

POLICY HANDBOOK OVERVIEW

We take special pride in being AMC Amazing. Through our core purpose of making smiles happen, not only do we create a fun team atmosphere, we also support our Guiding Principles of upholding a friendly, clean, and quick environment for our guests.

This handbook contains general statements of company policy pertaining to crew (including bartenders, bussers, cooks, crew leads, dishwashers, servers) and supervisors, but it is not intended to form an employment contract. Violating company policies may result in disciplinary action, up to and including termination.

This handbook is not intended to restrict or interfere with federal, state, or local labor law, including the National Labor Relations Act and any whistleblower protections under applicable federal, state, or local law.

AMC has the right to change, modify, supplement, revise, terminate, or rescind any policies, procedures, or benefits described in this handbook with or without notice.

EMPLOYMENT AT WILL

Employment-at-will means that AMC or the associate may terminate the employment relationship at any time for any reason. No AMC representative or agent has the authority to alter the employment-at-will relationship between AMC and its associates.

Now let's get the show started!

ASSOCIATE PERKS

We offer amazing opportunities to satisfy your appetite and to kick back and relax.

AMC Stubs Cast Program

Membership into AMC Stubs Cast is free to all active AMC associates. Associates are automatically enrolled in AMC Stubs Cast at time of hire. Associates will receive a Welcome Email to their personal email address listed in Associate Self-Service, which also serves as the account username. Using the link provided in the Welcome Email, associates should [register their account](#) to accept the [Terms and Conditions](#), and gain access to their online and AMC Theatres App account. Any updates to personal information on an AMC Stubs Cast account, including personal email and preferred name, must be made in [Associate Self-Service](#).

- Associates MUST be logged into, or present, their AMC Stubs Cast virtual card to earn points, rewards or take advantage of any special offers, discounts, or benefits.
- One account per associate for personal use only. Friends and family may not use AMC Stubs Cast Accounts.
- Associates will earn 100 points for every \$1 spent on purchases. AMC Stubs Cast memberships will not earn points when using associate pass benefits.
- For every 5,000 points accumulated on purchases made at participating AMC Theatres locations, members are eligible to activate a \$5 virtual reward.

- AMC Stubs Cast members receive a 25% discount on Private Theatre Rentals. Discount will automatically apply when logged into account.
- AMC Stubs Cast Members will receive all online ticketing fees waived when purchasing tickets through amctheatres.com or other designated ticketing partners.
- AMC Stubs Cast Members receive free upgrades on fountain drinks and popcorn and are eligible for one same day free refill on large popcorn purchases.
- Use of Insider, Premiere, or A-List accounts while working for AMC are not permitted.
- Not eligible for AMC Stubs Priority Lanes, sweepstakes, contest, Bonus Bucks, or other similar promotions, unless explicitly stated.

For additional information, please see [AMC Stubs Cast Policy](#).

Food and Beverage Discounts

All associates, upon presentation of your AMC Stubs Cast membership, receive a 50% Food and Beverage discount circuit wide and a free regular size popcorn every day while on break or off the clock.

- Associates must present their AMC Stubs Cast membership and photo ID when using the benefit at the concession stand. The name on the AMC Stubs Cast account must match the photo ID of the person presenting.
- Associates may utilize the Mobile Order feature on the AMC website or mobile app to purchase food & beverage. If logged into their AMC Stubs Cast account, the 50% discount will be applied on mobile orders, no photo ID is required.
- **Associates may never ring up their own items.** Another associate or manager should ring up transaction.
- The maximum daily associate discount is \$25 with a \$50 spend.
- If an associate has opted out of their AMC Stubs Cast membership, they are not eligible for the Discounted Food & Beverage benefit.

During break periods, associates are eligible to receive fountain drinks, drip coffee, popcorn (excluding gourmet) and ICEE/Artic Blast free of charge. *However, in order to receive these free items, associates must provide their own cups and/or bags or use theatre-designated supplies as indicated by management.*

For additional information, please see [Associate Food and Beverage Discount Policy](#).

Free Movies/Screenings

- **Free Movies** – To Utilize AMC OnePass Benefits:
 - Mobile Tickets - Log in using AMC Stubs Cast account information on the AMC Theatres mobile app or on amctheatres.com, add the movie to cart and the discount will automatically apply at checkout, no ID check is required for mobile tickets
 - In-Theatre Tickets – If requesting tickets in-theatre, show your AMC Stubs Cast QR code or account number at guest services to receive discount. **A valid photo ID that matches the name on your AMC Stubs Cast account is required for in-theatre requests.**

- The number of free passes an associate is eligible for is based on job title:
- Supervisor & 2 Guests OR Crew & 1 Guest
 - You must attend the movie with your guests.
 - You are responsible for your guest(s) behavior(s).
 - Tickets available within 2 hours of showtime
 - Benefit is limited to 1 (one) showtime per day
 - Restrictions may still apply. Certain titles/showtimes may not be available for free tickets
 - Can't use for personal gain, trading, or bartering. May be limited, reduced, or discontinued at any time.
- Monitoring of this program is already in place to ensure compliance with our policies and procedures. Questions can be directed to Fraud_Loss@amctheatre.com.
- **Screenings** – only associates may attend. We also offer Friends and Family screenings!
- **Motion Picture Associate of America (MPAA) rating system** – designed to provide guests with advance information about the content of movies and what's appropriate for children. Associates are expected to follow MPAA guidelines and are accountable for noncompliance.

WARDROBE

Dress the part and be show ready while on duty or representing AMC away from your theatre. The wardrobe guidelines below provide general guidance. If your theatre or locality has unique requirements, your Leadership Team will share with you.

Grooming and Hygiene

Health code requires that all associates maintain proper personal hygiene. Clean presentable fingernails, hair, and appearance are essential. Associates must be free of any excess perfumes.

- **Clothing** – all associates must wear clean and damage-free clothing.
- **Nails** – for health code reasons, nails may not exceed 1/4" and artificial/enhanced nails are not allowed when working in food service areas.
- **Jewelry** – for health code reasons, associates may not wear bracelets and necklaces must be tucked in.
- **Tattoos** – are allowed, provided they are not considered lewd or offensive.
- **Hair** – for health code reasons, hair below shoulder length must be secured away from the face when working in food service areas.

Provided by AMC

- **Nametags** – Crew and Bartenders must wear the magnetic nametag at all times on the upper portion of the chest, opposite the AMC logo. Crew Leads and Supervisors may choose between wearing a lanyard or a hipster nametag.
 - Note that hipster nametags must remain visible. If it is covered by a shirt or jacket, a lanyard nametag must be worn instead.
- **Shirts** – black shirts for crew; red shirt for crew leader; button-down shirts for bartenders.
- **Back of House associates** – black shirts for crew.

- **Hats** – only permitted where required by local or state health codes and must be worn with the bill facing forward.
- **Supervisors** – short or long sleeve button up shirt will be provided. See [Wardrobe Standards \(Theatre\)](#) for approved leadership uniform items (must access on the AMC Network)

Provided by associate

- **Back-of-House associates** – black chef pants.
- **Pants** – must be solid black, fitted to the natural waist, and free of fading, rips, holes, stains, distress, or graphics. Black jeans are also acceptable. Solid black belts may be worn.
 - Shorts, capris, spandex, sweatpants, or workout pants are not approved.
- **Shoes** – slip-resistant and solid black. Through our partnership with [SR Max online](#) – associate can purchase shoes via payroll check deduction.
 - Footwear must be solid black, including the soles.
 - Footwear may not have contrasting logos, stripes, or designs.
 - Footwear must be closed toed and without open holes (traditional Crocs style shoes).
 - No sandals or heels higher than 1½ inches allowed.
- **Undershirts** – are optional but must be solid red, gray, black or white and free of graphics and logos. Long and short sleeved shirts are approved.
 - Hoodies, hooded shirts, sweaters, and jackets are not permitted as undershirts

NY and Washington DC Theatre Exceptions: Crew members may wear their own black t-shirt and blue or black jeans. Both must be solid color without holes or tears. Shoes must be slip resistant, no heels, closed toe, and no bright/white colors are permitted.

Approved Crew Wardrobe Items:

Images below are examples and are not all inclusive



Undershirt examples



Solid black pants and jeans



Solid Black Slip Resistance Shoes

Non-Approved Crew Wardrobe Items:

Images below are examples and are not all inclusive



EMPLOYMENT REQUIREMENTS

Attendance – reliable and predictable attendance is an essential function of the job.

- When possible, contact a manager 3 hours prior to your shift if you will be late or are unable to work, this includes absences for illness that do not meet the serious health condition requirement (see page 8 for definition).
- You may be eligible for paid time off in accordance with state law, contact your manager for further information.
- While not required, it is helpful if you try to find a replacement for missed shifts.
- Absences for 3 consecutive shifts without proper notice, may be considered a resignation.

Availability – theatres are open seven days a week, with busy times during weekends and holidays.

- If your availability changes and does not meet the theatre requirements, a position may no longer be available.
- Submit changes to your availability via [Workforce](#) by 10:00 p.m. the Sunday before the work schedule is available.

Pay Periods – the week runs from Friday through Thursday. Payday is every other week on Thursdays.

- Accurately record hours worked, review your paystubs, and report errors to your manager.

- Only you may clock yourself in/out of the payroll system. Notify a manager if you forget to clock in/out.
- There is a 7-day delay between the last day of the pay period and payday.
- AMC will not discharge or in any other manner discriminate against associates/applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another associate/applicant.

Schedules – your work schedules may change week to week due to peak business times.

- Schedules will be posted by Wednesday at 6:00 p.m. for the following work week, or as required by local law.
- If you are scheduled on an approved day off, immediately contact a manager.
- **Shift Changes** – if you're unable to work an assigned shift, you may change with another associate.
- The associate taking your shift must be available the entire shift, be trained for the assigned work area, and be in the same position/title as you.
- Approval through Workforce is required. If approved, the associate taking the shift becomes responsible for that shift.

Time Off – submit requests to a manager; a request does not mean it has been approved.

Tips – only bartender, server, and busser/runner positions may accept tips.

- Tips may be divided by tip sharing or tip pooling, to the extent permitted by applicable federal, state, and local laws.
- All other positions are not eligible to receive tips. If a guest provides a tip, thank them and decline the tip.

WORK CONDUCT

As an AMC associate, you are expected to act with courtesy, respect, and professionalism on AMC's premises and while representing AMC away from the theatre.

Professionalism – in keeping with these expectations, the following behaviors are prohibited:

- **Falsifying** or providing inaccurate information.
- **Gambling** (e.g., football pools, lottery ticket pools, etc.) while on AMC property.
- **Refusal** to follow a supervisor's instructions concerning a job-related matter.
- **Smoking** (e-cigarettes, smokeless tobacco, cannabis (THC)-based cigarettes, etc. and the use of other tobacco-based products) on the premises while you are on duty.
- Take, give away, sell, exchange, **destroy**, **deface**, or **misuse** company, associate, guest property, including promotional items provided by studio partners and vendors, unless otherwise stated.
- **Unprofessional communication** such as profanity, offensive language, and gossip.
- Using audio/video **recording devices**, except in cases of emergency and approved by a manager.

Confidentiality – you may have access to sensitive company, associate, and guest data. Associates should not:

- Release confidential information to non-supervisory associates or outsiders, except as permitted by applicable federal, state, or local law.

- Disclose AMC trade secrets and proprietary information.
- Post AMC confidential communications such as: reports, policies/procedures, schedules.
- Illegally communicate or give insider information to others so that they may buy/sell stocks or securities.

Conflict of Interest

Any conduct that has the effect of questioning your objectivity, or that creates a situation of competing loyalties, may be a conflict of interest. Associates may not also be employed with an AMC competitor or an AMC vendor.

Media Guidelines – associates are not permitted to speak on behalf of AMC. Only the Corporate Communications department and approved executives are authorized. If you are approached or contacted by a member of the media for any reason, refer that individual to a manager.

Social Media – before creating online content, remember the following:

- Ensure your postings are consistent with the policies stated within this handbook.
- Do not create a link from any social network to an AMC website without identifying yourself as an AMC associate.
- Refrain from using social media while on work time or on AMC equipment.
- Do not use AMC e-mail addresses to register on social networks, blogs, etc. for personal use.

PERSONAL RELATIONSHIPS

It's not uncommon to make long lasting friendships at AMC. Personal relationships among peers (e.g., Supervisor to Supervisor, Crew Lead to Crew) are permitted provided they:

- Follow all AMC policies regarding work conduct & professionalism in the workplace or when representing AMC inside and outside of the theatre, on and off duty. Examples include but are not limited to inappropriate physical contact, communication, or disruptive behavior.
- Disclose personal relationships (family, romantic, platonic) if/when an associate is being considered for a promotion¹ or in instances where a theatre transfer could result in a supervisory conflict as described below.

Supervisory Relationships (e.g., GM to Manager / Supervisor to Crew)

People managers may not engage in or pursue romantic relationships, cohabitate, attend non-AMC sponsored functions, or communicate for non-business-related purposes (to include social media interaction) with associates they supervise directly or indirectly. Nor can they directly supervise family members.

LEAVES OF ABSENCE

AMC recognizes there may be times when associates need to be absent from work for a variety of reasons including military, personal injury or illness, pregnancy, and to care for family members with serious health conditions.

The Leaves of Absence policy provides several types of leave available to help associates balance work and life obligations.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider.

AMC, in its sole discretion, may require an associate to apply for a Leave of Absence.

Absences of 3 or more consecutive shifts for a serious health condition.

- Provide intent to return to work and if absence is for the associate's own serious health condition, a doctor's release is required prior to returning to work.

Absences of 5 or more consecutive shifts for a serious health condition.

- Provide written request to manager, if foreseeable. Failure to provide advanced notice may result in denial or postponement of the leave.
- Discuss leave options with manager.
- Contact AMC's Leave Administrator, Voya, at (888) 973-3652 to file a leave of absence.
- A doctor's release will be required prior to returning to work.
- An approved Leave of Absence is taken without pay, except for required use of absentee time, applicable disability benefit or workers' compensation payments (if qualified) and certain Military Leave pay.
- For any leave which does not qualify under FMLA (the Family and Medical Leave Act of 1993), or which exceeds the allotment allowed under/in the Act, AMC reserves the right to address reinstatement consistent with its obligations under applicable law.

For additional information, ask a manager to review the full Leave of Absence policy.

For non-serious health condition absences, see the Employment Requirements – Attendance section on page 5.

Workplace Accommodations

AMC provides workplace accommodations to qualified individuals in accordance with applicable federal, state, and local laws. Any associate who believes that he or she requires an accommodation must promptly notify AMC of the need for such accommodation. This request for accommodation should be presented to your general manager.

NON-DISCRIMINATION & ANTI-HARASSMENT

We strongly believe that all associates have a right to work in an environment free of discrimination and/or harassment.

Conduct that violates anti-harassment laws or conduct not aligned to AMC's values, policies, or behavioral expectations is prohibited. This includes conduct in any work-related setting, whether on AMC premises, during working time, or while participating in AMC activities outside the workplace.

Approval of, participation in, or acceptance of conduct that creates even the potential for unlawful discrimination or harassment will be considered a violation of this policy.

Discrimination

Defined as unjust treatment based on a person's age, race, color, religion, gender, disability, pregnancy, appearance, national origin, sexual orientation, citizenship status, gender identity or expression, military or veteran status, genetic information, or any other reason.

Harassment

- Verbal harassment includes comments that are offensive or unwelcome including epithets, slurs, and negative stereotyping.
- Nonverbal harassment includes distribution, display, or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion, or disrespect toward an individual or group.

Sexual Harassment

Defined as unwelcome sexual advances, demands, pressures, requests for sexual favors, and conduct of a sexual nature when:

- Is made explicitly or implicitly a term or condition of employment.
- Is used as the basis for a decision.
- Unreasonably interferes with an associate's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Making or threatening retaliation, whether explicitly or implicitly, after a negative response to sexual advances.
- Repeated, unwanted sexual flirtations, advances, or propositions.
- Unwelcome physical contact such as patting, grabbing, pinching, groping, or brushing against another person.
- Offensive visual conduct, including leering, making sexual gestures, or the display of sexually suggestive objects, pictures, cartoons, or posters.
- Offensively suggestive or sexually explicit communication in any form, including but not limited to letters, notes, invitations, e-mail, instant messaging, voicemail, or any social media forums.
- Sexually oriented verbal teasing, jokes, degrading comments or inquiries into one's sexual experiences, or discussions of one's sexual activities.

Retaliation

Defined as punishing job applicants or associates for asserting their rights to be free from employment discrimination including harassment.

AMC strictly prohibits retaliation in any way against anyone who has lodged a complaint, has expressed a concern, or has cooperated in an investigation regarding harassment or discrimination, including sexual harassment.

It is a violation of AMC policy for an individual to be disciplined or otherwise disadvantaged because of good faith resort to the procedures in this policy for reporting sexual or other unlawful harassment or discrimination.

ACCESS AND SECURITY

Do	Don't
<ul style="list-style-type: none"> Only associates or authorized vendors should be in theatre before or after business hours. Secure personal items appropriately in break room. AMC is not responsible for lost or stolen property. * Only use your own personal code/password and keep it confidential. Notify a manager if it needs to be changed. *Associates responsible for providing their own lock for locker. All items must be removed at the end of shift. 	<ul style="list-style-type: none"> Access the theatre if a manager/supervisor is not present. Prop doors open. Store personal items in any area where cash or food is being handled. Release any associate information to outsiders. If a guest requests this information, notify a manager. Any form of physical violence and verbal/nonverbal assault (threatening, intimidating, bullying, or fighting)

Weapons

To maintain a safe and violence free workplace for all associates, the possession or use of dangerous weapons on company property is prohibited, except for security personnel as required by their position. This includes any location in which the associate represents the company for business purposes.

Acceptable protection items need to be locked up and may not be carried while on duty, except for associates that require a multi-tool to perform their job duties.

Prohibited Weapons (not limited to)	Acceptable protection items
<ul style="list-style-type: none"> Firearms Explosives Tasers Fighting weapons (nunchakus, brass knuckles, etc.) Knives/swords (with blades over 4 inches) 	<ul style="list-style-type: none"> Personal protection sprays (i.e., pepper spray) Pocket knives (with blades under 4 inches)

A permit to carry any weapon does not supersede company policy. However, lawfully possessed firearms may be stored in permit holder's locked vehicle.

Any associate that is aware of prohibited weapons of any type or form on company property should immediately report to his/her manager.

AMC reserves the right, at any time and at its discretion, to search any property belonging to AMC (desks, lockers, etc.), and persons entering its property to determine whether any weapon has been brought onto its property.

DRUGS AND ALCOHOL

It is the policy of AMC to strictly prohibit the manufacture, distribution, dispensing, possession, use or sale of a controlled substance, or being under the influence of the following items by any individuals while on company premises, or at off-site company related/sponsored events:

- Alcohol
- Illegal or unauthorized drugs (including medical cannabis THC).
- Substances that may alter or affect a person's perception, performance, judgement, or reactions.
- Any other chemical substances that may affect an individual's mood, senses, responses, or motor function.

Alcohol –Associate discounts on alcohol are not permitted at any time. Associates are not allowed to sit at the bar at any time while on duty.

Prescriptions and OTC medications – Some may fall within the above prohibition. An associate desiring to use any medications while on duty or on company premises should submit a request for reasonable accommodation to their GM.

Testing – Drug and/or alcohol tests may be conducted in accordance with applicable federal, state, and local law, including reasonable suspicion and post-accident testing where permitted by law.

Refusal to submit to such a test or attempting to tamper with such a test may result in disciplinary action, up to and including termination.

FOODBORNE ILLNESSES

Associates are required to inform a manager whenever they have symptoms of an illness that can potentially be spread through food handling. Symptoms which must be reported are listed below:

Diarrhea

Jaundice

Sore throat with a fever

Vomiting

An open or draining wound on hands, wrists, arms, or other parts of the body unless it is covered by a dry, durable, tight-fitting bandage

It is also the associate's responsibility to report to the manager any known exposure (either the associate has been diagnosed or they live in the same household with a person who has been) to any of the following illnesses:

E. Coli

Hepatitis A

Nontyphoidal Salmonella

Norovirus

Salmonella Shigella

If the associate has been symptom free, without a confirmed diagnosis of any of the previous infections and/or transmissible diseases for 48 hours, the associate may return to work.

If diagnosis has been confirmed, the associate must be cleared medically before returning to work.

AMC ETHICS HOTLINE

At AMC, we place a high value on integrity—on doing what is morally and ethically right. If you witness or experience any unethical or illegal behavior or AMC policy violations, you should discuss with a manager or general manager immediately.

If you are unable to discuss with the theatre management team, the AMC ETHICS HOTLINE was created for you to report unethical and illegal behavior, such as *discrimination, embezzlement fraud, harassment, retaliation, and safety hazards*.

Supervisors or managers who receive reports or observe harassing conduct must immediately report it to the Compliance Department.

Reporting Incidents

- Complaints are promptly and thoroughly investigated in a fair and expeditious manner.
- Investigations remain confidential to the extent practical under the circumstances.
- The associate filing the complaint may receive a private interview, as well as the person(s) alleged to have committed the offense.
- If appropriate, the associate filing the complaint may be advised of the resolution.

AMC ETHICS HOTLINE

Phone: (800) 230-6345

File a report online at www.amcethicshotline.com

The AMC ETHICS HOTLINE is not intended as a forum for complaints and routine concerns or questions at the theatre (e.g., scheduling, work assignment, co-worker personalities, etc.) unless you feel they are motivated by one of the above reasons.