



The Racing Capital of the World®

2024 IMS Seasonal Staff Code of Conduct

As an IMS seasonal staff member, you are part of a team that is essential to the presentation of all the major events at the Indianapolis Motor Speedway. You are entrusted with a great deal of responsibility and are expected to maintain the high standards of the Indianapolis Motor Speedway and Penske Entertainment.

It is important for all members to understand and be accountable for the basic elements of conduct while representing IMS. Anyone contributing to an unsafe or hazardous condition, or who are uncooperative or neglectful in their assigned duties or who are in flagrant violation of this Code of Conduct will be subject to immediate disciplinary action, up to and including termination.

1. Treat all customers, clients, officials, participants, and fellow employees respectfully, appropriately, and professionally. Inappropriate language, behavior, or actions of a threatening or harassing nature will not be tolerated and will be subject to immediate disciplinary action.
2. Demonstrate a commitment to your job responsibilities and providing superior guest service throughout your shift.
 - a. Adhere to the IMS seasonal staff dress code and be presentable at every shift.
 - b. Take care of your uniform as you will not be issued others as a result of mistreatment
 - c. It is expected that all IMS seasonal staff members must stand for the duration of each shift, unless assigned to a designated sitting post or when on break.
 - d. Follow the guidance and directions of your Supervisor.
 - e. If you will be late or absent to your shift, please notify your Supervisor in advance.
3. Smoking/vaping is not permitted within sight of guests or while at your post. Smoking is only permitted during your break and away from all guests and employees. If you choose to smoke, your employee shirt or jacket should not be visible.
4. Use of personal cameras and mobile phones is limited to business purposes only, unless in a designated break area.
5. Respectfully decline offers of tips, gifts or any other benefit from suite holders/hosts, guests, or vendors/clients of any kind without prior permission from Guest Experience Management.
6. Consumption of alcohol or recreational drugs while in uniform is absolutely forbidden. All IMS seasonal staff members must report for duty while not under the influence of alcohol or recreational drugs.
7. While working, IMS seasonal staff members should not ask for autographs or photos with drivers and/or celebrities. All social media posts should be respectful and appropriate regarding the role and position you serve.
8. Comply with all federal, state, and local laws.
9. Understand that employees are hired as seasonal employees and work availability is determined by the IMS event schedule.

As a member of the IMS Guest Experience team, you are committed to compliance with our Code of Conduct. Your performance will periodically be audited based upon this established code of conduct and your acceptance of these responsibilities.

Printed Name: _____

Signature: _____

Date: _____