



KANSAS
S P E E D W A Y

EVENT
STAFF
HANDBOOK

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CODE OF CONDUCT

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between contact...Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key in their decision to return again.

KSC EVENT STAFF

Be kind, courteous and helpful

Engage and approach our fans as often as possible

Be prepared. Have helpful information available (Daily Briefing Sheet, Event Staff Handbook, Maps)
Follow your supervisor's instructions

Stay in position while on duty

Report disturbances or suspicious activity to your supervisor

Be neat, clean and professional

Familiarize yourself with your area and the facility No alcohol, smoking or drugs while on duty

No iPods and keep personal phone calls to a minimum (If you must make a call while speaking with a guest, please excuse yourself and step away)

Please remember that guests do NOT want to hear "I don't know." If you are unable to assist the guest – please respond with "Please let me find out for you" AND then make every attempt to assist the guest

Your supervisor is here to help you perform your job duties well. Please request assistance from him/her when needed.

GUESTS AND OUR FANS

Kansas Speedway is committed to creating a safe and enjoyable experience for their fans, both inside the venue and in the parking areas. When attending a Kansas Speedway event, all attendees should understand and cooperate with the Fan Code of Conduct. When necessary, event staff will get involved to secure a friendly environment for all attendees to enjoy. Event attendees are responsible for their actions. Ticket holders may be held responsible for the actions of guests using their tickets. Please respect the rights of others. We thank you for adhering to the Kansas Speedway Fan Code of Conduct. For Fan Assistance, please text KSFAN to 69050 or call 913-328-5087.

Unacceptable behavior may include, but is not limited to:

Unruly or illegal behavior

Alcohol intoxication or substance abuse

Foul or abusive language or gestures Interference with the event

Failure to follow instructions of event staff Verbal or physical harassment of others

Smoking except in designated areas

Obscene, Indecent clothing or signs Disruptive behavior

Attempting to sit in a seat location other than your own

Selling anything, including grandstand tickets, at Kansas Speedway without the permission of Kansas Speedway.

IMPORTANT PHONE NUMBERS

DISPATCH CENTER: 913-328-5087

EMERGENCY: 913-328-5111

GUEST SERVICES: 913-328-5100

MAINTENANCE: 913-328-5081

SECURITY: 913-328-5012

SECURITY 24/7: 913-526-5608

PARKING: 913-302-2413

TICKET BOOTH B: 913-328-5114

HELPFUL FACILITY INFORMATION

GRANDSTAND SECTION LOCATER

The center section begins at 100 for the lower section and 200 for the upper section. Odd numbers to the south towards turn 1, Even numbers to the north towards turn 4.

ELEVATOR LOCATIONS

Grandstands Only Elevators

Tower 1 at Turn 1 (aka Tower A): south end of the concourse- Section 153

Elevator Car Numbers 9 & 10

Tower 4 at Turn 4 (aka Tower D): north end of the concourse- Section 154

Elevator Car Numbers 1 & 2

Suite Elevator Towers (and Grandstand Access)

Wyandotte Tower (aka Tower 3 or Tower C)- Section 102

Elevator Car Numbers 3, 4, & 5

North Suite Tower/Ally Apex Club Entrance (aka Tower 2 or Tower B)- Section 124

Elevator Car Numbers 6, 7, & 8

CONCESSION STAND LOCATIONS (C1-C7)

Permanent Concession Stands are located throughout the concourse. Portable Concession Stands/Vendors are throughout the concourse, midway/display areas, and in FanWalk on the infield.

C1 is near grandstand section 150

C5 is near grandstand section 127

C2 is near grandstand section 134

C6 is near grandstand section 141

C3 is near grandstand section 116

C7 is near grandstand section 159

C4 is near grandstand section 109

CONCOURSE RESTROOM LOCATIONS

Concourse restrooms are located next to each permanent concession stand on the concourse (listed above). Portable toilets are placed in the parking lots, midway/display areas, and campgrounds as well.

Men's- near sections: 150, 134, 116, 109, 127, 141

Women's- near sections: 142, 126, 108, 117, 135, 151, 169

FAMILY RESTROOM LOCATIONS

Located in grandstand sections 115 and 167 (in the Highline District). 3 private restrooms at each of these two locations.

NURSING STATION LOCATIONS

Concourse locations – Nursing mothers requesting a private/clean location can use either of the two First Aid stations. They are located on the north grandstand concourse across from section 122 and South grandstand concourse across from section 121.

Infield location - At the infield care center located near the tunnel.

SECURITY OFFICES & LOST AND FOUND LOCATIONS

The concourse locations: section 122 & section 157

Security Office building is on Daytona Drive and located outside turn 3, behind the Credentials building.

Lost children or parents in the grandstands may be reunited at the Central Security Office located outside of elevator B across from section 124. Lost children or parents on the infield may be reunited at the Information Booth located adjacent to the scoring pylon in the center of the infield. For additional information, call 913-328-5012.

Lost personal items such as keys, wallets, glasses, etc. may be given to any Kansas Speedway Usher, Security, or Guest Services staff member. Lost and found storage stations are located at Ticket Booth A, Central Security Office on the concourse across from Section 124, Infield Information Booth next to the scoring pylon and at the Security Office located outside of the track tunnel on the corner of France Family Drive and Daytona Drive.

SMOKING

Smoking is prohibited in the grandstands. Smoking IS allowed anywhere on the concourse.

ADA TRANSPORTATION

ADA PARKING

ADA parking sites are in Lots 3, 4, and 7. An ADA license plate or permit with identification of the individual in the vehicle along with certain state issued paperwork or identification card is required. Parking is available on a first-come-first served basis. Lots may fill early, and guests may be directed to an alternate unpaved lot.

ADA TRANSPORTATION AROUND PROPERTY

Golf Carts/Trams are also available to help individuals needing assistance that are NOT in wheelchairs.

ADA/Wheelchair accessible vans for mobility assistance are available to help with transportation around property. These vans will make their way through the ADA parking lot to pick up guests that need assistance who are in wheelchairs.

Guests that need mobility assistance, should go to a **red and white tent** and a Guest Service Ambassador will call for an assisted Van pick up or Golf cart. Golf carts will pick up guests at any Red and White Tent. Only the guest in need of assistance and one companion may ride.

PRE-RACE DROP OFF LOCATIONS FOR GUESTS ON GOLF CARTS OR IN ADA VANS

Gate A – close to ticket gate entrance

Gate B – on Daytona Dr near the walkway to ticket gate B

Gate C – Transportation Plaza at Gate C

Infield, near the Fan Walk entrance (assisted vans only)

POST-RACE PICKUP INFORMATION

Golf carts will pick up guests at the below locations. Gate A and B locations will be designated with a red and white tent near Daytona Drive. Please note that only one additional individual may ride with the handicapped guest. Guests parked in the ADA lots will be transported first.

PICK-UP LOCATIONS:

Gate A & B – on Daytona Dr.

Gate C – Transportation Plaza at Gate C

Infield, near the Fan Walk entrance (assisted vans only)

DROP-OFF LOCATIONS:

ADA parking lots (lots 3, 4, & 7)

Red & White tent at the Intersection of Talladega and California Drive (between lots 4 & 5).

Red & White tent at the intersection of Darlington and California Drive (between lots 2 & 3).

TO GRANDSTANDS OR ADA LOTS FROM INFIELD:

Please stop at the Guest Information Booth outside the Fan Walk near the scoring pylon and ask a Guest Services Ambassador for a van pick-up.

NOTE: Due to an overwhelming need for assisted transportation, there may be a long wait at many of the locations. We will have Guest Services Ambassadors at each location to handle the flow of guests and to answer questions.

BAG CHECKERS

Bag and cooler checks must be performed to the pre-designated format to maximize safety for both employees and patrons alike. Fans/Guests may enter the gates with a 14”x14”x14” soft sided cooler!

Fans MAY NOT enter KSC with: Firearms, Sheath knives, Fireworks and items restricted by Local, State and Federal Laws, Glass, Thermoses, Hard Sided Coolers or Non-Clear Insulated Cups. For a complete list of items allowed and not allowed, please go to the Gate Policies section.

Physical contact of any kind should never happen between the persons performing the bag check and the patron's belongings. If items in the bag are not visible due to obstructions, politely ask the individual to move the necessary items so that you have a clear view of all contents in the bag. This will include asking the patron to open zippers and fasteners to give a full view of the contents. Please use your flashlight and inspection wand or stick as necessary.

CREDENTIALS

The Credentials building is located just outside the vehicle tunnel and just off France Family Drive. Guests needing a ride to the Credentials building should be directed to board any of our Kansas Speedway buses at any of our tram stops. Make sure the bus driver knows you need to be dropped off and picked up at the Credentials building.

Contact Information: Kym Singmaster

Kansas Speedway Credentials - 913-328-5014

For late requests, call or contact via email at credentials@kansasspeedway.com

Please allow 24 hours for fulfillment of the credentials request.

Pre-arranged media, sponsor and corporate credentials are issued at the Kansas Speedway Credential Office located outside the vehicle tunnel at the intersection of France Family Drive and Daytona Drive. NASCAR credentials is located on the backside of the Kansas Speedway Credential building. NASCAR credentials office may or may not be open the same hours as the Kansas Speedway credentials office. Individuals under the age of 18 requesting a credential through Kansas Speedway will be issued a MINOR credential that does not provide garage access. Only NASCAR may issue garage passes to MINORS – please see the credentials access description sheet or credentials boards located at entry gates for more information.

DRONES

(Unmanned Aerial Systems Policy)

NASCAR acknowledges the approved and legitimate use of UAV (Unmanned Aerial Vehicle) technology by our broadcast partners, facility operators, and other authorized entities. To ensure safety and compliance, all UAV operations during event weekends must receive prior written approval from NASCAR. Unauthorized UAV operations pose a significant risk to the safety of our industry, employees, and the public. Therefore, NASCAR has a strict policy to address and mitigate any unauthorized UAV intrusions. The Federal Aviation Administration (FAA) has established a

Standard Sports Temporary Flight Restriction (TFR) that applies to all NASCAR Cup Series races. The TFR restricts the following activities:

All manned and unmanned aircraft operations are prohibited except as specified within an area defined as:

- 3 Nautical Mile Radius (NMR) from a qualifying stadium or other sporting venue hosting a qualifying event
- Up to and including 3000 feet Above Ground Level (AGL)

To enforce this, NASCAR Security will deploy drone detection technology (Aerial Armor) at every NASCAR Cup Series event throughout the season. Additionally, certain events, such as the Daytona 500 and the Chicago Street Race, will have law enforcement-provided detection systems in place.

Key responsibilities and procedures are as follows:

- UAS Response Teams: Each facility must establish dedicated UAS Response Teams. These teams will be responsible for contacting unauthorized UAS operators when their drones enter the airspace above any area occupied by patrons.
- Communication Protocol: Facilities must provide NASCAR Security with the names and cell phone numbers of individuals assigned to UAS duties during the event weekend.
- Detection Alerts: NASCAR Security will ensure that UAS Response Team members receive real-time alerts from Aerial Armor when a UAV enters the protected airspace.
- Response Actions: The UAS Response Team should locate the UAV pilot and ground the device as quickly as possible.
- Information Collection: The UAS Response Team should gather the following information from the UAV operator:
 1. Full name and address of the pilot
 2. FAA pilot certificate number (if applicable)
 3. Make, model, and aircraft identification number of the UAV

FIRST AID

Guests with minor medical problems or requests for first aid may be escorted or directed to the First Aid Stations. The Advent Health Hospital staff are on site during the hours of the on-track activity. First Aid facilities are located:

INFIELD CARE CENTER

Immediately inside the infield tunnel and to the right

CONCOURSE FIRST AID STATIONS

North Grandstand Concourse: beneath section #s 122/222

South Grandstand Concourse: beneath section #s 121/221

If you encounter a medical emergency:

Option 1: Request medical assistance via your dispatcher

Option 2: Call 913-328-5111

Option 3: Request medical assistance on speedway radio, Channel 1

- Remain calm, speak clearly and concisely, be as accurate as possible regarding your location and identifying gate letter, number, seat section, reserved/infield/ campsite #, parking lot pole marker #, landmarks, etc., in the area.
- Provide information as to the nature of the problem.
- Begin securing the area of the incident to make access easier for those responding.
- Avoid placing yourself in danger of injury. If you are injured or exposed to blood or bodily fluids, **REPORT TO FIRST AID STATION AS SOON AS POSSIBLE!**

After the medical team has arrived, please notify your supervisor immediately of the incident.

GATE POLICIES

TICKET GATES

Service Animals

Kansas Speedway recognizes the importance of Service Animals in assisting guests with disabilities. Service Animals are welcome throughout the property but must always remain leashed. Comfort animals are not permitted within our ticket gates.

PERMITTED ITEMS

- Soft-sided 14"x14"x14" cooler with snacks and beverages (no glass)
- 1 school-sized backpack
- Earplugs
- Binoculars
- Blanket
- Cash
- Camera
- Seat cushion (no metal tubing and/or metal hooks)
- Stroller (if it is accompanied by a child). Can be parked near the 4' tall chain link fence adjacent to the grandstand entries
- Clear insulated cups
- Umbrellas (for rain only)

PROHIBITED ITEMS

- Firearms, fixed blade knives, fireworks and items restricted by Local, State and Federal Laws
- Glass
- Stadium seats with metal hooks and/or tubing
- Pets (only exception is a service animal)
- Folding chairs
- No thermoses, hard side coolers or non-clear insulated cups
- Bicycles or skateboards
- Large flag poles

Alcohol, golf carts and scooters are not allowed in the garages or pit road.

All guests, regardless of age, must have a valid admission for entry to Kansas Speedway. All items brought through the grandstand gates are subject to inspection by security officials.

These gate policies are subject to change without notice.

CREDENTIALLED GATES

Make sure you verify each credential and look at both sides of the credential when possible. All paper credentials must be accompanied by a photo ID. We have seen several one-sided, counterfeit credentials being used. Upon arrival at your gate post, please be aware of the nearest restroom, exit, concession stand and first aid station.

A credential board or Credential sheet will be posted at your gate. Please familiarize yourself with the allowed credentials through your gate. If you have questions, please reach out to your supervisor.

GUEST SERVICES

Kansas Speedway Mission Statement “The Best Guest Experience in Motorsports”

Guest Services information booths will be located throughout the facility. One can be found in the infield near the scoring pylon. Information booths are also located on the midway and display areas, and the red and white tents on California Drive at Talladega and Darlington and off Daytona Drive. Guest Services can also be reached by going to ticket booth A. Guest Services greeters can also be found on the concourse just inside each ticket gate.

REMEMBER:

WHERE do we interact with guests? **EVERYWHERE**, from the parking lots to the gates to their seats! **WHO** interacts? **EVERYONE** is a Guest Services Ambassador regardless of department! **HOW** do we interact? **WE ENGAGE OUR FANS!** Treat everyone as a “Personal Guest”

You are an important member of the KSC team! Regardless of your role, whether you are the first, last or in between.

Always Remember: You are the person, the key individual who is empowered, who can and does make an impact during each guest encounter you have. A positive guest experience is the key to their decision to return.

EVENT DAY & TEXTING INFO

To have Kansas Speedway information with you on race day, please make sure to grab a Daily Briefing sheet during the check-in process. The Daily Briefing sheet will have helpful information specific to each race day event that includes opening times for parking lots and ticket gates, track schedule, radio channel lists, driver autograph sessions, helpful telephone numbers plus many more need-to-know items.

For race day info and updates: text KSINFO to 627227 For race day assistance and issues: text KSFAN to 627227

PARKING

GENERAL PARKING

General Parking is FREE! Police officers and parking attendants are there to direct guests off the highways and to park them as quickly as possible. It is important to follow their directions, stay in your lane, and remain alert and aware of cars around you. We recommend race fans arrive early and pay attention to traffic signs, law enforcement and parking attendants.

Please note that as parking lots are filled, entrance gates will be closed. Please continue to proceed to the next open entrance gate for parking.

All parking is on a first-come, first-served basis. Internal roadways will be utilized to route guests to the closest available parking lots.

Overnight parking or camping, except in designated paid RV permit areas, is strictly prohibited.

Guests with a parking pass should visibly display the pass on their lower left windshield or rear-view mirror, whichever is applicable. These guests will then be directed to the closest available lot with the specific pass.

Only paper parking passes are accepted. Copies or electronic passes are not accepted.

ADA PARKING

Designated ADA parking is available. An ADA license plate or permit with identification of the individual in the vehicle along with certain state issued paperwork or identification card is required.

ADA reserved wheelchair parking is given to all guests who have purchased an ADA accessible seat(s). An ADA license plate or permit with identification of the individual in the vehicle along with certain state issued paperwork or identification card is required.

ADA parking areas are in Lots 3, 4, and 7. Parking is available on a first-come-first served basis. Lots may fill early, and guests may be directed to alternate unpaved areas. Ticket holders who have an additional parking pass along with an ADA permit should display one pass to park either in an ADA lot or a lot requiring that parking pass and the guest will be directed to the closest area available by the parking attendants.

MOTORCYCLE PARKING

Motorcycle parking is located just off California Drive and Talladega Drive.

RADIO CHANNELS AND ETIQUETTE

KSC RADIO CHANNELS

<u>CH.#</u>	<u>CHANNEL LINE UP</u>	<u>COMMAND/DISPATCH CENTER</u>
1	COMMAND	KSC STAFF
2	SECURITY	KSC STAFF
3	EMS/FIRE (RACE CONTROL)	KSC FIRE STAFF
4	EMS/FIRE (BACK UP)	KSC FIRE STAFF
5	GUEST SERVICES	GO TO CHANNEL 1
6	GATES (INFIELD)	GO TO CHANNEL 1
7	USHERS & GRANDSTANDS	GO TO CHANNEL 1
8	GATES, TICKETING, ACCOUNTING	GO TO CHANNEL 1
9	PRE-RACE & PR	GO TO CHANNEL 1
10	MARKETING/PIT TOUR	GO TO CHANNEL 1
11	PARKING	GO TO CHANNEL 1
12	LEVY	GO TO CHANNEL 1
13	KS FIRE (GRANDSTANDS)	KSC FIRE STAFF
14	MAINTENANCE	KSC STAFF
15	SECURITY (LAW ENFORCEMENT OFFICERS)	KSC STAFF
16	SECURITY (INFIELD)	GO TO CHANNEL 1

CHANNELS LISTED ABOVE IN YELLOW, GO TO CHANNEL 1 TO REPORT EMERGENCIES!

Before pressing the transmit button, make sure no one else is talking.

Hold transmit button 3 seconds before talking into microphone.

Speak slowly and clearly on radio. If reporting an emergency, remain calm.

Make sure your calling party responds "Go Ahead" before beginning conversation.

When walking and /or holding radio, make sure you are not pressing against the transmit button (keying up the microphone).

If radio is "chirping", the battery needs to be recharged and/or replaced. Do not wrap cables around headset. This could damage the wiring.

The radio is monitored! Please keep your discussions professional, concise and necessary!

RV & CAMPGROUND POLICIES

Pets are allowed in all campgrounds (Infield, Blue and White lots, Richmond, Daytona, Phoenix and Terraces).

Owners must:

Keep dogs on a 6 ft. or shorter leash or keep in RV.

Use designated areas for walking and playing with dogs in the campground.

Pick up after dog and properly dispose of waste.

Be responsible for any personal injury or property damage caused by their pets.

Ensure pets do not interfere with other guests (i.e. aggression, noise, waste, etc.). Pets may be asked to be removed from campground and property if aggression is observed.

Motorcycles are allowed in all campgrounds. Motorcycles in Terrace and Infield RV must have an add-on vehicle pass.

Infield and Terrace campground wristbands will allow “pass-thru” access to the grandstands to go to/from the display and vendor areas but do not allow access to grandstand seating.

TYPE OF RV ADMITTED

Self-contained vehicles are defined as vehicles that have built-in, permanently installed plumbing or running water and a holding tank for wastewater and sewage.

Infield, Richmond, Phoenix and Daytona Blue & White lots - only self-contained, registered recreational vehicles and campers are allowed.

Terrace - Self driven RVs only.

ADMISSION AND VEHICLE POLICIES

Terrace/Infield – Limit of ten (10) admissions per reserved space. Wristbands can be purchased during camper check-in or at the tunnel and terrace entrances. Admission wristbands are required for Infield and Terrace access. NASCAR issued garage passes do not permit Infield or Terrace access.

ADD ON VEHICLE PASS

Terrace/Infield – Site holders will be allowed to purchase one add-on vehicle pass per space at the gate only (includes motorcycles). The Add-on Vehicle Pass MUST be adhered to the outside of the windshield with the paper backing fully removed from the sticker. Failure to adhere the sticker to the outside of the windshield will result in vehicle being refused access to the campgrounds.

Daytona Blue and White lots, Richmond and Phoenix receive one add-on vehicle pass per space issued at no additional cost.

Only vehicles with an add-on vehicle pass are permitted access to the campgrounds.

All vehicles must fit within the 20' x 45' space.

Motorhomes, RV's, campers or any other self-contained vehicle admitted with a reserved site admission will not be eligible for pass-out or re-entry.

A Lot 25 pass may be used for any additional guests you have at your camping spot during race weekend, but their vehicle must be parked in lot 25. One Lot 25 pass per spot will be distributed and this pass must always be clearly visible in the guest vehicle.

The Lot 25 pass is ONLY valid for vehicle access and parking in the overflow Lot 25 parking lot – it does NOT allow access to any of the campgrounds at any time.

AMENITIES PROVIDED

Most of the Kansas Speedway camping spaces do not offer water or electrical hookups. Fresh water fill ups (up to 100 gal) and pump outs are available for an additional charge by calling 913-328-5083 for all RV Services.

Terrace campgrounds do offer water.

Please note that an adult (18 or older) must be present at the time RV services are received and no services are available the day following the last race.

Free, portable shower houses are in the Richmond campground, Infield across from the scoring pylon, Daytona Blue lot near the tram stop and to the back of the Phoenix campgrounds.

RESTRICTED ITEMS

Glass (broken glass could cause injury).

Confederate flags

Sleeping tents are only permitted in the tent camping area adjacent to the Martinsville campground.

No temporary scaffolding will be allowed in the Infield or Terraces. Ladders and platforms must be permanently attached to vehicles.

No platforms more than 12 inches above the roofline are allowed.

No weapons of any type (firearms, sheath knives, swords, etc.) Fireworks, super soakers, water balloon launchers, spotlights, laser pointers, drones, sky lanterns or other items deemed dangerous by Kansas Speedway to guests, staff or competitors, are strictly prohibited and will be confiscated.

Flags or banners rising above the roofline must be taken down prior to the race.

No signage or advertising is permitted on any vehicles without written approval.

Kansas Speedway policy prohibits E-bikes, scooters, ATV's, dune buggies, private golf carts, riding bar stools, riding coolers, and Segway's. (Private golf carts can be used for ADA guests. Proper documentation and paperwork must be filed with KSC and approved by KSC)

Fire lanes must always be open. (Vehicles blocking lanes established by Kansas Speedway will be towed at owner's expense).

All vehicles must be parked in spaces: Circling RVs are not allowed. U shaped parking is ok.

Bicycles (No E-bikes) are allowed but may not exit the Infield campgrounds.

Quiet time at Kansas Speedway will be enforced from midnight until 6:00 a.m.

All internal and external sound systems must be maintained at a reasonable level and turned off during quiet time.

No open fires are allowed on Kansas Speedway property. Only contained barbecue, camping stoves and fire pits are permitted, and must be placed a minimum of 10' from any vehicle or structure, and must be always attended.

Because Kansas Speedway is a family-oriented facility, offensive signs, public intoxication or profanity will not be tolerated.

State and county health department rules must be obeyed. No dumping waste or wastewater onto the ground or into holes on Kansas Speedway property.

Illegal activities or actions that violate the rules and policies of Kansas Speedway are considered grounds for immediate removal from the premises. Tickets, passes and admissions may be confiscated and are non-refundable.

Road Course Rules: Access lanes must remain open throughout the Infield. Fires and grills are prohibited on the road course surface.

Kansas Speedway is committed to providing a safe and enjoyable family environment for all guests in attendance. We ask for your cooperation by adhering to all Kansas Speedway rules and policies while always respecting the rights of other guests.

Kansas Speedway reserves the right to change these rules at any time.

SECURITY

Kansas Speedway Security staff plays an important role in providing the best guest experience in motorsports. Even though you are here in a Security position, your responsibilities are to control access, observe guests in your area and report anything suspicious, assist our guests whenever possible, keep our guests safe by reporting trip hazards or dangerous conditions. Our security staff are not the police! We do not carry weapons of any kind, and we will not engage with disgruntle guests. We have KCKPD officers on site that will assist when called upon. Your safety is very important to us, so please call the Command channel if an officer is needed. We are here to provide a safe environment for all guests.

SECURITY STAFF GUIDELINES

Please be familiar with the Event staff handbook. Review it often and read through the pages as time permits. If you neglected to download a copy of the Event Staff Handbook when you checked in, there is an additional QR code and link on your lanyard info cards. This info is NOT to be shared with the public.

Know your area! Once you reach your work area or gate, get familiar with the surrounding area. Please know the following:

- Credential board at your gate (if applicable)
- Read through the Event Daily Briefing sheet
- Location of nearest Exit
- Location of nearest First Aid Station
- Location of nearest Restroom and Family restrooms
- Location of nearest grandstand section number (if applicable)
- Location of nearest Concession Stand
- Read through the Event Staff Handbook

REMINDERS

For your comfort, please wear Khaki or black pants or shorts, a white shirt, dress in layers, be prepared for all weather conditions, a rain jacket, etc....

Bring a soft sided cooler no bigger than 14x14x14 that can include your food, snacks and drinks for the day. Please no glass bottles.

Sign-In will be at the Security Office (SO). You must sign IN and OUT to get paid.

Staff parking is in Lot 25 (up the hill from the Security Office).

Please arrive 30 minutes prior to your shift for processing. Traffic at Kansas Speedway may delay your trip. Please plan accordingly.

No Autographs! You are here to work, not as a fan. Please do not bother the drivers, race teams or celebrities.

No pictures or comments may be posted on social media sites about Kansas Speedway and/or related situations. Such as an incident, weather related issues, facility items, etc.

Please refer to the Event Staff Handbook and Daily Briefing sheet information often and as necessary.

EMERGENCY EMPLOYEE PROCEDURES

- **Assembly Area:** Before beginning your shift, make sure that your supervisor has communicated to you the designated location to which you should report after your shift and in an emergency. Know the area that you are working in. Know your surroundings. Know where the gates, restrooms, and exits are located.
- **Command/Dispatch Center:** Located at the Kansas Speedway Conference Center. The Command/Dispatch Center is available by radio on channel 1 or calling 913-328-5087. In Emergency situations please call 913-328-5111.
- **Reporting an Emergency:** If you encounter any situation that jeopardizes our property or public safety, please contact the Dispatch Center immediately. Using your phone for this type of report is strongly encouraged. Emergency needs, call 913-328-5111.

Please use the following guidelines when reporting an emergency to the Dispatch Center:

1. State your name and location, using landmarks (i.e. gate #'s, parking lot #) readily visible to others.
2. Communicate the nature of the emergency.
3. Report on the number of victims.
4. Ask for assistance that you feel will be needed to handle the emergency (fire crew, ambulance or police).

SEVERE WEATHER AWARENESS

KSC will try to communicate with guests and staff members about postponed events on race weekend. For updates throughout event weekend, text KSINFO to 627227

If inclement weather is forecasted, the pre-race concert may move to Garage C-D on the south side of the fan-walk area. This decision may be made at the last minute. Please follow staff instructions if we get any rain during pre-race activities.

What happens if it rains on race day? We will run the postponed race as soon as possible. If we cannot race on the same day, the race will be run on the next race-able day.

Messaging to fans and staff – What you should know – Be prepared to act

- This facility may not provide adequate protection from extremely high winds, tornadoes and lightning.
- Personal protection is your responsibility.
- Be proactive. Plan what you will do if severe weather approaches the track.
- Guests are encouraged to monitor the weather very closely and take the necessary precautions to ensure their safety.
- There is no basement or approved tornado shelter on property.
- KSC recommends you take shelter where you feel safe based on your circumstances.
- The American Red Cross recommends if you are caught outdoors and cannot quickly access a shelter, it is best to stay in your vehicle, keep your seat belt on and engine running. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle. If strong winds and flying debris occurs put your head down below the windows, covering your head with your hands and a blanket (if available). If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area covering your head with your hands. Your choice should be driven by your specific circumstances.

Communication Methods

Messaging to our guests will be delivered through PA announcements, Twitter, Facebook, ISS 24/7 texting system and our large video boards.

SUITES

PARKING/PARKING PASSES

Each suite receives a limited number of parking passes for each event. Suite holders with parking passes will be directed to park in Lots 1-6. Due to the limited space, preferred parking is not guaranteed and will be allocated on a first-come, first-served basis. In the event of lost or stolen parking passes, guests will be directed to general admission parking lots.

ADMISSIONS

Suite admission tickets will be accepted at any ticket gate along with the front stretch grandstand. After entering the gates, proceed to the Wyandotte Tower (tower 3) near Gate B, where an ambassador will validate admissions. In exchange for an admission, guests will be fitted with a wristband that must be worn at all times. A suite admission and the color-coded wristband must be presented to the suite ambassador for entry and re-entry onto the Suite Level.

Ally Apex Club members will check in at the North Suite Tower (Tower B) to receive their wristband.

For the Security of the Suite Level patrons, guests who have lost their suite admission or color-coded wristbands cannot be admitted onto the Suite Level. Kansas Speedway Security will strongly enforce these guidelines. Minors should be always accompanied by an adult while on the Suite Level. All children must have a ticket to enter.

Location: The Suite Level may be accessed through the following elevators towers: Tower B: Suites 317-330 and Ally Apex Club (400 level)

Wyandotte Tower: Suites 331-350 and Suites 431-450

Worker Credentials: Each Suite is allotted two (2) credentials per day for workers to serve as host or hostesses during the event. Worker Credentials will be included in the suite hospitality package sent to each client prior to the season. Individuals will not be required to redeem anything at the Credential Office. Preparation and set up at any time prior to an event weekend are acceptable and encouraged.

CATERING

- LEVY is the official caterer for Kansas Speedway. No other food or beverage may be served in the suites.
- LEVY will provide one chalet attendant. At least one bartender must also be staffed when alcohol is served in the suites.
- Additional staffing is available and will be charged accordingly.

Suite Emergency Contacts: In case of a fire, medical or safety (crisis) emergency on race day, suite guests may call the Dispatch Center at 913-328-5111 or 29-5111 from the suite phone for assistance.

TICKETS

HOW TO READ A TICKET:

When assisting a guest with their seating location, please request to see their ticket and identify for them the direction based on:

Section: Odd numbers are south of the Start/Finish Line toward Turn 1. Even numbers are north of the Start/Finish Line toward Turn 4.

Row: Stands are consecutively numbered from the bottom up. 1-30 are lower (between the trackside and concourse levels).

31-65 are upper (between the concourse and suite levels) Wheelchair and companion seating: LWC behind row 30; UWC behind row 65.

Seat: Seats are numbered from left to right when facing the seats with the south on your left and the north on your right.

Stub: Tickets will be scanned in and out of gates.

TICKET POLICIES:

Lost tickets: Please send Guests with lost, stolen, misplaced, destroyed or forgotten tickets to Ticket Booth B.

Postponement: If an event is postponed, the ticket for that postponed event will, as determined by Kansas Speedway, be honored on the date the event is held.

The date and time of the event(s) is subject to change by Kansas Speedway and/ or the sanctioning body of the event.

Will Call Tickets purchased within 10 days of the event will be held at Will Call which is located at Ticket Booth B.

Re-Entry Policy: Guests are free to exit and re-enter Kansas Speedway by getting their tickets scanned out when exiting and re-scanned when re-entering the ticket gates. Guests should always keep their tickets with them for re-entry.

USHERS

When you serve in the role of a Grandstands Usher, you are engaged first and foremost in a Guest Services role, “How may I help you?”, and secondly in a Security role, “How can I keep you and others safe?”, though there is overlap between the two roles.

Please keep the following list of items in mind in your role as an Usher.

- Be eager to serve and engage the guests in your area Always be courteous and yet firm when necessary

- Know your area, the seating layout, and ADA seating areas

- Respond quickly to medical emergencies and security issues and assist first responders as needed

- Identify hazardous and unsafe conditions within your area (Please notify your supervisor of these situations)

- Identify unattended or suspicious items and notify your supervisor