



2025 Event Staff Training



Saturday, April 26th



Welcome!



- Safety Patrol
- College Program
- Non-Profit Fundraisers
- Staffing Partners



Introduction – Penske Corporation



- Penske Corporation
 - Penske Trucking & Logistics
 - Penske Automotive
 - Team Penske
 - Detroit Grand Prix
- Purchased IMS, INDYCAR, IMS Productions in 2020
 - Created Penske Entertainment Corporation



Penske Corporation Leadership



- Roger Penske – Founder & Chairman
- Greg Penske – President, Penske Motor Group
- Bud Denker – President, Penske Corporation
- Jonathan Gibson – EVP, Marketing & Business Development



Penske Entertainment Leadership



- Mark Miles – President & CEO, Penske Entertainment
- Doug Boles – President, Indianapolis Motor Speedway, INDYCAR
- Allison Melangton – SVP, Penske Entertainment
- Kevin Sublette – President, IMS Productions



Penske Entertainment Leadership



- Kristin Weeden – Chief Talent Officer
- Jimmie McMillian – Chief Diversity Officer
 - Tyrone Garrison – VP, Facilities
- Rebecca Ruselink – Chief Information Officer
- Gretchen Snelling – Chief Legal Counsel



IMS Guest Experience Staff



- Jason Penix – VP, Track & Event Operations
- David Letherman – Sr. Director, Event Personnel, Safety & Security, Sustainability
- Brock Brungard – Manager, Event Personnel
- Genesis Castillo – Coordinator, Administration
- Cori Dove – Guest Experience & Programs Coordinator



IMS Guest Experience Staff



- Emma Shurley – Programs Intern
- Sam Reiger – Operations Intern
- Alex Rofidal – Administration Intern



Guest Experience Areas of Responsibility



- **Stands & Mounds**
 - Ushers, ticket checkers, and customer service in stands and on public viewing mounds
- **Gates**
 - Welcome guests, sell & scan tickets, check bags, and direct guests around the facility
- **Traffic**
 - Direct vehicular and pedestrian traffic, park cars and assist with wayfinding inside the gates
- **Outside Lots**
 - Sell parking and park cars in exterior lots around IMS



Guest Experience Areas of Responsibility



- **Garage & Pits**
 - Perform credentials checks around restricted areas and provide wayfinding assistance to guests
- **Suites**
 - Check credentials and provide customer service to guests in premium areas
- **Transportation**
 - Provide for guest and employee transportation needs in vans, golf carts, and trams
- **Special Assignments**
 - Check-in, Pagoda Command, Night Crew, Q&A Stations



Guest Experience Staffing Sources



- **Safety Patrol**

- Yellow shirts & jackets
- White, Yellow, Tan hats
- Gold & Silver badges
- All divisions

- **College Program**

- Interns
 - Grey College Program polos & black jackets
 - Various IMS departments
- Event Staff
 - Black College Program polos & grey jackets
 - Various IMS departments



Guest Experience Staffing Sources



- **Non-Profit Fundraisers**
 - Black t-shirts
 - Certain divisions
 - Major event days only
- **3rd Party Staffing Companies**
 - Reliable Staffing
 - PeopleReady Staffing
 - LAZ Parking
 - Company apparel
 - Certain divisions



2025 Event Calendar



- **Sonsio Grand Prix** *(full staff)*: 5/9 – 5/10
- **Indianapolis 500** *(full staff)*: 5/13 – 5/25
- **SVRA** *(partial staff)*: 6/14 – 6/15
- **Ferrari Challenge** *(partial staff)*: 6/27 – 6/29
- **Driven to Save Lives BC39** *(partial staff)*: 7/1 – 7/2
- **Indiana Sprint Week** *(partial staff)*: 7/24
- **Brickyard 400 Weekend** *(full staff)*: 7/25 – 7/27
- **IMSA** *(full staff)*: 9/19 – 9/21
- **GT World Challenge** *(partial staff)*: 10/17 – 10/19





2025 Staff Expectations



Provide Exceptional Customer Service



- The power of a smile
- Key words
 - Friendly, Proactive, Polite, Positive
- “I don’t know” vs “I’ll find out”
- Never touch a guest
- LEARN principle of conflict resolution
 - Listen
 - Empathize
 - Apologize
 - React
 - Notify



Guest Experience Code of Conduct



- Your commitment to us and your fellow teammates
- Review Code of Conduct and sign
- You will turn into your supervisor during divisional breakout sessions



Know Your Top 5's



- Top 5 Things to Know
 - First Aid Station Locations
 - Who to contact for emergencies
 - Who to call to find an answer
 - Closest ADA supported features (shuttle, seating, etc)
 - Nearest concession stand and restrooms



Know Your Top 5's



- Top 5 Things to Do

- Always smile
- Always look and act professionally
- Be proactive in finding solutions
- Know your job
- Host your area

- Top 5 Things Not to Do

- “I don’t know”
- Touch a guest
- Argue with a guest
- Be on your phone while on post
- Abandon your post



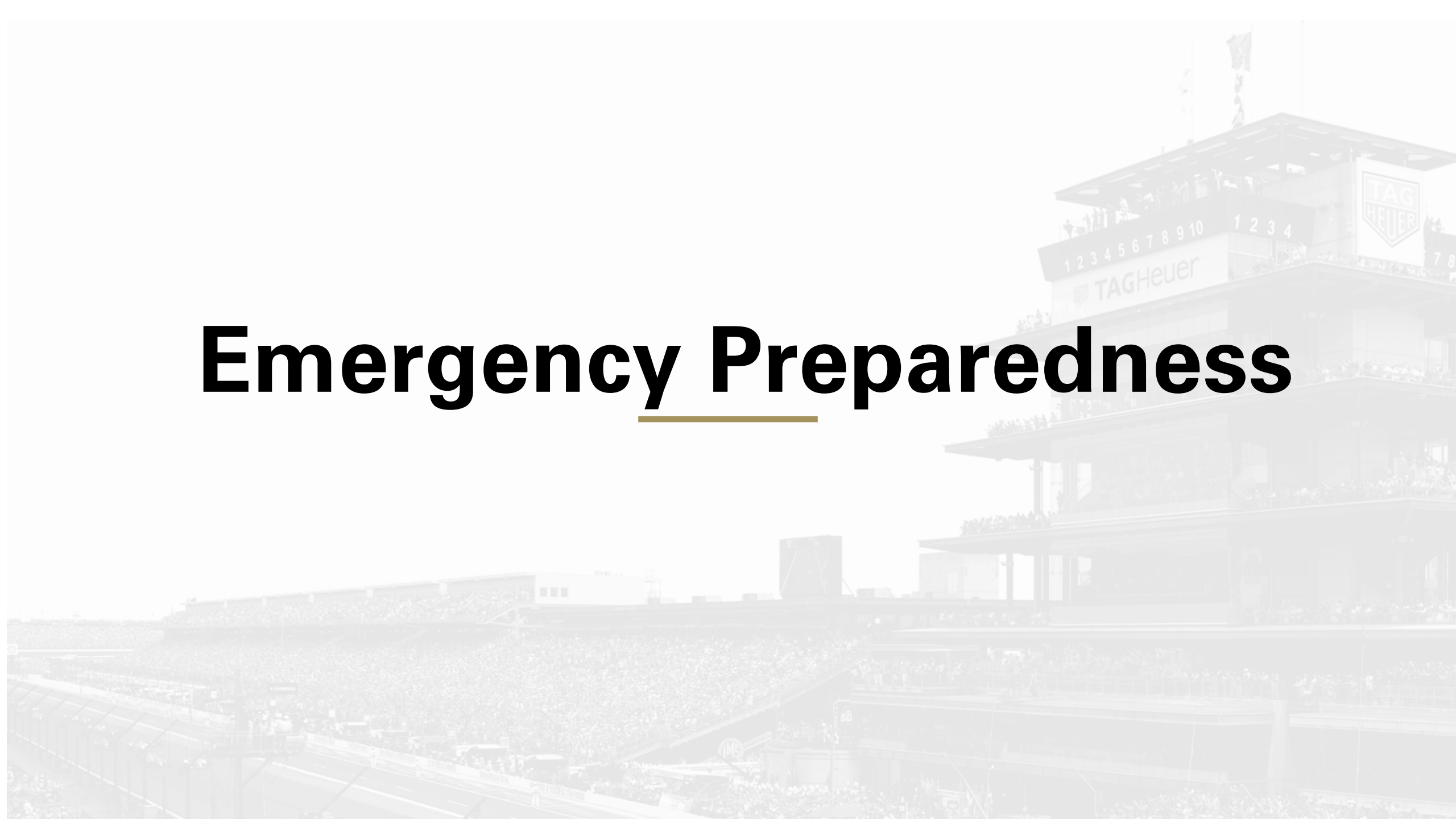
Follow the Chain of Command



- Take direction from supervisors and Pagoda Command
- Report issues to your supervisors
- Feel empowered to solve problems and report your resolution
- Recognize when a situation has gotten out of hand



Emergency Preparedness



Important Reminders



- Pagoda Command is the central command hub for the event
 - Call with any medical, police, or emergency issues – dispatch runs through the 9th floor of the Pagoda
 - Program **317-492-5500** into your phones now
 - In the call tree, press 5 to speak to a representative
- See something, say something
 - Suspicious & unattended coolers, drones, suspicious guests, prohibited items



Medical Emergencies



- First ensure that the area is safe before approaching a person requiring attention
- Contact Pagoda Command or 911 for any medical emergency
 - Pagoda Command will work with EMS to dispatch help
 - Also contact your supervisor to let them know
- Stay with the person requiring treatment and use the back of your Staff Guide (red “+”) to identify your location to EMS
- Do not give medical treatment unless the situation becomes life-threatening



Inclement Weather



- Weather during the Month of May can be unpredictable
- Pagoda Command works with the National Weather Service to give advance warning on impending weather
- Staff will receive direction from Pagoda Command on when to seek shelter
 - Do not leave post until directed by Pagoda Command or other supervisors
- Encourage our guests to have and if needed, implement their "Personal Safety Plan"



Crisis Management



- Your first priority is your personal safety, then do what you can to help our guests
- Pagoda Command will guide and direct operations during crisis
- Guest Experience staff should assist with crowd control and evacuation procedures
- Clear area for First Responders and take direction from public safety
- Discourage guests from taking pictures or interfering with First Responders





J O S E F N E W G A R D E N

Watch Video Here: [Video Link](#)

IMS Employment Policies

The background of the slide is a grayscale photograph of the Indianapolis Motor Speedway. In the foreground, the tiered grandstands are filled with spectators. To the right, the multi-story pit building is visible, featuring the TAG Heuer logo and race numbers (1-10 and 1-4) on its upper levels. The overall scene captures the atmosphere of a major motorsport event.

The background of the slide is a faded, grayscale image of a large, multi-story grandstand at a race track. The grandstand has several levels of seating and is filled with people. On the right side, there is a prominent TAG Heuer logo and the brand name 'TAG Heuer' written across a section of the building. The overall scene is bright and clear, suggesting a sunny day at the track.

RESPECT IN THE WORKPLACE

IMS STAFF EXPECTATIONS

Kristin Weeden

For Your Consideration...Let's Talk Nuance



TRUE OR FALE....

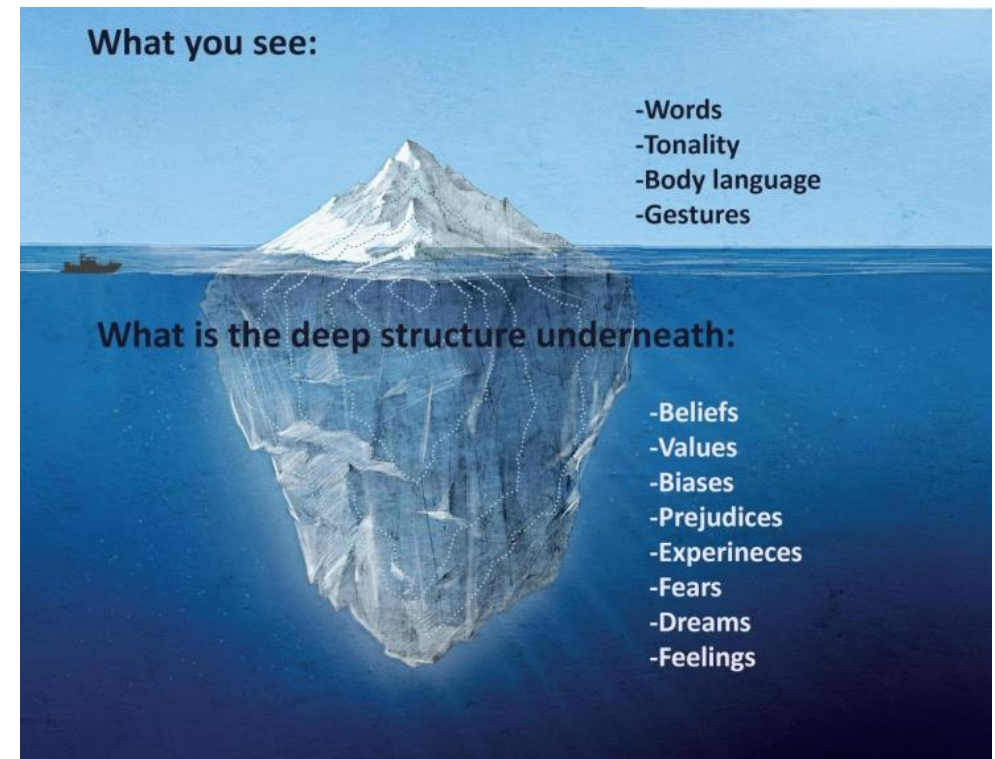
- As long as one is not rude/crude/lewd...there is no harm.
- Bias is usually based on ill will/evil intent.
- Some people are just too sensitive.
- Good natured kidding is acceptable behavior.
- If someone is uncomfortable, they should speak up.
- All humans have bias...that is just the way it is.
- It is getting to a point where you really cannot talk about anything at work anymore
- An employer cannot require 'Dignity and Respect'



What is Unconscious Bias



- Triggered automatically through the rapid association of people/groups/objects and our attitudes AND stereotypes about them
- Operates at the subconscious level. We are NOT aware that we have them. Even the most well-intentioned person unwillingly allows unconscious thoughts and feelings to influence decisions.



Microaggressions & Stereotypes



- Micro Aggressions are brief, commonplace verbal/environmental/behavioral indignities. Could be intentional or unintentional.

Example: One of the ways to communicate a micro-aggression is when we...lump people together... which is called?



Workplace Conduct & Respect Guidelines



- **Respect and Dignity:** We are committed to a work environment where all individuals—employees, guests, and partners—are treated with respect and dignity at all times.



Workplace Conduct & Respect Guidelines



- **Zero Tolerance for Harassment or Discrimination:**

- Every individual has the right to work in a professional environment without harassment or discrimination of any kind.
- Offensive or disparaging language or behavior based on characteristics such as race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, or veteran status will not be tolerated.
- Harassment includes unwelcome conduct—verbal, physical, or visual—that is based on those same characteristics and may come from individuals of the same or different gender. It can range from subtle to overt actions.

‘Sensitive
Areas’



Workplace Conduct & Respect Guidelines



- **Reporting Concerns:** If you experience or witness harassment or discrimination, report it to your supervisor or another member of the Penske Entertainment management or leadership teams.

For anonymous reporting Dial **844-969-0109** and specify “Penske Entertainment” to make a report by phone.





Guests with Disabilities



- We must NEVER question a disability
- Be proactive and problem-solve to find reasonable accommodations
- Avoid using language like “crippled” “handicap” or “paralytic”
- Guests with Autism or other neurological disorders
 - Sensory bags are available for guests with Autism or neurological disorders
- Service animals are allowed inside IMS gates, emotional support animals are not



Smoking Policy



- All IMS staff are not permitted to smoke in view of guests while wearing their uniform
- This includes vaping and e-cigarettes as well
- All IMS grandstands are smoke free
- If you choose to smoke, bring something to cover up your uniform and smoke in appropriate areas



Cell Phone Use



- Use of a cell phone for personal reasons while on post does not create a welcoming atmosphere for our guests
- While on post, cell phones should be used for work purposes only
- All personal calls/texts should be addressed during break and while in break areas



Payroll Policies



- All IMS employees will be paid on a bi-weekly basis on Fridays (Safety Patrol and College Program)
- The pay period runs from Saturday – Friday and a check includes two pay periods
- Checks are either direct deposited or sent to the address you provided on-file
- For payroll issues, contact your supervisor or Sandy Pickett in the check-in area *(for Safety Patrol)*



Break Area Policies



- Take breaks in designated break locations
- It is everyone's responsibility to keep the break area clean and tidy
- Do not smoke in break areas, especially under the stands or in enclosed spaces



Radio Etiquette



- Many IMS staff members are entrusted with a radio during event times
- Begin a radio transmission with "*(your name) to (receivers name)*"
- Await their response accepting the transmission
- Keep your message brief and on-point
 - Anything longer than a sentence or two should be handled on the phone
- Do not interrupt a transmission in progress – wait until the channel clears





ALEX PALOU

Watch Video Here: [Video Link](#)

Key IMS Event Policies

The background of the slide is a faded, grayscale image of a large race track grandstand. On the right side, a prominent multi-story tower is visible, featuring the TAG Heuer logo and several rows of numbered seating areas (1-10 on one level, 1-4 on another). The rest of the image shows the tiered seating of the grandstand and parts of the race track in the foreground.

Pet/Animal Policy



- Pets are not allowed inside the gates of IMS
- Properly identified service animals are allowed
 - Service animals may go wherever their handler is credentialed to go
 - However, service animals are never allowed in the pits or on the track
 - Call Pagoda Command with issues
- Emotional support animals are not considered service animals



Bicycles & Scooters



- Guests are not allowed to ride bicycles, scooters, skateboards, or mopeds inside the gates at IMS
 - There are designated bike parking locations at Gate 1, Gate 6, and Gate 9
- Mobility scooters for guests with disabilities are allowed
- Team members with Hard Cards are allowed to ride properly credentialed mopeds and bicycles outside of the garage area
- Wagons and carts are allowed, but on Indy 500 Race Day, they must be collapsible



Security Checks – Metal Detectors



- All guests walking into the venue will be screened by a metal detector
- If the metal detector alerts, guests will be directed to a secondary screening
- All primary checks will be done by the OPENGATE system: a state-of-the-art metal detection system



Coolers



- Coolers are allowed inside the gates at IMS
- All coolers will be checked through the security check at all walk-in gates
- Coolers must be 15"x15"x18"
- Guests are not allowed to bring glass bottles
- Coolers are allowed in the concert venue



Month of May Logistics



Before Your First Day



- Review the training materials on ims.com/seasonalstaff (QR code)
- Pick up equipment from Sandy/Emma & Alex
 - Equipment return policy
- What to bring
 - Credential, uniform, backpack/bag/cooler, sunglasses, lunch, weather appropriate clothing
- What not to bring
 - Valuables, glass bottles, prohibited items



Dress Code & Appearance



- Staff shirt – tucked in
- Rain jackets
- Black pants/black shorts
- Hat
- Comfortable shoes
- Clean, professional, approachable



Parking & Transportation



- North 40 parking for all staff (E hangtag)
- Shuttles will take SP & CP to check-in garage at 25th & Georgetown
 - DO NOT PARK AT CHECK-IN
 - You are allowed to clock-in no earlier than 15 minutes before your scheduled time
- Third-Party staffing will have rally points in North 40



Staff Check-In Locations

NORTH 40 EMPLOYEE
PARKING

Reliable
Staffing

PeopleReady Staffing
(Guest Exp.)

Guest Exp.
Non-Profits

Ecology Non-
Profits

Eclipse
Security

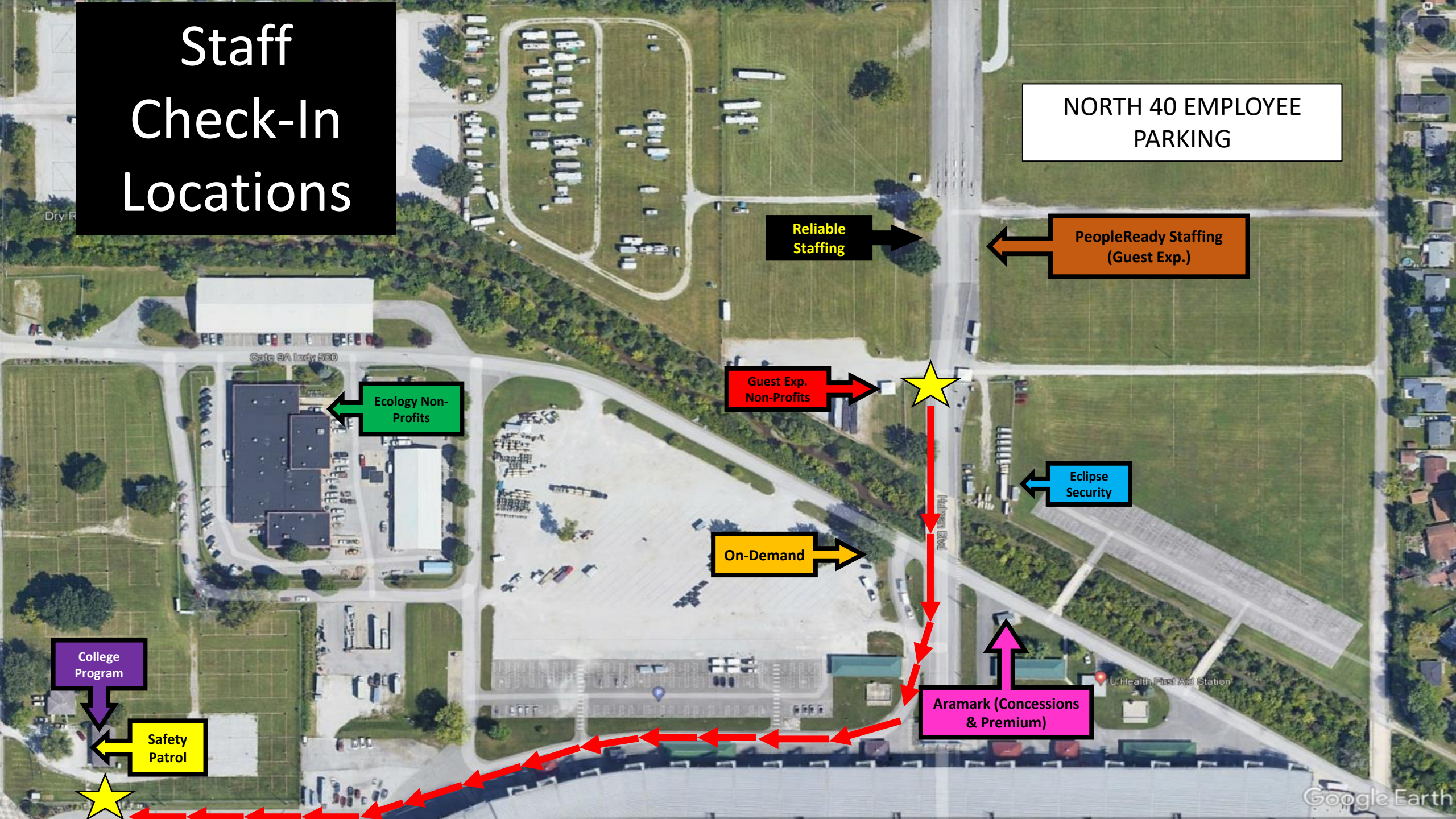
On-Demand

College
Program

Safety
Patrol

Aramark (Concessions
& Premium)

U. Health First Aid Station



What's Happening Daily Information



What's Happening on Sun, May 26

TIMES:

- **Lifeline Arrival:**
11 a.m.
- **Employee/Garage Tram:**
2 a.m. – 2 hours post-checkered
- **Public Gates:**
6 a.m. – Green Flag
- **Garages:**
5 a.m. – Checkered Flag
- **Media Center:**
5 a.m. – 8 p.m.
- **Media Gate:**
Opens at 4 a.m.
- **Museum:**
CLOSED
- **Infield Hospital:**
5:45 a.m. – 4:30 p.m.
- **Admin Building:**
5 a.m. – 1 p.m.
- **Ticket Remotes 3, 6, 9, 10**
Turn 3 Concert:
6 a.m. – Green Flag
- **Ticket Office:**
5 a.m. – 1 p.m.
- **Credential Office:**
5 a.m. – 1 p.m.
- **Trackside Ticket Office:**
6 a.m. – 1 p.m.
- **Trackside Creds Office:**
6 a.m. – 1 p.m.

GATES: \$60

(General Admission)

6 a.m. – Green Flag
Pass Out: Red
1, 1B, 1, 1C, 2, 3, 4, 6B, 6S, 6N,
6B, 7 Vehicle, 7S, 7N, 9, 10, 10A,
11A, 11B, 11C, 12

Outside Lots: 6:00am (Pre-Paid Only)

Inside Lots: 6:00am (Pre-Paid Only)

- **Prepaid Only**
 - Turn 3
 - Turn 4
 - 5th Main
 - Lakeside
 - North 40
 - Mangate
 - Lot 3G
 - Gate 1 Parking
 - Lot 2
 - Lot 1B
 - Lot 1A
 - Mangate
 - Lot 3G
 - Gate 1 Parking (P-\$75); (T-\$100)
 - Lot 2
 - Lot 1B
 - Lot 1A
- **Free Parking**
 - None
- **Camping**
 - 1A, 1C, 2, 3G, 3P, 4, 4P, 5, 6, 9
- **ADA Parking (All Pre-Paid)**
West Museum, Flag, Tower, Hulman, Lot 2,
Gate 1 Parking, Lots 3P, 6VC, North 40, NWG



GRANDSTANDS:

- **General Admission (\$60)**
 - Backstretch Family Mounds
 - Backstretch Mounds
 - Turn 2 Mounds
 - Turn 3 Mounds
 - Turn 4 Mounds
- **Reserved**
 - A Penthouse
 - A Stand
 - B Penthouse
 - B Stand
 - C Stand
 - E Penthouse
 - E Stand
 - G Stand
 - Gasoline Alley Roof
 - H Stand
 - J Stand
 - North Vista
 - North Vista ADA
 - Northeast Vista
 - Northeast Vista Deck
 - Northwest Vista
 - Northwest Vista Deck
 - Paddock
 - Paddock Penthouse
 - Paddock Pressbox
 - Pit Road Terrace
 - South Terrace
 - South Terrace East
 - South Vista
 - South Vista Deck
 - Southeast Vista
 - Southeast Vista Deck
 - Southwest Vista
 - Southwest Vista Deck
 - Tower Terrace
 - Tower Terrace ADA

Daily Reminders:

1. **Weather:** There will be severe weather at some point today. Please ask questions of your supervisor if you are unsure how to implement the weather plan in your area.
2. **Penske Drop-Off:** 3 Penske buses and 1 van will arrive around 8:30 a.m. with special event placards and should drop off at the crop circle.
3. **IMS Admin Lot:** In the administration building lot, 8 spaces will be coned off for local news outlets, Police support, and Red Bull.
4. **Borg Warner Parade Route:** Museum (8:45) – South Pit Gate (8:55) – Pagoda Plaza (9:05) – Midway (9:10) – Band Gate (9:38) – Leaves Band Gate (9:48) – Yard of Bricks (10:10)
5. **Golf Cart Restriction:** Golf carts will not be allowed between the IMS Admin building and Tunnel 7 from ~9 a.m. until the Green Flag, and then Checkered Flag until Pagoda Command calls for it to be reopened. 6th street will also be closed to golf cart traffic via radio call from Pagoda Command.
6. **Speedway Band:** They will be marching in Gate 6 between 8 and 8:30 a.m. and will exit the same way around 10:30 a.m.
7. **On Location:** A group of ~50 will be allowed to kiss the bricks long after the ceremonies are completed. An IMS full-time staff member will be escorting them.
8. **AES:** AES will have standby crews on-site staged in the lakeside parking area. They will arrive by 5 a.m.
9. **West Crossover:** Stands and Mounds should open as soon as possible in the morning and will need to close beginning at 11 a.m.

Daily Schedule:

- 2 a.m.
2 a.m. – 6 p.m.
4 a.m. – 6 p.m.
4 a.m. – 8:30 p.m.
- 5 a.m.
5 a.m. – 1 p.m.
- 5 a.m. – 6 p.m.
5 a.m. – 8 p.m.
5:45 a.m. – 4:30 p.m.
6 a.m.
- 6 – 11 a.m.
6 a.m. – 1 p.m.
6 a.m. – 1:30 p.m.
6 a.m. – 4 p.m.
6 a.m. – 6 p.m.
6 a.m. – 7 p.m.
6:30 a.m.
7 a.m.
- 7 – 8:30 a.m.
7:30 a.m.
8 a.m.
8 – 8:15 a.m.
8 a.m. – Noon
8:30 a.m.
- 8:45 a.m.
9 a.m.
9 – 9:20 a.m.
- 9:20 – 9:30 a.m.
9:20 – 9:40 a.m.
9:30 a.m.
9:30 – 10:30 a.m.
10:10 a.m.
10:15 – 10:25 a.m.
10:30 – 10:55 a.m.
10:32 a.m.
10:37 – 10:44 a.m.
10:54 – 10:58 a.m.
11 a.m.
11 a.m. – 1:30 p.m.
11:05 a.m.
11:25 – 11:27 a.m.
11:27 a.m.
11:35 – 11:45 a.m.
11:45 a.m.
11:47 a.m.
12:14 p.m.
12:17 – 12:27 p.m.
12:28 p.m.
12:38 p.m.
12:45 p.m.
- Operations** – Gate 10A opens (Letherman)
Operations – Employee Shuttle (Brungard)
Operations – Admin to Media Shuttle (Brungard)
Operations – Media Gate open (Letherman)
Operations – Media Shuttle (Brungard)
IC Garage – Garage hours (Penix)
Operations – Gate 1 Parking Unlocked (Bates)
IC Creds – IC Credentials office open (Teyema)
Admin – Admin building open (Mahone)
Tickets – Ticket office open (Leeman)
Credentials – IMS Credential office open (Pontius)
Operations – Infield Wrecker Available (Letherman)
Media – Media Center open (Guidotti)
Operations – Infield Care Center Open (Staletovich)
IC – Team Equipment/Supplies enter pits (Penix)
Ceremonies – Cannon Blast & Pyrotechnics (Skiver)
Ceremonies – Red Bull Sky Divers (Skiver)
Aramark – Hawkers have unrestricted access (Goodwin)
Creds/Tix – Trackside Creds/Tix office open (Pontius, Leeman)
Tickets – Ticket Remotes at Gates 3, 6, 9, 10A, Turn 3 Concert Area open (Leeman)
PUBLIC GATES OPEN
Operations – Public Trams, Vans, ADA Shuttles (Brungard)
Operations – VIP Shuttles (Brungard)
IC – Devotional @ Tech Pad
SNACK PIT GATES OPEN
IC – INDYCAR Ministry Mass
IC – Mandatory Tech Inspection (Penix)
IC – INDYCAR Ministry Devotional
IC – INDYCAR Ministry Mass
IC – Track Sweep (Penix)
Operations – DOC on-site in Turn 3 and unused grandstands (Garlock)
Ceremonies – Rehearsal on track (Ferguson, Skiver)
IC – INDYCAR Ministry Devotional
Operations – Penske Buses arrive at IMS via Gate 2 (Bates)
Ceremonies – Borg Warner March to the Bricks Begins from Warehouse (Skiver)
IC – INDYCAR Ministry Devotional
Ceremonies – Board/Princess Laps (Skiver)
IC – Push out to Pit Lane
IC – Engine Warm-Up (Penix)
Ceremonies – Sponsor Laps (Skiver)
IC – INDYCAR Ministry Mass
Ceremonies – Red Carpet (Guidotti)
Ceremonies – Borg Warner Trophy arrives at Yard of Bricks (Skiver)
IC – Engine Warm-Up (Penix)
IC – INDYCARs to Grid (Penix)
Ceremonies – IUH Helicopter arrives in Turn 1 (Skiver)
Ceremonies – Green Flag & Indy Winners Lap (Skiver)
Ceremonies – Historic Cars Lap (Skiver)
Operations – West Crossover Closes (Letherman)
Aramark – Hawkers only access concourse and grandstand landings (Goodwin)
HOT PASSES IN EFFECT
Ceremonies – Military Appreciation Lap (Skiver)
Ceremonies – Drivers report outside Green Room (Skiver, Penix)
IC – Engine warm-up (Penix)
RACE MODES IN EFFECT
Ceremonies – Driver intros begin (Skiver)
Ceremonies – In grid formation (Skiver)
Ceremonies – Invocation/Anthem package (Skiver)
Ceremonies – Drivers To Your Cars (Skiver)
Ceremonies – Drivers Start Your Engines (Skiver)
IC – Green Flag for the 100th Running of the Indianapolis 500 Mile Race presented by Gainbridge



Event Staff Tri-Fold Guide

FIRST AID

IU HEALTH MEDICAL CENTER:

Located near the garage area in Turn 1, this is the infield hospital used for both competitors, employees, and guests. It is a Level 1 Trauma Center and is the first stop for most medical emergencies at the Indianapolis Motor Speedway.

FIRST AID STATIONS:

There are **13 First Aid** stations around IMS. Refer to the map on the inside of this guide and these stations are designated with a red cross in a circle. Familiarize yourself with the closest station to your work location.

FIRST AID PROTOCOLS:

- Ensure that the area is safe before approaching the person requiring attention.
- **Contact 911 or call Pagoda Command at 317-492-5500** and press 5 to talk to a representative and be descriptive of the nature of the incident and where you are located. The more information you can provide, the better.
- After contacting emergency services, contact your supervisor and inform them of the situation.
- Stay with the person requiring attention until medical personnel arrive. **Utilize the red cross on the back of this guide to mark your location for medical personnel.**
- Do not provide medical attention yourself unless the situation becomes life-threatening.

VENUE POLICIES

COOLERS - Guests are allowed to bring personal coolers through the gates at IMS as long as they are within **15"x15"x18"**. Glass bottles are not allowed and a full list of prohibited items can be found on the IMS website or at the entry to the gate.

PETS - Animals are not allowed inside the gates at IMS. The exception are service animals trained to do work or perform tasks for an individual with a disability. Due to its dangerous nature, the pits are off-limits to all animals, including service animals. Emotional support animals are not considered service animals and therefore are prohibited on IMS grounds.

BICYCLES & SCOOTERS - Guests are not allowed to ride bicycles, scooters, skateboards, or mopeds inside the gates at IMS. Mobility scooters for guests with disabilities are allowed. Team members with hard cards and IMS staff are the only people allowed to ride bicycles and scooters around the venue. Wagons and carts are allowed, but must be collapsible on Indy 500 Race Day.

SECURITY SCREENING - All guests walking into the venue will be checked by a security screening device. These devices can detect prohibited items in bags, coolers, and purses.

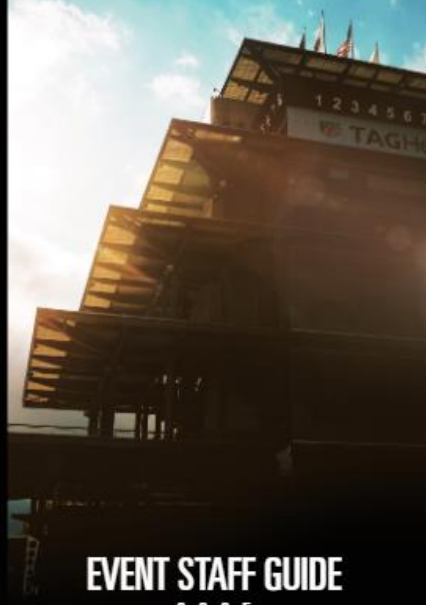
PLEASE VISIT OUR SEASONAL STAFF TRAINING WEBSITE:



SCAN ME

FEATURES INCLUDE:

- IMS employee handbooks and policies
- Volunteer group policies
- Event maps
- Divisional training guides
- Event schedules
- Links to additional information



EVENT STAFF GUIDE
2025

STAFF GUIDELINES

MAKE SURE TO:

- **Know Your Work Location**, where the closest amenities (first aid station, concession stand, restroom, ADA accommodations) are located, the name and contact information of your supervisor.
- Stay in contact with your supervisor regarding any questions or incidents.
- Be fair to fellow staff by abiding to break schedules.
- Be presentable and approachable by maintaining a neat and clean appearance.
- Not chew gum, listen to music, text or talk on the phone (unless necessary to resolve a guest issue) while on duty.
- Not ask for autographs or photographs with drivers or celebrities while working.
- Not accept tips or donations while on duty.
- Never smoke at your work location or while in uniform. If you smoke, please remove or cover your staff uniform and smoke in designated locations.
- Do not leave your work location unless on break or until dismissed by a supervisor.
- Treat all guests, teams, vendors, fellow staff, and IMS management with respect and professionalism at all times.
- Report any witness or experience of harassment or discrimination immediately to your supervisor or Pagoda Command.

YOUR PLEDGE TO DELIVER PREMIERE GUEST SERVICE

BETHE FACE OF IMS:

- Guest Service is our #1 priority! Each spectator, participant, or team member who enters the Speedway is our guest. Represent Indianapolis and IMS with pride!
- There is only one chance to make a first impression -- or a lasting one.
- Greet guests with a smile and say, "Welcome to IMS". Show a sincere interest in our guest by using their name and escorting instead of pointing.
- Own a guest's question, problem, or complaint and be empowered and responsible to solve the issue.
- Do not say "I don't know" but rather "I will find out."
- Act like the host of your assigned area -- ensure cleanliness and maintenance of the area around you.
- If you cannot solve a problem or don't know the answer, contact your supervisor or Pagoda Command.
- Remember being approachable for our guests begins with a clean appearance and friendly demeanor.

EVENT SCHEDULE

	SONSIO GRAND PRIX	
	PRACTICE & QUALIFYING RACE	MAY 9 MAY 10
	PPG PRESENTS ARMED FORCES QUALIFYING WEEKEND	
	QUALIFYING	MAY 17-18
	MILLER LITE CARB DAY	
	PRACTICE & CONCERT	MAY 23
	LEGENDS DAY PRESENTED BY FIRSTSTONE	
	AUTOGRAF SIGNING & CONCERT	MAY 24
	COORS LIGHT SNAKE PIT	
	CONCERT	MAY 25
	109TH INDIANAPOLIS 500	
	INDY 500 PRACTICE	MAY 14-17, 18
	FAST FRIDAY	MAY 18
	RACE	MAY 25
	BC39 PRESENTS	
	HOT LAP, HEAT RACER, PRELIMS	JULY 1
	FEATURE RACE	JULY 2
	INDIANA SPRINT WEEK	
	PRACTICE, QUALIFYING & RACE	JULY 24
	PENNZOIL 250	
	PRACTICE, QUALIFYING & RACE	JULY 25-26
	BRICKYARD 400	
	PRACTICE & QUALIFYING	JULY 25-26
	RACE	JULY 27
	TIRERACK.COM BATTLE ON THE BRICKS	
	PRACTICE & QUALIFYING	SEPT. 19-20
	RACE	SEPT. 21
	INDIANAPOLIS 8 HOUR	
	PRACTICE & QUALIFYING	OCT. 17-18
	RACE	OCT. 19-18

EMERGENCY ACTION

IN CASE OF AN EMERGENCY:

- In emergency situations, your own personal safety is your biggest priority. Take care of yourself first.
- Follow the direction of Pagoda Command, your supervisor, and public safety officials.
- Encourage guests to remain calm and direct them to follow the instructions from public safety in an orderly manner.
- Clear areas for First Responders and take direction from public safety.
- Discourage guests from taking pictures or interfering with First Responders.

PAGODA COMMAND:

Representatives from each operational division will be stationed in the Pagoda Command Event Center to answer questions or address concerns on all event days. All staff may call **317-492-5500** and press 5 to speak to a representative. For urgent or emergency matters, staff may also call **317-492-5600** for quicker access to a representative.

SUSPICIOUS ACTIVITY INCLUDES BUT NOT LIMITED TO:

It is everyone's responsibility to report suspicious activity to ensure that our venue is safe for all staff and guests. Report strange and suspicious activity to either your supervisor or Pagoda Command.

Suspicious activity can include:

- Unattended coolers, backpacks, purses, or bags
- Unapproved drones
- Individuals wearing out-of-season clothing such as bulky coats or jackets
- Individuals asking detailed questions about security and/or taking excessive photos

WEATHER POLICY:

- Pagoda Command works closely with the National Weather Service to monitor the weather and give advance warning of impending storms.
- Staff will receive direction from Pagoda Command on when to seek shelter. Do not abandon post until directed unless you are concerned about your safety.
- Encourage our guests to have and implement their "Personal Safety Plan". Advance warning will also be given to guests through video boards and PA.

EMERGENCY	911
PAGODA COMMAND	317-492-5500
PAGODA COMMAND EMERGENCY	317-492-5600

Event Staff Tri-Fold Guide



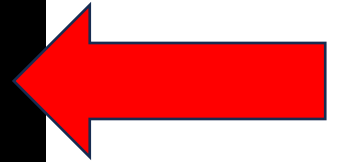
**PLEASE VISIT OUR SEASONAL
STAFF TRAINING WEBSITE:**



SCAN ME

FEATURES INCLUDE:

- IMS employee handbooks and policies
- Volunteer group policies
- Event maps
- Divisional training guides
- Event schedules
- Links to additional information





Employee Time Correction Form

Employee Last Name: _____ Employee First Name: _____
(PLEASE PRINT FULL NAME, NOT NICKNAME)

ADP Employee ID #: _____

Department: Guest Experience Pay Period Ending Date: 05/02/2025

This form should be used for corrections to regular time worked. Please complete only the time to be adjusted.
Please circle a.m. or p.m. for each in/out time.

No Lunch	Date	Time In		Time Out		Time In		Time Out		Job Code
	04/26/2024		a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	
			a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	
			a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	
			a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	
			a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	
			a.m.		a.m.		a.m.		a.m.	
			p.m.		p.m.		p.m.		p.m.	

Employee Signature: _____ Date: 04/26/2025
(required)

Supervisor Approval: _____ Date: _____
(optional)

2025 Month of May Overview

The background of the slide is a faded, grayscale image of a large race track grandstand. On the right side, a prominent multi-story tower is visible, featuring a 'TAG HEUER' logo on its upper section. The tower has several levels with balconies and is surrounded by spectators. The rest of the image shows the tiered seating of the grandstand, which is also filled with people. The overall scene is a typical view from a race track during a major event.

Overview of Public Days



Date	Activity	Gate Hours
Friday, May 9 th	GMR Grand Prix Practice/Quals	7:30am – 8:00pm
Saturday, May 10 th	GMR Grand Prix Race Day	9:00am – checkered flag
Tuesday, May 13 th	Indy 500 Practice 1	10:00am – 6:00pm
Wednesday, May 14 th	Indy 500 Practice 2	10:00am – 6:00pm
Thursday, May 15 th	Indy 500 Practice 3	10:00am – 6:00pm
Friday, May 16 th	Indy 500 Practice 4 (Fast Friday)	10:00am – 6:00pm
Saturday, May 17 th	Indy 500 Qualifying 1	8:00am – 6:00pm
Sunday, May 18 th	Indy 500 Qualifying 2	10:00am – 7:00pm
Monday, May 19 th	Indy 500 Practice 5	11:00am – 3:00pm
Friday, May 23 rd	Carb Day	8:00am – 6:00pm
Saturday, May 24 th	Legends Day	8:00am – 3:00pm
Sunday, May 25 th	Indy 500 Race Day	6:00am – checkered flag



2025 Key Updates



- Lot 2 improvements
- New broadcast partner FOX
- IMS Museum re-opening
- External traffic plan with public safety



Situational Trainings

The background of the slide is a grayscale photograph of a large, multi-tiered grandstand at a race track. The grandstand is filled with spectators. On the upper levels, there are prominent TAG Heuer logos and banners. Numbers 1 through 10 are visible on the top edge of the grandstand, likely indicating different sections or seating areas. The overall scene is a high-angle view of the grandstand, showing its extensive length and the density of the crowd.



Lost Child – [VIDEO LINK](#)



Smoking – [VIDEO LINK](#)



Suspicious Package Link – [VIDEO LINK](#)



What to Wear – [VIDEO LINK](#)

Before We Dismiss



- Boxed lunches will be provided for Guest Experience staff on Wednesday, 5/14 and Sunday, 5/18
- Turn in time corrections to supervisors after break-outs
 - College Program – turn in after your training session
- Please turn in your staff guides to the tables when you leave
- Break-out sessions will be approx. half hour
- After break-outs, Supervisors reconvene in the Pavilion





THANK YOU!



Break Out Locations

