

Team Member Conduct

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Body:

Purpose

To ensure the conduct of all team members is courteous, professional, and in compliance with policies and procedures..

Policy

1. Team members must adhere to organizational policies and procedures. For every team member this includes, but is not be limited to, Human Resources policies, casino global policies and procedures, and applicable departmental policies and procedures.
 - a. Approved policies and procedures are published in policyIQ. Occasionally, policies and procedures are unpublished for editing, revising, etc. When a policy and procedure is actively unpublished for any reason, the last published version will be considered the approved version until it is re-published.
 - b. Most policies and procedures display an "expiration date". The definition of the term "expiration date" means the **review cycle** of a policy and procedure, **not an actual expiration**. Most policies and procedures are set with a default "expiration date" (review cycle) of one year from the last published date.
 - c. All policies, procedures, Sycuan Minimum Internal Control Standards, and Sycuan Gaming Commission regulations remain enforceable, active, and valid despite the **review cycle** "expiration date."
2. Team members shall conduct themselves in a courteous and professional manner.
3. Team members shall not solicit tips.
4. Team members shall not chew gum on the casino floor.
5. Sycuan Casino expects all team members to be safe drivers. While driving anywhere on and around the reservation, including Dehesa Rd, Harbison Canyon

Rd, and Willow Glen Rd, all team members must abide by traffic laws. Safe drivers use turn signals, do not tailgate, do not pass in No Passing zones, and observe school and construction zone speed limits and all other speed limits and traffic laws.

6. Team members will comply with *Casino Global Policy ID: 2667 - Cell Phones/Mobile (Handheld) Devices* regarding the use of such devices. (Link to P&P is located under the Attachments/Link tab of this P&P.)
 7. Uniformed team members may not use public restrooms on the casino floor, with the exception of those team members who work on the Mezzanine level, who may use the public restrooms located outside of the theatre.
 8. Food and drinks must be consumed in and not removed, from the team member dining room (TDR), with the following exceptions:
 - a. Bottled water may be authorized by a departmental director but must be consumed inconspicuously.
 - b. Team members who have offices may remove food and drinks from the TDR or deli areas to be consumed in their offices. All food and drinks must be packaged or covered while transporting them and all containers must be discarded appropriately.
 - c. Drinks with lids may be taken to the team member smoking area.
 - d. All drinks must be covered or kept away from computer equipment.
 9. Sycuan Casino Resort team members are not eligible to participate in Club Sycuan membership.
 - i. Team members with active Club Syucan accounts will be archived and Club Sycuan cards deposited in a lost card box for future shredding. Archived acounts no longer track gaming activity, earn benefits and/or qualify for promotions.
1. Sycuan Casino Resort team members and their spouses, and Tribal Members are not eligible to participate in any Sycuan Casino promotion.
 - i. This does not include promotions that are specifically identified for team member eligibility (e.g., promotional drawings held in the team member breakroom).
 2. At no time, while on Sycuan property or transportation, shall team members engage in sports betting activities, including, but not limited to parlay cards, football pools, or online sports betting, nor may they use a mobile electronic device to facilitate or participate in the aforementioned activities.
 3. Team members who receive complimentary discounts as a part of their work compensation may not allow other persons to use their privileges in their place.
 4. Uniformed Team Members:
 - a. Shall take their breaks in areas designated for team member breaks/meals.
 - b. While in uniform, shall not use any public entrance into the casino except for the purpose of job-related issues.
 - c. While in uniform, shall not use public phones on the casino floor or public entrances. The public phones designated for team members in the back of the house may be used.
 - d. While in uniform and on duty, shall smoke only in areas designated for team member smoking. (Restaurants are not considered designated smoking areas for team members).
 - e. While in uniform and off duty, shall not wear their issued uniforms at any establishment that could cause an adverse representation of the casino, i.e.,

bars, lounges, etc. This applies to issued uniforms and not to clothing such as golf shirts and jackets with the Sycuan logo.

1. Any team member who violates this policy shall be subject to disciplinary action, up to and including termination.

Attachments / Links

 Cell Phones/Mobile Handheld Devices [ID: 2667]