

Conduct Standards Policy

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Division: Human Resources

Audience: All

Issuing Department: Employment & Labor Relations

Purpose

The Conduct Standards Policy states the unacceptable behavior during an employee's shift. These behaviors serve as guidelines to help all employees give MGM Resorts International customers the best customer service.

Scope

This policy applies to all MGM Resorts International employees, and is adopted by and applicable to all employees of MGM Resorts International subsidiaries and/or affiliated entities ("the Company").

Policy

To promote the efficiency and welfare of our employees and to ensure that our guests and customers are treated courteously and with respect, certain rules of conduct have been established. Generally, these rules conform to the standards of conduct in our society, which management and staff must comply with at all times. The following rules are supplemented by departmental rules issued by your department head. These general rules are very important and you should become familiar with them. Please read them carefully and refer any questions about them to your supervisor.

It is impossible to provide an exhaustive list of all such conduct or policy violations; however, the following are examples that may result in disciplinary action, at the discretion of the Company, up to and including termination. Company management may determine that other situations not specifically addressed below are also unacceptable and may warrant disciplinary action up to and including termination.

1. Failure to report to work on your scheduled shift without notifying your manager within the designated time, as required by your departmental procedures.
2. Failure to:
 - Clock in or out at designated time clocks,
 - Sign in or out on the departmental daily exception time sheet (if applicable); or
 - Obtain permission from management prior to working longer than your designated shift.

3. Permitting other employees to clock in or out for you with your employee identification card, or clocking in or out for other employees with their employee identification card.
4. Leaving your assigned area or entering unauthorized areas without permission during your designated shift.
5. Unauthorized leave of absence.
6. Sleeping on the job.
7. Lending money to or borrowing money from guests, vendors, visitors, or employees.
8. Failure to return work keys or loss of work keys.
9. Reporting to work or leaving work through an unauthorized entrance or exit.
10. Parking in areas other than those areas specifically designated as employee parking.
11. Failure to follow and observe all safety, fire prevention, and health rules and practices.
12. Failure to have your work card (if applicable) in your possession at all times while on duty. If your job requires a work card (Health Card, Alcohol Awareness Card, etc.), these must also be current and carried at all times while on duty.
13. Misconduct, carelessness, negligence in the performance of one's job, or any serious conduct detrimental to the orderly and ethical operation of the business.
14. Job performance that does not meet Company standards in the reasonable judgment of the Company.
15. Insubordination or otherwise being uncooperative with supervisors, employees, guests and/or regulatory agencies, or otherwise engaging in conduct that does not support the Company's goals and objectives.
16. Job abandonment. Leaving work area without proper authorization during an assigned shift.
17. Engaging in horseplay or fighting on property, or any conduct that violates the Workplace Violence Policy.
18. Each employee is expected to work in a cooperative manner with managers, supervisors, coworkers, customers and vendors. Rude, discourteous, or unprofessional behavior toward a customer or anyone in contact with the Company is prohibited. Soliciting, procuring, or engaging in any unlawful acts on any Company premises.
19. Employees should not participate in rumors and gossip that could cause any type of damage to the facility or anyone employed by the property. Profane or abusive language where the language used is uncivil, insulting, contemptuous, vicious, or malicious is prohibited. Employees whose statements slander or cause pain to anyone with malicious intent, or who otherwise engage in harmful gossip or exhibit a negative attitude toward their work assignment, will be subject to disciplinary action.
20. Failure to notify your manager of your having been arrested for or charged with a violation of federal, state, or local law, excluding traffic tickets (unless this would impede your ability to perform your job).
21. Failure to cooperate fully and truthfully with any and all Company audits and investigations regarding suspected violations of Company policies. You should never withhold or tamper with information in connection with such an investigation or audit.
22. You must identify yourself upon request to management, security, or guests whenever you are on duty and on Company premises.
23. "Hustling," soliciting, or pressuring a guest for a tip, or suggesting that a gratuity is required or expected for service, including soliciting tips from other employees.
24. Any conduct which results in theft (e.g. monies, retail merchandise, Company property), or conduct which results in loss of Company assets and/or revenue resulting from failure to collect payment for any paid services without written management permission.
25. Any conduct which results in damages, harm, and/or financial costs by destroying any Company property, the property of a guest, vendor, visitor, or employee.
26. Possession of a weapon or explosive device in or on any part of the premises.
27. The Company has a legitimate business interest in protecting confidential information, private, and non-public, proprietary information, as those terms are defined in the Code of Conduct. It is a violation of Company policy to

record conversations, make videos, or take still photos where such activity could allow for the unauthorized disclosure of such information to third parties, such as when confidential guest information and/or team member is recorded to a cellular telephone or other device with digital storage. Video-calling or recording video, still pictures, or audio of guests and team members is prohibited. Possession and use of electronic devices that have video-calling, recording and transmitting capabilities (e.g., personal cellular phones, cameras, PDAs, etc.) is prohibited in gaming areas or in areas in which gaming funds, chips and/or related devices travel or are stored unless such calling, recording, and transmitting occurs in conjunction with the employee's work assignment or is otherwise directed by management. This policy applies to all front of house and back of house areas. Nothing in this policy is intended to interfere with, restrain, or prevent employee communications and recordings regarding wages, hours, or other terms and conditions of employment such as workplace safety. Misappropriation, damage, misuse, theft, fraud, sale, disclosure, improper disposal, or otherwise failing to safeguard trade secrets, customer information, and other non-public, proprietary information as those terms are defined in the Code of Conduct.

28. Dishonesty. Employees will be forthcoming and honest in all written and verbal communication connected to Company records, work communications, or which relate in any way to Company investigations regarding violations of Company policies. Employees will not knowingly make false statements or omit pertinent information in connection with Company records, work communications, or which relate in any way to Company investigations regarding violations of Company policies.
29. Using abusive or profane language in the presence of, or directed toward, a supervisor, another employee, guest, customer, or any other person on Company property.
30. Making knowingly false, fraudulent, or defamatory statement to or about another employee, guest, visitor, vendor, the hotel, or any of its facilities.
31. Off-duty misconduct that adversely affects the Company, a guest, or another employee, including violation of any federal, state, or local laws that in any way would reflect unfavorably on the Company's reputation or otherwise potentially affect its status as a gaming license.
32. Off-duty employees are not permitted in the back of the house except to conduct Company-related business. Company-related business is defined as the pursuit of the employee's normal duties or duties as specifically directed by management. It includes accessing the Human Resources Department for services provided by the department such as picking up paychecks, requesting leave paperwork, requesting accommodations and reporting potential violations of the Company's non-discrimination and equal employment opportunity policies, and participating in a workplace investigation when directed to do so by the Company. Employees permitted to access the employee dining area may do so up to one hour before and after their scheduled shifts.
33. Use of profane, abusive, lewd, or obscene language, or other unbecoming conduct in any MGM Resorts property or while acting as a representative of the Company.
34. Entering guestroom areas before, during, or after working hours without authorization, unless performing job duties relating to that area.
35. Patronizing any property as a guest while still on duty, not clocked out, or not out of uniform. You must consult your manager for your specific departmental guidelines pertaining to patronizing the property while not on duty. See MGM Resorts International Employee Gaming Policy.
36. Engaging in any unethical behavior for personal gain.
37. Using or authorizing others to use complimentary tickets, goods, or services given to or intended for guests without authorization from your manager. Misusing and/or selling complimentary employee tickets.
38. Violation of on-the-job rules, including the rules, regulations, and procedures of each department.
39. Failure to comply with the MGM Resorts International Code of Business Conduct, Ethics, and Conflict of Interest Policy.
40. Failure to follow Company and/or departmental policy for Lost and Found items (including money and other valuables in or on any part of the premises).

41. Disregard or violation of Company or departmental rules, procedures, or policies.

The Company reserves the right to take disciplinary action for conduct that is not specifically or expressly described above. The Company also reserves the right to determine disciplinary action up to and including termination, depending on the individual circumstances and persons involved. All situations will be considered on a case-by-case basis.

Disciplinary decisions may be based on, but not limited to, the seriousness of the offense, the circumstances under which it occurred, the employee's duties, the employee's length of employment, prior discipline, and overall work record.

Forms of discipline that the Company may elect to use include verbal corrections, written warnings, final written warnings, decision-making leaves and/or suspensions. The system is not formal, and the Company may, at its sole and absolute discretion, deviate from any order of disciplinary actions and utilize whatever form of discipline deemed appropriate under the circumstances, up to and including immediate termination of employment.

The Company's policy for discipline in no way limits or alters the at-will employment relationship.

Procedure

N/A

Supporting documents

N/A
