Welcome!

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!

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!

Universal Orlando Resort’s Brand Credo

Universal Orlando Resort embraces the spontaneous, offbeat, and audacious nature we all possess to deliver true fun for our Guests. We are the one vacation destination where families have the freedom to be bold, let loose and connect while being their real selves.
History in the Making
The Universal Orlando Resort 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. Universal’s CityWalk is the perfect blend of unique and immersive dining and world-class entertainment—a district, filled with high-energy excitement of the sights, sounds, aromas and surprises that transition from day to night, making CityWalk a happening and a gathering at its best.
• Universal’s Islands of Adventure™ opens, delivering immersive adventures and daring exploits in wondrous, fictional worlds where Guests embark on their own heroic pulse-pounding journey within the world’s greatest stories.
• 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 resort is themed in the true Hard Rock style, immersing Guests in a collection of rock memorabilia. At the Hard Rock Hotel every Guest feels like a rock star.
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 NBC Universal. 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™ at Universal Orlando Resort. 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™ – Hogsmeade™ 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.

2013 • Comcast Corporation announces the purchase of General Electric’s interest in NBCUniversal, making the company a wholly-owned subsidiary of Comcast Corporation.

2014 • The Wizarding World of Harry Potter™ – Diagon Alley™ opens in Universal Studios Florida™, along with the Hogwarts™ Express, which connects Universal’s Islands of Adventure™ and Universal Studios Florida™.
  • Universal’s Cabana Bay Beach Resort opens. This retro-themed resort offers Guests their choice of family suites complete with kitchenettes or standard rooms. The 2,200-room resort features two huge pools, a lazy river, and a bowling alley.

2015 • Universal Orlando Resort announces plans to open Universal’s Volcano Bay water theme park in 2017.

2016 • Loews Sapphire Falls Resort, our fifth on-site resort hotel, opens. The hotel is inspired by the scenic rivers and waterfalls of the Caribbean and immerses Guests in a highly-themed resort environment using traditional island styling and modern touches.

2017 • Our third park, Universal’s Volcano Bay™ opens. Universal’s Volcano Bay is the only water theme park of its kind—a mythical island of enchanted waters, delivering exceptional amenities in a tropical paradise with both thrilling and relaxing water experiences.

2019 • Universal’s Surfside Inn and Suites, the first phase of Universal’s Endless Summer Resort and a continuation of our partnership with Loews Hotels, opens. The second phase – Universal’s Dockside Inn and Suites – is set to follow in 2020. Together, the hotels add 2,800 rooms and 2-bedroom suites to our portfolio of distinct hotels across our destination.
The Universal Way is All About The Guest Experience

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. 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.

The Guest Experience is Directly Related to the Service We Provide
As Team Members, it is important to remember that each of us plays a part in creating amazing experiences for our Guests. Your incredible Guest service helps create memories that will stay with our Guests long after they have returned home. Creating a strong service culture means taking a look at our business from a Guest-centric focus at all levels of the organization.

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 Guest interactions.

We treat fellow Team Members the same as we treat our Guests
Whether your role is on stage or backstage, you have an incredible impact on the service we offer our Guests and each other.

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. Thus, 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. Team Members behind the scenes without direct Guest interaction are also key in helping to make the Guest Experience extraordinary. Every discipline not on the front line interacting with our Guests has a stake in delivering extraordinary moments.
Our Goal:
To be Recognized as Delivering the Best Guest Service in the Themed Entertainment Industry

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.

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 engage 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 discreet when carrying your personal items and walk backstage whenever possible.

Lost and Found
If you find cash or other items, you must report the finding to your duty Supervisor immediately. In Guest areas, we will hold lost items at the venue that found the item until park close. This gives our Guests an opportunity to backtrack looking for their property before we transfer the item(s) to Lost and Found, located at the Studio Audience Center at Universal Studios Florida, Guest Services at Universal’s Islands of Adventure (for items lost in both Universal’s Islands of Adventure and Universal’s Volcano Bay), and Guest Services at Universal CityWalk. Team Members may not make any claims on lost items.

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 (including the use of e-cigarettes) 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.

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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 our appearance standards 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 please ask your leader, an HR representative, or the Wardrobe Department.

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

Appearance Standards: All Team Members

As part of our professional image, we should appear and behave appropriately at all times. 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 working 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 located outside of Gate 2 or in the North Parking Structure in CityWalk.
- The only other acceptable buttons, pins, or tags are those issued by Wardrobe for special programs or events. One anniversary pin commemorating milestone anniversaries may be worn in the upper right quadrant of your name tag. Anniversary pins will be distributed by your supervisor. Please visit the Team Member Services Center to have the hole placed in the correct position on your name tag.
- 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.

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 and Contact Lenses
- Sunglasses with conservative frames that are complementary to the wardrobe are permitted when working outdoors on sunny days.
- Mirrored sunglasses are not acceptable.
- When interacting with Guests, Team Members should remove sunglasses in order to ensure a high degree of Guest focus.
- Contact lenses, if worn, must be of a natural color. Color(s) unnatural to human eye are not acceptable.
Body Piercing
- Visible piercings including but not limited to tongue, lip, cheek, eyebrow, or other visible body piercings are not allowed. Spacers or retainers are only permitted if they meet the size of approved earrings as detailed in the Jewelry section of Appearance Standards and have the appearance of an earring.
- Nose studs are permissible but must be no larger than 2mm in size.
- The use of bandages or any other items to cover up body jewelry, spacers, retainers, etc. is not permitted.
- This body piercing guideline applies to all Universal Orlando Team Members with the exception of Makeup Artists and Holiday Event Performers working Halloween Horror Nights.

Tattoos
- No visible tattoos are allowed for Team Members who interact with Guests. Visible tattoos are considered tattoos that cannot be covered by the company issued wardrobe specific to your venue.
- Tattoos must be completely and effectively covered in a tasteful, non-obtrusive manner (i.e. tattoo makeup, sleeves) while on stage. If used, tattoo makeup must be non-transferable, humidity-resistant, and last the entire duration of a Team Member's shift. Use of bandages to cover tattoos is not allowed.
- All visible tattoos must be disclosed during the job interview. Team Members with visible tattoos that were not disclosed prior to offer of employment may be removed from their position and may result in termination.
- Tattoos on fingers, neck, or face are prohibited.
- Non-Guest contact Team Members may have tasteful tattoos (except on fingers, neck, or face). Non-Guest contact Team Members are defined as Night Park Service Attendants, Warehouse, Production Kitchen, Entertainment Technicians 1-5, Technical Services Team Members, and backstage Team Members.
- Team Members may wear a sleeve or tattoo makeup to cover tattoos even if a long sleeve option exists for your venue, if they choose.

Wardrobed Team Members
Universal Orlando provides each Team Member with appropriate wardrobe 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.

If you do not have an approved exception (i.e. Home Care, special wash, etc.), all wardrobe must be returned to the Wardrobe Department at the end of each shift.

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) and 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.
- You have the option to purchase Wardrobe-approved shoes at U-Shoes, located in B-2.
- 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.
- Sleeve colors are limited to black or the skin tone color of the wearer.
- Sleeves should be worn on the arm containing the tattoo only and long enough to cover the tattoo (e.g., to the elbow is permitted if the person has no lower arm tattoos but full length is acceptable).
- Sleeves are not permitted for purposes other than covering tattoos.
- Due to FDA requirements, for the safety of our guests and Team Members, All food service Team Members and food handlers in Merchandise may wear a plain ring such as a wedding band, while preparing food. No other jewelry is allowed on their arms and hands. A sleeve or makeup is permitted to cover tattoos at the elbow and above only.

NOTE: Team Members must provide their own sleeves and/or makeup within the prescribed criteria.

Cell Phones and Electronic Devices
- The use of personal mobile communications or electronic devices 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 Guest areas and 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 – unless issued by the Company for work purposes, such as radios.

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.

Undergarments
- Appropriate undergarments must be worn and must not be visible. They should be of a neutral solid color and not have any visible designs or logos.
- Undershirts must be solid white or solid black; crewneck or v-neck is permitted under wardrobe with a traditional neckline. Undershirts should only be minimally visible at the neckline and should not extend past the sleeves of the wardrobe.
- Pants must be appropriately fitted on the waist and cannot be worn beneath the hip line. Undergarments must not be visible above the waistline of pants or wardrobe.

Makeup
- Female: Makeup should give a natural appearance, displaying a professional image.
- Male: Makeup is not permitted except for specified entertainers.

Hair
- Hair must be neat and clean in appearance. Many hair styles are acceptable and it is not possible to address every acceptable style nor detail what constitutes neat and clean appearance. Therefore it is all our responsibility to adhere to the spirit and intent of reflecting a positive image to our Guests.
- 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/or dying hair in color(s) unnatural to human hair are not acceptable.
- Hair that covers one or both eyes is not acceptable.
- Longer hair must be worn away from the face and confined by appropriate hair accessories.
- All food service Team Members must wear hair restraints so that hair cannot possibly contact exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.

Tattoos
- No visible tattoos are allowed for Team Members who interact with Guests. Visible tattoos are considered tattoos that cannot be covered by the company issued wardrobe specific to your venue.
- Tattoos must be completely and effectively covered in a tasteful, non-obtrusive manner (i.e. tattoo makeup, sleeves) while on stage. If used, tattoo makeup must be non-transferable, humidity-resistant, and last the entire duration of a Team Member’s shift. Use of bandages to cover tattoos is not allowed.
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- Pockets are not to be stuffed so that they bulge.
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- Sleeves should be worn on the arm containing the tattoo only and long enough to cover the tattoo (e.g., to the elbow is permitted if the person has no lower arm tattoos but full length is acceptable).
- Sleeves are not permitted for purposes other than covering tattoos.
- Due to FDA requirements, for the safety of our guests and Team Members, All food service Team Members and food handlers in Merchandise may wear a plain ring such as a wedding band, while preparing food. No other jewelry is allowed on their arms and hands. A sleeve or makeup is permitted to cover tattoos at the elbow and above only.

NOTE: Team Members must provide their own sleeves and/or makeup within the prescribed criteria.

Cell Phones and Electronic Devices
- The use of personal mobile communications or electronic devices 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 Guest areas and 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 – unless issued by the Company for work purposes, such as radios.

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- Appropriate undergarments must be worn and must not be visible. They should be of a neutral solid color and not have any visible designs or logos.
- Undershirts must be solid white or solid black; crewneck or v-neck is permitted under wardrobe with a traditional neckline. Undershirts should only be minimally visible at the neckline and should not extend past the sleeves of the wardrobe.
- Pants must be appropriately fitted on the waist and cannot be worn beneath the hip line. Undergarments must not be visible above the waistline of pants or wardrobe.

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- Female: Makeup should give a natural appearance, displaying a professional image.
- Male: Makeup is not permitted except for specified entertainers.

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- 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/or dying hair in color(s) unnatural to human hair are not acceptable.
- Hair that covers one or both eyes is not acceptable.
- Longer hair must be worn away from the face and confined by appropriate hair accessories.
- All food service Team Members must wear hair restraints so that hair cannot possibly contact exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.
Facial Hair (Male)
- Beards must be natural, fully developed, well-groomed, and generally not exceed 2 inches.
- Goatees must be fully developed and well-groomed.
- Mustaches that reach no longer than the corners of the mouth are permitted, if neatly trimmed and fully developed.
- Designs, unnatural coloring, braiding, or other unnatural facial hair looks are not permitted.

Fingernails
- Nails should be well manicured and length should not impede safety standards or job performance.
- Female: If used, nail polish should be of neutral or subtle color.
- Male: If used, nail polish must be clear.
- No decals, jewelry, or sparkles may be used.
- Due to FDA requirements and for the safety of our guests and Team Members, all food service Team Members 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
- No more than 3 small rings are allowed per hand.
- No other visible jewelry, such as necklaces, bracelets, or anklets, is permitted.
- Up to 3 earrings per ear are acceptable and should be post-style or clip-on (no larger than ⅛ inch). Large hoop, demi-hoop, or dangling earrings are not acceptable.
- Use of bandages to cover other earrings is not acceptable.
- Except for earrings, other forms of jewelry or visible piercing (including but not limited to tongue, lip, cheek, eyebrow piercings or gauges, including ear gauges) are not allowed. Spacers or retainers of any type, even when clear in color, are only permitted if they meet the size of approved earrings, as detailed above, and have the appearance of an earring.
- Teeth grills or any other dental jewelry are not permitted.
- Due to FDA requirements and for the safety of our guests and Team Members, all food service Team Members and food handlers in Merchandise may wear a plain ring such as a wedding band while preparing food. No other jewelry is allowed.

Socks and Hosiery
- Socks or hosiery must be worn as determined by your wardrobe specifications.

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.
- Only wear outerwear issued by Wardrobe (with some exceptions).
- Do not attempt to improvise or “mix and match” wardrobe items.
- “Loaned” garments are not to be taken home and are to be returned at end of each shift.
- Wardrobe is considered to be Company property. Therefore, the intentional misuse or lack of appropriate care of wardrobe items, including leaving garments unsecured in locker areas and/or venues, and unapproved removal from property, is subject to disciplinary action up to and including termination.

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.

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 Team Members remove their jacket or sweater, and continue to work in Guest view, they 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.
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.

All Team Members should use good judgment that is appropriate for their business environment and represents a professional image. 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, professional-length skirts, collared button down dress shirts, and polo shirts. Polo shirts should be an appropriate fit and in good condition and should not display competitors’ logos. More casual attire, including appropriate jeans in good condition (no tears, holes, fading, etc.) and tennis shoes (in good repair, are a solid color, and have appropriate laces), may be worn when approved by the Division’s most Senior Leader as appropriate for the business function. When conducting business over lunch on-stage with other Team Members, name tags should be removed.

Apparel and accessories must not feature any text, logos, symbols, or other intellectual property unless officially issued by Universal Orlando or Universal Parks & Resorts. This includes, but is not limited to, words, abbreviations, phrases, sports teams, non-Universal organization or company names or logos, slogans, political statements, advertisements, characters, etc. Designs and textures that reflect our professional image are acceptable.

Business Casual attire is required if you are in a front of house (Guest-facing) role, will be in Guest areas interacting with Guests and/or when meeting or hosting external clients. Again, professional judgment is expected at all times.

Back of house Team Members should adhere to the spirit and intent of the appearance guidelines for wardrobed Team Members with the following exceptions:

- Rings, necklaces and bracelets are acceptable
- Open-toed shoes are acceptable when nails are well manicured (flip flops are not acceptable)
- Hoop and dangling earrings are acceptable
- More liberal nail color, length and design is acceptable as long as a professional look is maintained

While on stage (whether you are working or involved in other work activities) it is even more important to ensure you Look The Part and set the example. While on stage you are part of the show and must always be camera ready.

Team Members Working at Universal’s Volcano Bay

- **Shorts/Skorts** – shorts (male and female) or skorts (female only) may be worn at Volcano Bay*. Color options may include shades of Khaki, Navy, White, Grey, and Black. Shorts should extend to the top of the knee at minimum and be free of wear and tear. No cargo, denim, or extreme patterns are permitted on shorts or skorts. Shorts should be partnered with an appropriate belt at all times.
- **Shoes** - Sneakers are permissible at Universal’s Volcano Bay*. They should be clean and have flat bottoms. Socks should always be paired when wearing sneakers, white or black color only, and be no higher than the top of the ankle. Shoes should be closed-toe with backing when performing duty manager coverage; no open-toed shoes are permitted during these shifts.

*Department leaders at Volcano Bay may have specific standards within their work unit.

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 makeup, 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.

Appearance Standard Accommodation Requests - Medical and/or Religious

Requests for an exception to the Universal Orlando Appearance Standards for medical or religious reasons must be presented to your Human Resources Manager.
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.

Employment of Relatives

The Company discourages Team Members from working in close physical proximity to, or under the direct supervision or leadership of, any relative. It is at the sole discretion of the Company to determine if Team Members who work together who have subsequently entered into a close relationship (i.e. dating, marriage) should be moved.

Employment Classification

We classify our Team Members into four defined categories. Knowing your classification is important because benefits eligibility is determined by your classification. You will find these terms used frequently throughout your Universal Orlando Handbook:

- **Full-Time (Regular)** Team Members are generally scheduled to work 32 - 40 hours per week year-round, as business conditions dictate. There may be times when Team Members must be willing to work outside their home departments and/or positions in order to achieve these results.
- **Part-Time (Casual)** Team Members are generally scheduled to work less than 32 hours per week year-round. Part-time Team Members who have availability may be called upon to work more hours during peak attendance season.
- **Seasonal** Team Members primarily work to supplement staffing needs during specified seasons such as Mardi Gras, Spring Break, Summer, Halloween Horror Nights, and December Holidays. Hours will vary. Seasonal roles may have a specific employment end date. It is the Seasonal Team Member’s responsibility to communicate their availability at the end of each season if they wish to continue to work in a seasonal capacity.
- **Temporary** Team Members usually work for one year or less. Temporary roles generally have a specific employment end date and are brought on to complete a specific project or assist with peak workload.

Introductory Period

Your first 90 days of employment (or re-employment) will be considered an introductory period. This time allows us an opportunity to evaluate your performance, attitude, and ability to carry out the requirements of your role. The Company or Team Member may terminate the employment relationship at any time during the 90 days. Successful completion of the introductory period, however, does not mean that the Team Member is guaranteed employment, nor does it change the employment at will status.
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. Team Members may proactively request to schedule an appointment with the Universal Orlando Career Network team to discuss their career goals and start marketing themselves for specific positions. To learn more about the Career Network or to connect with a Representative, 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, genetic information, 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 applies 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:

NBCUniversal Media, LLC and all of its subsidiaries (collectively “Universal,” which includes Universal Orlando) 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 its 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 condition any employment term, condition or benefit in exchange for the granting of sexual favors, on tolerating unwelcome sexual conduct or on any other conduct prohibited by this policy. All Team Members are also prohibited by this policy from taking retaliatory action or 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 during business contacts with Universal 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, medical condition, ancestry, 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, performance reviews, promotions or the like, in exchange for sexual favors
• Making or threatening reprisals after a negative response to sexual advances or to other 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 discriminatorily-based (i.e., 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 comments about an individual’s body, sexual prowess, sexual orientation or sexual deficiencies
• Whistling at, touching, pinching, brushing the body, assaulting, impeding or blocking the movements, 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 discriminatorily-based (i.e., race, religion, age, national origin, disability, sexual orientation, etc.) comments or gestures
• Displaying in the workplace sexually suggestive, gender-based or discriminatorily-based (i.e., race, religion, age, national origin, disability, sexual orientation, etc.) objects, pictures, posters or cartoon
• Sending sexually suggestive or obscene text messages, emails, voicemails, letters, gifts, notes or invitations
• Retaliating against an 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 or 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. Such timely reporting is necessary so that a complaint can be investigated while information is most available, a problem can be remedied before a harassing situation develops, and the potential for the spread of harmful rumors can be reduced.

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 should report the facts of the
incident and the names of the individuals involved to his/her immediate supervisor or, in the alternative, to the Human Resource Manager for the Department. 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 the conduct to the Human Resources Director for the Division or any Director or Vice President of Human Resources within Universal.

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 the Vice President of Human Resources or to the position designated in the supervisor’s applicable company, subsidiary or business group.

Investigation Process
A report of an alleged violation of this policy will be promptly and thoroughly investigated. The findings will be reported to such persons with authority to take appropriate corrective action. Appropriate disciplinary action will be taken against any person who has violated this policy up to and including termination of employment 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 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.

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 UOTeam.com.

Confidentiality Statement
As a Team Member of Universal Orlando, you may have access to certain non-public, confidential or proprietary information related to our parks and overall resort, such as trade secrets, inventions, strategies, development of attractions, shows and/or characters, financial information, products, pricing, know-how and technology. It is your responsibility to ensure that this information, if not known to the general public, is not disclosed. Do not post, email or otherwise disclose such non-public information, including any internal reports, policies, procedures or other business-related confidential communication related to such non-public information.

Reporting Unethical Behavior
If you ever have a concern regarding unethical activity, don’t keep it to yourself. Discuss it with the appropriate supervisory personnel or your department HR Representative. For assistance you may call:

Universal Orlando Integrity Helpline 407-224-HR4U (4-4748 from on-property phones)

You do not have to give your name. An Interview Specialist documents your concern, assigns you a personal reference number, and relays your concerns to Universal Orlando. Team Members may also make use of the NBCU Integrity Hotline or the Comcast Listens hotline. NBCUniversal Integrity Hotline at 1-800-622-6221 or the Comcast Listens hotline at 1-877-40-LISTENS.

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
Positive Work Environment
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 dues to an outside organization to represent you, 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 and you are free to form your own opinions on this issue. However, we do believe that the more you examine the facts related to this issue, the more you will reach the same conclusion we have.

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.

Certain cases may not be eligible for review and appeal; in these instances, Team Members will be informed of the reason of such decision.

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 Open Door Department.

**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 appellant’s request on a majority vote basis. Under no circumstances will the appeal process result in a more severe disciplinary action.

Certain cases are not eligible for Peer Review and are only eligible for third step review through the Senior Management Review process. These cases include, but are not limited to, the following:

- Failed background checks
- Any decision related to Performance Evaluations or the Audition Process
- Decisions related to the health, safety, and welfare of our Team Members or Guests
- Decisions related to conduct which could reflect negatively on Universal Orlando’s image or standing in the community
- Harassment
- Threatened or pending legal action
- Cases involving confidential information
- Alleged illegal conduct
- Violations of DOT regulations
- Significant negative Guest incidents

The Peer Review Panel cannot change policy, work rules, pay levels, benefits, performance evaluations, or promotion decisions. This Peer Review process will apply to Full-time and Part-time status Team Members, both hourly and non-exempt, who have completed the 90-day probationary period. Salaried Team Members are welcome to use the Senior Management Review process.

**Progressive Discipline**

Any 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 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, each Team Member is expected to abide by Company policies and to cooperate fully in any investigation. As such, 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. Verbal counselings may be documented as such.
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 an unpaid disciplinary suspension for scheduled shifts) – 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.
4. **Suspension – Pending Investigation** – Universal Orlando may suspend a Team Member 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 and/or making a decision regarding the level of discipline to be administered. Management and Human Resources will attempt to complete the investigation and issue a decision within three working days of initiating the suspension pending investigation. A suspension may be extended if investigation of the situation or incident cannot be completed in the three day period. Payment for missed shifts will be determined by the outcome of the investigation.

**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, including but not limited to escorting a Guest to a backstage area
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 to include theft of service by way of gaining or attempting to gain access to Universal Express™ queues or back-door Attraction entrances without valid credentials.
5. Falsifying any Company document or record including, but not limited to, applications, your time (on time cards, in electronic timekeeping, on sign-in logs, etc.), expense accounts, worker’s compensation claims, and witness statements
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 or Company leader
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 or bullying in the workplace
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 traffic and safety regulations including, but not limited to, any action that may result in creating an unsafe working environment, including horseplay
14. Sleeping while on duty
15. Selling complimentary passes or failing to safeguard complimentary passes by giving your system access password to others
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 or exhibiting behavior that is threatening, intimidating, or disrespectful towards a supervisor/manager, co-worker, customer or vendor
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.

Employment Verifications

Universal Orlando has contracted with The Work Number, a service of Equifax, 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.

To get an employment verification started, go to www.theworknumber.com and select Log In. Choose “Universal City” and follow the prompts to register. For additional information or assistance, please call The Work Number Client Service Center at 1-800-996-7566 or the Team Member Service Center at 407-363-8040.

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. You are not eligible to use benefit time (including vacation, personal days, PTO, sick time) during your notice period.

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 credentials, etc., to the appropriate area as directed by your immediate supervisor. Your final pay will be deposited electronically as normal. Paystubs will still be accessible online through Electronic Self Service for 18 months after termination. If you leave with a Positive or Conditional Rehire Status, you will have access to your Team Member Complimentary Passes through the Electronic Ticket System for six months after your termination date. If you leave with a No Rehire Status, you will lose access to your Team Member Complimentary Passes immediately.

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.
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. For minors not attending a public school, a State waiver application may be obtained from Human Resources, or online via the Florida Department of Business and Professional Regulation. 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. Exception: Hours for Seasonal Team Members may only be reduced without mutual agreement based on a significant material change in business circumstances.
• 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 using the appropriate time clock that is assigned to and/or approved for your home work location.
• 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 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.
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; if so, 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.
Open Communication: Our Philosophy

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. We provide several ways Team Members can contribute their ideas and give feedback, and also offer many communication channels and resources to ensure Team Members stay informed.

Communication Resources

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 offer a variety of tools, including online resources, publications, backstage signage, social media presence, and more.

UOTeam.com

UOTeam.com is our Team Member website which provides access to important Team Member resources and information. The site features the latest news and information specific to Team Members, and includes access to important resources:

- “AskHR” - Search our Team Member knowledgebase and service center
- Online Schedules - View your work schedule online
- Benefits - Access your benefits services and providers
- News - Review current headlines and quickly access our official company sites and social media channels
- ESS (Self-Service Center) - Change personal information, view your paystubs, adjust direct deposit, place complimentary ticket orders

Team Member Communication Stations

Team Member Communication Stations offer access to our online resources, such as UOTeam.com, especially for Team Members who do not use a computer as part of their work function. They also permit Team Members to 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, Backlot Bistro, Wahi Kai Tu, and Exchange Drive.

Team Member Feedback

We 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. We provide several ways Team Members can contribute their ideas and give feedback.

Productivity Plus 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, including Team Member Communication Stations. 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.

Team Member Satisfaction (TSAT)

To support Universal Orlando’s Mission of providing an inclusive environment where our Team Members are proud to work, we conduct the Team Member Satisfaction (TSAT) Survey and take actions based on the survey to improve satisfaction. The survey helps us understand what “drives” Team Member satisfaction and commitment; improve communication and learn from our Team Members’ valuable opinions; and develop action plans for continuous improvement at Universal Orlando. TSAT is a year-round focus on Team Member Satisfaction and a proud part of our company culture.

Electronic Communication Policy

Universal Orlando’s electronic communication systems, such as voice mail, email, instant messaging and text messaging systems, are intended for business use only, and the unauthorized disclosure of any non-public, confidential or proprietary information, such as trade secrets, inventions,
strategies, development of attractions, shows and/or characters, financial
information, products, pricing, know-how and technology is prohibited.
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, or
charitable use (unless approved by executive management). Additionally,
the relaying of sensitive or protected information pertaining to Universal
Orlando Team Members and Guests, such as Credit card numbers and
Social Security numbers, as well as any other personally identifiable
information, is prohibited. Universal Orlando data must be retained,
secured and destroyed in compliance with all legal and regulatory
requirements while implementing appropriate best practices.

Team Members should understand that they do not have a guarantee
of privacy in voice mail, email, 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 Email Policy
Universal Orlando shall have the right to control access to its electronic
mail (“email”) system.

• Team Members: Email access shall be given to those Team Members who have been
  authorized by their division/subsidiary senior management to use Company email.

• 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 email 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 email contents.
Universal Orlando may, in its sole discretion, access and monitor email contents at any time. By placing or receiving information on Universal
Orlando’s email system, users of the system consent to Universal
Orlando’s right to access and monitor email contents and to Universal
Orlando’s right to read, print, edit, copy, republish, distribute, disclose, or
delete email 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 email 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 Email Administrator, who
shall terminate such non-Team Member’s access to the email system.

The Universal Orlando email system is a business tool provided for business purposes. Email 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
subscribe or forward privileged communications to third parties.

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

Email 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 email
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 email 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 email access. Team Members who fail to comply with
the terms of this policy shall be subject to discipline, including without
limitation termination of email 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
owned services through Company resources, if so authorized by their division/subsidiary
senior management. Use of these resources should be used for business
assignments and during approved work time only. In the very rare event that you
need to do so during non-work time, you are required to report the time you spend on
business related activities to your supervisor and log it into the time keeping system,
so that you will be properly compensated. Please inform your manager in a timely
manner if or when this occurs.

• 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 email is transmitted via the Internet and/or computer
online services, the terms and conditions of Universal Orlando’s email
policy shall apply. Universal Orlando does not guarantee the privacy of
any such email 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 access 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 Teams’ 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, and Team Members shall avoid posting remarks which are discriminatory, harassing, threatening or unlawful towards co-workers, supervisors/managers, Guests and vendors. Whether or not Team Members choose to identify themselves as Team Members of Universal Orlando on any online posting, it is expected that the Team Members will adhere to the following guidelines:

- Any non-public, confidential proprietary information, such as trade secrets, inventions, strategies, development of attractions, shows and/or characters, financial information, products, pricing, know-how and technology is strictly off limits, and cannot be disclosed on any online posting. This would include video or photographs of such non-public, confidential segments of our business taken behind the scenes.
- Team Members are urged to respect the laws regarding copyrights, trademarks, rights of publicity and other third party rights, and to avoid infringing on the trademarks and logos of Universal Orlando and Universal Orlando’s affiliated and related companies and licensors.
- Team Members may not speak on behalf of, or as a spokesperson for, the Company without specific, written authorization from Universal Orlando’s Publicity or Senior Executive Management.
- Team Members are expected to uphold Universal Orlando’s value of respect for every individual and avoid posing statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage other team members, customers, associates or suppliers, or that might constitute harassment or bullying. Examples of such posts might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

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.

Communicating Confidential Information

In today’s environment of instant communication, whether it be through personal web pages or industry specific ‘fan’ web sites, it is important to understand that certain information regarding Universal Orlando is considered proprietary. Communicating confidential or proprietary information 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.

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 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 Public Relations team so that they can give the appropriate information. Team Members who share non-public confidential or proprietary business 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 Public Relations at 407-363-8220.

Celebrity and VIP Guests

Universal Orlando frequently has celebrities come to visit our resort. These celebrities have an expectation that Universal Orlando Team Members will respect and maintain their privacy. It is important that you do not offer them unwanted attention. If you notice or are assisting a celebrity, please remember that soliciting photos and autographs is unprofessional conduct. It is also unacceptable to post any information on social media regarding celebrity or VIP Guests who may be in attendance at our parks. Failure to maintain this policy 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 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 and/or management 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 or misplace your ID badge, you must replace it at ID Processing during normal operating hours.
• Loaning an ID badge or any other Universal Orlando-issued access credentials to another person may result in disciplinary action, including termination.

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. Team Members are expected to fully comply with all security procedures and inspections as directed by Security staff. Noncompliance may result in disciplinary action, up to and including termination.
• You must enter a park through the turnstiles and admissions area when you are off duty and escorting your Guests into the park. (Note: admission at Volcano Bay is subject to blockout dates.) Team Members who are assigned to report to work through the turnstiles and admissions area must enter through the exit turnstile and present their UO ID badge.
• 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 park 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.
• Team Members are required to park only in designated areas, which are assigned based on work location. Park in marked spaces only. No parking is permitted in Disabled, Reserved, BRAVO, Excellence in Leadership, or Carpool Parking Spaces unless proper documentation is provided. Violators will be towed and impounded at owner’s expense.
  - Team Members assigned to park in the North or South Parking Structure should park on Level 2 when reporting to work.
  - When not working, Team Members are expected to park as a Guest, following the normal flow of traffic.
• 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.
• 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 any 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 the driver’s supervisor, and any accident must be reported to Security and the driver’s supervisor immediately. 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 must receive approval from your supervisor, who must enter the item into the Property Removal system on our Company intranet. Also, please be prepared to show a receipt upon leaving property with any food or merchandise purchase onsite.
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 personal belongings, paychecks or other valuables unattended in the workplace.
• Crime prevention is each Team Member’s responsibility.
• The “Dudley 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.

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 enter items in the Property Removal system 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.
Responsibilities

Universal Orlando (UO) strives to provide all Team Members with the necessary resources to perform your role safely. It is an expectation and your responsibility to make safety an integral part of everything you do. Both the Management Team and Team Members will be evaluated and held accountable in regards to support of this policy.

UO Team Member Responsibilities: Working in a safe and environmentally sound manner is a personal responsibility. Each Team Member is expected to follow established Environmental, Health, & Safety (EHS) procedures and promptly correct or report unsafe acts or conditions. Such actions should result in the prevention of accidents, which could result in injury to yourself or coworkers, destruction of UO property, or environmental harm.

UO Leadership Team Responsibilities: Directly responsible for the safety and environmentally sound operation of UO. This responsibility includes the establishment and enforcement of rules and practices in accordance with UO’s EHS standards, which promote safe operations and sound environmental practices.

Your personal safety is your responsibility. UO provides all Team Members with the necessary resources to perform your role safely.

Team Member Rights

All UO Team Members have the right to the following, without fear of retaliation:

• A workplace free from recognized safety and health hazards.
• Stop work or refuse to perform a task they feel is unsafe.
• Report unsafe conditions, concerns, near misses, and other issues to a Supervisor or via the EHS hotline, EHS email, or online reporting system. Reports can be made anonymously.
• Have the ability to direct questions regarding occupational health and safety, environmental stewardship, regulatory interpretations, etc. to Management and/or EHS.
• Request additional safeguarding equipment, training, and Personal Protective Equipment (PPE).
• Access your medical and exposure records upon request. Contact Health Services to obtain a copy of your medical record. Contact EHS for your exposure record.

Team Member Safety & Health

The following General Safety Rules pertain to every department at UO and must be followed by all Team Members. Your Department Manager and the EHS Department must approve any exceptions. Failure to follow these rules may result in possible disciplinary action up to, and including, termination:

1. Be aware of EHS standards and procedures expectations by attending all assigned training and reviewing safety documents and departmental Standard Operating Procedures (SOPs) prior to performing work.
2. Do not knowingly take risks or violate EHS standards or operating expectations.
3. Review all work tasks before performing them to validate tasks can be performed in the safest and most environmentally sound manner possible. If any doubt exists about your safety, a risk to your health, or environmental compliance, do not perform the task until it can be discussed with your Supervisor and/or EHS.
4. Only perform jobs and operate equipment/machinery on which you are properly trained and familiar with the hazards and implemented controls.
5. Always wear the prescribed PPE that is provided for the job, as this may be the only control for your safety.
6. Inspect tools and equipment prior to use and immediately report any defects to your Supervisor for repair.
7. Validate safeguards on equipment and machinery are installed and functioning properly prior to use.
8. Restrict all horseplay. Horseplay often results in injury and will not be tolerated.
9. Maintain proper housekeeping by keeping a clean and orderly workplace and removing all unnecessary items including trash, debris, carts, boxes, and racks.
10. Lift, push, pull, and handle only those items that you are capable of handling safely. Get help for items over 50 pounds.
11. Validate there is always a barrier between yourself and a ride track area, unless you have had specific training to work in that specific ride track area.
12. Know the potential hazards associated with chemical substances and how to protect yourself before handling chemicals. Know what a Safety Data Sheet (SDS) is and where to locate them for

Safety Begins With You
any chemicals you must handle. Know how to dispose of leftover chemicals and empty containers.

13. Know where emergency equipment (e.g., pull station, fire extinguisher, eyewash station, medical kit, absorbent pads, etc.) is located in your area/department.

14. Identify and walk potential evacuation routes to ensure they remain clear at all times.

15. Never use or wear devices (e.g., headphones/ear buds) that will limit your ability to hear emergency signals, while operating or working near equipment/vehicles, or while performing any other safety-sensitive function.

16. Always follow instructions of posted safety signs and warnings to ensure your personal well-being.

Team Member Injuries, Near Misses, and Unsafe Conditions

Immediately report all near misses, unsafe conditions, unsafe acts, injuries, and environmental incidents to your Supervisor, Security Command Center at 407-363-8333, and/or the EHS Hotline at 407-363-8331 so that effective corrective measures can be taken.

UO wants to ensure that all Team Members receive prompt and efficient medical treatment if you are injured while working. UO has set up these procedures to ensure 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.
- Go to all of your medical appointments.
- Follow up with your Supervisor with the accident facts so that corrective actions can be implemented.

Once you have received medical treatment, immediately contact your Workers’ Compensation Representative and 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 UO Workers’ Compensation Department at 407-224-3712.

When Guest or Team Member Accidents or Injuries Occur

1. If a Guest or Team Member requests first aid services, direct him or her to Health Services.

2. If a Guest or Team Member is injured or ill and unable to be directed to Health Services, call the Security 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 Security Command Center. Remain calm and do not attempt to move the Guest or Team Member unnecessarily. Stay with the Guest or Team Member if at all possible until help arrives.

4. You will need to complete a UO Incident Report that will provide objective information regarding the 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.

6. Do not discuss an accident with anyone. After help has been summoned or the incident has passed, fill out an incident 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.

Workplace Violence

Violence or threats of violence in the workplace will not be tolerated and will be subject to immediate disciplinary action up to, and including, 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 Command Center at 407-363-8333 (or for non-emergencies 407-363-8331) with any questions regarding this matter.

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 or illegal 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.

Additional information can be found in the Universal Orlando Environmental Health & Safety Handbook, on the EHS intranet page or EHS Department.

Environmental Stewardship

UO is committed to protecting the environment. This responsibility lies with all UO Team Members. The EHS Department manages environmental compliance for UO, including the protection of air, water, and soils; ensuring proper control and disposal of regulated 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:

Chemical Handling

- Know the chemicals in your workplace and the appropriate means to dispose of them.
- Be able to identify chemical releases/spills to the ground or water systems. Contact Security immediately to initiate cleanup response. Take action to prevent chemicals from entering storm or sanitary systems, if trained.
- Do not attempt to clean up any accidental release that you are not trained or were not involved in.
- Do not put any chemical product or oil down a storm drain or sanitary (e.g., sink/floor) drain. When unclear on how to dispose of a product, contact EHS.
- Do not put chemical containers in the trash. Contact EHS for proper disposal of the material (e.g., paints, glues, cleaners, fuels, etc.).
- Label all secondary containers used to handle chemicals (e.g., buckets, cans, jars, bottles, etc.) with the chemical contents and the hazards.
- Do not remove any hazard markings on pipes, drums, or tanks. Report or replace any missing markings on containers.
- Do not bring chemicals from home.
- All chemicals must be approved by EHS before purchase.
- Separate acid and base products during storage. Keep all flammable chemicals in flammable cabinets.

Air

- Pay attention to the Air Quality Index Warnings and take appropriate precautions for your health.
- Do not perform tasks that generate particles into the air, including...
spray painting, grinding, or sanding outside of a spray booth.
• Verify that earthmoving activities occurring on lower wind days do not generate dust. Take actions to wet or cover open dirt areas during these times.

Water
• Do not dump or deliberately place any chemical down storm or sanitary drains.
• Do not wash food, trash, or other items into drains.
• Do not add chemicals to water systems without EHS approval.
• Report any release or visible sheen on any water surface to EHS immediately.

Waste
• Collect and separate wastes based on type. Do not mix waste types unless instructed to do so by EHS.
• Always put waste food oils into collection bins, never down a drain.
• Store waste in designated locations as required in EHS standards.
• Keep waste containers closed at all times.

Emergency Planning
In any emergency, our top priority is the safety of our Team Members and 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 due to the occupancy or type of emergency.

Fire, Smoke, or Building Alarms
• 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 (e.g., 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.
• Use the Nearest safe Exit, unless instructed to do otherwise
• Go to your Safe Refuge Area, and await further instructions from your Supervisor 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.

Environmental Releases
• Don’t panic!
• Contact Security at 407-363-8333 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 receive a communication (via email) inviting you to log on to our benefits website that will explain your options, costs, waiting periods and coverage information as the benefits vary by employment classification. The Benefits Service Center 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, supplemental life, and dependent life.

Life Insurance
Universal Orlando provides Life Insurance for all eligible Team Members. Full-Time (Regular) Team Members are provided with coverage equal to one times their annual salary. Part-time (Casual), Seasonal, and Temporary Team Members are provided life insurance in the amount of $5,000.

Benefits Information
Team Members can access information and ask questions about their benefits / leave of absence in the following ways:

General Benefits Info and Enrollment
• uobenefits.com
• Benefits Service Center
  855-713-9663 | 8am-6pm ET, M-F

Leave of Absence and Disability Service Center
• Start or View a Claim 24/7 via mySedgwick.com/uo
• 833-300-4876 | 8am-9:30pm ET, M-F

Wellness Benefits

TeamCare: OnSite Medical and Pharmacy Services
TeamCare is Universal Orlando’s on-site center that houses medical and pharmacy services.
• Medical care services provided by AdventHealth Medical Group are available to all UO Team Members. Services include: health screenings, preventive care, the diagnosis and treatment of chronic illnesses as well as urgent care needs and procedures that are non-work related.
  - For Team Members participating in a UO medical plan, you will be offered reduced co-payments. Medical services are provided to your dependent spouses and children, ages 12+, who are covered under a UO medical plan.
  - For anyone not participating in a UO medical plan, there are reduced rates for the services provided.
• Pharmacy services are provided by Walgreens and are available to all UO Team Members.
  - For all Team Members, you will be offered reduced co-payments and reduced costs for over-the-counter medications.

Doctor on Demand
Full-Time (Regular) UO Team Members and their covered family members who are enrolled in a Universal Orlando medical plan have free, unlimited medical visits with a Doctor on Demand. This free service is available 365 days a year, including nights and weekends. Use a live video chat to talk to a doctor to discuss common conditions such as: abdominal pain, cold and flu, sinus infections, UTI’s, upper respiratory infections and skin issues. Necessary prescriptions can be sent to the pharmacy of your choice. Part-Time (Casual) Team Members can also make use of this service at a discounted rate.

Get Healthy! Program
This free program is available for all UO Team Members. We offer on-site programs, tools, and resources. The program focuses on: weight management, stress management, tobacco cessation, blood pressure screenings, preventive health, on-site wellness activities, education presentations and incentivized wellness challenges.
Telephonic health coaching is available at no cost to you if you are enrolled in one of our Full-Time (Regular) medical plans! Additionally, we
provide an onsite wellness coordinator to manage events and education throughout the year for all Team Members.

Healthcare Advocate
Team Members who participate in one of Universal Orlando’s Full-Time (Regular) medical plans are eligible for the free and confidential services of a Healthcare Advocate. Advocacy can help you or your family members by finding doctors and specialists known for quality and cost-effective care, collaborating to schedule tests and appointments, assisting with medical conditions and locating additional resources within the Cigna network.

Retirement and Financial Resources

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. Universal Orlando allows all Team Members (Full-Time, Part-Time, Seasonal, and Temporary) to participate in this program once they meet benefits eligibility. When you are eligible to participate, you will be notified by our administrator, Fidelity Investments.

Comcast-NBCUniversal U.S. Employee Stock Purchase Plan (ESPP)
One of our company’s goals is to take ownership of our company as we work together to create and deliver compelling content. Participating in the Comcast-NBCUniversal U.S. Employee Stock Purchase Plan (ESPP) can be a great way to be invested directly in the overall collective success of NBCUniversal.

The ESPP allows eligible Team Members to purchase Comcast Corporation Class A common stock using after-tax payroll deductions at a minimum 15% discount. Full-Time (Regular) Team Members become eligible for the plan the next offering period that begins after 90 days of employment. Part-Time (Casual) Team Members become eligible to enroll during the offering period after the completion of one year of service.

Eligible Team Members have four quarterly opportunities to enroll in the program. Full plan details and information on how to sign up for ESPP are available on UOBenefits.com.

Financial Planning Support
Universal Orlando offers you financial coaching provided through Ayco, a Goldman Sachs Company, to assist you in all areas of financial planning including: budgeting, debt management, education funding, retirement planning, investment planning, estate planning and income taxes. This benefit is free to all UO Team Members who are currently eligible to participate in the 401(k) plan.

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 Service Center.

Time Away from Work

Vacation
All full-time Team Members are entitled to vacation on your personal anniversary date each anniversary year based on the number of straight time and overtime hours paid in your 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 – nine years of service.
- Up to 160 hours per year upon completion of 10 – 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 annually (on your personal anniversary date).

Non-exempt and hourly Team Members who have more than 40 hours of vacation as of their personal anniversary date will be paid out any additional hours after their annual anniversary week.

For newly eligible Team Members:
- Full-time salaried Team Members receive 80 hours immediately upon hire.
- Full-time hourly Team Members must satisfy a 1-year waiting period prior to the vacation hours being available.

Holidays
The Company observes the following twelve paid holidays:

- New Year’s Day
- Dr. Martin Luther King Jr. Day
- Presidents’ Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Two Days at Christmas
- Two Personal Holidays
- Two Personal Holidays
- Christmas Day
- New Year’s Eve

Personal Holidays
All full-time (hourly or salaried) Team Members will be granted 2 personal holidays of 8 hours each beginning at each personal anniversary year. Personal holidays:

- may be taken after the completion of 90 days of service
- will not carry over to the next anniversary year

Personal Business Days
Full-time salaried Team Members are eligible for up to 5 scheduled personal business days to use throughout each anniversary year. These personal days can be used to deal with urgent personal activities that cannot be conducted during off-hours or to engage in events related to observances of religious significance that are not one of the Company-observed holidays. Examples of such personal business days may include: parent-teacher conferences, religious holidays that are not Company-observed holidays, court appearances, household moves, real estate closings, Department of Motor Vehicles appointments, attending a funeral (for non-immediate family members), or family-care related emergencies (after sick leave is exhausted).

Personal Business Days are not intended as – and cannot be used in place of or to extend vacation or any other leave of absence. Unused Personal Business Days do not carry over into the following personal anniversary year and are not paid upon the termination of employment.

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 0.02 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 out, 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 Time**

Full-time salaried 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, or child. Full-time salaried Team Members are eligible for sick leave by earning sick leave hours as follows:

- Sick leave may be taken once a Team Member has completed 90 days of service.
- Earn approximately 5 days per personal anniversary year.

**Bereavement Time**

Full-time Team Members who suffer the death of a parent/step parent, spouse, child/step-child, brother, sister, stepbrother, stepsister, grandparent, step-grandparent, grandchild, step-grandchild, mother-in-law, father-in-law, step-mother-in-law, or step-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.

**Jury Duty**

Full-time Team Members are eligible immediately for up to a maximum of 80 hours of pay 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 complete and sign a leave of absence request form and supply proof of attendance and a receipt showing what the courts paid you to your supervisor and to the Payroll Department.

**Flexible Work Options**

Universal Orlando offers Flexible Work Options to its salaried 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 (Salaried Team Members Only) – Flex Place/Telecommuting is an arrangement in which salaried 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.

**Leave of Absence and Disability**

If you have any questions regarding leaves of absence and disability, please contact the Leave of Absence and Disability Service Center.

**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, 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 (consecutive) 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.

**Parental Leave**

Universal Orlando offers full-time regular Team Members a leave of absence for parental reasons which include the birth or adoption of a child. This benefit is available to full-time/regular Team Members with 31 days of continuous service as a full-time/regular Team Member and includes paid and unpaid time off for primary and non-primary caregivers in accordance with policy guidelines and as follows:

- Primary Caregiver – The Primary Caregiver will be entitled to receive 8 weeks of pay at 100% which will be coordinated with applicable disability benefits. The Primary Caregiver is entitled to a total of 12 weeks of job-protected leave.
- Non-Primary Caregiver – The Non-Primary Caregiver is entitled to receive 12 weeks of pay at 100%. The Non-Primary Caregiver is entitled to a total of 6 months of job-protected leave.

Where applicable, paid and unpaid Parental leave will be run concurrently with Family Medical Leave.

**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 Leave of Absence and Disability Service Center of your condition as soon as possible, but no later than one week from the beginning of the disability.

**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 Leave of Absence and Disability Service Center. 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 reestablish 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 a leave of absence to meet military service or training obligations. Regular (full-time) and Casual (part-time) Team Members are eligible to receive up to 15 days of paid Military Training Leave during a calendar year. In addition, Regular (full-time) and Casual (part-time) Team Members with at least one year of continuous service with Universal Orlando or an affiliate who are deployed are eligible for a pay supplement for an accumulative maximum of three years.

If you need to take time for military training or are planning to join the military service, please ask the Leave of Absence and Disability Service Center for the details of our military leave policy.

**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.
Supporting Our Team

Employee Assistance Program
The Employee Assistance Program (EAP) is a free and confidential program available to all Team Members and their dependents to help resolve a variety of personal problems. Universal Orlando covers the entire cost of this confidential counseling service for a limited number of sessions per plan year. Examples include: marital, financial or emotional problems, family issues, or substance/alcohol abuse.

There are no co-payments or out-of-pocket expenses involved. If you would like more information or would like to contact the EAP, you may contact the Benefits Service Center. Also, any Human Resources Manager or Representative can also be a confidential resource in putting you in touch with the EAP.

EAP services can be accessed online at www.mycigna.com (login to access your benefits with “universal” employer ID) or by calling 1-877-622-4327.

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 Resources for Living Program can help you with this balancing act. Work/Life services provides 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.

Resources for Living’s suite of services can be accessed online at www.mycigna.com (login to access your benefits with “universal” employer ID) or by calling 1-877-622-4327.

Adoption Assistance Program
Full-Time Team Members who have completed at least 6 months of continuous service are eligible to receive up to $10,000 of reimbursable expenses for adoption of a child. If both spouses are employed by Universal Orlando, each spouse may apply for adoption assistance.

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, and IRS dependent qualified family members, regardless of position, length of service, or employment classification. The program is completely funded by Universal Orlando Team Members contributions.

For more information and to learn how to apply for assistance, please visit AskHR or contact the Team Member Services center.

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. Improper use of your Complimentary Attraction Passes will result in disciplinary action and could lead to termination. Complimentary admission is subject to blackout dates and other restrictions. For more information, visit UOTeam.com/comppass.

Team Member Discounts
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, select food and beverages (excluding alcohol and gratuities), and a discount on passes sold from designated Company-operated locations. To take advantage of this benefit, you must show your UO ID 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 listing of certain discounts available to UO Team Members at various local businesses, stores, restaurants, service providers, and more. Visit Team Member Discounts at UOTeam.com/discounts for the current listing.

Recognition Programs

Universal Orlando offers a variety of programs and awards designed to recognize Team Members. While departments throughout our resort have local programs designed to recognize their teams for achievement, we also have global programs that are open to all UO Team Members.

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.

Service Star
Service Star cards are our primary recognition tool for service-related behaviors for both Team Members and leadership. Recipients are awarded one to five “star points” based on the degree of service-related interaction. Team Members can collect these points, which they can then exchange for rewards via Team Member Services.

Nomination-Based Awards
Further information regarding the nomination process for these programs is available through your HR Manager or department manager.

BRAVO
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 Florida, Universal’s Volcano Bay, and our backstage locations.

Excellence in Leadership
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.

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 our service behaviors.

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.

As we are constantly evaluating our recognition offerings, this list is subject to change. Visit UOTeam.com/recognition for the most up-to-date information on our recognition programs, including details about rewards and redemption options.
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.

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 nonprofit organizations that focus on areas such as arts/culture, basic needs, children with life threatening illnesses or disabilities and education. 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.

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 nonprofits with their capacity building efforts. In addition, Universal Orlando executives serve on more than 30 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 nonprofit 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 407-224-6566 or visit UOTeam.com/ourcommunity.
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 all-inclusive, diverse Team Member Resource groups in which everyone can participate, including:

- **AAN** – Universal Orlando’s African American Network
- **APA** – Universal Orlando’s Asian Pacific American Network
- **MyAbilities** – Universal Orlando’s Varying Abilities Network which promotes awareness and embraces inclusion for Team Members whose lives are impacted by varying abilities, focused on people with disabilities.
- **Out** – Universal Orlando’s LGBTQ+ Lesbian, Gay, Bisexual, Transgender, Allies Network
- **Unidos** – Universal Orlando’s Hispanic American Network
- **UOVN** – Universal Orlando’s Veterans Network
- **UOWN** – Universal Orlando’s Women’s 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 that embraces a culture of inclusion. The Diversity & Inclusion strategic approach ensures programming strengthens and supports our talent pipeline focusing on culture, career, commerce, competence and community. 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.

For more information on our Team Member Resource Groups, please:

- visit the Diversity & Inclusion page on myUO, accessible from the “Our Culture” link under the “Team Member Center” (Universal Orlando-networked computers only)
- visit the Diversity & Inclusion site on UOTeam.com at UOTeam.com/ourdiverseuniverse.
- contact diversity@universalorlando.com

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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:

- Environmental Stewardship;
- Social Responsibility; and
- 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.
Summary of Changes from Previous Edition (March 2020)

In addition to minor edits throughout for spelling, grammar, style and clarity, the following changes are notable from the prior edition of the Team Member Handbook:

Looking the Part
- Non-Wardrobed Team Members (p.9) - includes updated guidelines related to apparel and accessories for non-Wardrobed Team Members.

Your Career at Universal Orlando
- Harassment-Free Workplace Policy (p.11) - adds sexually suggestive or obscene text messages, voicemails, or emails as examples of prohibited conduct.
- Open Door Philosophy (p.11) - clarifies that verbal counselings are subject being documented as such, and adds escorting a Guest to a backstage area as an example of an action that may lead to immediate discharge.

Open Communication
- Communication Resources (p.17) - updates the list of Team Member resources available on UOTeam.com.

Team Member Benefits and Services
- Recognition Programs (p. 28) - adds Service Star to our list of recognition programs.
- Supporting Our Team (p. 28) - adds AskHR as a resource to learn more information about the Crisis Assistance Program, including how to apply for assistance.

Acknowledgement
You will be asked to sign a separate document to acknowledge this handbook.

PLEASE NOTE: The Team Member Handbook is a general explanation of our Policies. The complete provisions of the Policies are contained in our Policies & Procedures Guidebook. If there is any disagreement between the provisions of this Handbook and our Policies & Procedures Guidebook, the Policies & Procedures Guidebook will govern at all times. You may obtain a copy of an official Company policy from your HR Representative. Universal Orlando reserves the right to modify, amend or terminate any or all of the Policies in this Handbook or the Policies & Procedures Guidebook at any time for any reason upon appropriate action by the Company.

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REVISED SEPTEMBER 2020
OUR VISION
To be recognized as the number one entertainment destination in the world!

OUR MISSION
We are committed to providing an inclusive environment where our Team Members are proud to work, delivering extraordinary Guest experiences, and as a result generating a fair and reasonable profit

OUR VALUES
WE DO THE RIGHT THING
Do what’s right for our team, Guests, and business. Act with integrity and show others respect.

WE ARE INNOVATORS
Challenge the status quo. Encourage growth by taking smart and creative risks.

WE DRIVE RESULTS
Show our commitment. Take action to execute flawlessly.

WE ARE TEAM PLAYERS
Be inclusive of others. Collaborate to solve problems.

WE MAKE SAFETY A PRIORITY
For our Guests. For our Team Members.

WE VALUE OUR COMMUNITY
Support our diverse and interconnected universe. Positively impact our world.

WE HAVE FUN!
Show passion for our brand. Celebrate our accomplishments.