

## DO'S & DON'TS

The Green Team works with other staff at the ballpark as a Fenway Team to make the game day experience of each fan the best it can be. Green Team members are on duty as Fenway volunteers from the time they arrive at the ballpark until the time they leave. While on shift, Green Team members must be professional at all times.

### DO LIST

1. Arrive to Fenway on time, dressed and properly groomed, and with a good attitude.
2. Maintain a neat and clean appearance. Shirts must be tucked in. Hair must be neat.
3. Wear comfortable shoes that are appropriate for your duties.
4. Wear your ID badge at all times.
5. Be active, alert, and professional during the entire shift.
6. Perform duties to the best of your ability at all times.
7. Pay careful attention to detail.
8. Perform all designated assignments.
9. Be respectful to every fan and fellow Fenway Park staffer.
10. Immediately report all incidents, injuries, and accidents that occur on ballpark property to an Event Operations staff member.
11. Stand at attention during the playing of the national anthem(s). All working and talking will temporarily cease during this time.
12. Report any inoperable equipment (i.e. ATMs, soda machines, drinking fountains) to an Event Operations staff member.

### DON'T LIST

ANY GREEN TEAM MEMBER WHO VIOLATES ANY OF THE FOLLOWING IS SUBJECT TO DISCIPLINARY ACTION, UP TO & INCLUDING TERMINATION.

1. Ask players for autographs.
2. Walk down on the field before, during, or after the game.
3. Eat, drink, or smoke unless on a designated break. Remember, NO smoking in the ballpark. We are a smoke free ballpark.
4. Chase after or pick up baseballs.
5. Consume or be under the influence of alcoholic beverages or illegal substances at the ballpark before, during, or after the game.
6. Use cell phones while on duty.
7. Use radios, walkmans, or televisions while on duty.
8. Wear excessive or inappropriate jewelry; apparel with other team logos, caps or other head gear unless a part of your assigned uniform.
9. Engage in fighting, insubordination, harassment, theft, falsifying records, sleeping on the job, or horseplay.
10. Admit non-ticketed fans into the ballpark.
11. Escort fans into any seats or areas of the ballpark for which they are not properly ticketed.
12. Enter restricted areas unless authorized.
13. Solicit tips or gratuities of any kind.
14. Sit in any seat once the gates are open.
15. Use profanity on ballpark grounds.
16. Be involved in any kind of gambling activities on ballpark property.
17. Use your stadium ID for admittance to the ballpark unless scheduled to work.
18. Discuss any issues with the media.
19. Interfere with the work of others.
20. Never be discourteous to a fan or a fellow employee.