

1975  
**BOYD**<sup>®</sup>  
2025

TEAM MEMBER HANDBOOK




1975-2025



**BOYD**<sup>®</sup>





**VALUE  
RELATIONSHIPS,  
HAVE INTEGRITY,  
EXCEED  
EXPECTATIONS,  
AND WORK SMART.  
THIS IS WHAT IT  
MEANS TO BE A  
BOYD GAMING  
TEAM MEMBER.**

#### **MISSION STATEMENT**

We, as members of Boyd Gaming Corporation, operate with only the highest degree of integrity and rely on the competence and friendliness of each person in our organization to provide entertainment and service to satisfy our guests' wants.

Through teamwork, we strive to maximize shareholder value, to be among the leading companies in our industry, and to provide opportunities for all while we support and enhance our communities.

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**ACKNOWLEDGEMENT OF TEAM MEMBER HANDBOOK**

# Welcome to **BOYD GAMING CORPORATION**

In 2020, Boyd Gaming celebrated its 45th year in business, a track record of longevity that very few companies in our industry can match. From a single property in downtown Las Vegas—the California Hotel and Casino— Boyd Gaming has grown into one of America’s leading casino operators, with 28 affiliated properties and over 15,000 team members in 10 states across the country.

From that first day in business, Boyd Gaming and its team members have been dedicated to the unique culture we call “Boyd Style.” Within its four core values— Value Relationships, Integrity, Exceed Expectations, and Work Smart—Boyd Style lays the foundation for how we treat our guests, our fellow team members, and our communities.

Boyd Style is what Boyd Gaming is all about. No matter how large our Company becomes, Boyd Style ensures every one of us consistently provides the great service and welcoming atmosphere that defines the Boyd Gaming brand, and keeps our guests coming back.

Boyd Style begins with our team members, and we are committed to providing you with a work environment that demonstrates the respect we have for you. We practice an open-door philosophy, offer competitive pay and benefits, and promote a workplace culture that is unique within our industry.

This Handbook is designed to provide some basic information so you can better understand the Company, your benefits, your responsibilities, and our expectations of you. It contains general explanations and guidelines of many Company policies, but it is not intended to provide every detail. Please do not hesitate to ask department management or Human Resources if you need more information or clarification on any of our policies, procedures, or work rules.

We are proud of what we have accomplished as a company since we were founded in 1975. But we know that our future success depends on the continued dedication and excellence of team members like you. We challenge you to commit yourself to living Boyd Style—upholding the standards of friendliness, quality service and integrity that make Boyd Gaming a special place to work and play.



**Keith E. Smith**  
President and Chief  
Executive Officer



**William S. Boyd**  
Executive Chairman

# **MANAGEMENT PHILOSOPHY**



We are proud of the unique culture we share at Boyd Gaming. You're much more than an employee—you are a team member, a valued part of the Boyd Gaming team, and our mission is to create a workplace where our team members can build a fulfilling and rewarding career.

That begins with a philosophy of mutual respect and open communication. From your department management to our senior leaders, our doors are always open to you—that is Boyd Style.

**But our commitment to you goes far beyond our open-door policy:**

- Each property has a member of Human Resources dedicated to serving as an advocate to management for you, and as a representative for team members during the disciplinary process.
- If you have a complaint or concern about the workplace (including safety issues) and you're uncomfortable telling your department management or notifying the Human Resources Department, you can visit **4U2TELL.ethicspoint.com** or call **1-866-4U2-TELL** anonymously, 24 hours a day. All calls to this hotline are investigated, and a response is provided.
- Hourly, non-bargaining-unit team members have the right to appeal most terminations to EDRICK (Employment Disciplinary Review Committee), and to representation by an advocate in Human Resources during the EDRICK process.
- Each Boyd Gaming property has an active **Safety Committee**, committed to making your workplace as safe and hazard-free as possible.
- All Boyd Gaming team members have access to the **Boyd Gaming Team Member Crisis Fund**, a resource available to help team members through times of financial need.
- Each Boyd Gaming Team Member has access to the Employee Assistance Program (EAP) to assist team members and their households with everyday problems or questions, big or small. The EAP can be reached at 855-383-7229 or anthemEAP.com.

Each of these initiatives is the result of our commitment to you.

**PURPOSE AND EXPLANATION OF THE HANDBOOK**

The purpose of this Handbook is to provide team members with information that will assist them while employed by Boyd Gaming Corporation or a subsidiary or affiliated company (collectively, the “Company”). This Handbook contains general statements and guidelines and is meant to provide an overview of the more common policies and procedures, as well as benefits available to team members of our Company. Details of the summarized policies and procedures described in this Handbook are included in the Company’s Employment Policy Manual and in the benefit plans, which in all cases control the application of the policies and procedures and the benefits. All team members are responsible for knowing and abiding by the policies and procedures contained in this Handbook and detailed in the Company’s Employment Policy Manual. Each team member must also understand and follow all policies,

rules, and instructions that apply to his or her particular job and department. Team members are encouraged to ask questions of their department management or the Human Resources Department regarding details of applicable policies and procedures and benefits.

The Team Member Handbook applies to team members of Boyd Gaming Corporation, its subsidiaries, and affiliated companies. The Company’s accumulated experience and knowledge in the hospitality industry has provided the foundation for this Handbook. The sharing of policies on certain issues, as set forth in this Handbook, is not counter to the separate corporate status of the subsidiaries. Accordingly, the Handbook and policies are subject to change by Boyd Gaming and/or subsidiary Management whenever they see fit, for whatever reasons they deem appropriate. In some instances, a newly acquired property, subsidiary, or affiliated company may operate under different programs or policies as approved by senior leadership. Team members with any questions about what policies or programs apply to them should contact their Human Resources Department.

## **BOYD STYLE**

**VIEW: Value Relationships — Integrity — Exceed Expectations — Work Smart**

Boyd Style is our own one-of-a-kind way of doing things. It is being the best at what we do. It is our commitment to excellence. It is our special flair, our unique spirit, our values, our pride, ourselves.

At Boyd Gaming, we believe we ALL must show Boyd Style. The definition of ALL of us means exactly that—ALL OF US, including senior executives, directors, managers, supervisors, salaried, and hourly team members.

## **OUR SERVICE VISION**

At Boyd Gaming, our Service Vision is to ensure the total satisfaction of every guest, every day, at every property—to provide experiences that will exceed expectations—to maintain a workplace with motivated team members who will unfailingly provide efficient, prompt and friendly service—to continually provide quality products, exceptional value, exciting entertainment, and above all an unforgettable experience. Ultimately—and every day—we strive to provide positive, memorable experiences for our guests and to inspire an intent to return and an intent to recommend Boyd Gaming to friends and family.

## **OUR SERVICE STANDARDS**

Boyd Gaming Corporation and its subsidiaries are committed to providing excellent guest service with Boyd Style. Boyd Style is best captured with the word VIEW: Value Relationships, Integrity, Exceed Expectations, and Work Smart.

**Value Relationships** – Make an Authentic Connection

**Integrity** – Do the Right Thing

**Exceed Expectations** – Offer the Extraordinary

**Work Smart** – Bring Your Best Every Day

Taking care of people is what it is all about. After all, we are in the entertainment business and it is “Showtime” the moment we enter the doors. We want our guests to have fun, and have fun ourselves in the process. This kind of atmosphere inspires guests to return more often and play longer. This is what will set us apart—Excellent Guest Service!

People return to places where they feel they are treated with warmth, dignity, and respect. We are an organization that values their business and where team members truly care about the guests and each other. We are a place where guests and coworkers feel like they are part of a family. We are a company that actively promotes this attitude, and this concept of exceptional guest service must be a consistent part of our behavior every day, in every way.

## **DELIVERING BOYD STYLE EVERY MOMENT OF EVERY DAY TO EVERYONE**

- Brighten someone’s day with a smile that is warm, friendly, and genuine. Use eye contact to show a sincere interest and desire to help.
- Acknowledge guests and coworkers and look for ways to offer assistance or give a friendly greeting.
- Show respect for guests and coworkers by speaking to them in a positive, professional, and friendly manner. Use names whenever possible.
- Be helpful when guests or coworkers ask for assistance. Provide the information needed. If the guest or coworker needs directions to another part of the property, accompany them if possible. If a team member cannot leave their workstation, contact a department manager who can escort the guest or coworker to where assistance is available.
- Handle each situation with a fresh perspective. No matter how routine the request may seem, team members should be sincere when talking with guests or coworkers. Serve them one at a time so they will feel special.
- Listen closely and answer questions clearly so guests and coworkers are not confused. Guests and some coworkers may not be familiar with names of places, events, and entertainment terms.
- If an answer is not known, find out. Never say, “I don’t know” or, “It’s not my job.” Always assure the guest or coworker that you will find the answer, and then do so quickly.
- Express appreciation to the guests with statements such as, “It was my pleasure serving you,” or, “Come back and visit us again soon,” or, “I hope you enjoyed your experience while you were here.”
- Tone of voice and body language are important. Use a cheerful, pleasant voice when communicating face-to-face or by phone. Team members should let people hear the smile in their voices. How a thing is said is as important as what is said. Maintain good posture and an open stance. When approaching a person, do so with energy. Show enthusiasm, whether it is the beginning or the end of a shift. Our guests and coworkers deserve our best.

- Be actively involved. Show active involvement and concern for our guests by asking questions such as, “What else may I do to help you enjoy your visit with us?”, “Are you having a good time?”, “How has your service been today?”, and “What else would you like?” By being actively involved, we can exceed guests’ and coworkers’ expectations and quickly resolve problems, complaints, or any other service issues.

## **SERVICE RECOVERY – HOW WE HANDLE DIFFICULT SITUATIONS**

Mistakes will be made. There are some decisions that do not satisfy our guests. We need to resolve the situation. This process is called Service Recovery. The key is getting the problem fixed immediately. Often it is not what is said, but how it is said, and how quickly one responds. People want recognition, respect, empathy, and assurance that someone cares about them as a person. The most loyal guests are those who have had a complaint that was resolved successfully. They walk away feeling they have established an ongoing relationship with our Company. We are totally committed to creating an atmosphere where guests feel comfortable and valued. It is also important to remember that each of us must try to “Do it right the first time.”

**Listen** – Pay close attention to the guests concern and identify the true problem. Do not interrupt. Restate the problem to be certain to understand what the guest needs. Acknowledge their right to excellent service.

**Apologize** – Whether or not a team member is responsible for the problem, they should apologize to the guest for the situation they encountered. Empathize with the guest, showing concern and commitment to solving the problem.

**Solve** – Team members should use their knowledge and skills to resolve the issue. If it is beyond their capabilities or authority, they should obtain the immediate assistance of a Supervisor or Manager. Ensure the problem is completely resolved in a timely and appropriate manner.

**Thank** – The majority of guests who have concerns with our service choose not to express them. They either quietly accept the situation, or make the choice to take their business elsewhere. When team members are fortunate enough to have a guest tell them of a concern, they should thank them for the opportunity to resolve the issue. Once the situation is resolved, team members should let the guest know that if they need additional assistance, they or one of their coworkers will be happy to help.

# **GENERAL INFORMATION**

## THE IMPORTANCE OF DIVERSITY

Diversity and inclusion are critical parts of our successful strategy to build an industry-leading gaming and entertainment company. The purpose of our diversity efforts is to utilize the similarities and differences of our many team members to accomplish our goals and objectives.

We are proud of our Company's long-standing reputation as a champion of diversity. Continuing to build this legacy is not possible without the support of our team members. Together we have embraced diversity as a core concept of our Company's philosophy. As we grow, our initiatives will continue to evolve.

## SOME OF THE WAYS WE DO THIS:

- Create programs, products and services which reflect the needs of all our guests and people in the communities we serve.
- Endeavor to recruit and retain team members from all segments of our communities.
- Ensure that we have the best, most inclusive workforce to create an outstanding guest experience.
- Embrace and use the collective experiences and skills of all our team members to make us the best at what we do.
- Build an organization where all team members can reach their full potential and do their personal best work.
- Strive to maximize shareholder value and guest satisfaction through teamwork while supporting and enhancing our communities.

As our success reflects, an organization that embraces diversity and inclusion is seen as the best place to work, play, and invest.

## EQUAL EMPLOYMENT OPPORTUNITY

Boyd Gaming Corporation and its subsidiaries are committed to recruiting, hiring, developing, training, promoting, compensating, and recognizing all team members solely on the basis of merit, qualifications, and abilities.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be made without regard to:

- Age
- Color
- Disability
- Ethnicity
- Gender
- Gender Expression
- Gender Identification
- National Origin
- Perceived Disability
- Pregnancy
- Race
- Religion
- Sexual Orientation
- Union Affiliation
- Veteran Status

Or for any other basis prohibited by local, state, or federal laws.

Any team member who has a question or concern regarding any type of discrimination or harassment in the workplace should voice their concern to the Human Resources Department, or department management, without fear of reprisal. Anyone found engaging in any type of unlawful discrimination, harassment, or retaliation may be subject to disciplinary action up to and including termination of employment.

## **GUESTS AND TEAM MEMBERS WITH SPECIAL NEEDS**

When team members encounter individuals who need special attention, they must treat them with respect. Team members should do their best to accommodate them and make them comfortable.

It is our policy, consistent with the Americans with Disabilities Act, to allow Service Animals in all public areas to which our guests have access. Contact the Human Resources Department or department management with any questions or for more information regarding our responsibilities to people with disabilities, or how to assist a guest with special needs.

## **EMPLOYMENT STATUS CATEGORIES**

Employment status determines eligibility for Paid Time Off (PTO) or Vacation Plans, transfers, promotional opportunities, shift bids, etc. Eligibility for health benefits is also based on hours worked. Department management and the Human Resources Department will answer any questions regarding eligibility rules for any particular benefit. The following are the categories of employment:

**Introductory** – First ninety (90) days of employment after being hired, promoted or transferred. In some cases, a team member’s introductory period may be extended when additional time to evaluate performance is necessary.

**Full-Time** – Completed introductory period and regularly scheduled to work at least thirty (30) hours per week.

**Part-Time** – Completed introductory period and regularly scheduled to work fewer than thirty (30) hours per week. (Part-time team members are not eligible for some Company benefits.)

**Temporary** – Hired for a temporary, limited period, regardless of number of hours worked per week. (Temporary team members are not eligible for some Company benefits.)

**Seasonal** – Hired for a limited period for seasonal positions, regardless of number of hours worked per week. (Seasonal team members are not eligible for some Company benefits.)

**On-Call or Extra Board** – No regular work schedule but called to work as dictated by the business needs of the Company. (On-call or extra board team members are not eligible for some Company benefits.)

Check with department management or the Human Resources Department for information regarding eligibility for certain programs and benefits that are based on employment status.

## **EMPLOYMENT VERIFICATION**

If team members need their date of hire, current wage, job position, or prior employment history verified, they can visit The Work Number by accessing their website at [www.theworknumber.com](http://www.theworknumber.com) or calling 1-800-367-5690. Boyd Gaming's employer code is 11811.

## **BACKGROUND VERIFICATION SCREENING**

Team Members' employment or continued employment with the Company is contingent on the satisfactory results from a set of background verifications which may include criminal history, drug testing, motor vehicle records, credit history, education, employment history, licenses, references, and other informational sources. All such verifications will be conducted in compliance with applicable law and may require additional paperwork from the team member.

All offers of employment are conditional until the Company confirms satisfactory results of such verifications. Continued employment may be conditioned upon ongoing satisfaction of such verifications.

## **HIRING OF RELATIVES**

The Company's goal is to hire the most qualified talent available. Relatives of current team members are eligible for employment consideration if the employment will not create a direct supervisor/subordinate relationship, have a potential for creating an adverse impact on work performance, or create an actual or potential conflict of interest or security risk.

A relative is considered a husband, wife, mother, father, son, daughter, brother, sister, grandmother, grandfather, grandchild, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, or sister-in-law, and includes "step" relatives.

The same criteria will be considered when assigning, transferring, or promoting a team member. Team members are required to notify their department management if they plan to marry another team member, or if any relationship exists which could be a potential violation of this policy or the fraternization policy. For specific information, consult the Human Resources Department or department management.

Relatives of Director level positions are not eligible for employment at the Director's property. For purposes of this policy, Corporate offices are considered properties. Relatives of General Managers, Assistant General Managers, and Vice Presidents are not eligible for employment at any property without approval from the President and CEO.

## **INTRODUCTORY PERIODS**

All newly hired team members are subject to a ninety (90) day introductory period. This period has been designated as a time frame Supervisors should use to evaluate team member capabilities, aptitude, conduct, work habits, attendance, ability to work cooperatively, etc. Successful completion of this initial introductory period is required in order to be eligible for certain Company-provided benefits, as well as transfers and EDRICK reviews.

All rehired, promoted, transferred, or demoted team members will be subject to an additional ninety (90) day introductory period. This additional introductory period is intended for the evaluation of job performance. Team member benefit programs are not affected by the additional introductory period.

In some cases, an introductory period may be extended by department management when



a team member has had limited opportunity to work in the ninety (90) day period, either because of scheduling challenges or unexpected absences, or to allow further evaluation of performance, including coaching and development opportunities. Team members will be informed if their introductory period will be extended.

Team members are encouraged to review this policy with the Human Resources Department or their department management for any additional information.

## **LENGTH OF SERVICE**

A team member's adjusted date of hire is typically their most recent hire date with the Company. For many acquired or purchased properties, the adjusted date of hire recognizes the team member's service with the acquired or purchased entity. The adjusted date of hire is used for many purposes, including determining eligibility for benefits and Paid Time Off (PTO) or Vacation Plans. Length of service with Boyd Gaming Corporation, also known as "anniversary date," is used for purposes of service awards and celebrations. The anniversary date is measured from the date of acquisition with respect to properties purchased or otherwise acquired by Boyd Gaming Corporation.

## **LICENSING, WORK CARDS, AND AUTHORIZATIONS**

Gaming is considered to be a "privileged" industry, subject to extensive regulations by various jurisdictions. The Company is committed to strict compliance with all regulatory requirements. Team members will be advised what licensing or certifications are necessary for their position. It is the team member's responsibility to keep them current and in their possession at all times while working, as required. These include, but are not limited to, health cards, alcohol awareness cards, gaming licenses, and required certifications, including Coast Guard certifications, when applicable. Team members who are unable to obtain and maintain required licenses, or who have their licenses or work authorization documents revoked, may be subject to discipline up to and including termination of employment. Any team member discharged for failure to secure a required license, or who has a license or permit revoked, is not eligible for an EDRICK Review (see the Team Member Responsibilities section for details regarding the EDRICK process).

## **PROOF OF U.S. CITIZENSHIP AND RIGHT TO WORK**

Federal regulations require that as a condition of employment, all team members must complete and sign the Federal form I-9, Employment Eligibility Verification Form. All applicants who are hired must present documents of proof of their identity and eligibility to work in the United States. Individuals who do not provide this information as required may be subject to disciplinary action up to and including termination.

## **PAYMENT OF WAGES**

Team members will be advised when their pay period begins and ends. The use of direct deposit/electronic payment is mandatory except where prohibited by state law. Direct deposit receipts (paycheck stubs) are available for review on the Company's secure Paperless Pay site, which may be accessed on a personal computer, laptop, or smartphone. If team members are issued a paper paycheck, it will be mailed to the address on file. Electronic payment is the most convenient and safest method of payment.

Team members may sign up for or change their payment preferences in the Human Resources Department. If team members have any questions concerning pay, they can talk with their department management or the Human Resources Department.

**Lost or Stolen Paychecks or Pay-Card** – If team members lose their paycheck or believe it to be stolen, immediately contact department management, the Human Resources Department, or Corporate Payroll. If team members lose their pay-card, please contact the pay-card issuing provider immediately; the phone number is provided in the enrollment packet or may be obtained from the Human Resources Department.

**Overtime Pay** – All overtime must be approved in advance. Department management will instruct on the proper method for documenting and approving overtime. If a team member is classified as hourly and works overtime, they will be compensated for overtime in accordance with the applicable federal and state laws. Team members may not be compensated with time off instead of overtime pay for overtime worked.

PTO, vacation days, sick days, leaves of absence, personal days, or jury duty pay are NOT considered “hours worked” for purposes of calculating overtime.

## **WORKDAY AND SCHEDULE**

Team members will receive daily work schedules from their department management. Team members should check work schedules frequently in the event changes have been made due to business operations. Team members should discuss any questions about work schedules directly with their department management.

Team members are expected to work their scheduled shifts. Staffing needs and operational demands may necessitate variations in start/end times and days off, as well as variations in total hours that may be scheduled each day of the week. Shift/schedule changes can and will occur based on business needs and will be available as soon as possible prior to the change. Each team member is responsible for checking their schedule regularly for their own working hours, as they are subject to change. Any questions regarding team member’s work schedule should be directed to department management.

## **TIP REPORTING**

The Company will follow all IRS regulations applicable to the legal reporting of tips and gratuities earned.

## **PERFORMANCE EVALUATIONS**

Periodic performance evaluations are completed by department management. The performance evaluation process is an opportunity for team members to receive constructive feedback regarding their individual job performance, and to discuss their career and professional development goals, as well as departmental and Company goals. The performance evaluation may or may not be conducted at the same time as a compensation review. A copy of the performance evaluation will be maintained in the team member’s file, and may be considered for other employment decisions. Performance evaluations are not administered to temporary, seasonal, or on-call team members.

## PERSONAL DATA CHANGES

It is important to keep employment records accurate. Immediately notify department management and the Human Resources Department of any change in mailing address, telephone number, emergency contact information, educational accomplishment, or any other change in information on file, including criminal convictions. Qualifying life events, e.g. a marriage, divorce, or new child, should be reported to Team Member Services immediately. Team member or team member dependent benefit eligibility may be affected if changes are not submitted in a timely manner (typically within 30 days of the qualifying life event).

## PERSONNEL FILES

If team members would like to view their personnel file, contact the Human Resources Department.

## PROMOTION AND TRANSFER OPPORTUNITIES

It is our goal to have the best talent possible in each and every position. It is recommended that team members keep their resume up-to-date with any classes or certifications they have taken that show interest in succeeding in their current job, or personal development for promotional opportunities. Review the job postings on [BoydCareers.com/transfers](http://BoydCareers.com/transfers) for information regarding new opportunities, and to complete the appropriate application online. See the Human Resources Department for more information. As a general rule, it is a good idea to discuss career plans with department management, and to give a courtesy notification when a team member has applied for another position within the Company. Team members must complete their introductory period before they become eligible for a promotion or transfer, unless it is at the request of the Company. On-call team members are not eligible for transfer outside their property. On-call team members must resign from their current property when accepting a position at a different property.

### **Consideration for promotion or transfer will be based on the following criteria:**

- Department management's evaluation of the team member's ability to perform the duties of the new job, and of their performance in their current position.
- Team member's complete team member record, including performance evaluations, discipline, and attendance.
- The team member's prior or related experience.
- The team member's documented job performance, ability to work cooperatively, and behavior toward guests and coworkers in their current position.
- Company length of service will be considered when equally qualified team members apply for the same position.
- Current job requirements.

If the team member is selected for a transfer, they will be required to complete a new ninety (90) day introductory period. Team members will retain their original date of hire for benefits and other purposes, and will be assigned a new job classification date. Team members may not request a transfer to another position until they complete the additional ninety (90) day introductory period if the transfer is within the same property, or nine (9) months if the transfer is outside the property, unless the transfer is requested by the Company. Additional introductory periods may apply to Supervisory positions and above; see Employment Policy Manual for further details.

If team members wish to return to their former position, they must inform the Human Resources Department and current department management of their desire to return to their former position within five (5) shifts of their transfer date. If the former position is still available and the team member is able to return to their former position, they will be ineligible for another transfer or promotion for the next six (6) months. Returning to a previous position may not be permitted if gaming regulations require licensing transfers or approvals, or in the case of unsatisfactory behavior or work performance.

## **PROPERTY APPEARANCE**

It is everyone's responsibility to keep the buildings and grounds around the property clean, neat, and safe. Please dispose of any trash promptly and properly. Report all damage and disrepair to department management or to the appropriate Facilities Department.

## **SEPARATION OF EMPLOYMENT**

Team members terminating their employment relationship with the Company should notify department management at least two (2) weeks in advance, when possible, and preferably in writing with a resignation or by completing the Voluntary Resignation Form. A team member's notice of resignation may be accepted immediately or at another date prior to the team member's intended last day.

## **SALARY ADVANCES**

Under extenuating circumstances, a minimal salary advance may be available for emergencies if a team member has worked enough hours in the pay period to have earned the amount of money requested, after taxes and other deductions. The request must be made in writing, and the advance will be deducted from the team member's next paycheck(s). For further information, please see the Human Resources Department or department management. To access the Salary Advance Form, visit [boyd.net](http://boyd.net).

## **CLAIMS AGAINST SALARY**

The Company is required by law to accept legal assignments, wage deduction orders, and garnishments which are properly filed against your compensation.

## **SAFE HARBOR**

Boyd Gaming is committed to ensuring proper deductions, in compliance with all applicable federal and state laws. If a team member believes that they have had an improper deduction applied, Boyd Gaming will make a good faith effort to investigate and resolve any complaints or inquiries in a timely fashion. Please reach out to the Human Resources Department if it is believed that an improper deduction against salary or wages has been made. Unless there is evidence of a willful violation by continuing the improper deductions after receiving a team member complaint, an improper deduction will not result in a loss of exemption status for the team member.

## **MEDIA RELATIONS**

Only the Chief Executive Officer, President, Chief Financial Officer, Vice President of Corporate Communications, General Counsel, and those team members designated by them (collectively, the "authorized spokesperson(s)"), are authorized to speak publicly on behalf of the Company. This policy applies to all requests by members of the news media (including print, broadcast, or online) to provide an interview as a representative of the Company, as well as requests to provide an opinion piece on the Company's behalf that will be attributed to you.

Additionally, any team member who is asked to make a presentation on behalf of the Company to a gathering outside of the Company, must first receive approval from one of the authorized spokespersons. This policy applies to all public speaking events, including (but not limited to), analyst, investor, or industry conferences; trade shows and conventions; or presentations to professional or civic organizations.

This limitation on speech and the obligation that team members clearly identify that they are not speaking as a representative of the Company applies to all requests for comments, whether spoken or in writing. There are no exceptions to this policy.

# BENEFITS



Boyd Gaming Corporation and its subsidiary properties offer eligible team members a comprehensive and competitive team member benefits program. The Boyd Benefits Department can provide team members with specific information. Each team member will receive a benefits packet once they are eligible to enroll.

The following brief description of team member benefits is intended only as a summary. The terms and details of the Benefit Plans, which are subject to change periodically, are contained in the Plan Documents and are summarized in the Summary Plan Descriptions.

## **HEALTH, DISABILITY, AND LIFE INSURANCE PLANS**

The Company's Benefit Plans generally offer medical/pharmacy, dental, and vision benefits, as well as term life insurance coverage for team members and their eligible dependents. Team members may also elect voluntary term life, short-term disability, and long-term disability insurance. In addition, supplemental Critical Illness, Accident, and Hospital Indemnity coverages are also available. Team member contribution rates for our health plans vary and are based on personal and dependent coverage elected, and annual income. Specific coverage information and contribution rates will be provided when team members become eligible to enroll.

Full-time salaried team members are eligible to enroll in benefits effective the first of the month following the start date of employment. Full-time hourly team members are eligible on their 89th day of employment. Once a team member becomes eligible, they must work an average of 30 hours per week in order to maintain benefits, according to federal law. The hours are reviewed twice a year through lookback calculation: from April–October for eligibility effective January 1, and from October–April for eligibility effective July 1. Team members will be notified via mail of any change to their benefits eligibility. The lookback calculations are used to determine eligibility for all hourly team members, including on-call and part-time team members.

Eligibility for voluntary benefit programs such as life insurance, hospital indemnity, and critical illness insurance may have different minimum hour requirements than those required for medical coverage. Please reference the Benefits intranet website on SharePoint for further details.

Team members whose terms and conditions of employment are governed by a collective bargaining agreement may or may not be eligible for some or all of these benefits, based upon the negotiated collective bargaining agreement.

## **EMPLOYEE ASSISTANCE PROGRAM**

The Employee Assistance Program (EAP) is available to all team members. To obtain information about the Employee Assistance Program, please contact the Human Resources Department or Team Member Services, at 833-269-3867 or [TeamMemberServices@boyd gaming.com](mailto:TeamMemberServices@boyd gaming.com). The EAP can assist with concerns regarding marital, family and/or child difficulties, work, stress, alcohol and/or drug abuse, gambling, or other behavioral or psychological concerns which can be detrimental to your quality of life or job performance. Team members are strongly encouraged to utilize this subsidized program with the assurance that any request for assistance will be held in strictest confidence to the maximum possible extent.

## **COBRA (HEALTH BENEFITS CONTINUATION)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives eligible team members and qualified beneficiaries the opportunity to continue health insurance coverage by paying a monthly premium when their Company benefits eligibility ends due to a qualifying event. Some common qualifying events are resignation, termination of employment, death of a team member, a reduction in a team member's hours, leave of absence, a team member's divorce or legal separation, or a dependent child no longer meeting eligibility requirements. It is important to notify a representative of Team Member Services at (833) 269-3867 or TeamMemberServices@BoydGaming.com when any qualifying COBRA event occurs. Upon proper notification of a qualifying event, information will be sent to the team member and/or his or her dependents, if applicable, describing the rights and obligations granted under COBRA.

## **BOYD GAMING CORPORATION 401(k) PLAN**

The Company offers a 401(k) Plan (the Plan), which allows team members to invest for their future by saving for retirement. Under the Plan, team members can set aside a portion of their income to help provide for a comfortable future retirement.

Team members can use the Plan to defer a portion of their earnings before taxes. Newly eligible team members will be automatically enrolled at a 3% deduction rate upon completion of the eligibility period (an opt-out provision is available). There is no federal income tax on the amount deferred until money is taken out of the Plan. The Company may add money to the team member's 401(k) account by "matching" a given percentage of the chosen deferred amount.

Plan details including eligibility information will be included in the benefits packet.

In addition to the tax-advantaged savings opportunity, the 401(k) Plan also has a loan provision, in the event that team members should need this option.

Team members whose terms and conditions of employment are governed by a collective bargaining agreement may or may not be eligible to participate in the Plan, based upon the negotiated collective bargaining agreement.

## **TEAM MEMBER CRISIS FUND**

The Company has implemented the Boyd Gaming Team Member Crisis Fund to provide aid to team members in need. It is intended to assist team members who meet all eligibility requirements and who are experiencing a financial hardship or crisis, through no fault of their own, due to a family emergency or disaster such as a fire, accident, illness, death in the family, or other life-altering event. For more information, please refer to the Employment Policy Manual or contact the property's Human Resources Department.



## TEAM MEMBER ACTIVITIES AND APPRECIATION PROGRAMS

Boyd Gaming appreciates and rewards outstanding performance. To demonstrate this, various appreciation programs have been and will continue to be developed and implemented to recognize team members. Current examples include: Company Service Awards, Team Member of the Month, Quarter, and Year programs, and other special activities. Please take advantage of the activities and events planned for team member recognition.

If team members have an idea or suggestion, they should get in touch with their Human Resources Department. The Company wants to hear from our team members!

## BOYD ADVANTAGE

**Volunteer Day** – Part of living Boyd Style is giving back to our community. To support our commitment to the places we live and work, team members may receive up to eight (8) paid hours per calendar year for volunteering for the charity of their choice. Full-time hourly and salaried team members may take one paid eight (8) hour increment or two (2) paid four (4) hour increments to volunteer per year. Eligible part-time and on-call team members may use one paid four (4) hour increment per year.

**Property Discounts** – Property discounts may be available to team members. Please check with your property for more details. Some exclusions may apply.

**Tuition Reimbursement** – Team members are eligible to receive up to \$2,500 reimbursement for college courses each year toward an undergraduate degree, or \$3,000 each year toward a graduate degree. To qualify, team members must have at least one year of continuous service, work at least twenty (20) hours a week, and have received a performance rating of “Exceeds,” “Meets” expectations, or the equivalent on their last review. Please note team members must apply and receive prior approval from Team Member Services before beginning coursework in order to qualify for reimbursement.

**Student Loan Repayment** – Full-time team members with at least three (3) years of continuous service can apply for up to \$1,000 in student loan repayment assistance each year. Applications are due **October 1st**, and approved payments will be disbursed by **December 31st**.

**College Scholarships** – Children of full-time team members can apply for a \$2,500 scholarship to the college of their choice. Twenty-five (25) scholarships will be awarded annually based on academic merit, with the option for students to renew for up to three (3) subsequent scholarships of \$1,500 per year. Scholarship applications are due in May; see the property Human Resources Department for further details.

These and other programs are subject to change at any time. For more information on Boyd Advantage, please contact Team Member Services at (833) 269-3867 or TeamMemberServices@BoydGaming.com, or see the complete policies and forms on the Company’s intranet site under Boyd Advantage.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

The Company is committed to full compliance with the Americans with Disabilities Act, and to providing equal employment opportunities to all qualified individuals. In accordance with the ADA, the Company will provide reasonable accommodations for qualified individuals with disabilities, unless doing so would result in an undue hardship. If team members have any questions or if they need to request an accommodation, please contact Team Member Services at (833) 269-3867 or [TeamMemberServices@boydgaming.com](mailto:TeamMemberServices@boydgaming.com).

## **LEAVES OF ABSENCE (LOA)**

Circumstances beyond a team member's control may arise which force him or her to be away from work for an extended period. To accommodate these needs, unpaid leaves of absences may be granted under certain circumstances. Any team member who is absent from work five (5) or more consecutive working shifts must either be placed on leave of absence, or the time off will be unexcused, which may result in disciplinary action up to and including termination pursuant to the Company's attendance policy. Team members with five (5) or more consecutive days of unplanned absence must provide a doctor's release in order to return to work.

Team members may be required to use all or a portion of their accrued PTO hours or vacation days while on or before using certain types of leaves. All leaves require an expected date of return and, depending on the type of leave, may require written certification from a doctor or the appropriate military authority. Team members are expected to follow all LOA procedures. Failure to do so may result in delay or denial of leave.

## **BENEFITS WHILE ON A LEAVE OF ABSENCE**

While team members are on a Leave of Absence, they are still required to pay for their medical or other insurance premiums if they wish to maintain coverage. Because premiums are automatically deducted from each paycheck, team members will need to make arrangements to continue these payments when on a leave of absence. Contact Team Member Services to address premium payments and any arrears that might have accrued. Should a team member return to work and have benefit arrears that remain unpaid, up to one additional premium payment (beyond the current payment) per benefit type may be taken from each subsequent paycheck until these arrears are eliminated. Please note that failure to pay premiums or an arrears of 60 days or more can result in loss of benefit coverage due to lack of payment.

Should a team member lose benefit eligibility while on leave, he or she will be mailed a packet regarding benefit options, such as COBRA or plan conversion. If a team member loses benefits eligibility because of a leave of absence (not for non-payment), he or she will be re-instated to former benefit coverage levels on the first of the month following the team member's return to work.

## **FAMILY AND MEDICAL LEAVE ACT (FMLA)**

All team members who have worked for the Company for at least one year and have worked at least 1,250 hours in the twelve (12) months before the leave request will be allowed to take up to twelve (12) weeks of unpaid FMLA leave in any rolling twelve (12) month period for the following reasons:

- The birth of a child and/or in order to care for a newborn child of the team member;
- The placement with the team member of a child for adoption or foster care;
- To care for the team member's immediate family member (spouse, child, or parent) with a serious health condition;
- A serious health condition of the team member which renders the team member unable to perform the functions of their job;
- A covered family member's active duty or call to active duty in the U.S. Armed Forces;
- To care for an immediate family member who is an injured or ill military service member (for this type of leave only, up to twenty-six (26) weeks may be taken).

A serious health condition generally refers to an illness, injury, impairment, or physical or mental condition that involves inpatient care, incapacity for more than three (3) consecutive calendar days, or treatment two (2) or more times by a health care provider. Team members should consult with Team Member Services for assistance if they are unsure as to whether they have a serious health condition. Family Medical Leave Act requests and medical certification forms are available from our third-party administrator. These forms must be used when requesting FMLA Leave. Contact Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com).

## **FAMILY AND MEDICAL LEAVE ACT EMPLOYER AND TEAM MEMBER RESPONSIBILITIES**

Eligible team members seeking to use FMLA leave may be required to provide:

- Thirty (30) days advanced notice of the need to take FMLA leave when the need is foreseeable;
- Notice "as soon as practicable" when the need to take FMLA leave is not foreseeable ("as soon as practicable" generally means at least verbal notice to the employer within one (1) or two (2) business days of learning of the need to take FMLA leave);
- Sufficient information (the team member need not mention FMLA leave when requesting leave to meet this requirement, but may only explain why the leave is needed); and,
- Where the employer was not made aware that a team member was absent for FMLA reasons, and the team member wants the leave counted as FMLA leave, timely notice (generally within two (2) business days of returning to work) that leave was taken for an FMLA-qualifying reason.

Failure to provide such information may result in a delay or denial of FMLA leave.

The Company follows steps required by covered employers to provide information to team members with the appropriate information about FMLA:

- Post a notice approved by the Secretary of Labor (WH Publication 1420) explaining rights and responsibilities under FMLA;
- Include information about team member rights and obligations under FMLA in team member handbooks or other written material, including Collective Bargaining Agreements (CBAs); or
- If handbooks or other written material do not exist, provide general written guidance about team member rights and obligations under FMLA whenever a team member requests leave (a copy of U.S. Department of Labor Fact Sheet No. 28 will fulfill this requirement); and;
- Provide a written notice designating the leave as Family Medical Leave and detailing specific expectations and obligations of a team member who is exercising his/her FMLA entitlements. The employer may use the “Notice of Eligibility and Rights & Responsibilities (Family and Medical Leave Act)” (optional form WH-381) to meet this requirement. This employer notice should be provided to the team member within one (1) or two (2) business days after receiving the team member’s notice of need for leave and include the following:
  - That the leave will be counted against the team member’s annual Family Medical Leave entitlement;
  - Any requirements for the team member to furnish medical certification and the consequences of failing to do so;
  - The team member’s right to elect to use accrued paid leave for unpaid Family Medical Leave and whether the employer will require the use of paid leave, and the conditions related to using paid leave;
  - Any requirement for the team member to make co-premium payments for maintaining group health insurance and the arrangement for making such payments;
  - Any requirement to present a fitness-for-duty certification before being restored to his/her job;
  - Rights to job restoration upon return from leave;
  - Team member’s potential liability for reimbursement of health insurance premiums paid by the employer during the leave if the team member fails to return to work after taking Family Medical Leave; and
  - Whether the team member qualifies as a “key” team member and the circumstances under which the team member may not be restored to his or her job following leave.

## **PERSONAL LEAVE OF ABSENCE**

A continuous personal leave may be granted to eligible team members for a reasonable period up to thirty (30) days in a twelve (12) month period for personal emergencies or other personal reasons. Any unused, earned PTO or vacation time must be exhausted prior to or concurrently with a personal leave. In addition, team members may be granted a personal leave of absence for their own serious health condition after completing the introductory period, and prior to qualifying for FMLA (within the first twelve (12) months or 1,250 hours of employment), or immediately following an approved FMLA leave, in the event the team member’s condition does not qualify for leave as an ADA accommodation. Contact the Human Resources Department or Team Member Services at 833-269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com) for more information about how to apply for a personal leave of absence.

## **LEAVE AS AN ADA ACCOMMODATION**

A team member who may be a qualified individual with a disability as defined by the Americans with Disabilities Act (ADA), as amended, may be granted an unpaid leave of absence as a form of reasonable accommodation. Team members who believe they have a disability and may be in need of leave from work should contact Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com) to discuss the issue and determine what further steps, if any, may be needed. The Company may ask for documentation from the team member's health care provider in order to assess any leave request made. A leave of absence of greater than thirty (30) days granted under the ADA will result in the loss of benefits eligibility. Team members who return to work from an extended ADA leave will be reinstated to their former benefits on the first of the month following their return to work.

## **MILITARY LEAVE OF ABSENCE**

All applicable state and federal laws will be followed with respect to a team member who is a member of the U.S. Armed Forces. Team members are eligible for Military Leave for any military duty, drills, or training. Contact Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com) for details regarding requests for military leave. Team members using Military Leave of absence may choose to receive PTO or vacation pay concurrent with their Military Leave.

## **BEREAVEMENT LEAVE OF ABSENCE**

If an immediate family member dies, team members may be granted up to five (5) days unpaid leave to arrange for and to attend the funeral, unless additional leave is provided for by state law. Immediate family member, for purposes of Bereavement Leave, means: current spouse, mother, father, son, daughter, brother, sister, grandfather, grandmother, grandchild, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, and step relatives. For a Bereavement Leave of Absence, the team member may choose to use available PTO or vacation pay concurrent with their leave.

## **JURY DUTY AND COURT APPEARANCE**

If team members are called to fulfill their civic duty to serve on a jury, they may receive up to ten (10) days paid leave during this service. If a team member is required to serve more than ten (10) working days, he or she may use available PTO or vacation or request additional unpaid leave for the duration of the absence. If a team member receives a jury summons, notify department management immediately. To qualify for jury duty pay, submit a copy of the summons to department management or Corporate Payroll as soon as it is received, and a copy of the proof of service when the jury duty is completed. All Jury Duty Leave must also be reported to Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com).

If team members are required to appear in court as a witness on behalf of the Company, they will be paid their regular rate of pay for the time spent as a witness. If team members are required to appear as a witness, but not on the Company's behalf, then they may request to use PTO, vacation, unpaid time off, or an unpaid leave of absence.

## **OTHER LEAVES**

Some states may have additional Leaves available. Contact Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com) for information about Leaves of Absence, eligibility guidelines, and required forms.

Federal and state laws are subject to change; to ensure a complete understanding of all protected leave available, please contact Team Member Services at (833) 269-3867 or [LeaveAdmin@boydgaming.com](mailto:LeaveAdmin@boydgaming.com).

## **MEALS AND BREAK PERIODS**

Team members are entitled to a rest period of ten (10) minutes for every four (4) hours worked. If team members work six (6) or more hours in a shift, they are entitled to one half-hour meal break, in addition to the rest periods. Team members who work eight (8) or more hours in one shift are entitled to a total break time of one (1) hour, which includes meal breaks and rest periods.

Team members may not leave property premises during meal periods without the consent of department management. Team members are required to take all meal and rest breaks to which they are entitled in designated areas only. Team members may be required to sign, swipe their badge, or present their Company ID to receive a meal in the Team Member Dining Room (TMDR). Team members are not permitted to bring unauthorized individuals into the TMDR, and may only use it on their workdays. Contact your department management or the Human Resources Department for questions or additional information.

## **PAID TIME OFF (PTO)**

The Paid Time Off (PTO) benefit is offered to hourly team members in lieu of traditional vacation, sick days and paid holidays, and is available to eligible full-time and part-time team members. PTO begins to accrue from the first day of employment, but may not be used until the successful completion of the introductory period.

Team members may use PTO hours in one-hour increments up to an annual maximum of forty (40) hours. Additionally, they may be required to use a portion of their annual PTO accrual in daily or weekly increments in accordance with their department's scheduling.

Each property will designate certain high-volume business periods for which PTO payment may not be granted for unscheduled absences, e.g. sick calls. Team members may request PTO payment for an unscheduled absence if the absence is not during a previously communicated high-volume business period. The payment of PTO does not affect the tracking and performance counseling of team members regarding attendance standards.

Team members must use all earned unused PTO prior to or concurrent with a personal leave of absence. Team members will be required to use PTO while on FMLA, and may choose to use it during Jury Duty or Military Leave. PTO accrual will continue while the team member is being paid PTO. It will not accrue during an unpaid leave of absence.

Team members are encouraged to use all earned PTO time prior to their anniversary date. However, if they are unable to use the time prior to their anniversary date, team members may accrue up to the annual maximum and then will stop accruing additional PTO hours. Team

members will begin to accrue hours again once they use a portion of their PTO hours and their balance is under the annual maximum.

Some properties and/or departments may have PTO policies that vary from what is outlined in this section. Properties will provide the information regarding applicable PTO for all positions.

Hourly team members who have been employed for a minimum of twelve (12) months and leave the Company voluntarily will receive pay for unused accrued PTO upon separation. Team members who separate employment on an involuntary basis will not receive pay for unused accrued PTO (except where required by law). There will not be payment for accrued PTO if separation occurs within the first year of employment (except where required by law).

### **VACATION PLANS (SALARIED TEAM MEMBERS)**

Salaried team members holding titles below the Director level will participate in the Boyd Vacation Plan (BVP). See the BVP policy for details.

Salaried team members holding a title of Director or above will participate in the Flexible Vacation Plan (FVP). See the FVP policy for details. All team members in Nevada who participate in the FVP are legally entitled to forty (40) hours of paid leave.

### **UNPAID TIME OFF**

Team members who do not have PTO or vacation days available to them may request Unpaid Time Off. Unpaid Time Off must be requested by utilizing the Unpaid Time Off Form and must be approved in the same manner as PTO. Such time must be approved by department management. Unpaid Time Off requests may not exceed five (5) consecutive scheduled days of work.



# TEAM MEMBER RESPONSIBILITIES



## **ATTENDANCE AND SCHEDULES**

Attendance standards are established by the Company and are expected to be met by all team members. Regular and reliable attendance is an essential function of every position at our Company. Team members are expected to know their work schedule and to report on time for all scheduled shifts and at the end of meal or break periods. Most departments require that team members contact their department management at least four (4) hours prior to the start of their shift to report an absence, and at least two (2) hours before the end of the shift prior to the one they wish to return to allow for proper scheduling. Some properties or departments may have specific call-out procedures that differ from these. Team members should follow the specific procedures established by their property.

Some properties follow an established Point Attendance Policy. It is each team member's responsibility to understand the policy for their specific property. Contact department management or the Human Resources Department for property details.

Each department has established shift assignments to meet its business and service requirements. It is the team member's responsibility to know when and where they are scheduled to work. If team members need to make any changes, they must always get approval from their department management first.

There are some departments that offer the option of working four 10-hour shifts instead of five 8-hour shifts. Nevada team members scheduled to work four 10-hour shifts will be required to sign a Consent for Modified Work Week form, available in the Human Resources Department.

## **CLOCKING IN AND CLOCKING OUT**

Hourly team members will be required to clock in and out for each shift worked at designated time clock locations. Each team member must clock in at the assigned shift start time and clock out promptly at the end of the shift. The location of assigned time clocks and the procedures will be explained at the time of new hire processing. If for some reason team members have trouble clocking in at the time clock, they must report to their workstation and report the problem to their department management immediately.

If classified as a non-exempt team member, team members must be paid for all hours worked either at the regular or overtime rate as applicable to hours worked. No one may ask or permit team members to work "off the clock".

## **COMPANY PROPERTY**

In order to properly perform the duties of their job, team members may be issued Company property and supplies. The property and supplies are to be used solely for business purposes and are not to be removed from the premises without appropriate authorization. Company property and supplies, such as office equipment, tools, manuals, keys, uniforms, etc., must be returned upon separation of employment. Company letterhead and logos are to be used solely for business purposes.

**Keys/Access Cards** – Depending on their position, team members may be issued one or more keys to locations at the property. These should never be duplicated and must be returned when the team member is no longer assigned to the location and/or no longer have use for them. Company keys should never be taken home or removed from Company premises without authorization.

**Uniforms and Personal Items** – If required to wear a uniform, team members will be informed at the time of hire. Team members will receive information about proper maintenance and cleaning procedures, as well as the location for storing personal items. The Company is not responsible for any lost or stolen personal items.

## **CONFIDENTIALITY AND DISCLOSURE**

Team members are responsible for safeguarding non-public, proprietary company information; trade or business secrets; company-private business information, such as the Company's private finance, budgeting, purchasing, research and development, invention and product, future business plan, and machine/equipment information; marketing and business strategies; sales figures; sensitive company intellectual property; recipes; confidential information pertaining to business partners, vendors, suppliers; personal data of guests such as home and office contact information, social security numbers, driver's license numbers, account numbers, credit card information, and similar data; company computer and software log-in passwords and other company security passwords, codes, and keys; non-public, proprietary information of third-parties, including trade or business secrets and intellectual property, entrusted with the Company; and the release of information in violation of applicable privacy laws (Confidential Information).

Such Confidential Information is of great commercial value to the Company or third- party business competitors and/or is vital to the Company's security infrastructure. Improper use or disclosure of Confidential Information can cause irreparable harm to the Company, vendors, guests, or others, for which remedies at law will not be adequate and may also cause the Company to incur substantial financial costs, loss of business advantage, and liability pursuant to applicable laws and privacy obligations owed to third parties. Team members will be required to sign a Confidentiality and Non-Disclosure Agreement as a condition of employment.

Any disclosure of Confidential Information to unauthorized personnel and any falsification, misuse, or removal of Confidential Company records or other proprietary materials will result in disciplinary action, up to and including termination. If team members have any questions, or if they find anyone who may possibly be violating this policy, contact department management or the Human Resources Department.

All products or ideas developed in the course and scope of the team member's job are considered the sole property of the Company, and all copyrights and/or patents belong to the Company.

Nothing contained in this policy prohibits the reporting of potentially illegal activity to a government agency. Further, nothing in this policy is intended to preclude, dissuade, or otherwise interfere with communications or actions protected by law, including the National Labor Relations Act, such as discussing wages, benefits, and other terms and conditions of your employment.

## **CONFLICTS OF INTEREST**

Team members are responsible at the time of hire and throughout the course of their employment to disclose any business interests they or members of their immediate family have which create or appear to create a conflict with the Company's interests. Contact the Human Resources Department or department management for the proper forms and more information.

Team members must avoid situations that may create a conflict of interest between them and the Company. A conflict of interest arises in any situation in which a team member's private interest materially interferes with the team member's objectivity or work. Team members must avoid any situation that would create such a conflict, or even the appearance of a conflict, between their private interests and the interests of the Company (an example of a conflict of interest is when a team member or family member of a team member receives improper personal benefits as a result of the team member's position in the Company). Team members are not allowed to engage in self-dealing for themselves, relatives, or close friends.

## **SECONDARY JOBS**

Any work performed outside a team members employment must not interfere with their job duties with the Company. Prior to accepting any secondary jobs outside of Boyd Gaming, team members must notify the Human Resources Department and complete a form to request approval to perform outside employment. Further, any secondary employment must not be contrary to the Company's Conflict of Interest Policy. Self-employment is also considered a secondary job and will be reviewed in the same manner for approval. Please consult with the Corporate Human Resources Department prior to accepting a Board of Directors appointment for another business, association, or charitable organization to ensure the appointment does not violate the Company's Conflict of Interest Policy.

## **EDRICK (EMPLOYMENT DISCIPLINARY REVIEW COMMITTEE)**

In addition to our Open Door policy, EDRICK is a review process established for regular full-time, non-introductory, non-exempt (hourly), non-supervisory, non-represented team members who feel they have been terminated unjustly. Team members must meet all eligibility requirements and follow the problem resolution steps first, including a review with the property General Manager. The EDRICK review is an opportunity for hourly team members to appeal to a five-member panel to review a discharge from employment. The panel's decision is final and binding. The guidelines for requesting an EDRICK review, or for volunteering to serve on an EDRICK panel, are available in the Human Resources Department. An EDRICK must be requested within ten (10) calendar days of discharge.

Discharges due to violation of the drug/alcohol policy, harassment policy, gaming regulations or ordinances, state or federal laws, falsification of Company documents, workplace violence, points-based attendance policy, and resignations in lieu of discharge are not eligible for an appeal before the EDRICK committee.

## ELECTRONIC COMMUNICATIONS

The Company may grant team member access to its systems (the “Systems”) and personal devices that connect to the Systems based on need, and the team member’s job duties, to assist them in conducting Company business. The Systems and personal devices include any technology that creates, moves, or stores information electronically, whether on an internal network, satellite network, cell network, or via an internet application. The Systems include but are not limited to voice and text messaging, electronic mail (commonly known as email), and other systems. Personal devices include but are not limited to Company-issued and personally-owned desktop and laptop computers, and mobile devices such as smartphones, mobile phones, tablets, and iPads.

The Company maintains, as part of its communication technology platform, an email system, and other systems which support and enable our business activities, including those owned by the Company or provided by the Company through a third party. The systems that team members are granted access to are provided to assist team members in conducting Company business. All team members granted access to systems and personal devices for conducting Company business, records of their use, and the data stored on them are and remain at all times the property of the Company. As such, all records of use, documents and communications sent and received or stored are and remain the property of the Company and are subject to Company review. Team members do not have the right of privacy to those records, documents or communications. Some personal use of the systems is permitted; however, it must not interfere with the team member’s work, pose a risk of harm to the Systems and Sensitive Information, or violate policies related to maintaining production and discipline. Communications may not contain language, address subjects, or contain images which may be considered to be obscene, discriminatory to any team member, or violate the Company’s Harassment Policy. A complete Electronic Communications Policy is distributed as part of the annual forms distribution and is available in the Employment Policy Manual.

## PERSONAL ELECTRONIC DEVICES

To maintain security and productivity, protect Company property, prevent the release of sensitive Regulated and Confidential Information (including but not limited to guest information and trade secrets), avoid legal and/or regulatory liabilities, comply with applicable laws, as well as to prevent harassment and encourage open communication in the workplace, the following rules apply to the use of personal electronic devices (other than those personal devices expressly authorized for use in performing your assigned job duties):

- Personal use of personal electronic devices, including those used for communication (e.g., mobile devices, smart watches, laptops, tablets, and iPads), desktop computers, and music listening devices (e.g., iPods, MP3 players) is prohibited during work time.
- Team members may use personal electronic devices for personal communication, e.g., phone calls, texts, emails, Snapchat, FaceTime, Teams, etc., during non-work time in non-work areas, such as during authorized breaks, before clocking in, or after clocking out, in the designated team member dining room, designated break areas, sidewalks, or parking lots/garages.

- Some team members who work in office environments may be permitted to use personal music listening devices during work time. In those cases, headphones or earphones must be worn while in use and the volume kept at a level that will not interfere with normal job responsibilities, impact coworkers, or impair their ability to answer the phone. Electronic devices including earphones and headphones should not be worn in hallways, elevators, reception areas, or any area open to our guests or the public.
- Team members may not use cameras or camera-enabled mobile devices with camera, scan, recording, or video capabilities on Company or personal-owned mobile devices to take pictures, scan images, or record videos while at work for any purpose other than Company business and events.
  - Company events include but are not limited to: Company-sponsored community outreach or team member social activities, such as charity events, team member appreciation events, family holiday parties, team member service awards, and team member of the year celebrations, which are considered Company events.
  - The use of recorders or recording-enabled devices to capture audio of telephone or other conversations with or between coworkers, department management, or third parties is prohibited.

Exceptions may be granted, if approved in advance by the General Manager or Corporate Vice President.

## **USE OF MOBILE DEVICES WHILE DRIVING**

The Company is committed to promoting a safe work environment for all team members and guests. It is the expectation of all team members to abide by all local, state, and national traffic laws in regard to the use of a mobile device in their vehicle while operating a motor vehicle. Using a mobile device while operating a vehicle is prohibited unless the device is configured for hands-free listening and talking. Texting during a shift or while on Company business, emailing, internet use, or other functionalities that cannot be performed hands-free are strictly prohibited while driving.

## **SOCIAL MEDIA**

In order to protect the Company's legitimate business interests, team members who maintain or contribute to personal social media sites are prohibited from engaging in the following:

1. Using a Company email address; using Company facilities, equipment, software, and systems for purposes of posting or communicating in or through social media.
2. Posting social media content that purports to represent the position, viewpoint, statements, opinions, or conclusions of the Company, its business partners, service providers, or suppliers. Department management and executives should be careful to consider whether, by virtue of their position, the personal content they choose to publish may be misunderstood as expressing positions of the Company. When necessary, be clear, identify yourself by name and indicate your posts represent your personal views and not necessarily the views of the Company.

3. Using social media to threaten physical violence against or harass or discriminate against an individual based on their color, race, national origin, religious beliefs or practices, gender, actual or perceived sexual orientation, age, disability or perceived disability, marital status, parental status, military service, or any other legally protected basis.
4. Posting intellectual property, trademarks, logo, graphic or copyrighted materials owned by the Company or any business partners, service providers or suppliers.
5. Posting Company trade secrets, proprietary, or other Confidential business information, including but not limited to information about guests, service providers, suppliers, financial information, operational procedures, and techniques that have a commercial value and strategic business plans.
6. Posting advertisements for the purchase of Company products or services. Marketing team members by virtue of their roles may be exempt.
7. Using social media to engage in defamatory, libelous, obscene, violent, maliciously false or otherwise egregious behavior directed at or implicating the Company, its guests, team members, business partners, service providers, and suppliers; activity that evidences a gross disregard for Company business interests or of Company products and services.
8. Team members and their immediate family members are not permitted to write reviews of Company facilities, venues, or properties (except on Glassdoor). These reviews are a violation of the terms of service agreements between the Company and the review sites. If you notice reviews written by team members, please notify the Digital Media team.

## **FRATERNIZATION**

Certain team members are prohibited from engaging in intimate relationships with other team members. All salaried, managerial, and supervisory team members are prohibited from having intimate physical contact with any team member in the same department, or with any team member when it creates either an actual or potential conflict of interest. Details of this policy may be obtained from your department management or the Human Resources Department.

## **GIFTS/TIPS/GRATUITIES**

Guests often reward good service and a friendly demeanor with a tip or gratuity. The service team members provide, however, must never depend on the tips they receive or expect. Any hint or suggestion to a guest that a tip is expected, or providing additional service to one guest at the expense of other guests in exchange for a tip, is considered “hustling a tip” and will not be tolerated. Gift cards with a cash value may not be accepted by a team member at a supervisory level or above.

Please remember the law requires all team members to report tips for income tax purposes. The Human Resources Department will provide proper procedures and forms used for tip reporting and our tip compliance programs.

It is also against Company policy for our team members or members of our team members' families to accept or solicit money, gifts, or favors from any individual or organization conducting or potentially seeking to transact business with the Company. When a gift (any amount) can potentially influence our judgment, be perceived by others as affecting our judgment, or compromise Company standards, it must be returned to the giver with an explanation that it is against Company policy to accept it. Any team member accepting a gift must promptly notify his or her department management. Gifts valued in excess of \$100.00 should be politely declined or returned with the explanation that Company policy prohibits the acceptance of substantial gifts. Gifts of food (cookies, cheese trays, fruit baskets, etc.) may be accepted.

## **IDENTIFICATION BADGES**

Identification badges are issued through the Human Resources Department. Depending on a team member's position, other credentials may also be issued. Team members will be advised if they are required to wear these badges while working. Team members' credentials are for their use only and are not to be loaned to anyone for any reason. Team members may be required to verify their employment by showing identification whenever they enter or exit the team member dining room, gaming areas, non-public areas, or enter or exit the property. Team members' identification badge may also entitle them to certain discounts offered by the Company. If a team member's badge is lost or stolen, report it immediately to department management or the Human Resources Department. Team members may be required to pay for a replacement badge. Damaged or non-working badges will be replaced at no cost.

## **VISITORS IN THE WORKPLACE**

To provide for the safety and security of team members and the facilities at Boyd Gaming, only authorized visitors are allowed in Back of the House areas restricted to team members and authorized personnel only. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards team member welfare, and avoids potential distractions and disturbances.

All visitors should enter the Company's building at the Security entrance or public areas of the facility. Authorized visitors are to announce themselves and state the purpose of their visit. Unauthorized individuals observed on Company premises should immediately be brought to the attention of a member of management or the Security department.

## **TEAM MEMBER ENTRANCES**

All team members are required to enter and exit for their work shifts through the designated team member entrances.

## **PERSONAL PROPERTY**

The Company discourages team members from bringing and/or leaving personal valuables into the workplace. The Company is not responsible for loss, theft or damage to personal items. Any personal item brought onto the premises are subject to inspection by Security, search and seizure. Additionally, personal items may be searched upon leaving. Examples of personal items include, but are not limited to, shopping bags, duffle bags, gym bags, backpacks, and briefcases. Specific department guidelines may require personal items to be carried into work areas in a clear plastic pocketbook. Refer to your department policies for specific guidelines.

## **INSPECTIONS**

Management may occasionally ask to inspect a team member's purse, briefcase, or any packages they are carrying into or out of the property. Such inspections may be required for security or safety reasons. Removal of certain items from Company property may require oral and/or written authorization from department management.

Lockers, storage units, or desks may be provided for the convenience of team members, but remain the property of the Company. Lockers, storage units, or desks may be inspected by an agent or representative of the Company at any time, either with or without prior notice. Team members should not have an expectation of privacy regarding personal items left in desks, lockers, backpacks, etc. The Company is not responsible for any articles placed in lockers, storage units or desks that are lost, damaged, stolen, or destroyed.

## **LOST AND FOUND**

If a team member finds a lost item, they must notify department management and the Security Department immediately. The Hotel Housekeeping Department at some properties may have a separate lost and found system. Check with department management, the Human Resources Department, or the Security Department for the specific guidelines for claiming found items.

## **MEDICAL EMERGENCY**

If there is a medical emergency, contact the Security Department immediately. Our Security team members have been trained to administer first aid and to handle other emergency procedures. Provide as much information as is available and keep the person as comfortable as possible until help arrives. Do not move anything without Security's approval, unless a situation creates an immediate safety hazard or danger. Do not try to move or touch the person unless it is absolutely necessary. Never discuss the circumstances surrounding the injury with the person, or anyone else other than a Security team member or department or senior management. Security team members are responsible for documenting the incident. Team members may be required to complete a witness statement.

## **OPEN DOOR POLICY – BOYD STYLE**

The Company is proud of the fact that we care about our team members. Our Open Door Policy, a component of Boyd Style, is a primary example of the Company's commitment to our team members by ensuring they have direct access to our Management team when they have questions or concerns. It reinforces the Boyd Style values of Valuing Relationships, Integrity, Exceeding Expectations and Working Smart.

Team members are encouraged to discuss any work-related concerns which affect or interfere with their ability to do their job with department management. Team members also have the option of utilizing the Problem Resolution Steps outlined below.

During any of the Problem Resolution Steps, team members may go to the property management team and/or the property Human Resources Department for advice or assistance.



**Step One** – Team members should discuss concerns with their immediate supervisor. If the concern is not resolved, or the team member is not comfortable with the results, they may proceed to:

**Step Two** – Discuss concern with department management. If the concern is not resolved, or the team member is not comfortable with the results, they may proceed to:

**Step Three** – Discuss the concern with a property senior manager or General Manager. If the concern is not resolved or the team member is not comfortable with the results, they may proceed to:

**Step Four** – Discuss the concern with a Senior Vice President or Corporate level executive.

## **PARKING – TRANSPORTATION**

It is the team member's responsibility to maintain transportation arrangements so attendance and punctuality are not hindered. The Company provides free parking for all team members. Please contact the Human Resources Department for specifics regarding parking permits and locations. The Company is not responsible for loss or damage to team members' automobiles or the contents therein while parked on Company property.

## **USE OF EQUIPMENT AND VEHICLES**

Team members are prohibited from operating any equipment or vehicle they have not been trained or certified to use. When using company property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guideline. Team members are required to notify their department management in the event they have any vehicle operating restrictions or of any equipment which appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or others.

While using a company vehicle, personal vehicle, or rental car, team members will secure all company-owned equipment such as laptop computers, brief cases, or cell phones whenever they are away from the vehicle while on company business. The company will not reimburse any team member who leaves company-owned equipment in the passenger compartment of a motor vehicle which is stolen.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations may be subject to disciplinary action up to and including termination.

The Company will periodically review driver's licenses for all team members who are responsible for the operation of Company vehicles or operate motorized vehicles in the course of their job responsibilities. Any unreported violations discovered as a result of the Company's review and/or excessive moving violations may be subject to disciplinary action up to and including termination.

## RESPONSIBLE GAMING

Boyd Gaming has taken a leadership role in recognizing responsible gaming. This responsibility extends to gambling by team members, compulsive gambling, and underage gambling.

**Team Member Gambling** – The laws concerning patronization and gambling by team members differ in various gaming jurisdictions. Consult your department management or the Human Resources Department for property guidelines. Team members are not permitted to gamble while in uniform.

Management reserves the right to determine whether a team member's position requires additional restrictions on gambling and patronization privileges. Such restrictions will be communicated on an individual basis. Privileges under this policy may be revoked at any time if a team member fails to conduct himself in an appropriate manner while patronizing any of the Company's properties.

**Compulsive Gambling** – A compulsive gambling hotline number is displayed in various locations throughout the Company's casinos. Through our credit policies and procedures, the Company will try to ensure individuals are not encouraged to gamble beyond their financial means. The vast majority of our gaming guests gamble for the purpose of entertainment. For some people, however, the gaming experience can become a serious problem. If you have questions about compulsive gambling, contact your property Human Resources Department.

The Company supports and participates in the education of the general public by providing public service announcements and publicity programs which discuss compulsive gambling.

**Underage Gambling** – The Company has a strict policy against underage gambling in its gaming establishments. All team members are to be on the alert for underage persons attempting to play, playing, or loitering in the gaming areas. If the legal age of an individual is in question, follow the steps outlined in the training received regarding underage gambling, and immediately notify department management or a Security Officer. Any team member who knowingly allows an individual under the age of 21 to gamble is subject to disciplinary action up to and including termination.

Additional information about the Company gambling policy may be found in the Employment Policy Manual.

## UNATTENDED CHILDREN

The security and safety of children visiting our properties is very important. There are specific procedures to follow if team members notice a child who appears to be without adult supervision. If team members find a child without adult supervision, they should immediately contact the Security Department. Please review property policies regarding unattended children.

## SAFETY

The Company wants our guests and team members to be safe and secure. All team members should be alert to potential safety hazards and special occurrences which need attention. Please report all potential safety hazards to department management immediately, and they will notify the appropriate safety representative.

Every property has a safety program that will give the required information and training for promoting safety and responding to emergencies. It is the team member's responsibility to attend the required training programs for safety awareness at his or her property.

Team members should educate themselves on the evacuation plan and emergency exits in their area. They must know what to do in the event of a fire or other major catastrophe: how to report it, how to help with evacuation, and where the emergency assembly point is located. Safety is everyone's responsibility. If team members have a safety concern or suggestion and they wish to remain anonymous, they can contact our confidential team member hotline at (866) 4U2-TELL or [4U2TELL.ethicspoint.com](mailto:4U2TELL.ethicspoint.com).

## **SECURITY/WORKPLACE VIOLENCE**

The Company is committed to providing a safe workplace for all team members and guests. Acts and threats of violence in the workplace are strictly prohibited and will not be tolerated in any form. Even a threat of violence (even if stated in a joking manner) that a team member does not intend to carry out may be grounds for immediate discharge. If team members witness or become aware of a threat or act of workplace violence, they must immediately contact Security, department management, and/or the Human Resources Department.

## **BACK OF HOUSE AREAS**

Areas which are dedicated to team member use only and not open to the public are areas considered to be Back of the House. These areas are restricted to team members only. A valid team member or vendor identification card or badge is required for anyone in the Back of the House areas. Visitors must have a team member escort, visitor pass, and authorization from the Security Department. Team members must notify Security or department management if there is any person who is not a team member in a Back of the House area. For safety reasons, children are not permitted in Back of the House areas.

## **CONFIDENTIAL TEAM MEMBER HOTLINE**

The Company has established a confidential team member hotline through an independent firm specializing in handling anonymous tips. The toll-free number (866-4U2-TELL) is posted in various locations at each property, or team members may visit the website ([4U2TELL.ethicspoint.com](http://4U2TELL.ethicspoint.com)). If team members see something wrong, please call. Individual courage is imperative to our success.

## **SEXUAL AND OTHER HARASSMENT**

We insist all team members treat guests and each other with courtesy and respect. The Company is committed to maintaining a work environment free of sexual and other forms of harassment, and prohibits conduct which results in the harassment of its team members. Prohibited behavior includes, but is not limited to: unwelcome sexual advances, displaying sexually offensive images or words, verbal or physical conduct of a sexual nature, explicitly or implicitly making sexual conduct a condition of employment or other favorable treatment, repeating offensive comments about someone, making derogatory jokes, sending harassing emails or texts, or conduct which creates an intimidating or hostile work environment for any team member.

## **WE ALSO PROHIBIT DISCRIMINATION AND HARASSMENT BASED ON THE FOLLOWING CRITERIA:**

- Age
- Color
- Disability
- Ethnicity
- Gender
- Gender Expression
- Gender Identification
- National Origin
- Perceived Disability
- Pregnancy
- Race
- Religion
- Sexual Orientation
- Union Affiliation
- Veteran Status

Or on any other basis as prohibited by law.

Any team member who has a question or concern regarding any type of discrimination or harassment in the workplace is encouraged to voice their concern to any supervisory or management team member, the Human Resources Department, or the team member hotline (4U2TELL.ethicspoint.com or (866) 4U2-TELL). Anyone found engaging in any type of harassment, discrimination, or retaliation will be subject to disciplinary action up to and including termination of employment.

If team members feel they are a target of sexual and/or other forms of harassment, it is their responsibility to report the incident immediately to the Human Resources Department or to any member of department management. All reports and allegations of harassment will be thoroughly and impartially investigated in a timely manner, and the results will be discussed with the team member at the completion of the investigation. Team members will not be subjected to any form of retaliation or discipline for reporting any incidents of sexual harassment or other harassment, or for filing an honest complaint. Team members who are terminated for a violation of the Sexual and Other Forms of Harassment Policy are not eligible for an EDRICK review.

## **SMOKING**

Team members on duty can smoke only in designated areas.

The Company does business in many areas where smoking laws and regulations have been enacted. Department management will provide specific guidelines and rules regarding smoking or tobacco use restrictions and designated smoking areas for team members and guests.

This policy includes use of electronic cigarettes and the use of smokeless tobacco products.

## **SOLICITATION AND DISTRIBUTION**

“Solicitation” consists of oral communication asking or seeking a person to take some action, such as buying a product or service; making a donation or pledge; or participating in, supporting, or joining an organization or refraining from such actions. It includes the exchange of information and materials and activities related thereto that are protected under the National Labor Relations Act (NLRA). Excluded from this definition are solicitations pertaining to the Company’s products and services or employee benefits undertaken as part of a team member’s job duties.

“Distribution of literature” consists of disseminating literature or other materials, including circulars, notices, papers, leaflets and other written or hard copy matter (except that the exchange of a card or petition authorizing union representation or decertifying a union for purposes of collective bargaining for a team member to sign is considered solicitation not distribution). Excluded from this definition is the distribution of materials pertaining to the Company’s products and services or employee benefits disseminated as part of a team member’s job duties.

In order to maintain a productive, efficient and clean work environment, as well as to minimize the potential of any disruption to our guests, we have the following rules pertaining to solicitation and distribution activities on Company property:

- **TEAM MEMBER SOLICITATION – GENERAL RULE**

Solicitation by one team member of another team member is prohibited during the working hours of either the team member initiating the solicitation, or the team member being solicited.

- **TEAM MEMBER DISTRIBUTION OF LITERATURE – GENERAL RULE**

Distribution of literature by team members is prohibited during working hours in working areas. Team member distribution of literature in non-working areas is permitted when the team member initiating the distribution and the team member receiving the distribution are not working their scheduled shifts.

- **SALE OF PRODUCTS AND SERVICES FOR PROFIT**

Solicitation or distribution of literature by team members anywhere in the Company’s Facilities related to the sale of products or services for profit not offered by the Company is strictly prohibited at all times.

- **CHARITABLE ENDEAVORS**

A narrow exception to this policy is recognized for the support of a small number of Company-sponsored charitable activities, including those related to:

1. Giving the Boyd Way, blood donation services, utilizing Company Publications and Company-Supplied Systems, as permitted on terms periodically approved by the Executive Vice President of Operations and
2. Charitable organizations that are tax exempt under section 501(c)(3) of the Internal Revenue Code, utilizing Company Publications and Company Supplied Systems, on a very limited basis and ONLY upon approval of the Executive Vice President of Operations.

- **NON-TEAM MEMBERS**

Retailers occupying Company Facilities under written lease or license may solicit and distribute literature in the public areas of the Company Facilities during the ordinary course of their business in accordance with their leases or licenses.

Any questions concerning the application or interpretation of this policy should be directed to the Human Resources Department. If team members observe a violation of this policy, it should be reported to department management, the Human Resources Department, or the Security Department immediately.

## **SUBSTANCE/ALCOHOL ABUSE AND DRUG TESTING**

Illegal drug use and alcohol abuse can adversely affect the performance, safety, and health of team members in the workplace. We are committed to maintaining a drug-free workplace. Team members violating this policy may be subject to disciplinary action up to and including termination. Drug and/or alcohol testing is administered in the following circumstances:

- As a condition of beginning employment;
- When a team member becomes ill or sustains an injury at work and there is a reasonable suspicion to conclude that drugs and/or alcohol use by the team member could have contributed to the illness or injury;
- When a team member causes property damage or an injury to a guest or another team member while working, and there is reasonable suspicion to conclude that drugs and/or alcohol use by the team member could have contributed to the damage or injury;
- Randomly in some job classifications as required by regulation; and
- When there is reasonable suspicion to believe a team member is in violation of this policy.

A team member who refuses to submit to a mandatory drug or alcohol test will be discharged for that reason. If the examination or tests reveal any trace of illegal drugs, non-prescribed legal drugs, a non-prescribed dosage of prescription medication or a blood alcohol level at or above the legal limit, the team member may be subject to disciplinary action up to and including termination and will be ineligible for an EDRICK review.

Wrongful possession, use, sale, distribution, manufacture, transfer, or being under the influence of any alcoholic beverage, illegal drugs, or non-prescribed prescription drugs on Company premises, while performing Company business off property, or at Company sponsored events, will not be tolerated.

Please remember to always use prescribed drugs cautiously and as directed. Team members are required to notify department management if they are taking any medication, that may affect their job performance or the safety of themselves or others. Team members will not take medication other than what has been prescribed specifically for them in the manner and quantity prescribed.

Any team member who violates this policy will be subject to disciplinary action up to and including termination in accordance with Company policies. A team member in violation of this policy is not eligible for an EDRICK review.

Any team member who knows or suspects he or she may need assistance with alcohol or drugs may contact a member of the Human Resources Department, Team Member Services (833-269-3867 or TeamMemberServices@boydgaming.com) or the Employee Assistance Program directly. The Employee Assistance Program is available to all team members, and all inquiries will be held in strictest confidence. We urge team members to take the necessary steps to help themselves before the problem affects employment with the Company.

## STANDARDS OF APPEARANCE

**Personal Image** – Good personal hygiene and general grooming are expected from all team members. Team members are expected to dress in a manner that is normally acceptable in professional business establishments providing services to the public. Examples of inappropriate business attire are: mini-skirts (shorter than four inches above the knee), shorts, tight pants, halter-tops, tank tops, midriff tops, sheer fabrics, and hats (unless issued as a part of the team member’s uniform). Undergarments are an essential part of a business wardrobe. Female Managers and below are permitted to have vibrant hair color. Hairstyles must be neat and clean; buns, dreadlocks, braids, and ponytails are permitted. Hair length for male Managers and below cannot extend below the shoulder line. Directors and above cannot extend below the collar. Extreme makeup, jewelry, footwear, and accessories are not appropriate for a business setting.

Special attention should be paid to the hands and fingernails to be certain they are clean, cut and filed to a reasonable length.

Male team members are permitted to have mustaches, goatees, and beards. Mustaches must be clean and neat and will not be allowed to hang below the upper lip. Neatly groomed goatees and beards are permitted, but for Directors and below, shall not be longer than two inches in length. Male Vice Presidents including General Managers shall not be longer than one-fourth inch in length. See the Dress and Grooming Policy for details.

Team members may have tattoos as long as they are not excessive, vulgar, sexually explicit, gang-related, controversial, or distracting. Tattoos deemed offensive must be concealed. Management may also require tattoos to be covered for certain events and meetings. Vice Presidents and above are prohibited from having visible tattoos. See the Dress and Grooming Policy for details.

Women may wear a maximum of three (3) earrings in each ear; industrial piercings are allowed (no gauges). Male team members Manager and below are permitted to wear no more than two (2) small earrings (studs or small hoops). Male Directors and above are prohibited from wearing earrings.

Female Managers and below are permitted to have one facial piercing (stud only, tongue not permitted). Gauged ear lobes and tongue piercings must be covered with solid flesh-tone plugs.

Perfumes, colognes, or aftershave lotions must be a subtle or delicate fragrance and selected for use in a close environment. Cosmetics should be used in a conservative manner that is

normally acceptable in business establishments providing services to the public. Sunglasses or dark lens glasses are prohibited indoors unless required due to a documented medical reason. If a medical reason does exist for wearing glasses with dark lenses, documentation from a medical provider may be required.

The standards of appearance established herein are not intended to be overly restrictive. The limits set forth are intended to be clear and reasonable and to ensure that personal appearance contributes to a favorable image. Department management will inform team members if there is a concern about the appropriateness of their appearance or attire. Our primary consideration is that each team member always maintains a neat, professional, and well-groomed appearance.

Uniformed team members are expected to be in complete uniform and remain in complete uniform during the performance of job duties or when in public view. All items of clothing must be clean and pressed. Team members will be given care instructions with the issuance of uniforms at time of hire.

**Chewing gum or using smokeless tobacco while on duty is prohibited.**

There may be specific work outlets or properties which have variations from the standard dress code and appearance guidelines stated above, either due to the image of the venue or the type of work performed. Team members will be informed of the approved dress code and appearance standards for their department or property if the guidelines vary from those outlined in this Handbook.

## **WORKERS' COMPENSATION**

Team members who sustain work-related injuries or illnesses must inform their department management immediately, no matter how minor the on-the-job injury may appear. The injured team member and the department management will proceed directly to Security to complete the team member accident reports. If a team member is seriously injured, wait for help from the Security Department.

If team members qualify for Family Medical Leave (FMLA) and miss more than three (3) days of work, they will be placed on FMLA, which can run concurrently with Workers' Compensation leave, pursuant to federal law.



# STANDARDS OF CONDUCT



To ensure our expectations are clear, each property and department will develop and keep updated departmental and/or specific rules of team member conduct and job performance expectations.

## **BOYD STYLE VALUES AND IDEALS**

It is not possible to give examples of all standards of behavior that are considered acceptable and unacceptable in the workplace. However, our Standards of Conduct Policy is reflective of what we have identified as being some of the most important standards the Company expects team members to meet. The Company may determine other situations, not specifically addressed in this Handbook, are also unacceptable and warrant disciplinary action up to and including termination of employment.

The Boyd Gaming Standards of Conduct and supporting General Rules were developed to support the values that lay the foundation for the culture of the Company. The Standards of Conduct provide a proactive means to support positive behaviors and actions, positive work environments, and team spirit. The Company expects all team members to embody Boyd Style by interacting honestly and treating guests and coworkers with dignity and respect.

The Company culture is supported through the Boyd Style values and ideals.

## **VALUE RELATIONSHIPS**

### **Create a Welcoming Environment**

- Greet guests in a genuine and friendly manner; with a smile and eye contact
- Demonstrate the 10/5 rule
- Make an extra effort to reach out to guests you don't know, as well as our most frequent guests
- Handle every guest situation with a great attitude
- Demonstrate open body language

### **Know Your Guest**

- Use the guest's name (when known), or ask if it is not known
- Engage in guest conversation
- Ask questions and find clues to build a connection
- Wear your name badge and introduce yourself when appropriate
- Ensure that the guest knows your name

### **Bring Them Back**

- Offer a warm farewell
- Say "thank you" and show appreciation for their business
- Check for satisfaction and resolve any issues before the guest leaves
- Invite the guest to return

## **INTEGRITY**

### **Take Pride**

- Follow the appearance standards
- Keep the “house in good order”
- Report to work on time, every time

### **Show Respect and Care for Everyone**

- Keep conversations professional and genuine
- Demonstrate active listening
- Give guests and team members your full attention

### **Be Honest**

- Communicate with sincerity and enthusiasm
- Explain what is causing an issue rather than pretend nothing is wrong
- Offer a genuine apology, when needed

## **EXCEED EXPECTATIONS**

### **Personalize the Guest Experience**

- Ask what brought the guest to your property
- Find ways to make their experience more special
- Follow through

### **Go Above and Beyond**

- Seize opportunities to take action. Example: Send chicken soup to an ill guest
- Lead the way. Example: Walk the guest to a destination rather than point to it
- Celebrate special occasions
- Hustle – move with a sense of purpose

### **Promote a Feeling of Fun**

- Be upbeat, positive, and entertaining
- Communicate with energy and enthusiasm; when appropriate
- Add your own “personality” to make it Boyd Style

## **WORK SMART**

### **Know the Answer**

- Demonstrate thorough knowledge of:
  - Your property including the physical layout, characteristics and offerings of restaurants
  - Details of promotions and events
  - Boyd Gaming
- “Ask if you don’t know,” or escort, when appropriate, the guest to someone who can help them with the answer

## **Own The Experience**

- Recognize opportunities for improvement and take action
- Find a way to say “Yes”
- Whatever the issue, find the solution

## **Work Together as a Team**

- Treat your fellow team members like you treat your guests
- Encourage and support each other
- If you have an idea to improve service let your supervisor know

These standards are not all inclusive and the Company has the sole right to determine whether particular conduct is not in the best interest of the Company or its operations.

## **GENERAL RULES**

The following are various forms of prohibited conduct. These rules support the Company’s expected standards of conduct. Violations may result in disciplinary action up to and including termination. Although the list is extensive, it is not all-inclusive. The Company retains the sole right to determine the type, sequence, or severity of any disciplinary action.

## **ATTENDANCE**

1. Failure to report for work as scheduled without prior authorization and/or reasonable justification, including “no-call, no-show”.
2. Not clocking in and out and not signing in and out (if required) for each shift worked, including breaks, where applicable, three (3) or more instances in a sixty (60) day period or five (5) or more instances in any twelve (12) month period. Each team member must clock in at the assigned shift start time and clock out promptly at the end of the shift. Any time clock malfunctions must be reported immediately to department management.\*
3. Failure to timely report absence(s) to department management, or Team Member Services if regarding a leave (833-269-3867 or LeaveAdmin@boydgaming.com).
4. Failure to consistently and accurately document timekeeping exceptions on the Exception Time Sheet.
5. Absenteeism – three (3) non-leave qualifying absences in a sixty (60) day period or five (5) or more instances in any twelve (12) month period. Also includes patterned absences such as a repeated absence preceding or following days off, a holiday, payday, or the same day off each week or month. A medical excuse does not automatically justify excessive absences.\*
6. Tardiness – qualifying event other than habitual, such as, but not limited to, a pattern or an instance of extreme tardiness in excess of thirty (30) minutes.\*
7. Habitual tardiness – being late for non-leave qualifying reasons three (3) or more instances in a sixty (60) day period or five (5) or more instances in any twelve (12) month period.\*
8. Being absent without notifying the department management on duty at least four (4) hours in advance.\*
9. Job abandonment.

10. Failure to attend general meetings, special meetings, or training sessions as directed by the Management team.
11. Working unauthorized overtime hours.
12. Leaving work early without department management authorization.

\*Specific Company properties using a Point Attendance Policy may exclude the above-noted attendance rules. Some properties have been approved to establish other call-in procedures. The property Human Resources Department is responsible for notifying the team member if the property follows different rules.

## **BREAKS**

13. Taking more than the specified time for meals or rest periods or taking breaks in unauthorized break areas.

## **COMPANY PROPERTY**

14. Misusing, destroying, or damaging any Company property or the property of another team member or guest.
15. Posting, removing, or altering any matter or materials on bulletin boards on Company property.

## **CONFIDENTIALITY**

16. Unauthorized access, release, or removal of Confidential or proprietary information regarding the Company, team members, vendors, or guests.

## **GUEST SERVICE**

17. Refusing to cooperate with or identify oneself (first name and department) to any guest.
18. Failure to meet guest service expectations.

## **DRUG TESTING & ALCOHOL**

19. Reporting for work while under the influence of alcohol or drugs or use of illegal drugs at any time.
20. Failure or refusal to submit to a physical examination or to a blood, urine, hair, saliva, or other drug/alcohol test ordered by the Company.
21. Refusing to submit to a drug and alcohol test when sent for medical treatment for an on-the-job injury.
22. Violations of our Substance Abuse policy include each of the following: improper use of alcoholic beverages, use of medications other than as prescribed, use of drugs that are illegal under state or federal law, and use of controlled substances. Team members who reasonably believe that their prescribed use of medication may pose a significant risk to their safety, or the safety of others, are required to disclose the situation to the Human Resources Department to determine the appropriate course of action.

## **GIFTS, TIPS AND GRATUITY**

23. Lending or borrowing money from guests or other team members at any time, or pressuring or coercing a team member or guest in an attempt to borrow money.
24. Hustling, pressuring, or in any way suggesting to a guest that a tip or token is expected for services rendered. Providing non-customary preferential service in exchange for tips or other forms of payment, or alternative or personal favors.

## **GROOMING AND UNIFORMS**

25. Failure to properly wear ID badge or name tag on duty when required.
26. Any violation of the Company's standards of grooming and appearance standards.

## **HARASSMENT**

27. Behaving in any manner that is intimidating, discriminatory, retaliatory, or violates the Company's harassment policy toward a team member or guest based on a discrimination or harassment complaint or is in conflict with local, state, or federal laws relating to individual rights.

## **HEALTH AND SAFETY**

28. Failure to wear specifically required uniforms or safety equipment.
29. Violation of health or safety rules; creating or contributing to unsanitary, hazardous, or poor housekeeping conditions.
30. Failure to report or correct a safety hazard or any unsafe work habits.
31. Failure to immediately report any work-related injury.
32. Engaging in horseplay while on Company property.

## **INSUBORDINATION**

33. Insubordination; willful or intentional failure to obey a lawful and reasonable request of department and/or senior management.
34. Refusing to cooperate with or identify yourself to any member of the department and/or senior management teams or any security or law enforcement personnel.
35. Refusing to submit to or failing a Company required background investigation.
36. Failure to participate with an investigation being conducted by department management, the Human Resources Department, or the Security Department.

## **INTEGRITY**

37. Dishonesty or failure to report on a timely basis an act or plan of dishonesty, whether you obtain knowledge directly or indirectly.
38. Failure to report illegal activity on the premises in a timely manner, whether knowledge of the activity is obtained directly or indirectly.
39. Failure to turn in "found" items in accordance with department and company policy, including material items, money, and gambling chips. Any item found must be reported, along with appropriate documentation.
40. Falsifying an employment application or any Company record or document.
41. Making maliciously false, vicious, or obscene statements about or to a fellow team member, guest, the Company, or its facilities.
42. Improperly possessing, using, duplicating, loaning, altering, or removing of master access keys or cards, including failure to protect such.
43. Knowingly clocking/signing in or out for any other team member. Asking or allowing a team member to clock/sign in or out for any other team member.
44. Failure to protect the assets of the Company.

## **JOB PERFORMANCE**

45. Failure to accurately document sales or other transactions according to procedure.
46. Failure to follow call-out procedures.
47. Being unavailable for work due to failure to possess or obtain a necessary current work permit, card, license, registration, certification, or for other regulatory reasons.

- 48. Not being productive during scheduled work time, or not being prepared and ready for a work shift; including actions which prevent fellow team members from being productive or creating work stoppages.
- 49. Failure to perform job duties properly or to established standards and expectations, including not following approved work methods and procedures.
- 50. Unsatisfactory job performance.
- 51. Failure to follow verbal or written job instructions.
- 52. Any violations of internet, email, or social media policies.

**LEGAL VIOLATIONS**

- 53. Violation of any local, state, or federal law, ordinance, or gaming regulation while on duty.
- 54. Engaging in any immoral and/or illegal act or indecent behavior on the Company's premises.

**LEAVE OF ABSENCE**

- 55. Engaging in new outside employment, expanding the scope of current outside employment, or actively working at current outside employment in conflict with a serious health condition while on a leave of absence.
- 56. Failure to return from an approved leave of absence on the date specified.
- 57. Failure to engage in the leave certification or ADA interactive process.
- 58. Falsifying records related to leaves of absence.

**PARKING**

- 59. Failure to park in designated areas, or doing so without authorization from the General Manager or appropriate Corporate Officer.

**RESPONSIBLE GAMING**

- 60. Failure to follow established procedures regarding underage gamblers.

**SLEEPING ON THE JOB**

- 61. Sleeping on the job or appearing to sleep on the job during working hours. Meal periods and breaks are not considered working hours.

**SMOKING**

- 62. Any violation of the property smoking policy.

**SOLICITATION**

- 63. Any violation of the established Company Solicitation and Distribution Policy.

**THEFT**

- 64. Theft in any form.
- 65. The mishandling of funds or assets belonging to the Company, its guests, or other team members.
- 66. Unauthorized use or removal of any Company property.
- 67. Unauthorized use or removal of property belonging to another team member or guest.

**UNPROFESSIONAL CONDUCT**

- 68. Willful misconduct, deliberate violation, or willful disregard of department or Company policies or standards.
- 69. Failure to have or maintain an attitude conducive to a productive work environment.
- 70. Discourtesy or rudeness, including the use of inappropriate language or cursing, to or in the presence of guests or fellow team members.

71. Off-duty misconduct that brings discredit to yourself, coworkers, the Company, or its guests, or which brings harm to the Company's reputation or interferes with business operations.
72. Chewing gum or using electronic cigarettes or smokeless tobacco products while on duty.
73. Any violation of the Company's Code of Business Conduct and Ethics Policy or Fraternization Policy.
74. Leaving the job, workstation, and/or workplace while on duty without department management's permission, or taking unauthorized breaks.
75. Failure to follow lost and found procedures.
76. Unauthorized possession and/or use of personal electronic and communication devices, such as computers, mobile or cellular phones, iPods or other music listening devices, during working hours. Authorized use of such devices will be determined by the property General Manager or appropriate Corporate Vice President or above.
77. Wasting time or loitering during work time.
78. Failure to follow any departmental, property, or Company rules, policies, procedures, or regulations.

### **USE OF FACILITIES**

79. Gambling in violation of Company or departmental policy.
80. Visiting hotel rooms or an unauthorized area at any time unless pre-authorized by department management, or as a part of your normal duties.
81. Violating our Use of Facilities policies, or excessive loitering on Company property.
82. Accessing or providing access to unauthorized areas of the facility, or using protected or sensitive equipment without authorization.

### **WORKPLACE VIOLENCE**

83. Fighting or use of physical force against another person, except in self-defense or in the line of duty.
84. Threatening, intimidating, coercing, or interfering with guests, department management, or fellow team members.
85. Possession of firearms, explosives of any kind, or any other weapon on Company premises unless authorized or expressly required to perform job responsibilities.

This Handbook contains a thorough amount of information about our policies, rules and other specific information. However, a more detailed account may be found in the Boyd Gaming Employment Policy Manual. While at their place of work, team members may access the Boyd Gaming Employment Policy Manual through the Company's intranet site.



## COACHING AND PROGRESSIVE DISCIPLINE

Coaching is focused on improvements in behavior and performance to resolve work issues or specific aspects of the job. Coaching is communicating with a team member to identify needs, and may include developing an action plan to support the team member's individual growth and development. When necessary, the Company utilizes progressive discipline to address deficiencies in team member attendance, performance and/or conduct, including but not limited to coaching, counseling (verbal or written), disciplinary suspension, and termination of employment.

## OUR COMMITMENT

The Team Member Handbook contains numerous team member performance and behavioral expectations. In return, team members can expect the Company to strive to keep the following promises to each and every team member. Specifically, each team member should expect to:

- Be treated with respect.
- Be given the tools and information needed to do the job expected.
- Be supported in their efforts to do the best job possible.
- Be listened to and allowed to participate in the business.
- Be given opportunities for growth and to have achievements recognized.
- Be able to address work-related problems, concerns, and ideas.
- Encounter an "open door policy" and access to the chain of command at all times.
- Work for a Company that makes every effort to provide a clean, safe, and secure work environment.
- Work for a Company that complies with all state, federal, and other laws regarding fair employment and the operation of our business.
- Work for a Company that continuously strives to maximize shareholder value in order to provide opportunities for all.
- Work for a Company that continuously supports the communities in which we live and work.
- Be fairly compensated.

## CONCLUSION

By setting forth a statement of policy on any particular issue, the Company does not intend to create any contractual rights with respect to that policy. Specifically, the Company does not, by issuance of the Team Member Handbook, enter into, or express any intent to enter into, any agreement to employ any individual for a defined amount of time, or to terminate any individual only under a “just cause” or any other standard. In addition, this Handbook is intended as a summary of various Company policies and employment benefits. The detailed provisions of the actual policies and the actual benefit plans will in all cases control.

By mentioning any subject in this Handbook, including but not limited to those which may lead to disciplinary action against any individual, the Company does not mean to imply that all conduct that might lead to discipline is listed in this Handbook. Specifically, all team members, including managers and supervisors of the Company (unless they have a specific written contract of employment stating the contrary), are team members at will and the Company reserves the right to terminate any such team member, Supervisor or Manager with or without cause and for reasons which are not listed in this Handbook or in any other policy or set of rules issued by the Company.

The application of the policies set forth in this Handbook by the Company or reliance by it or its managers or supervisors upon these policies or other written rules of conduct for purposes of issuing discipline, even over a longer period of time, is not to be construed as a waiver of any of the rights reserved in this Handbook or as an intent to eliminate or change the at-will employment relationship.

The Company reserves to itself the final interpretation of what the policies mean. It specifically does not consent to permit any arbitrator or any court, jury, or administrative agency to interpret these policies or to apply them in any way.

Nothing in this policy is intended to preclude, dissuade, or otherwise interfere with communications or actions protected by law, including the National Labor Relations Act, such as discussing wages, benefits, and other terms and conditions of employment. It is the policy of the Company to be 100% compliant with all applicable state and federal laws, rules, and regulations of the jurisdictions in which they do business. Policies will be followed as a minimum standard. However, if a policy conflicts with any of those applicable state and federal laws, rules, or regulations of those laws, rules or regulations will govern.

Team members at some of the Company’s properties are represented by unions and covered by collective bargaining agreements. Benefits and terms and conditions of employment of team members covered by such collective bargaining agreements are controlled by such agreements. The Company may, at its sole option, apply certain policies in this Handbook to bargaining unit team members (if permitted by and not inconsistent with collective bargaining agreements), but specifically disclaim any intent to make any specific policy set forth in this Handbook a supplement to any collective bargaining agreement. Likewise, nothing in this Handbook may override any term of any collective bargaining agreement entered into by the Company.

The Company reserves the right to delete, cancel, or otherwise modify any of its policies at any time for whatever reason it deems fit with or without notice to the team members. This current

edition of the Handbook supersedes any previous Handbook or written policies. Corporate Human Resources is responsible for the content and any request for revision of its content should be directed to them.

Throughout this Handbook, Boyd Gaming Corporation and its subsidiaries are frequently referred to collectively as the “Company.” Please check with department management or a Human Resources Department with any questions regarding the interpretation of these policies.

New team members will have many opportunities. The purpose of this Handbook is to provide the basic information needed to understand the Company, team member benefits, and team member responsibilities. This information is given in sections: General Information, Benefits, Team Member Responsibilities, and Standards of Conduct.

We challenge team members to do their job to the best of their ability and to uphold the standards of honesty, quality service, friendliness, and the Boyd Style values that have brought us to where we are today. With everyone pulling in the same direction, and sharing the same standards and values, we will continue to project our desired image to the public and to each other.

# ACKNOWLEDGEMENT OF TEAM MEMBER HANDBOOK

**By my signature below, I acknowledge and confirm the following:**

I have reviewed the Company’s Team Member Handbook (“Handbook”). I understand that the Handbook is also available for me to review on [www.boydstyle.com](http://www.boydstyle.com)

I understand that I am expected to be familiar with the material covered. Further, I understand that knowledge and adherence to the rules and procedures contained in the Handbook are important responsibilities of my job. In that regard, I also understand that it is my obligation to become familiar with any published changes to the Handbook that may be issued. If I need assistance in reading the Handbook, or if I need further clarification or information on any policy, benefit, or rule addressed in the Handbook, I understand that I should contact the Human Resources Department.

I understand that, except as may be modified by way of an employment or labor agreement that is reduced to writing, signed, and applicable to me, my employment with the Company is on an at-will basis, meaning either I, or the Company, may terminate our employment relationship at any time, with or without cause, and with or without notice. Additionally, I understand that this Handbook, or any update is: (a) not intended to, and does not, constitute a contract of employment; and (b) does not modify the at-will employment status of any Team Member. I also understand that no manager, supervisor, Team Member, or other representative of the Company has any authority to enter into an agreement providing employment for any specified period of time or other than on an at-will basis.

I understand that any changes to the Handbook will be communicated and that no oral statements or representations can alter the provisions of the Handbook. Further, I understand that the Handbook is drafted and intended to be applied in a manner consistent with: (a) the laws in existence at the time it was drafted; and (b) any written employment/labor agreement, or bargaining obligation, applicable to me or my job position. To the extent any law, or applicable employment/labor agreement, or bargaining obligation, conflicts with a provision in this Handbook, I understand that the law, and any applicable employment/labor agreement, or bargaining obligation, shall govern. Additionally, I understand that if any policy or benefit summarized in the Handbook differs from the terms of the Company’s actual policy, benefit provider agreement, or an applicable Summary Plan Description (“SPD”), the actual policy, agreement, or SPD shall govern.

Team Member Name (Printed) \_\_\_\_\_

Team Member Signature \_\_\_\_\_ Date \_\_\_\_\_

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