet or acknowledge Team Members within 5 ft.  
  › When greeting, assisting, or providing service to fellow Team Members, identify yourself and use their names; seek opportunities to proactively help others, including those outside your immediate department  
  • Look for Service Cues  
  › Team Member appears confused or lost  
  › Team Member appears distracted, disappointed, or disruptive |
| **FOCUS** | • Practice active listening (eye contact, lean forward, open body posture, head-nodding, using words such as, “I see...”, “I understand...”, and “How can I assist?”)  
  • Ask open-ended, clarifying questions to thoroughly understand the need or capitalize on the opportunity for positive interaction  
  • Provide personalized one-on-one attention, avoiding distractions | • Practice active listening (eye contact, lean forward, open body posture, head-nodding, using words such as, “I see...”, “I understand...”, and “How can I assist?”)  
  • Ask open-ended, clarifying questions to thoroughly understand the needs of your fellow Team Members. Be open and honest in your communication.  
  • Provide personalized one-on-one attention, avoiding distractions. |
| **ACT** | • Supply guests with recommendations/suggestions (food/merchandise venues, attractions, guest flow) during each interaction  
  • Provide accurate information by being prepared with the necessary resources (phone numbers, park guides, etc.)  
  • Escort guests to locations (when possible), and provide accurate detailed directions and descriptions  
  • Treat children respectfully  
  › Kneel; get down to eye level of the child/children  
  › Speak directly to them, maintain eye contact  
  › Greet the child the same as you do the adult (handshake, etc.) | • Supply Team Members with recommendations or suggestions (paychecks, benefits, break rooms, etc.) during each interaction  
  • Provide accurate information by being prepared with the necessary resources (phone numbers, park guides, contacts, etc.)  
  • Escort Team Members to locations (when possible) and provide accurate, detailed directions and descriptions  
  • Recognize troubled Team Members and refer to appropriate support staff for help |
Housekeeping

All of our facilities have been carefully designed for us. We are all responsible for keeping our work areas clean, safe, tidy, and presentable. You should immediately report any situation that requires attention, repair, or maintenance to your supervisor.

Remember... We’re All a Part of the Show

Every day, guests come to Universal Orlando from all over the United States and from around the world to enjoy the amazing excitement and fun of our resort.

As Team Members, it is important to remember that each of us plays a part in creating those experiences for our guests. Your incredible guest service helps create memories that will stay with our guests long after they have returned home.

However, giving our guests amazing guest service is only part of the experience. Here are some steps that each of us can take to help assure that our guests are treated to the best possible experience they can receive here at Universal Orlando:

When You See a Piece of Trash, Pick It Up

When walking from one area to another, keep your eyes open for any trash that you see on the ground. It only takes a second to pick up trash and place it in a trash can and the difference it makes in our resort is incredible.

Remember That You’re Always on Stage

Whether you’re at your venue, or just walking to or from it, remember that you are always on stage when you are in our parks. Be sure to practice the 10/5 Rule with our guests and your fellow Team Members, and if you see guests needing assistance, take a minute to stop and help them.

Be Discreet When You are Carrying Personal Items

Our guests are eager to enter into the worlds we have created here, whether it’s San Francisco, Jurassic Park, or any of our other themed areas. To help support that theming, as you are walking through our parks, please be discrete when carrying your personal items and walk backstage whenever possible.

Lost and Found

If you find cash or other lost items, you must report the finding to your supervisor and Lost and Found immediately. In guest areas, we will hold lost items for two hours. This gives our guests an opportunity to backtrack looking for their property before we transfer the item to Lost and Found, located in Guest Services at Universal CityWalk and Universal’s Islands of Adventure and the Studio Audience Center at Universal Studios Florida. When you take a lost item to Lost and Found, you will be given a receipt for the item. If its owner does not claim the item within 90 days, you may claim it.

Designated Smoking Areas

Universal Orlando strives to ensure common areas – both on stage and backstage – are smoke-free. For the comfort and safety of all of our park guests and Team Members, smoking is permitted in designated smoking areas only. For the location of designated smoking areas in our parks, Team Members may refer guests to the park guidemaps.

Team Members may only smoke in designated backstage areas. Smoking is not permitted by any Universal Orlando Team Members in any of the following areas at any time:

1. Open areas that are accessible or visible to guests. Smoking is prohibited in these areas at all times, including hours when they are not accessible to guests.
2. Enclosed buildings including trailers, restrooms, conference rooms, Team Member lounges, Team Member breakrooms, private offices, lobbies and hallways.
3. Any Company vehicles, including golf carts and Technical Services vehicles.
We’re All a Part of the Show

As a member of the Universal Orlando team, you are part of a talented group of people sharing the fun, excitement, atmosphere, and entertainment with our guests.

Our success in providing an enjoyable and memorable entertainment experience for our guests depends on you. Whether your role is with guests or behind-the-scenes, your attitude, grooming habits, and attention to detail in how you care for your appearance will have a major impact on the overall impression you make.

Your appearance plays an important role in our goal to exceed our guests’ expectations. We strive to present a consistently clean, neat, and approachable image to our guests. Therefore, we expect all Team Members to adhere to our prescribed Appearance Standards that reflect our resort’s image. It is important to understand that the appearance standards below are guidelines and do not replace good judgment. Any wardrobe and/or appearance circumstance that may be considered questionable will not be permitted. We are proud of the entertainment experience we present to our guests and it is our Team Members that make the experience come to life. If you have any questions you must ask your leader, an HR representative, or the wardrobe department.

Your department may have additional appearance standards that your supervisor will outline for you.

Appearance Standards: All Team Members

Here is what we expect of you as a member of the Universal Orlando team, both on stage and backstage:

**Name Tags**

- Name tags must be worn while on stage in guest areas, as they are an important part of our wardrobe and contribute to guest and Team Member interactions. Unless otherwise specified by the Wardrobe department, name tags should be worn on the upper left of your shirt – not on a lanyard (with certain exceptions). Name tags must be worn on the outermost layer of clothing. Wearing of name tags is also encouraged for backstage Team Members.
- Wearing a name tag not only identifies you to our guests as a Team Member, but it also provides an additional element of service by identifying your first name and your hometown.
- Your first name tag will be given to you. Should you lose your name tag you must obtain a replacement from ID Processing in Wardrobe immediately. You will be responsible for the replacement cost.
- The only other acceptable buttons, pins, or tags are those issued by Wardrobe for special costumes or events. One anniversary pin commemorating milestone
anniversaries with Universal Orlando may be worn in the upper right quadrant of your name tag. Anniversary pins will be distributed by your supervisor. The placement of the anniversary pin on your name tag will be taken care of by either your manager or by Wardrobe.

- Keep your name tag “show-ready” and obtain a replacement if it is old or damaged.
- Please do not wear your name tag if you are visiting the resort as a guest.

**Show Readiness**

- While in guest areas we should always be ready and able to meet our guests’ needs whether on the clock or not. This means we should look and act appropriately at all times. For this reason, refrain from chewing gum or tobacco, eating, and drinking in guest areas.

**Personal Hygiene**

- Due to close contact with our guests and co-workers, we expect everyone to be neat and clean and to practice good physical and oral hygiene.

**Sunglasses**

- Sunglasses with conservative frames and colors (black, brown, or metal) are permitted when working outdoors on sunny days.
- Mirrored sunglasses are not acceptable.
- A Team Member’s eyes must be visible through lenses to ensure good eye contact with our guests.

**Body Piercing**

- Except for earrings, other forms of jewelry or visible piercing (including but not limited to nose, tongue, lip, cheek, and eyebrow piercing) or additional non-lobe piercings are not allowed. Spacers or retainers are not permitted in any visible body piercing.

**Tattoos**

- No visible tattoos are allowed for Team Members who interact with guests.
- Non-guest contact Team Members may have tasteful visible tattoos. Non-guest contact Team Members are defined as Night Park Service Attendants, Warehouse, Production Kitchen, Entertainment Technicians 1 - 5, Tech Services Team Members, and backstage Team Members.
- Use of bandages, wrist bands, make-up, or other items to cover tattoos is not allowed. Non-guest contact Team Members with tasteful tattoos who transfer into a guest contact role are permitted to use opaque makeup to conceal tattoos that may be visible to guests.

**Brand Pride**

- While working you are presenting the image of Universal Orlando and can take pride in being part of an organization whose vision is to be recognized as the number one entertainment destination in the world. As such clothing, jewelry, accessories, etc should not display competitors’ logos.

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**Wardrobed Team Members**

**Wardrobe**

- Universal Orlando provides each Team Member with appropriate wardrobe and costumes as may be required for each position.
- Your wardrobe is considered Company property and should not be removed from the premises without the Wardrobe Department’s approval.
- You will be responsible for the replacement cost of wardrobe items that are lost or damaged.

**Cell Phones and Electronic Devices**

- The use of personal mobile communications or electronic devices (i.e. cell phones, text messaging, direct connect access, Bluetooth earpieces, MP3 players, iPods, etc.) is prohibited while on stage in guest areas and/or on the clock. These devices must not be visible and are to be in silent mode at all times. In no way should electronic devices interrupt your interaction with guests or fellow Team Members.
- For safety reasons you may not listen to digital devices and wear headphones or ear buds in some areas backstage, such as maintenance shops, stockrooms, kitchens, warehouses, in vehicles and in other areas where you may work on or around equipment and machinery. In non-wardrobed roles, you must obtain prior approval from your supervisor to listen to a digital device using headsets or ear buds.

**Shoes**

- Wardrobed Team Members, unless otherwise advised, are required to provide their own shoes.
- Shoes must be clean and in good condition.
- Our Wardrobe Department has examples of appropriate styles and colors for your wardrobe. The basic guidelines, however, are that the shoes must be of a solid color (white, black, or brown).
- Shoes must have matching shoelaces.
- Shoes may not have multiple designs, varying colors, or highly visible brand names or logos.
- Hi-top and mid-top tennis shoes are acceptable only when long pants are worn.
- The Wardrobe Department can provide you with information about where you can purchase acceptable shoes.
- Certain positions may require Team Members to wear appropriate safety shoes. The Team Members’ manager or the Wardrobe Department will advise these Team Members if their roles require safety shoes to be worn.

**Hats**

- Only hats issued by the Wardrobe Department are permitted.

**Pockets**

- Combs, brushes, picks, cigarette cartons, or other personal items should not stick out of pockets.
- Pockets are not to be stuffed so that they bulge.
Undergarments
- Appropriate undergarments must be worn and not be visible, with the exception of undershirts. A white or black solid crewneck or v-neck undershirt is permitted under costumes with a traditional neckline. Undershirts should only be minimally visible at the neckline and should not extend past the sleeves of the costume.
- Undergarments should be of a neutral solid color and not have any visible designs or logos.
- Pants must be appropriately fitted on the waist and cannot be worn beneath the hip line or allow visibility of undergarments.

Wardrobed Women

Make-up
- Make-up should give a natural appearance, displaying a professional image.
- Foundation should be complementary to your skin color (no extreme colors or highlights). Eye shadows and eyeliner in subtle tones are acceptable. Lipsticks and lip liners may be clear glosses or matching subtle pastels. Colors should complement your wardrobe.

Hair
- We do not permit extreme styling. Hats and/or visors must sit naturally on the forehead.
- Shaving part of the head or eyebrows, cutting or dying designs into the hair, and dying the hair colors unnatural to human hair are not acceptable.
- Hair that covers one or both eyes is unacceptable.
- Long hair must be worn away from the face and confined by appropriate hair accessories.
- Hair extensions must be consistent with the overall hair color.
- Corn rows and long braids are acceptable. Beads may finish the braid and should be complementary to the wardrobe.
- All food service Team Members must wear hair restraints so that hair could not possibly contact exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.
- You can view detailed sketches of acceptable and not-acceptable hair styles on SharePoint (our company intranet).

Hair Accessories
- Accessories must serve a practical function and be complementary to the wardrobe.
- Small plain barrettes or hair ribbons in a complementary color to the wardrobe may be used to confine hair.
- Plain rubber bands should be covered by a hair ribbon or bead.
- Hair jewelry is not permissible.
- Bandannas, “Skull Caps” and “Do/Doo Rags” are not allowed.

Make-up
- Make-up is not permitted except for specified entertainers.

Hair
- Hair must be neat and clean in appearance. We do not permit extreme styling. Completely shaved heads are acceptable.
- Shaving parts of the head and eyebrows, cutting or dying designs into the hair, and dying the hair colors unnatural

Fingernails
- Nails should all be one length, clean, filed, trimmed (no longer than ¼ inch beyond the finger tip), and maintained so the edges and surfaces are cleanable and not rough.
- Nail polish should be of one color only and may be a clear, neutral, or subtle color. French manicures are acceptable.
- No decals, jewelry, sparkles, or patterns may be used.
- Chipped nail polish is not acceptable.
- Due to FDA requirements, for the safety of our guests and Team Members, backstage food service Team Members (line production cooks, first cooks, second cooks, and stewards) and food handlers in Merchandise may not wear fingernail polish or artificial fingernails when working with exposed food unless wearing gloves in good repair.

Jewelry
- One small ring per hand, a watch, and two pairs of earrings are permitted.
- No other visible jewelry, such as necklaces, bracelets, or anklets, is permitted.
- Earrings should be post-style or clip-on. Hoop, demi-hoop, or dangling earrings are not acceptable. The complete fully extended earring must fit inside the diameter of a quarter.
- Earrings must be a matched set with up to two earrings per ear, and worn on the bottom of the earlobe only.
- Use of bandages to cover other earrings is not acceptable.
- Spacers or retainers, even when clear in color, are not permitted in any visible body piercing.
- Teeth grills, or any other dental jewelry, are not permitted.
- Due to FDA requirements, for the safety of our guests and Team Members, backstage food service Team Members (line production cooks, first cooks, second cooks, and stewards) and food handlers in Merchandise may wear a plain ring such as a wedding band, while preparing food. No other jewelry is allowed, including watches and medical information jewelry, on arms and hands.

Socks and Hosiery
- Either crew socks or hosiery must be worn as determined by your wardrobe specifications.
- Hosiery should be of a color complementary to the skirt, shorts or pants.
- Sock color will be determined by the Wardrobe department based on your wardrobe.
- Hosiery or socks should be of one color with no visible designs or stripes.

Wardrobed Men
to human hair are not acceptable.
- Hair may be no longer than the middle of the neck.
- Hair of differing lengths, ponytails, or hair that covers one or both eyes is not acceptable.
- Sideburns must be neatly trimmed and reach no longer than the top of the wardrobe collar. Beards may finish the braid and should be complementary to the wardrobe.
- Side-length should be no longer than the bottom of the ear.
- All food service Team Members must wear hair restraints so that hair could not possibly contact exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.
- Bandannas, “Skull Caps” and “Do/Doo Rags” are not allowed.
- You can view detailed sketches of acceptable and not-acceptable hair styles on SharePoint (our company intranet).

Facial Hair
- Beards must be fully developed and well-groomed.
  - Fully developed is defined as complete skin coverage.
  - Length of facial hair is not to exceed ¼ inch. (For reference, ¼ inch is the length of a pencil eraser.)
- Goatees must be fully developed and well-groomed.
- Soul patches must be neat and well-groomed.
- Mustaches that reach no longer than the corners of the mouth are permitted, if neatly trimmed and fully developed.
- Sideburns must be neatly trimmed and reach no longer than the bottom of the ear.
- Designs, unnatural coloring, braiding, or other unnatural facial hair looks are not permitted.
- Flared sideburns are not permitted.

Fingernails
- Nails should be clean, filed, trimmed, (no longer than finger tip length), and maintained so the edges and surfaces are cleanable and not rough.

Jewelry
- One small ring per hand, one watch, and a tie clasp or pin approved by the Wardrobe Department are acceptable.
- One plain post earring no larger than ⅛ inch may be worn in the lobe of each ear. Hoops and dangling earrings are not permitted.
- Use of bandages to cover other earrings is not allowed.
- Spacers or retainers, even when clear in color, are not permitted in any visible body piercing.
- Teeth grills, or any other dental jewelry, are not permitted.
- Due to FDA requirements, for the safety of our guests and Team Members, backstage food service Team Members (line production cooks, first cooks, second cooks, and stewards) and food handlers in Merchandise may wear a plain ring such as a wedding band, while preparing food. No other jewelry is allowed, including watches and medical information jewelry, on arms and hands.

Socks
- Crew socks must be worn.
- Sock color will be determined by the Wardrobe department based on your wardrobe.
- Socks should be of one color with no visible designs or stripes.
- When worn with shorts, socks should be fully extended (not pushed down around the ankles).

Winter Wardrobe Guidelines
During the winter months, Universal Orlando’s Wardrobe standards allow for additional clothing to keep Team Members warm.

Jackets
- Wardrobe issues jackets for Team Members working outdoors only or in specific venues that are considered open-air venues. (Jackets are not distributed to Team Members who work indoors.)
- Most jackets are three-season jackets and can be used alone or with a liner. Liners should never be worn without a jacket or outside a jacket.

Sweaters and Sweatshirts
- Wardrobe issues sweaters and sweatshirts for Team Members who work in indoor venues only. (Sweaters and jackets are available for Team Members in Admissions.)

Headwear
- Wardrobe provides themed headwear for every outdoor venue / open-air venue. In the event that the temperature drops below 55 degrees, additional cold weather knit caps are permitted. Knit caps are not provided by Wardrobe. The only approved knit cap color is black; they have to be solid black with no logos. Wardrobe-compliant black knit caps are available for purchase at U-Stop during the winter months.

Layering Clothes
- In the event it is an extremely cold day and the jacket does not provide enough warmth, Team Members might wish to layer clothes underneath the jacket. Garments such as long johns can be used to layer under UO garments. Long sleeve crew neck shirts are also permitted under a company issued wardrobe shirt, provided that the Team Member is wearing a company issued jacket or sweater.
- If a Team Member removes his or her jacket or sweater, and continues to work in the guests’ view, he or she must remove the long sleeve shirt. Long sleeved shirts are not to be visible while in guests’ view (other than at the neckline). Approved colors for long sleeve undershirts are white, cream, or tan. (Security Team Members are allowed to wear blue and black colors.)
- Wardrobe does not issue long johns or other layered undergarments.

Gloves
- Wardrobe does not supply gloves. However, gloves are permitted during periods of extreme cold. Glove colors can vary but need to be complementary to the wardrobe.
Use and Care of Wardrobe

We have carefully designed and selected wardrobe items to add to the overall ambiance of our streets, shops, service facilities, restaurants, rides, and attractions. Wardrobe helps enhance the atmosphere we create for our guests. The manner in which you wear your wardrobe affects the success of the venue in which you work and ultimately reflects the attitudes of the whole Company. Please:

• Make sure that all items are always clean, pressed, and in a proper state of repair.
• Always keep your shirt or blouse tucked into your skirt or pants unless otherwise specified by Wardrobe.
• No matter where you work or what your role is, anytime you are in a public area you are “on stage” and your Wardrobe must be worn as intended.
• Wear the wardrobe of the day as assigned.
• Only wear outerwear issued by Wardrobe (with some exceptions).
• Do not attempt to improvise or “mix and match” wardrobe items.
• Know that improper use or care of wardrobe items, including leaving garments unsecured in locker areas and/or venues and unapproved removal from property, is subject to disciplinary action.

If you have a question or require clarification regarding a wardrobe item, please contact your supervisor.

Lockers
• Casual and Regular Team Members are issued a free locker (when available) to be secured by UO-supplied locks only. If a locker is not available, Team Members will be issued a storage bag.
• Seasonal Team Members are provided a storage bag and a slot storage number. This bag is used to store personal garments until their shift is over.
• UO will have access to all lockers and will conduct random locker clean-outs. Valuables should not be stored in the wardrobe lockers.

Wardrobe Hotline
• A Wardrobe Hotline has been set up to handle any wardrobe questions or concerns that may arise during the wardrobe process. The Wardrobe Hotline is 407-363-8780.

Non-Wardrobed Team Members

Non-wardrobed Team Members, whether they work backstage or on stage, must always present a professional image that supports our brand. The guidelines below may not be all encompassing and good judgment should always be used. While on stage (whether you are working or involved in other work activities) it is even more important to ensure you Look The Part. While on stage you are part of the show and must always be camera ready.

• All Universal Orlando Team Members should select clothing that is appropriate for their business environment. Department leaders may have specific standards within their work unit.
• Business casual is acceptable dress. It is defined at a minimum to include khakis, dress slacks, collard button down dress shirts, and polo shirts. Polo shirts should be an appropriate fit and in good condition and should not display competitors’ logos (Universal Orlando logos are strongly recommended; other non-competitor logos are acceptable). T-shirts, tank tops, and shorts are not permitted.
• Pants must be appropriately fitted on the waist and cannot be worn beneath the hip line or allow visibility of undergarments.
• More casual attire, including appropriate jeans (no tears, holes, fading, etc.) and tennis shoes (in good repair, are a solid color, and have appropriate laces), may be worn on Friday*, Saturday* and Sunday* and when approved by the department head as appropriate for the business function (shorts, T-shirts, etc are not permitted). Based on job function some backstage teams may be permitted to wear jeans daily if approved by the department Senior Vice President.
• Casual attire is not appropriate if you will be in guest areas interacting with guests or if you will be meeting with external clients.
• When conducting business over lunch on-stage with other Team Members, name tags should be removed.

*Casual attire is not appropriate if you will be in guest areas interacting with guests or if you will be meeting with external clients.
Female Non-Wardrobed Team Members:
- Must adhere to the spirit and intent of the hair guidelines for wardrobed Team Members. On stage – or guest contact – Team Members should also follow the hair accessories guidelines for wardrobed Team Members.
- Similar to our wardrobed Team Members, when working on stage two pairs of earrings are permitted to be worn on the bottom of the earlobe only; however for non-wardrobed females hoops and dangling earrings are permitted. Rings, necklaces and bracelets are also acceptable.
- Should adhere to the same fingernails guidelines for wardrobed Team Members. The same guidelines pertain to those Team Members wearing open shoes that expose the toes. (Backstage Team Members who do not have guest contact are permitted to be more liberal in color and design while maintaining a professional look. Department leaders may define professional look at their discretion.)
- Hosiery is not required for non-wardrobed women. Any hosiery worn should complement attire.
- Capri-style pants which extend to mid-calf or longer are acceptable in khaki or plain non-stretch dress pant material. No denim of any color or prints are permitted.
- Skirts, if worn, must be full or mid-length.

Male Non-Wardrobed Team Members:
- Must adhere to the same hair, facial hair, and earring guidelines for male wardrobed Team Members.
- Are only permitted to wear button down straight hemmed shirts outside the pants. All other shirts must be neatly tucked.

Any questions or concerns regarding your appearance should be directed to your immediate supervisor.

Entertainment Team Members
- Team Members selected to perform in a live show, or in any of Universal Orlando’s other attractions, may be required to wear specialized make-up, hair, or wardrobe items.
- Specific requirements of these roles will be determined by the Entertainment Department, which may supersede the Appearance Standards sections that apply.

Medical Restrictions and Religious Accommodation Requests

Requests for an exception to the Universal Orlando Appearance Standards for medical reasons must be presented to the Health Services Department with supporting medical documentation.

- A copy of the request and medical information is to be retained at Health Services.
- A copy of any approved restriction is to be sent to your manager.
- Permanent medical restrictions must be updated annually, or more frequently if the condition changes.

Any request for an exception to the Universal Orlando policy for religious beliefs or questions regarding the accommodation of medical restrictions must be directed to your Human Resources Manager.
Your Career at Universal Orlando

Equal Employment Opportunity

Beginning a new job is an important event. Whether this is your first job or one of several you have had, it is important for you to know that we are committed to a policy of Equal Employment Opportunity for all Team Members. This means we will not unlawfully discriminate against any Team Member or applicant for employment because of race, creed, color, age, religion, national origin, sex, disability, genetics, marital status, sexual orientation, military service, status as a Vietnam era or special disabled veteran, or status in any other protected group. All actions related to recruitment, hiring, promotions, transfers, training, layoffs, discipline, and separation from employment shall be applied in a non-discriminatory manner. The Universal Equal Employment Opportunity Policy is stated below:

It is the policy of the Company that all people should have an equal opportunity in every aspect of employment based on ability and qualifications. Toward this end, it is the Company’s policy to recruit, hire, train, pay, transfer, promote, discipline, terminate and offer all other terms, conditions, and privileges of employment without regard to race, creed, color, age, religion, national origin, sex, disability, marital status, sexual orientation, military service, status as a Vietnam era or special disabled veteran, or status in any other protected group.

All Team Members are held accountable for adhering to our Equal Employment Opportunity policy. In addition to the Company’s policy position, Universal Orlando is committed to the full and conscientious compliance with the laws of the United States prohibiting discrimination in employment including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, the Equal Pay Act of 1963, and Executive Order 11246.

Specifically, in regard to the Americans with Disabilities Act and the Rehabilitation Act, the Company will treat all applicants and Team Members in accordance with applicable law. Applicants with disabilities or Team Members who are qualified individuals with disabilities may request reasonable accommodations to perform their duties.

Questions concerning these policies should be directed to your immediate supervisor or the Human Resources Department.
Performance Appraisals
Your supervisor will evaluate your performance periodically. This gives you and your supervisor an opportunity to communicate and establish an action plan to help improve your performance and, in turn, grow with the Company. Information derived from your performance appraisals may be considered when making decisions affecting your training needs, promotional opportunities, and rate of pay.

Internal Role Changes
Universal Orlando is committed to helping our Team Members achieve their career potential. Our system, the Universal Orlando Career Network, supports Team Members in identifying their career goals and working with their management to become strong candidates for their next role. It takes three partners – the Team Member, the manager, and the Company – to make the system work.

To learn more about the Career Network, call 407-224-6677.

Team Member Referral Program
Every day you get to create extraordinary moments for our guests working at Universal Orlando. We need your help in referring exceptional candidates like yourself, whose number one priority is guest service, to apply to work at Universal Orlando.

Not only could you help a friend or family member find a great job at an amazing company where everyday is fun, but you get rewards too! For every successful referral that joins the Universal Orlando team, you will receive complimentary tickets* to Universal Orlando!

The more people you refer, the more tickets you can receive! Tell your friends and family to apply online, anytime at www.UniversalOrlandoJobs.com and make sure they put your name and Team Member ID number as the referral source on their online application in order for you to receive your rewards.

*Number of tickets and timing of distribution varies.
Harassment-Free Workplace Policy

The Company prohibits any harassment [including harassment based on race, creed, color, age, religion, national origin, sex, disability, genetics, marital status, sexual orientation, military service, status as a Vietnam era or special disabled veteran, or status in any other protected group] within the workplace. This policy extends to our guests, concession operators, and suppliers. Any questions or concerns you may have should be directed to your immediate supervisor or to your Human Resources Manager.

With respect to sexual harassment, see the Universal Orlando policy below:

Universal Studios Company, LLC and all of its subsidiaries (collectively “Universal”) are committed to providing equal employment opportunity and a work environment free from discrimination prohibited by law, including sexual harassment, and discrimination because of an individual’s race, religion, creed, color, national origin, ancestry, medical condition, mental and/or physical disability, marital status, sex, age, veteran status, or sexual orientation. In keeping with this commitment, Universal prohibits such discrimination or sexual harassment in all areas of employment, including, by way of example, recruitment, hiring, training, promotion, discipline, separations, benefits and compensation, and requires reasonable accommodation of qualified individuals with mental and/or physical disabilities whose needs are known to Universal.

No Team Member of Universal has the authority to offer any employment term, condition or benefit in exchange for the granting of sexual favors or for tolerating unwelcome sexual conduct or for any other conduct prohibited by this policy. All Team Members are also prohibited by this policy from taking retaliatory action of any kind against a Team Member because the Team Member made a good faith complaint about sexual harassment or discrimination prohibited by this policy. Any violations of this policy shall be treated as serious misconduct and will result in appropriate disciplinary action, which may include termination of employment.

All Team Members, whether supervisors or non-supervisors, and non-Team Members doing business with Universal Orlando Team Members or while visiting Universal premises, are expected to comply with this policy.

Definition

This policy prohibits all forms of conduct – such as verbal, physical, or visual conduct – which are unwelcome and indicate race, religion, sex, creed, color, national origin, ancestry, medical condition, genetics, age, marital status, veteran status, physical or mental disability or sexual orientation.

Sexual harassment is defined as including, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct of a sexual nature when either (1) submission to such conduct is made either explicitly or implicitly a term or condition of the individual’s employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

This policy seeks to prevent unwelcome discriminatory-based conduct, examples of which are listed below. It is important for Team Members to avoid conduct on their part which could be construed by others as unwelcome conduct directed at them (e.g., telling jokes of a sexual nature).

Examples of Prohibited Conduct:

- Offering employment benefits, such as favorable assignments, reviews, promotions, or the like, in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances or to discriminatory conduct.
- Making unwelcome sexual advances, propositions, flirtations or repeated unwelcome requests for or efforts to make social contact.
- Using verbal abuse of a sexual or gender-based or other discriminatory basis, such as using sexually degrading or vulgar words to describe an individual or making derogatory sexual, gender-related, or discriminatory-based (e.g., race, religion, age, national origin, disability, sexual orientation, etc.) comments, slurs, taunts, jokes, language, or epithets.
- Asking questions about sexual conduct or sexual orientation or disclosing or spreading rumors about such information concerning yourself or others.
- Making verbal commentaries about an individual’s body, sexual prowess, sexual orientation, or sexual deficiencies.
- Whistling at, touching, pinching, brushing the body, or coercing sexual acts, or engaging in any such physical conduct in the context of other discriminatory-based conduct.
- Leering or making sexual, derogatory, insulting, obscene, or other discriminatory-based (e.g., race, religion, age, national origin, disability, sexual orientation, etc.) comments or gestures.
- Displaying in the workplace sexually suggestive, gender-based or discriminatory [e.g., race, religion, age, national origin, disability, sexual orientation, etc.] objects, pictures, posters, or cartoons.
- Sending sexually suggestive, gender-based, discriminatory or obscene text messages [or electronic images, video, pictures, e-mails, etc.], letters, gifts, notes, or invitations.
- Retaliating against a Team Member for refusing to participate in such behavior or for complaining about such behaviors.
**Timely Reporting**
An important objective of this policy is to prevent a working environment from developing which, because of such prohibited conduct unreasonably interferes with a Team Member’s work, is intimidating, hostile or offensive. It is therefore essential and required that Team Members immediately report conduct which is believed to be in violation of this policy. Timely reporting is necessary so that a complaint can be investigated while information is most available.

**Complaint Procedure**
Any Team Member who believes that he or she has been subjected to conduct in violation of this policy by a Team Member, supervisor, agent, business contact, or visitor of Universal Orlando should report the facts of the incident and the names of the individuals involved to his or her immediate supervisor or, in the alternative, to the department’s Human Resources Manager. If, for any reason, a Team Member would prefer not to discuss the issue of discrimination or sexual harassment with any of these individuals, the Team Member is encouraged to report conduct to any Director or Vice President of Human Resources within Universal Orlando.

If the Team Member is comfortable addressing the situation directly and believes it would be helpful, the Team Member is encouraged to immediately tell the other person when his or her behavior is considered inappropriate and unwelcome and to request that the conduct stop. Persons so told should comply immediately and graciously with such requests.

Supervisors must immediately report conduct which is believed to be in violation of this policy, whether or not the concerned parties are subordinates of the supervisor, to a Human Resources Manager, Director, or Vice President.

**Investigation Process**
A report of an alleged violation of this policy will be promptly investigated. Appropriate disciplinary action will be taken against any person who has violated this policy and other action will be taken as appropriate to remedy problems caused by the misconduct. The outcome of the investigative process will be reported to relevant parties, as is considered to be practical and/or appropriate.

**Confidentiality**
Confidentiality will be maintained to the extent considered by Universal Orlando to be practicable and appropriate in order to meet the purposes of investigating, responding to claims, complaints, and charges, and achieving the other objectives of this policy.

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**Code of Conduct**
We believe that a business has ethical as well as economic responsibilities and will prosper most in an environment that is ethically sound. We are committed to acting with the highest ethical standards and to protecting our reputation for integrity. The Comcast Code of Conduct provides standards of business conduct for all of its employees, officers and directors to live up to in order to achieve our ethical standards and commitment to integrity.

As Universal Orlando is a wholly-owned subsidiary of NBCUniversal (a division of Comcast), all UO Team Members must understand and adhere to the Comcast Code of Conduct. The foundation of the Comcast Code consists of the following important standards of business conduct, which are the key ingredients in establishing and maintaining trust:

- Comply with all applicable laws, regulations, policies and contracts governing our businesses.
- Be honest, fair and trustworthy in all your business activities and relationships.
- Treat one another fairly and foster a safe, diverse and environmentally responsible workplace.
- Protect our assets and information and the assets and information entrusted to us by others.
- Avoid conflicts of interest, and the appearance of such conflicts, between work and personal affairs.
- Compete responsibly in the marketplace.
- Ask questions, seek guidance and raise concerns.
- Through leadership at all levels, create and sustain a culture where ethical conduct is recognized, valued and practiced by all employees.

Team Members are required to acknowledge that they understand and adhere to the code. To learn more about the Code of Conduct, Team Members may review the Code anytime by visiting www.UOTeam.com.

**Confidentiality Statement**
As a Team Member of Universal Orlando, you may have access to certain confidential or proprietary information. It is your responsibility to ensure that confidential matters, and business information which is not generally known by the public, are not disclosed. The use of electronic mail (e-mail) to obtain or share confidential information from or to third parties is strictly prohibited. You may not receive payment for confidential information. The acquisition or disposition of a property or interests on the basis of confidential or proprietary information obtained through the Company is also prohibited.
Reporting Unethical Behavior

If you ever have a concern regarding unethical activity, don’t keep it to yourself. Discuss it with your supervisor or HR representative.

If you prefer to remain anonymous, you can call the Speak Up! hotline, seven days a week. You do not have to give your name. Your concerns will be documented and relayed to Universal Orlando. Team Members may also make use of the NBCUniversal Integrity Helpline or Comcast Listens hotline.

Current contact information for Speak Up!, the NBCUniversal Integrity Helpline, and Comcast Listens is available on www.UOTeam.com.

What if I see suspicious activity or situations happening right now at Universal Orlando?
For immediate response to activities happening right now, pick up any Universal Orlando phone and dial 407-363-8333. This number will connect you to our Security Command Center who can help take care of urgent situations immediately.

Open Door Philosophy

Union-Free Workplace
We work in an industry where it truly is a business necessity to create a positive work environment. Doing so makes it easier for Team Members to create smiles on the faces of guests.

We believe in direct, open, and two-way communication not only because it is the most efficient means of addressing issues, but also because it promotes an environment where people treat each other with dignity and respect, two key elements of a positive work environment.

We also believe that all Team Members must be treated fairly. Our Open Door Plus program demonstrates our commitment to this principle.

We do not believe that you should have to pay union dues to an outside organization when you can do more for yourself and the Company through existing internal means. Sharing our view is not a condition of your continued employment.

Open Door Plus Policy
We believe that in order to be as successful as we can be, an “open door” philosophy is critical. An open door atmosphere enhances the environment for all of us by allowing for the open exchange of ideas and issues. Open Door Plus was created to ensure Team Members of fair treatment.

First Step – Immediate Supervisor or Human Resources Manager
1. To initiate the dispute resolution process, the Team Member must discuss the matter with his or her immediate supervisor or Human Resources Manager within a reasonable time after the occurrence of the problem, usually within ten calendar days. The goal of this step is to provide an informal setting to solve the problem and to improve communication and understanding.
2. The supervisor will be responsible for handling the complaint as an important matter, seeking to make every effort to arrive at a prompt, equitable solution within five calendar days, unless additional time is required under the circumstances.

Second Step – Department Director
1. In the event that the Team Member and immediate supervisor or Human Resources Manager are unable to mutually resolve the issue, the Team Member must submit a written appeal on the Open Door Plus Appeal Form to his/her Department Director within two calendar days of receipt of the supervisor’s response.
2. The Department Director or designee will investigate the appeal, consult with the Human Resources Department, and respond to the Team Member within five calendar days unless additional time is required under the circumstances.

Third Step – Senior Management Review or Peer Review Panel
1. A Team Member who is not satisfied with the response from the Department Director must appeal the issue within two calendar days. If the issue relates to disciplinary action that results in loss of pay (suspension, demotion, termination), the Team Member may choose to receive a final and binding decision from either a member of Senior Management (as determined by the Vice President of Employee Relations) or a Peer Review Panel comprised of co-workers and members of the management team. For all other issues, the appeal will be to a member of Senior Management. A current list of Senior Management may be obtained from your Human Resources Manager or from the Office of the Ombudsperson.

Appeal to a Member of Senior Management
1. The designated member of Senior Management for your department will provide the Team Member with a written response within five calendar days unless additional time is required under the circumstances.
2. Any decision rendered by the member of Senior Management will be regarded as final and binding upon all parties.

Peer Review Panel
The Peer Review Pool will consist of a sufficient number of salaried and hourly Team Members who volunteer and have been selected and trained by the Human Resources Department.

The Panel will review management’s actions to ensure that the application of Company policy or practice was followed correctly, fairly, and consistently. The Peer Review Panel will reach a decision to grant, deny, or modify the
related to the efficient and safe operation of business, the rule or order of the Company or its management otherwise discipline a Team Member who violates any of the Company’s rules and regulations or general standards of Team Member conduct, including behavior, performance and attendance, may be subject to disciplinary action. The Company does not apply these guidelines in a rigid manner and reserves the right to impose whatever discipline is necessary under the circumstances.

It is the policy of Universal Orlando to practice fair and appropriate discipline. We expect our Team Members to conduct themselves in a responsible, courteous, and honest manner at all times. If you are instructed by a supervisor or a management representative to perform an assigned task, you are required to do so unless the assignment is legitimately perceived to be illegal, unethical, or dangerous. If, after the completion of an assignment, a Team Member believes it was improper, he or she may discuss the matter with a supervisor or their Human Resources representative. The Company has the right to suspend, discharge, or otherwise discipline a Team Member who violates any reasonable rule or order of the Company or its management related to the efficient and safe operation of business, the maintenance of discipline, and the provision of courteous service to our guests and to fellow Team Members.

We believe that a properly administered system of progressive discipline is an important reflection of our commitment to fair treatment.

As a general guideline, the normal steps of progressive discipline are:

1. **Verbal Counseling** – an informal meeting during which you and your supervisor can discuss any difficulties or problems that may have been noted with your behavior, performance or attendance.

2. **Written Counseling** – a written counseling serves to reinforce previous verbal discussions when work habits and/or performance have not significantly improved.

3. **Final Written Counseling** (which may include suspension) – a final written counseling may be necessary when prior disciplinary efforts have failed or when circumstances warrant the immediate application of this more serious level of discipline.

**Suspension - Pending Investigation** – Universal Orlando may suspend a Team Member without pay for up to three working days pending investigation of violation of Company rules. A suspension is warranted when it is necessary for the supervisor to have time to evaluate and investigate a situation or incident before taking further disciplinary action. A suspension may be extended if investigation of the situation or incident cannot be completed in the three day period.

4. **Discharge**

One or more of these steps may be skipped, if warranted by the circumstances. Each disciplinary situation is unique and must be reviewed on an individual basis. Some serious offenses may result in immediate discharge.

Examples of actions that may lead to immediate discharge include, but are not limited to:

1. Acts of dishonesty, to include providing false information during any internal investigation, and/or participating in inappropriate behavior in the workplace
2. Fraternization or solicitation of a guest by a Team Member while on duty
3. Rudeness or lack of respect to, or in the presence of, guests or co-workers, including the excessive use of offensive and/or foul language
4. Theft or misappropriation of guest, Team Member, or Company property
5. Falsifying any Company document including applications, time cards, expense account forms, workers’ compensation claims, witness statements, etc.
6. Possessing or bringing weapons or other dangerous devices upon your person or within a vehicle onto Company property
7. Reporting to work under the influence of intoxicants or drugs, using alcohol or drugs, or possessing either while on duty
8. Insubordination – failure to comply with a direct order of a supervisor
9. The unauthorized disclosure of confidential or proprietary information or the use or dissemination of...
such information in a manner which may be detrimental
to the Company’s interest
10. Any type of harassment of guests or fellow Team
Members, including but not limited to verbal or sexual
harassment
11. Any inappropriate touching of guests or fellow Team
Members
12. Any type of vandalism, destruction, or defacement of
guest, Team Member, or Company property
13. Failure to observe safety regulations
14. Sleeping while on duty
15. Selling complimentary passes
16. While on an approved leave of absence, working
elsewhere, without express written permission from
the immediate supervisor, Department Director, and the
Human Resources Department
17. Any conduct determined by management to reflect
negatively on Universal Orlando’s image or standing in
the community, whether or not it has actually become
public knowledge
18. Violations to the Code of Conduct Policy. [see page 16]
19. Actual or threatened physical violence toward any Team
Member or guest
20. Illegal activity or inappropriate conduct while on
property as a Team Member or guest

You are serving as a representative of Universal Orlando, and
this implies a personal responsibility. Each Team Member’s
actions reflect on the Company as a whole.

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**Employment Verifications**

Universal Orlando has contracted with The Work Number, a
service of TALX Corporation, to handle employment
verifications for all Team Members. This fast, secure service
is used for mortgage applications, reference checks, loan
applications, apartment leases, and anything that requires
proof of employment.

The Records Department, in partnership with The Work
Number, is responsible for handling all written and verbal
employment verifications (not your supervisor or manager).

To get an employment verification started, visit the
Records Department in the Human Resources Building.
Records will provide you with detailed instructions and will
be able to answer your questions about the employment
verification process. Instruction information may also be
found on the Universal Orlando intranet.

If a problem or question arises, please call The Work
Number Client Service Center at 1-800-996-7566 or the
Records Department at 407-363-8039.

**Leaving Universal**

Should you decide to voluntarily terminate your employment
with the Company, we ask that you give us a two-week notice.
If you do not provide us with this notice before terminating
your employment, you may not be eligible for future
employment with us.

There are several matters to handle when your final day
of work arrives. You will be required to return all Company
property including wardrobe, ID’s, keys, parking decals,
etc., to the appropriate area as directed by your immediate
supervisor. Your final paycheck will be mailed to the address
that we have on file for you at that time. We will also ask you
to respond to either an exit interview or survey. We want
your impressions and suggestions on how to make Universal
Orlando the best it can be.
Your Time

Child Labor Law
Universal Orlando operates in full cooperation with the State of Florida Child Labor Law, which mandates the following:

Minors Under 18
- May not work during school hours.
- May not work more than 6 consecutive days in any 7-day period.
- May not work more than 4 hours without a 30-minute uninterrupted break.
- May not work more than 8 hours a day when school is scheduled the following day. If school is not scheduled the following day, no hour restrictions apply, which includes holiday and summer vacations.
- May not work more than 30 hours per week when school is in session. During holidays and summer vacation, no hour restrictions apply.
- May not work before 6:30 AM or after 11:00 PM when school is scheduled the following day. During holidays and summer vacations, no hour restrictions apply.

The Florida Child Labor Law is designed to serve and protect minors and to encourage them to remain in school. At times, some minors may feel that the law conflicts with their best interest or their life circumstances; therefore, they have the right to request an exemption from parts of the law. All waiver applications are reviewed, and granted on a case-by-case basis. A waiver application may be obtained by writing to the Florida Child Labor Office (contact Human Resources for the address). If a minor is currently attending public school, a waiver application may be obtained and granted by the local school district. In order to qualify for a waiver, applications must demonstrate that certain requirements of the law need to be waived because of family or personal financial hardship, medical reasons, school status, or a court order.

Schedules and Breaks for Hourly and Non-Exempt Team Members
- Your supervisor is responsible for determining your schedule.
- Guest attendance, operating hours and weather can affect your schedule, breaks, and even days off.
- The posted schedule shall not be changed except by mutual agreement between the Company and the Team Member, or in cases of bona fide emergency (Act of God). If it is necessary to reduce staffing in response to attendance, we will ask for volunteers to leave early.
- You may be assigned duties outside the normal scope of your role.
- We usually ask for volunteers to work overtime, but you may be required to work overtime if necessary.
• While we will make every effort to avoid changes to your schedule, we ask that you remain as flexible as possible.
• Your meal and rest breaks will also be scheduled by your supervisor.
• Generally, you will be scheduled a minimum of a 30-minute unpaid meal period for each shift you work over 6 hours (Minors, see Child Labor Law section).
• You will need to reflect the time for your meals in your time records.
• For every four hours you work, hourly Team Members will be scheduled for a 15 minute break if business needs allow (Minors, see Child Labor Law section).
• Your supervisor will inform you of approved locations in your area for breaks and eating.
• It is important that you return on time from your breaks and meal periods.

Remember that the smooth operation of our resort governs our schedules. If your work area is extremely busy when you are scheduled for a break, or if your coverage has not been reported to work when you are scheduled to leave, please contact your supervisor for instructions. At times it may be necessary to rearrange a scheduled break. It is important never to leave an operations area unattended.

Team Member Breakrooms and Grills
The Company provides Team Member-only break areas and grills for all Team Members to enjoy. These areas are provided for your rest and relaxation during approved breaks while on duty and should not be utilized while you are off duty. Please observe all posted rules that have been established for our maximum enjoyment of these facilities. Remember to maintain a clean and safe environment throughout these areas.

Meals served at the Team Member grills are discounted and are to be consumed on property by Team Members only.

Overtime
Universal Orlando pays hourly and non-exempt Team Members at a time-and-one-half premium for all hours worked in excess of 40 hours in a work week. We also provide a time-and-one-half premium for hours worked in excess of 10 hours in a day. Some exceptions apply. You will be notified if any exceptions apply to your role. The overtime rate is based on a blended rate calculated from all hourly rates paid and any other applicable compensation (i.e. commissions) paid during the given pay period. You will be paid overtime based on either the weekly or daily calculations, whichever gives you the most overtime hours in the pay period, not both. Only those hours actually worked are counted towards the determination of overtime pay. Compensated holidays, vacation days, and sick days, for example, are not hours worked, and therefore are not counted in calculating overtime hours. All overtime hours must be pre-approved by your supervisor.

Attendance and Punctuality
Because the staffing of each work area is scheduled carefully to provide just the right amount of coverage to service our guests, it is extremely important that if you are going to be late or absent, you call your supervisor or designated contact number as soon as possible, in accordance with call-in procedures for your department. You must contact your supervisor (or designated contact) for each and every day that you are absent. Consistent attendance is a job requirement. Failure to meet this requirement is considered an inability to perform to the Company’s satisfaction and grounds for termination. Failure to report for scheduled shifts without any notification, and unsuccessful efforts to contact you at the number provided by you will be recognized as a voluntary termination.

In order to ensure that Team Members adhere to their assigned work schedules, the Company has developed an attendance policy for absences and tardiness. Depending on the number of tardies and absences a Team Member has accumulated, disciplinary action may be taken, up to and including termination. Your supervisor can explain the current policy to you in more detail.

Timekeeping and Dress Time
Team Members who are paid by the hour must clock in and out at the beginning and end of work periods and also at the beginning and end of each meal period. Clocking in and out should occur only at the Team Member’s home work location. Keeping accurate track of your time allows us to pay you promptly and correctly. It is your responsibility to record your own time. Under no circumstances should you record time for other Team Members or allow another person to record time for you. Violation of this policy will lead to disciplinary action, which could include immediate discharge.

Work time and the recording of such are considered a Company record. It is important to ensure accuracy. Therefore, if you make an error or become aware of an error regarding your work time, please notify your supervisor immediately.

You must be in your work location and ready to work at the stated start time for your shift. If you are required to change into wardrobe on-site, and are not a Tech Services Team Member or other wardrobed Team Member participating in Home Care, you may be entitled to be paid dress time in which you will be paid for a reasonable amount of time in which to change into wardrobe. Please check with your supervisor for details. If you believe you may be eligible for Home Care due to a medical condition, in which case you would care for your wardrobe at home and bring it to work, please inquire at the Special Requests desk in Wardrobe.
Your Pay

Payday and Paychecks
All Universal Orlando Team Members are paid on a weekly basis. The workweek begins at 12:00 AM Sunday and ends at 11:59 PM on the following Saturday. Pay is distributed on Friday, six days following the end of the workweek.

All Team Members receive their pay electronically. Pay may be deposited to participating banks and credit unions. If you do not have an existing financial relationship, you may open an account with FAIRWINDS Credit Union. We are fortunate to have a branch conveniently located on property. Universal also offers a payroll card, which is a VISA branded debit card. To enroll in direct deposit or in the payroll card program, visit the Payroll Department. You may also enroll in direct deposit online via Universal Orlando’s Self Service Center (ESS) website, accessible at www.UOTeam.com.

Paystubs are always available on-line, via ESS, and contain important information about hours worked for the workweek as well as mandatory and voluntary deductions. Any questions regarding your pay should be brought to your supervisor’s attention. Make sure you have your pay stub available for review when addressing questions to your supervisor. Your supervisor will work with the Payroll staff when adjustments are necessary.

Electronic Self Service Systems
Through our Self Service Center, (ESS) Universal Orlando offers all Team Members 24-hour-a-day secured access to a variety of personal information sources, including payroll and tax withholding information, home and mailing address, phone numbers, and emergency contact information. This service provides Team Members the ability to make certain online updates to this information. Team Members may also review, print and save paystubs through Self Service.

The Self Service Center is available so you can access it from anywhere, including certain locations at Universal Orlando. To access the ESS site, visit www.UOTeam.com. You will need your Team Member ID Number and a Password. All Team Members are issued a general Password upon hire (see website for details).

Your Team Member ID Number can be found on your paycheck stub or on your Team Member ID badge. To have your Password reset, you may contact the Help Desk at 407-224-HELP.

Gratuities
Because providing our guests with the best entertainment experience possible is our business, we do not want our guests to feel as if they have to pay extra for great service. Therefore, if you are in a non-tipped role classification, you are not permitted to solicit or accept tips or gifts from guests. If a guest offers you a tip or gift, politely but firmly reject it.

You may explain that this is the Company’s policy and that it is your pleasure to be of service. If the guest insists, becomes offended, or leaves the tip or gift and walks away, you should take the tip or gift to your supervisor, who will take action in accordance with the Company’s policy. Please contact your immediate supervisor for more information on this issue.

There are select roles in the Company that are eligible to accept gratuities from guests (i.e. Waitperson and Valet Parking Attendant). Team Members who work in a tipped classification will have their tips used as a credit against the minimum wage as permitted by federal and/or state law.

A Team Member who receives monetary tips or gratuities must, by law, ensure that all tips and gratuities are reported accurately and timely in accordance with his or her work unit’s reporting methods. The Company will provide periodic training to tipped Team Members on proper tip reporting. If a Team Member requires additional information or clarity on tip reporting, he or she should contact his or her Supervisor or Human Resources Manager.
Open Communication: A Core Value

At Universal Orlando, we feel frequent communication with each other is an essential part of sound business practices and maintaining a positive relationship among Team Members. Because of this, we provide several ways Team Members can contribute their ideas.

We want Team Members to be knowledgeable about developments around our resort that impact them and our guests. To assure that Team Members get timely news and Company information, we regularly publish Universal News and update other information sources such as the Universal Orlando intranet and Company bulletin boards.

We also encourage two-way communications throughout the Company. Programs such as Team Member surveys and divisional Town Hall meetings provide the opportunity for Team Members to ask questions and receive candid answers from senior management in the Company.

Productivity Plus (Team Member Suggestion Program)
The Productivity Plus program provides incentives to Team Members who make impactful and practical suggestions for how we can improve our business and our guest and Team Member experiences. This program increases Company efficiency, improves guest relations, enhances the working environment, and improves the operations of Universal Orlando. In order to be considered, suggestions must propose ideas that are above and beyond one’s normal work duties. To participate, a suggestion may be entered into one of the computers located throughout Universal Orlando. Ideas are then forwarded to the appropriate committee or department for review. If adopted by the operating department, an award may be given to the Team Member based upon benefits derived from the adopted idea. For more information, contact Team Member Communications.

Team Member Communication Stations
Team Member Communication Stations offers Team Members information about, and access to, several Company programs and services.

Some of the resources you are able to use at Team Member Communication Stations include:

- **Online Schedules** - View your work schedule online
- **Productivity Plus** - Make a suggestion or check the status of a suggestion that you have already submitted
- **Online Communication** - Read and print the current *Universal News* or this week’s classified ads
• Self Service Center - Change your personal information or view your paystubs
• Career Development - Review job descriptions for positions at Universal Orlando

Stations are conveniently located in the Wardrobe Building, HR Building [B-111, in Team Member Services], CityWalk’s Break-Away Café and North Parking Structure (NPS) Wardrobe, IOASIS Grill, and at Exchange Drive.

Electronic Communications

Universal Orlando voice mail, e-mail, and text messaging systems are intended for business use only. Communications transmitted through these systems should have a business purpose and be conducted in a professional manner. Electronic mail systems may not be used for solicitation for any religious, political, charitable (unless approved by executive management), social, or personal purpose.

Team Members should understand that they do not have a guarantee of privacy in voice mail, e-mail, text messages, or other electronic communications. The Company may access its electronic communications systems and obtain the communications within the systems, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so.

The Company’s policy prohibiting harassment, in its entirety, applies to the use of the Company’s electronic communications systems. In addition, no one may access, or attempt to obtain access, to another’s electronic communications without appropriate authorization.

The misuse of Universal Orlando’s electronic and mobile communications systems will be subject to disciplinary action, up to and including termination of employment.

Universal Orlando’s E-Mail Policy

Universal Orlando shall have the right to control access to its electronic mail (“e-mail”) system.

• Team Members: E-mail access shall be given to those Team Members who have been authorized by their division/subsidiary senior management to use Company e-mail.
• Non-Team Members: In appropriate circumstances, third party customers, suppliers, independent contractors, or other non-Team Members with whom Universal Orlando has a business relationship may also be given e-mail access, provided that such access has been approved in writing by senior management within the applicable division/subsidiary and provided that such third party has agreed in writing to the terms of this policy.

Universal Orlando does not guarantee the privacy of e-mail contents. Universal Orlando may, in its sole discretion, access and monitor e-mail contents at any time. By placing or receiving information on Universal Orlando’s e-mail system, users of the system consent to Universal Orlando’s right to access and monitor e-mail contents and to Universal Orlando’s right to read, print, edit, copy, republish, distribute, disclose, or delete e-mail contents.

When a Team Member’s employment terminates, such Team Member’s supervisor shall notify the appropriate Human Resources Manager who shall cause such Team Member’s access to the e-mail system to be terminated. When a non-Team Member’s business relationship with Universal Orlando terminates, senior management within the applicable division/subsidiary shall notify the appropriate E-mail Administrator, who shall terminate such non-Team Member’s access to the e-mail system.

The Universal Orlando e-mail system is a business tool provided for business purposes. E-Mail may not be used as follows:

• For unlawful purposes, including activities which violate copyright laws, license agreements, or other contractual obligations
• For solicitation purposes (whether for Universal or non-Universal business) or frivolous activities (including so-called “chain mail”)
• To obtain access to third party files or communications without authorization and a legitimate business purpose
• For unauthorized dissemination of sensitive, proprietary, or confidential information
• For operation of a non-Universal Orlando business.
• To communicate sexually explicit, harassing, or defamatory messages; ethnic slurs or racial epithets; or offensive material or language.

Privileged communications to and from counsel (whether in-house counsel or outside counsel) should be appropriately labeled as such (provided that failure to so label such communications shall not be construed as an intent to waive such privilege). Users should not distribute or forward privileged communications to third parties.

Users should bear in mind that e-mail from outside or unfamiliar sources may contain computer viruses, and should abide by Company procedures for screening and avoiding such viruses.

E-mail contents should be periodically deleted by users or saved by printing and filing hard copies of such contents. Notwithstanding the foregoing, users should be aware that e-mail contents which have been deleted by the user or which have not been saved by the user may remain stored on Company backup servers for a period of time and may be accessed by Universal during such time.

Users should comply with all applicable Company document retention procedures by printing and saving hard copies of those e-mail contents to which Company retention policies apply.

All users may be required to affirm receipt and review of this policy and to periodically affirm their compliance with such policy.

Users who fail to comply with the terms of this policy shall be subject to termination of e-mail access. Team Members who fail to comply with the terms of this policy shall be subject to discipline, including without limitation termination of e-mail access and/or termination of employment.
Universal Orlando's Internet Policy

Terms of access for Team Members and non-Team Members:

- **Team Members**: Team Members shall be given access to the Internet and/or computer online services through Company resources, if so authorized by their division/subsidiary senior management.

- **Non-Team Members**: In appropriate circumstances, third party customers, suppliers, independent contractors, or other non-Team Members with whom Universal Orlando has a business relationship may also be given access to the Internet and/or computer online services through Company resources, provided that such access has been approved in writing by senior management within the applicable division/subsidiary and provided that such third party has agreed in writing to the terms of this policy.

When a Team Member’s employment terminates, such Team Member’s supervisor shall notify the appropriate Human Resources Executive who shall coordinate with the appropriate persons in the Universal Orlando Information Technology team to cause such access to be terminated. When a non-Team Member’s business relationship with Universal Orlando terminates, senior management within the applicable division/subsidiary shall notify the appropriate Administrator, who shall terminate such non-Team Member’s access to the Internet and/or computer online services.

To the extent that e-mail is transmitted via the Internet and/or computer online services, the terms and conditions of Universal Orlando’s e-mail policy shall apply. Universal Orlando does not guarantee the privacy of any such e-mail contents.

Users should be aware that communications via the Internet and/or computer online services are not secure, and are susceptible to unauthorized interception by third parties. The Internet and computer online services should not be used to receive or to transmit privileged communications or sensitive, proprietary, or confidential information.

Universal Orlando may monitor usage for all types of data communications, and reserves the right, in its sole discretion, to review electronic files and usage of both Team Members and non-Team Members at any time.

Access to the Internet and/or computer online services through Company resources is provided as a business tool for business purposes. Those who access the Internet and/or computer online services through Company resources may not use the Internet and/or computer online services as follows:

- For unlawful purposes, including activities which violate copyright or trademark laws, license agreements or other contractual obligations
- For solicitation purposes (whether for Universal Orlando or non-Universal Orlando business) or frivolous activities
- For dissemination of privileged, sensitive, proprietary, or confidential information
- For operation of a non-Universal Orlando business
- To communicate discriminatory, threatening, sexually explicit, harassing, or defamatory messages, ethnic slurs, or racial epithets
- To engage in unauthorized activities which result in additional costs to Universal Orlando or activities which interfere with work performance
- To establish a web site, unless expressly authorized by Universal Orlando

Users should be aware that, if a user is accessing the Internet or computer online services through Company resources, the Company’s name may appear as part of his or her identification or address. All personal opinions should be accompanied by a disclaimer stating that such opinion is personal and not that of the Company. Trademarks, copyrighted materials, or other intellectual property owned or licensed by Universal Orlando may not be used except in connection with official authorized Company business.

Users shall not accept or solicit submissions of any type, including without limitation any creative ideas, suggestions, works or other proposals pertaining to the motion picture, television, music, theme park, or other business or potential business of Universal Orlando. Users are precluded from accessing any Internet forum or online service forum, including but not limited to chat rooms, bulletin boards, and web logs, for such purposes.

Users shall observe and comply with all posted usage and security policies for Internet sites or computer online services which they access.

All users may be required to affirm receipt and review of this policy and to periodically affirm their compliance with such policy.

Users who fail to comply with the terms of this policy shall be subject to termination of Internet and/or computer online services access. Team Members who fail to comply with the terms of this policy shall be subject to discipline, including without limitation, termination of Internet and/or computer online services access and/or termination of employment.

Universal Orlando respects Team Members’ use of personal websites and web logs (blogs) as methods of self-expression. However, Team Members are not permitted to utilize personal websites or blogs to disclose Universal Orlando proprietary information or confidential information.

Universal Orlando’s Blog Policy

Use of respectful communication etiquette and adherence to Universal Orlando website and blog guidelines is expected from all Team Members if they participate in websites, blogs, or social media sites. This includes, but is not exclusive to, personal communication pertaining to Universal Orlando, its business decisions, products, financial information, brands, and public messages. Whether or not Team Members choose to identify themselves as Team Members of Universal Orlando on a web site or web log (blog), it is expected that the Team Members will adhere to the following guidelines:

- Any confidential, proprietary, trade secret, or intellectual property information is strictly off limits, and cannot be disclosed on any blog, as is the Universal Orlando logo and
trademarks and those of Universal Orlando’s affiliated and related companies and licensors.

- Any third party confidential, proprietary, trade secret, or intellectual property information that has been disclosed to Universal Orlando is strictly off limits for use in blogs.
- Any information related to policies, attractions, shows, inventions, strategies, financial information, characters, products, pricing, etc. that has not been made public by Universal Orlando may not appear on websites or blogs under any circumstances. This would include video or photographs taken backstage.
- Team Members are required to make it clear to readers that the views expressed are the Team Member’s alone and do not necessarily reflect the view of Universal Orlando or its management.
- The use of electronic mail (email, etc.) to obtain or share confidential information from or to third parties is strictly prohibited.
- Team Members are expected to uphold Universal Orlando’s value of respect for every individual and avoid making false or derogatory statements about Universal Orlando, as a company, its guests, Team Members, clients, partners, affiliates, and others, including competitors.

A Team Member could be held personally liable for any comments deemed to be defamatory, obscene (including choice of language), or proprietary/confidential, whether pertaining to Universal Orlando, individuals or a third party. Team Members should refrain from exaggeration, speculation and rumor, guesswork, obscenity, copyrighted materials, legal conclusions, and derogatory remarks or characterizations about fellow Team Members, clients, partners, officers, directors, affiliates, and others, including competitors.

Communicating Confidential Information

In today’s environment of instant communication, whether it be through personal web pages or industry specific ‘fan’ websites, it is important to understand that information regarding Universal Orlando is considered proprietary. At no time is it acceptable to distribute photos, video, or audio taken in backstage areas, nor is it acceptable to distribute any confidential information via any electronic methods. Doing so may contradict corporate communication strategies and will be considered a violation of Company policy. Please refer to the policies regarding electronic communication and blogs for further clarification of guidelines.

Radio Communication

- Universal Orlando radio communications are recorded for Security purposes and any Team Member’s use of any Universal Orlando radio communications device signifies his or her consent to be recorded.

Telephone Use

- Our Company telephones are intended for business use.
- Family and friends should be asked not to call you at work unless there is an emergency.
- Your supervisor will tell you what number should be called if your family needs to reach you while you are working.
- Pay phones are available in the break areas for your occasional use during breaks.
- Please remember to leave our on-stage public pay phones for the use of our guests.

Communication with the Media

As Team Members here at Universal Orlando, there are times when each of us will have access to future plans or behind-the-scenes information about our resort. Whether you are a part of a Team Member preview, or have access to any other Company information that has not been made public simply based on your role, Universal Orlando relies on you to keep that information confidential, as you agreed to do so when you joined the team.

Because we are an entertainment company and because there is often a lot of interest in our attractions and events, members of the media (TV, radio, print, and Internet) may approach you with questions. If this happens, please refer them to our Publicity and Public Relations Department so that they can give the appropriate information. Team Members who share confidential information outside of our Company without approval run the risk of being disciplined, up to and including being terminated from Universal Orlando. Such persons may also be held personally liable for disclosure of confidential information.

Remember, Universal Orlando trusts us by letting us know important information. We share this information with you because Open Communications is one of our core values and because we want you to have the information you need to be successful in your role. When you share confidential information outside of our team, it can be damaging to Universal Orlando’s success, as well as your own.

If you are asked to answer questions or make a statement, please refer all media questions to Publicity at 407-363-8220.

Celebrity Guests

Universal Orlando frequently has celebrities come to visit our resort. These celebrities expect that Universal Orlando Team Members will not invade their privacy. If you notice a celebrity, please remember that soliciting photos and autographs is unprofessional conduct and will lead to disciplinary action up to and including termination of employment.
Solicitation and Distribution

Because solicitation on Company property interferes with normal business operations, we ask that you observe the following, unless expressly authorized by management:

1. Team Members shall not engage in the solicitation of another Team Member for any purpose, or the distribution of any literature to another Team Member, during the work time of either Team Member.

2. Team Members shall not engage in the distribution of any literature, in any work area, at any time, for any purpose.

3. Team Members shall not engage in the solicitation of another Team Member or in the distribution of any literature to another Team Member in areas where guests are likely to be present.

4. At no time on Company premises shall any Team Member engage in the solicitation of any non-Team Member for any purpose nor shall any Team Member distribute literature to any non-Team Member.
Accessing Universal Orlando

ID Badges
- Upon employment you will be issued your Universal Orlando identification (ID) badge that will allow you access to Company facilities. ID Badges must be produced for inspection or released to Security upon request.
- You must carry your ID badge with you at all times and present it in order to gain access to Company property.
- All Team Members (on or off-duty) not wearing a complete Universal Orlando Wardrobe-issued uniform, including their name tag, must wear and display their ID badge at all times in any backstage or non-guest area.
- Your ID badge entitles you to discounts and other privileges.
- If you lose your ID badge, you must replace it (you will be charged a replacement cost).
- Loaning an ID badge or any other Universal Orlando-issued access credentials to another person may result in disciplinary action, including termination.
- Repeated loss of Universal Orlando property, including your ID badge, may result in disciplinary action.

Entrances and Exits
All Universal Orlando Team Members and concessionaires must produce an approved Universal Orlando ID card to gain access to any Universal Orlando facility, including access to the service complexes, the production studios and any of the attractions.

- All Team Members must use Team Member entrance and exit gates when entering or leaving Universal Orlando property for work.
- The only time you may enter a park through the turnstiles and admissions area is when you are off duty and escorting your guests into the park.
- Team Members should not bring their family and friends to their offices or work site without prior management approval. This rule is enforced by Security to ensure that there is a safe work environment and to reduce the Company liability for potential injuries.
- All non-business related visitors should be directed to the main admissions area for entrance when using complimentary passes.
- Team Members who enter any attractions through the admissions turnstiles (only permitted while off duty) must produce a valid Universal Orlando ID card.
- All others must use a complimentary pass or purchase an admission ticket.
- Visits to any service complex of Universal Orlando should be for official business only.
- No unauthorized guests are permitted.
• Walk-on and drive-on clearance for official business reasons must be approved by senior management (directors and above) or their designated representatives.
• Vehicle access to the service complexes is limited due to the small number of available parking spaces.

Parking and Traffic

All parking and traffic violations issued to you on Universal Orlando property will be sent to your department and made a part of your record. These violations are serious matters that may lead to disciplinary action.

Rules of the Road

• All posted speed limits and stop signs must be obeyed.
• All restricted parking areas should be recognized and obeyed.
• Violators are subject to towing.
• All state traffic laws are in effect while driving on Universal Orlando property.
• Please drive safely while on Universal Orlando property.
• Orlando Police Department monitors our roadways and will issue violations to Team Members breaking any rules of the road.

Traffic Rules and Regulations

When driving on Universal Orlando property, the following procedures are to be followed:

• All lane restrictions or other directions designated by traffic cones, signs, and any traffic controllers are to be followed at all times.
• Posted speed limits are to be strictly adhered to and will be enforced. If not posted, speed limits are 15 m.p.h.
• Pedestrians, emergency vehicles, and guest-carrying vehicles are to be given the right-of-way at all times on Universal Orlando property.
• Park in marked spaces only. No parking is permitted in Disabled, Reserved, BRAVO, Excellence in Leadership, or Car Pool Parking Spaces unless proper documentation is provided. Violators will be towed and impounded at owner’s expense.
• When loading and unloading, vehicles are not to block any gate, roadway, building entrance, fire lane, loading dock, handicapped access area, or fire hydrant for any amount of time.
• Team Member vehicles are not allowed to park in guest parking areas unless authorized; off-duty Team Members are not included.
• All vehicles must be secured while parked on Universal Orlando property. Universal Orlando is not liable for any loss.
• No vehicle may be stored, parked, or left unattended for more than 24 hours. Violators will be towed and impounded at owner’s expense. Security will monitor parking lots for violators.
• Smoking is not allowed in Company vehicles.
• Unless you are using a “hands free” device, you are not allowed to operate a Company vehicle and speak on a cell phone at the same time.

Additional procedures are required for those authorized to operate personal vehicles inside the park and those operating Company vehicles.

• Any Team Member or contractor operating a Universal Orlando vehicle must possess a valid Florida (state-issued) driver’s license.
• The responsibility for a vehicle and any passengers or cargo, at all times, falls on the driver of the vehicle. The driver must report any vehicle which is not safe to operate to his/her supervisor, and any accident must be reported to Security and his/her immediate supervisor. Defensive driving is a key factor in ensuring a safe environment for guests and Team Members.
• Pick-ups, vans, tractors, electric carts, EZ-Gos, and Kawasakis may be routinely operated inside the park during non-operational hours. Headlights must be mounted and used during night time operating hours.
• Vehicles must slow to 3 m.p.h. and use their horns in any area where vision is restricted.
• All vehicles must have headlights and taillights; headlights are to be used at all times during inclement weather and at night.
• When using any vehicle for the purpose of towing, ensure that the hitch, sway bar, and safety chain are secured and locked. Flashing lights must also be used.
• The number of passengers allowed in or on any vehicle is restricted to the seating capacity of the vehicle.
• Universal Orlando Team Members must wear seat belts where provided while operating Company vehicles on or off property. Seat belts are also required to be worn while operating private vehicles on Company property.
• Passengers will not be transported in the cargo areas of any vehicles while on Universal Orlando property.
• Company-owned vehicles may be driven off Universal Orlando property to perform a valid business need. The use of Company vehicles for personal use is prohibited.

Violations of Universal Orlando’s Traffic Safety Rules and Regulations will be subject to disciplinary action, up to and including termination of employment.
Company Property

You may be issued, or have access to, Company tools, wardrobe, keys, and equipment. Please use all such property in the correct fashion and treat it with care. We expect that all items used by you will be returned in good condition if you leave. If you are authorized to remove any such item from property, you will be required to produce a Property Removal form signed by your supervisor. Also, please be prepared to show a receipt upon leaving property with any food items from Team Members cafeterias.

You may also have access to certain property which may have value outside of our Company. The reselling of any property given to you or sold to you by the Company, including but not limited to complimentary passes, Wardrobe items, or merchandise, is prohibited and violations may result in disciplinary action up to and including termination.

Key Control

- The Security Department is responsible for the administration of all locks and keys used on Universal Orlando property.
- Personal locks may be used at work location lockers to store personal belongings. Locks should be removed at the end of your shift to give others an opportunity to use the lockers throughout their shift.
- All other locks and keys are repaired, issued or duplicated by the Company locksmith.

Loss Prevention

- You are encouraged not to leave your purse, paychecks or other valuables unattended in the workplace.
- Crime prevention is each Team Member’s responsibility.
- The “Do Right” Program invites us all to help in keeping our workplace safe and virtually free of crime. We offer an internal “Hotline,” 407-224-6001, or an anonymous mailer as ways for you to let our Security Department know of possible theft.
- Cash handlers will receive a $100 reward for the detection of counterfeit currency at the point of sale.
- You will receive a minimum $100, maximum $5,000 reward for information resulting in the termination or arrest of an individual stealing from this Company.

Security Personnel

The Company provides around-the-clock Security Officers on property for the protection of our Team Members, guests and facilities. It is important that you respect their positions and cooperate with their instructions. Please allow our Security and Health Services teams to handle any emergency situations. They have been trained and have specific procedures to handle all emergencies. Your responsibility in any emergency situation is to ensure your safety and the safety of fellow Team Members and guests.

Security Inspections

- All vehicles, bags, purses, and Company-owned property (including desks and lockers) located on Universal Orlando grounds are subject to inspection by Security.
- You should limit the amount of personal property you bring to work, and secure your valuables in the lockers provided by the Company. Please ask your supervisor to complete a Property Removal form if you will be taking anything of value from the resort.
- For the safety and security of Team Members and guests, Universal Orlando reserves the right to monitor and record video both on-stage and backstage areas. Examples of areas which may be monitored include, but are not limited to, breakrooms and storerooms.

Incident Reporting

- All criminal incidents and traffic accidents on Universal Orlando property must be immediately reported to Security: 407-363-8331 or 407-363-8332.
- Team Member theft will not be tolerated. Universal Orlando reserves the right to seek criminal prosecution of anyone who steals or wrongfully appropriates Company property to his or her personal use or possession.
- Universal Orlando encourages you to report suspicious or known acts of Company-related crime to your supervisor or directly to the Security Department.
Personal Safety

Personal safety is everyone’s responsibility. Universal Orlando provides Team Members all of the necessary resources to perform your role safely. Make safety an integral part of everything you do. The following General Safety Rules pertain to every department at Universal Orlando and must be followed by all Team Members. Your department manager and the Environmental, Health and Safety (EHS) Department must approve any exceptions. Failure to follow these rules may result in possible disciplinary action up to, and including, termination:

1. Review all duties before performing them to assure they can be performed safely and in an environmentally sound manner. If any doubt exists about safety or environmental compliance, do not perform the task until it can be done safely. Perform only those jobs and operate only equipment and machinery on which you are properly trained.
2. Wear the appropriate personal protection equipment (PPE) that will be provided.
3. Inspect tools and equipment prior to their use and immediately report any defects to your supervisor for repair before use.
4. Assure safety guards and devices on equipment and machinery are installed and functioning properly before use.
5. Restrict all horseplay. Horseplay often results in injury and will not be tolerated.
6. Maintain proper housekeeping by keeping a clear and orderly workplace and removing all unnecessary items including trash, debris, carts, boxes, and racks.
7. Lift, push, pull, and handle only those items that you are capable of handling safely while following the prescribed procedure. Get help when needed.
8. Follow all lockout/tagout procedures (with appropriate training) to protect yourself and others from hazardous energy while servicing and maintaining equipment and machines.
9. Know the potential hazards associated with chemical substances and how to protect yourself before handling chemicals. Know what a Material Safety Data Sheet (MSDS) is and where to locate them for any chemicals which you must handle. Know how to dispose of leftover chemicals and empty containers.
10. Know where emergency equipment (e.g. pull station, fire extinguisher, eyewash station, medical kit, absorbent pads, etc.) is located in your area/department. Identify and walk potential evacuation routes.
Substance Abuse

• It is our policy to provide a safe work environment free from the use of alcohol and controlled substances. If you are at a Company-sponsored social event and choose to drink, we urge the responsible consumption of alcoholic beverage products.
• The possession, distribution, or consumption of controlled substances in the workplace is prohibited.
• Team Members are required to arrive for work fit to perform all duties and responsibilities assigned.
• If any Team Member appears to be intoxicated or under the influence of any controlled substance, he or she will be suspended pending investigation. Team Members may be subject to post-accident/post-incident drug tests for cases which involve injury and/or property damage.
• If the circumstances indicate violation of this policy, disciplinary action, up to and including termination of employment and/or prosecution, if warranted, may be the result.
• Select Team Members are subject to random drug testing because of the nature of their roles. Due to their job tasks, these Team Members will be informed of their responsibilities at the time of hire.

Workplace Violence

Violence or threats of violence in the workplace will not be tolerated and will be subject to immediate disciplinary action, which could include termination of employment. It is every Team Member’s responsibility to report any act or threat of violence committed by a fellow Team Member. Contact your immediate supervisor or the Security Department at 407-363-8331 (or 407-363-8333) with any questions regarding this matter.

Environmental Awareness

Universal Orlando is committed to protecting the environment as well. This responsibility lies with all Universal Orlando Team Members. EHS, along with promoting environmental awareness, is routinely involved in all areas of environmental compliance. This involvement includes protection of the air, water and soils, ensuring proper control and disposal of chemical waste, preserving Company resources, seeking out recycling opportunities where they exist and promoting an environmentally-friendly resort destination for our guests.

All Team Members are asked to participate by doing the following:

• Constantly examine our work practices and the operations around us.
• Know the chemicals in your workplace and the appropriate means to dispose of them.
• Be able to identify accidental releases and contact Security and EHS for response. Know what you can do to prevent the spread of the release from reaching storm drains, earth, etc.
• Do not put any chemical, grease or oil down a storm drain [blue drain] or sanitary drain.
• Reduce, Re-use, and Recycle.
• Practice environmentally safe and sensible work habits.
• Always put grease and oil into collector bins and not down drains.
Team Member Injuries

Universal Orlando wants to assure that all Team Members receive prompt and efficient medical treatment if you are injured while working. Universal Orlando has set up these procedures to assure that you receive the best possible care, in the least amount of time.

• All workplace injuries must be immediately reported to your supervisor.
• Go directly to Health Services.
• When directed by Health Services to seek further medical treatment, go directly to the designated location.
• Your claim may be denied if you do not go to the designated location and/or inform Health Services you are seeking outside treatment.
• Go to all of your medical appointments.
• Follow up with your supervisor with the accident facts so that corrective action can be implemented.

Once you have received medical treatment, immediately contact your supervisor so that potential scheduling or work changes can be coordinated to meet your injury needs. In most instances, "Transitional Duty" is available so you do not have to worry about missing work due to your injury. Should you have any questions or concerns at any time during your recovery process, please contact the Universal Orlando Workers’ Compensation Department at 407-224-5737.

Guest Injuries

When an accident occurs

1. If a guest requests first aid services, direct him or her to Health Services.
2. If a guest is injured or ill and unable to be directed to Health Services, call the Command Center at 407-363-8333 for an emergency or at 407-363-8331 for a non-emergency.
3. Describe the injuries and your exact location to the Command Center. Remain calm and do not attempt to move the guest unnecessarily. Stay with the guest if at all possible until help arrives.
4. You will need to complete a Universal Orlando Incident Report that will provide objective information regarding the guest incident.
5. Remain courteous at all times. Do not volunteer any information to the guest about the incident or discuss your opinion about what happened with the guest.

Do not discuss an accident with anyone. After help has been summoned or the incident has passed, fill out an accident report. Even if the guest declines to give their name or to cooperate, complete the report as best you can on your own. Remember all accidents, even minor slips and falls, must be reported.

Emergency Planning

In any emergency, our top priority is the safety of our Team Members and our guests. The first thing you should do is to make yourself familiar with emergency procedures and the location of all exits for your area. Each location may have different plans because of the occupancy or type of emergency.

In any emergency, such as a fire –

• Remain calm.
• Tell your supervisor/lead and nearby Team Members.
• Sound the alarm using the nearest pull station, or call Security at 407-363-8333, or on your radio.
• Give the exact location of the fire or other danger, such as building, floor, or room number.
• Describe the situation: visible flame, sprinkler is active, smell of smoke, etc.
• Initiate the emergency evacuation plan for your work location – get yourself, other Team Members, and our guests to safety.
• Remember to think N E R F –
  - Use the Nearest safe Exit, unless instructed to do otherwise,
  - Return to the Front of the building or location.
• Await further instructions from your supervisors or Security.

Letting Security know of any emergency as soon as possible will allow Security to coordinate emergency services and get those services to the location of the emergency promptly.

Incident Reporting

Immediately report all near misses, unsafe conditions, unsafe acts, injuries and environmental incidents immediately to your supervisor, Security Command Center at 407-363-8331 and/or the Safety (EHS) Hotline at 407-363-8311 so that effective corrective measures can be taken.

Environmental Releases

• Don’t panic!
• Contact Security at 407-363-8331 with the location of the release. Security will notify EHS.
• Provide the size of the container and contents if you know what the material is.
• Note any identifying labels, color, odors, and physical characteristics.
• Do not attempt to clean up the release unless you have received additional training to do so. If it can be done safely, make attempts to stop the material from reaching drains by placing something in the release’s path or over the drain.
• Always maintain a safe distance.
Benefits
Upon eligibility, you will be provided with a complete benefits enrollment packet that explains your options, costs, waiting periods and coverage information. The Benefits Department will be happy to answer any questions you may have regarding these coverages.

Full-Time Benefits
If you are a full-time regular Team Member, you and your qualified dependents are eligible to participate in our comprehensive group insurance program. The program offers medical, dental, vision, basic life, supplemental life, dependent life and accidental death and dismemberment ("AD&D") and disability coverages as well as a dependent care plan.

Part-Time Benefits
If you are a part-time casual Team Member, you and your qualified dependents are eligible to participate in our part-time benefits program. The program provides you with the opportunity to choose limited coverage under several plans: medical, dental, vision, employee term life, and dependent term life.

401(k) Retirement Plan
The Universal Orlando 401(k) Retirement Plan is offered to help meet your retirement income needs and to build financial security for your future. Universal Orlando matches your contributions 100% on the first 3% of your contributed earnings and 50% on the next 2% of your contributed earnings with immediate 100% vesting. When you are eligible to participate, you will be notified by the Benefits Department.

Time Away from Work

Vacation
All full-time Team Members are entitled to vacation each anniversary year based on the number of straight time and overtime hours paid in their prior anniversary year. The maximum amount of vacation available is based upon years of service as follows:

- Up to 80 vacation hours per year between one and four years of service.
- Up to 120 hours per year upon completion of five through 14 years of service.
- Up to 160 hours per year upon completion of 15 through 19 years of service.
- Up to 200 hours per year upon completion of 20 years of service.

All vacations must be scheduled at a time that is agreeable to both you and your supervisor.
Due to business necessity and with department approval, unused vacation time up to a maximum of 40 hours can be automatically carried over from one anniversary year to the next.

Holidays
The Company observes the following nine paid holidays:

- New Year’s Day
- Presidents’ Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- One Personal Holiday

After 90 days of continuous employment, full-time hourly Team Members who are required to work on a holiday will be paid eight hours holiday pay plus pay for hours actually worked. Exempt Team Members are entitled to receive payment for all holidays after their first day of employment.

A full-time, hourly Team Member who is not scheduled to work on the holiday must work the last regularly scheduled work day preceding the holiday and the first regularly scheduled work day following the holiday unless the absence has been approved by the supervisor or department head and the Benefits Department prior to the holiday.

A full-time, hourly Team Member who is scheduled to work on the holiday must work his or her scheduled shift on the holiday unless the absence has been approved by the supervisor or department head and the Benefits Department prior to the holiday.

In addition to the above requirements, in order to be entitled to receive holiday pay, the Team Member must be active, not on a leave, and receiving other pay or hours for the pay week.

Full-time Team Members may take one personal holiday of 8 hours each anniversary year upon completion of 90 days of continuous employment. To take advantage of your personal holiday, please arrange to do so in advance with your supervisor. Your personal holiday may NOT be carried over from one anniversary year to the next, nor is it paid out at the time of termination.

Paid Time Off (PTO)
Upon completion of 90 days of continuous service, full-time hourly and non-exempt Team Members [those who must record their hours] are eligible for paid time off (PTO). For every straight time hour paid, a Team Member earns .022 hours of paid time off. These hours can be used for illness or approved, scheduled, paid time off. Under the terms of the plan, carryover hours may also be cashed in, if requested.

An IRS-required 10% penalty will be applied to PTO Carryover Account hours that are cashed out at the request of the Team Member.

Sick Leave
Full-time exempt Team Members are eligible for sick leave by earning sick leave hours. These hours can be used for time missed due to his or her own illness or injury, or to care for a parent, spouse/domestic partner [if affidavit is on file with the Benefits Department] or child. In addition, a maximum of four weeks of sick leave may be taken for the purpose of child bonding provided that the leave is continuous and is taken during the first six months following birth or adoption for those individuals who are eligible to take a leave of absence under the Federal Family and Medical Leave Act (FMLA).

Medical Leave
If you are unable to work due to a non-work related illness or injury (including some elective surgeries and pregnancy), you may be eligible for a medical leave of absence. You must notify your supervisor and the Benefits Department of your condition as soon as possible, but no later than one week from the beginning of the disability. If you have any questions, please contact the Benefits Department.

Family and Medical Leave
Our Family and Medical Leave Act (FMLA) policy is intended to provide Team Members the opportunity to balance their work responsibilities and family lives by providing for a leave of absence in the event of:

1. a child’s birth or placement for adoption or foster care (must be continuous);
2. a health condition of a Team Member, Team Member’s child, spouse, domestic partner [with affidavit on file with the Benefits Department], or parent;
3. A qualifying military unforeseen crisis or care for an injured service member.

Team Members who have at least 12 months of service and have performed a minimum of 1,250 hours of service in the 12 months immediately preceding the leave may request a maximum of 12 weeks of Family/Medical Leave. Team Members may request up to 26 weeks of leave to care for an injured service member who is the Team Member’s spouse, parent, child, or nearest blood relative. Approval of this leave may be granted only upon written application and receipt of certified medical documentation. Available applicable benefits hours will be paid out while on FMLA. Also, the request for this leave must be made 30 days in advance, or as soon as practicable. Universal Orlando’s FMLA policy is posted in several areas of the Company and on the Company intranet.
Personal Leave
If you need to take time off from work for family or personal matters, the Company may grant you an unpaid personal leave of absence for up to a maximum of 30 days in a twelve-month period. To be eligible for a personal leave, you must have full-time regular status and have satisfactorily completed 90 days of employment. You must also have a good work and attendance record. To ask for a personal leave, you need to submit a written application and receive approval from your department head and the Benefits Department. Any available vacation, personal holiday, and current PTO and carryover PTO hours will be paid out during a personal leave. After returning from a personal leave, the Company will use reasonable efforts to reinstate you to your former position or a comparable one, if available. There is no guarantee a similar role will be available.

Military Leave
All Team Members are eligible to take an unpaid leave of absence to meet military service or training obligations. If you need to take time for military training or are planning to join the military service, please ask the Benefits Department for the details of our military leave policy.

Bereavement Leave
Full-time Team Members who suffer the death of a parent/step parent, spouse or qualified domestic partner (with affidavit on file with the Benefits Department), child/stepchild, brother, sister, stepbrother, stepsister, grandparent, step-grandparent, grandchild, step-grandchild, or mother-in-law or father-in-law will be granted up to three days (5 days if out of state) paid leave to attend the funeral or for bereavement time. The exact length of the paid leave is handled on a case-by-case basis depending upon the relationship, travel considerations and on-going business needs. Bereavement leave pay is granted only for scheduled days missed.

Domestic/Sexual Violence Leave
Team Members with at least three months of continuous service are eligible for up to three days of unpaid leave in any rolling twelve-month period if the Team Member (or a member of his or her family or household) is a victim of domestic or sexual violence. For more information about this leave, please contact the Benefits department or your Human Resources manager or representative.

Jury Duty
Full-time Team Members who have been employed 90 days or more are eligible for up to 10 days paid time off to serve on jury duty, offset by any income you may receive from the courts. If you are called to serve on a jury, please notify your supervisor as soon as possible so that work schedules can be changed. Your supervisor will explain to you the requirements for receiving pay for jury duty and what to do if there is a break in or early dismissal from your jury duty schedule. When you return from jury duty, you will need to bring proof of attendance and a receipt showing what the courts paid you to your supervisor and to the Benefits Department.

Flexible Work Options
Universal Orlando offers Flexible Work Options to its exempt and non-exempt Team Members in an effort to create a more satisfying and productive work environment by helping Team Members manage their work and personal responsibilities more effectively. Flexible Work Options will not fit into all businesses and all departments. The needs of the business will dictate to what extent they can be applied. Team Members can further explore the details of the various arrangements on the Company intranet or with their manager. The following Flexible Work Options are available:

- Flex Time – Flex Time is a work schedule, within limits set by management, that enables a Team Member to arrange when their usual work day begins and ends, but the five-day work week remains the same.
- Flex Week (Non-Exempt Team Members Only) – Flex Week is a work schedule for non-exempt Team Members that compresses the standard five-day work week into fewer, longer days. Daily hour expectations may be outlined by management.
- Flex Place/Telecommuting (Exempt Team Members Only) – Flex Place/Telecommuting is an arrangement in which exempt Team Members regularly or intermittently work from a location other than the normal work site, such as their home.
- Flex Work (Regular Part-Time Work) – Flex Work consists of a schedule that allows work on a part-time basis with a prorated salary. Benefits may be affected.
- Flex Sharing – Flex Sharing is when two Team Members voluntarily share the responsibilities of one full-time job. Salary is pro-rated and benefits may be affected.
Supporting Our Team

Employee Assistance Program
The Employee Assistance Program (EAP) is available to all Team Members and dependents of full-time Team Members to help resolve a variety of personal problems. Universal Orlando covers the entire cost of this confidential counseling service. There are no co-payments or out-of-pocket expenses involved. If you would like more information or would like to contact the EAP, brochures are available in the Benefits Department. Also, any Human Resources Manager or Representative can also be a confidential resource in putting you in touch with the EAP.

Work/Life Program
The Work/Life Program, available to all Team Members, offers expert consultations to support you through all life stages, from pregnancy to elder care. The MHNet Work/Life Program can help you with this balancing act. Work/Life services provide support on a wide range of topics, including child care, adoption, education, and elder care.

In addition, there are legal and financial services provided to you and your eligible family members. The Work/Life suite of services can be accessed by calling the EAP at 1-866-568-7554 or online at www.UOTeam.com.

Crisis Assistance Program
The Universal Orlando Foundation Crisis Assistance Program was created to help fellow Team Members who are suffering severe financial hardship resulting from a catastrophic emergency event in their lives through no fault of their own. The Crisis Assistance Program provides direct short-term financial assistance and is available to all Universal Orlando Team Members, IRS dependent qualified family members, qualified and documented domestic partners of Universal Orlando Team Members and Universal Orlando retirees, regardless of position, length of service, or employment classification. The program is completely funded by Universal Orlando Team Members contributions. For more information and how to apply for assistance, please visit the Team Member Services Department.

Tuition Reimbursement Program
The Tuition Reimbursement Program has been established to assist Team Members to advance their educational interest. Full-time Team Members who have at least six months of continuous service with the Company are eligible to participate. Partial reimbursement will take place after successful course work completion. Further details on this program can be obtained from the Benefits Department.

Passes and Discounts

Complimentary Admissions
Throughout the year, you are eligible to receive complimentary passes for your family members and friends to use for admission into the parks. The number of passes distributed each quarter depends on your length of service and role classification (a minimum number of hours worked in the previous quarter is required to be eligible for passes). Remember that these passes cannot be sold.

Team Member Discounts
As Universal Orlando Team Members, we invite you to experience our resort’s products, attractions, and shows. To make experiencing our resort even easier, all Team Members are eligible for a discount on select merchandise and a discount on passes sold from designated Company-operated locations. To take advantage of this benefit, you must show your ID card at the time of purchase. Certain items are excluded from the discount program, and you will be informed about these limitations. When you make a purchase in any of our locations, you must keep your receipt so that you may take your purchases off property when you leave. Items that you purchase at a discount are for your personal use or for you to give as gifts. These items should never be resold. Improper use of your discount privilege will result in disciplinary action and could lead to termination.

Team Member Services also offers a comprehensive Savings Guide which entitles you to certain discounts at various area stores, restaurants, and service providers. The Team Member Savings Guide is available online at www.UOTeam.com.
Recognition Programs

Applause!
Through the Applause! program, Appreciation Notes are awarded to hourly and non-exempt Team Members who exceed guest and Company expectations and provide services that are above and beyond our normal work requirements. Appreciation notes can be saved and redeemed for one of the following:

- One Silver AMC movie pass from the Backlot Bistro, IOASIS, Break-Away Café, or U-Stop (Note: not upgradable to a Gold pass)
- $5.00 value towards one of the following:
  - One meal at any Team Member grill (no change given)
  - The “Applause” gift catalog in Team Member Services
  - Gas cards at Team Member Services
  - Services at the Universal Hair and Nail Salon (products excluded)
  - On-site or off-property massage therapy (see Team Member Services for details)

Peer-to-Peer Recognition
Universal Orlando offers a global recognition program that offers all Team Members an opportunity to recognize their fellow Team Members for living the Universal Orlando Values and exceeding expectations in practicing the Look-Focus-Act service model.

When Team Members want to recognize another Team Member, they ask their supervisor or lead for a peer-to-peer appreciation note, called a SAY It! Card. Together, the Team Member and the supervisor or lead will fill it out and present the appreciation note to the recipient.

When a Team Member receives a peer-to-peer appreciation note, he or she may drop the note into the recognition boxes located at Team Member Services, in the Wardrobe Building, at Exchange Drive, in Building B-110, or in any of the main Team Member grills. Each quarter a drawing for great prizes will be held from all of the peer-to-peer appreciation notes received that quarter.

BRAVO Awards
To recognize and reward overall excellence in role performance, we have established the BRAVO recognition program. This program recognizes, on a monthly basis, an outstanding hourly or non-exempt Team Member from Universal CityWalk, Universal’s Islands of Adventure, Universal Studios, and our backstage locations. Further information regarding this program is available through your HR Manager or department manager.

BRAVO Award Winners receive a cash award in their paycheck, a preferred parking spot for a month, a dinner for two in one of our fine dining restaurants, as well as other exciting gifts.

Excellence in Leadership Awards
Every quarter, Universal Orlando recognizes exempt-level Team Members, excluding Team Members at the director level and above, who demonstrate the leadership behaviors that are critical to the success and development of Team Members and the business of Universal Orlando.

Based on nominations submitted by fellow Team Members, the award recipients will be selected by the leadership teams of each division. The recipients will be selected based on the merits of the nomination and the specific examples of how that Team Member demonstrates excellence in leading and developing others and living the Universal Orlando Values.

Excellence in Leadership Award winners receive a cash award, a preferred parking spot for a month, a dinner for two in one of our fine dining restaurants, their picture on the Excellence in Leadership Recognition Wall in Wardrobe, an invitation to the President’s Cocktail Hour, and other exciting gifts.

Service Recognition
To acknowledge and celebrate length of service and contributions to the Company, Universal Orlando provides service recognition based on anniversary years to regular, part-time, and seasonal Team Members. Recognition pins are given upon the completion of one year, five years, and in increments of five years thereafter. Additional service awards are presented to Team Members attaining milestone anniversaries starting at five years and in increments of five years thereafter.

Safety Recognition
At Universal Orlando, safety is our number one priority. The Safety Recognition program exists to recognize and reward safe behaviors exhibited by Universal Orlando Team Members. Safety Bucks recognize above-and-beyond safety behaviors. Safety Bucks can be combined with Cause for Applause notes to be redeemed for rewards through the Cause for Applause program, or can be redeemed at the main cafeterias and the U-Stop for food items up to a $5 value or a movie ticket to the Cineplex*.

Departmental Programs
Departments throughout our resort also have local programs designed to recognize their teams for achievement.

*Note: recognition rewards and redemption options are subject to change.
Universal Orlando is passionate about making a meaningful difference in the lives of others. We achieve this goal by delivering great guest and Team Member experiences, and by enhancing the quality of life in the community where we all live, work and play. We strive to provide “A Universe of Caring” in Central Florida!

**Strengthening Our Community**

**Providing Financial and In-Kind Support**

Universal Orlando’s Community Relations efforts along with the Universal Orlando Foundation focus on the areas of children, families, education and basic needs. By partnering with local charitable and civic agencies we are able to work strategically to provide holistic services that address social issues impacting our community. Through financial contributions and donations of in-kind resources – and the time and talent of our Team Members - we’re able to make a significant difference in the lives of others.

Universal Orlando Team Members are equally committed to supporting our community. Team Members continue to provide support to our community by participating in the company’s annual workplace giving campaign. In turn, these funds support various local non profit organizations that focus on areas such as arts/culture, basic needs, children with life threatening illnesses or disabilities and education.

**Team Member Volunteer Program**

Each year, thousands of Universal Orlando Team Members participate in volunteer projects ranging from sorting and stocking items at a local food bank to designing and building a 7-hole miniature golf course to helping local non-profits with their capacity building efforts. In addition, Universal Orlando executives serve on more than 40 local non-profit boards.

**Club 52** is an exclusive group of Universal Orlando’s top volunteers. If a Team Member volunteers at least 52 hours during the calendar year at qualified organizations, he or she is automatically eligible to be part of Club 52 and receive great incentives throughout the year.

Through the **UGIVE** program, Team Members who volunteer at least 52 hours annually are eligible for a monetary grant from the Universal Orlando Foundation to the qualified non-profit agency of the Team Member’s choice.

Team Members’ outstanding volunteer efforts are recognized monthly by the Spotlight on Volunteering award and annually by the President’s Volunteer of the Year award. For more information, contact the Community Relations Department at 407-363-8731.
Diversity Includes All of Us

Supporting Diverse Organizations in our Community
We embrace the opportunity to show what Universal Orlando is all about by attending many multicultural events across Central Florida. By attending these events, we learn from multicultural organizations as well as diverse communities, and leave a lasting, positive impact.

Externally, we focus on building and maintaining relationships with the diverse Chambers of Commerce and taking a leadership role in organizations that foster a more inclusive community.

Workplace Diversity & Inclusion
At Universal Orlando, we believe “Diversity is a State of Being, Inclusion is What You Do With It.” Our Team Members are as diverse as the guests we serve. We provide a variety of cultural experiences for our Team Members and offer Team Member Resource groups in which everyone can participate, including:

• Universal Orlando Women’s Network
• Universal Orlando Veterans Network
• ASPIRE, Universal Orlando’s Asian Pacific American Network
• Universal Orlando’s African American Network
• StudiOut, the gay, lesbian, bisexual, transgendered, and straight allies network
• UNIDOS, Universal Orlando’s Hispanic American network
• Universal Abilities, the Deaf and Hard of Hearing and Physically Challenged network

Diversity is about engaging all Team Members in our organization and building the understanding that each person is a collection of their past experiences; it is their unique backgrounds, stories, skills and opinions that are important to achieving our business goals.

Combined, our Diversity and Inclusion initiatives help educate and bring appreciation and awareness of the personal stories to share across our diverse universe. Diversity and Inclusion is a critical part of ensuring that Universal Orlando is an employer of choice. Inclusion extends to all facets of our business and enables us to build stronger communication, strengthen our understanding of working on multicultural teams and improve how we serve multicultural guests. Diversity of thought strengthens us in many ways and brings unity across our diverse universe.

Green is Universal

Activities that help preserve and sustain our environment continue to thrive at Universal Orlando. Environmental Sustainability is a delicate balance between three critical elements:

1) Environmental Stewardship;
2) Social Responsibility; and
3) Financial Accountability.

The ideal Environmental Sustainability program reduces our carbon footprint and/or conserves natural resources and improves the quality of our lives or our guest experience in our parks while reducing our operating costs.

As part of our commitment to continuous improvement in being good stewards of our environment, the Universal Orlando Green Council is responsible for leading environmental sustainability efforts at our resort. Three distinct teams have been established to work on:

• Energy and Biofuels;
• Purchasing and Recycling; and
• Team Member and Public Awareness Initiatives.

Whether it’s conservation, recycling, education, or designing environmentally friendly attractions, Universal Orlando is working in many different areas to make sure Green is Universal.
You will be asked to sign a separate acknowledgement document upon receiving this handbook.
VISION
To be recognized as the number one entertainment destination in the world!

MISSION
To provide an environment where our Team Members are proud to work, deliver unforgettable experiences to our guests, and generate superior financial returns.

VALUES
RESPECT
We believe in mutual respect and value the worth of every Team Member.

TEAMWORK
We will promote teamwork at all levels and across all divisions.

OPEN COMMUNICATION
We encourage open, two-way communication at all levels of the company.

HONESTY, TRUST & INTEGRITY
We will act in an honest and trustworthy manner based upon a high level of professional integrity.

RECOGNITION
We will recognize and reward our Team Members for superior performance in serving our guests and promoting company values.

FUN!
We are committed to providing a fun environment which allows our Team Members to enjoy their work.