Number One Goal

“TOTAL AND COMPLETE CUSTOMER SATISFACTION”

Remember – You have the “Power” to do whatever it takes to satisfy the Customer!
Mission

We are dedicated to making the movie experience memorable, one Guest at a time

Values

Do the Right Thing
Act with honesty and integrity

Passion for People
Respect and care for each other, our Guests, Communities, and Partners

Safety
Provide a safe environment for our Employees and Guests

Performance Excellence
Strive to be the best in what you do

Ownership
Empower our people to make decisions and take responsibility

Vision

Shape the future of the industry by being recognized as the most influential, out-of-home entertainment network in the world
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Welcome to Cinemark

I would like to take this opportunity to welcome you to Cinemark. We hope the experience will live up to your expectations and your stay with us will be a rewarding one. If you have been working with us, I wish to express my sincere appreciation for your valued service.

We are pleased to provide you with the Cinemark Employee Guidelines which outline many of the policies and practices in effect at Cinemark. I’m sure this handbook will be a helpful reference during your association with Cinemark. Also, we encourage you to freely ask questions of your supervisors and co-workers. By doing so, you will learn your duties more quickly.

Early in your employment with us, you will realize that we have set very high standards for you. These are necessary if we are to sustain our growth and achievement in a highly competitive industry. At the same time we are committed to provide you challenge, recognition, appropriate compensation, and benefits to help you reach your goals and objectives, as well as the goals of Cinemark.

By working together in this way, I am confident that the future will be both productive and prosperous for all of us.

Always keep in mind that you are part of the entertainment experience for our Customers. We can build great theatres and bring in great movies to show, but it is our people and the excellent service we provide that set Cinemark apart from other forms of entertainment. It is your distinct privilege to ensure that every Customer has a great time while visiting a Cinemark theatre.

Sincerely,

Mark Zoradi
Chief Executive Officer

OVERVIEW – SECTION 1

Cinemark USA, Inc. (“Cinemark” or the “Company”) has prepared these Employee Guidelines to provide Employees with an overview of Cinemark’s policies, benefits, and rules under which we operate. These Employee Guidelines are intended to summarize some of Cinemark’s policies and procedures. These Employee Guidelines, however, cannot anticipate every situation or answer every question about employment at Cinemark. These Employee Guidelines cannot and should not be construed in any way to create an employment contract.

This edition of the Employee Guidelines supersedes all previously issued Employee Guidelines or Employee handbooks and management memos on subjects covered herein to the extent they are inconsistent with these Employee Guidelines or unless otherwise indicated herein.

Cinemark reserves the right to revise, modify, rescind, delete, or add to any and all policies or provisions in these Employee Guidelines from time to time and in its sole discretion.

Cinemark History

Lee Roy Mitchell opened his first theatre over thirty-five years ago. By 1980 he had expanded his company into the largest independent theatre chain in the state of Texas, as well as a major theatre force in the Southwest. In 1984, Mr. Mitchell sold his theatre circuit to Plitt Theatres, retaining the name of Cinemark. He began a short-lived retirement before returning to develop a new and larger theatre circuit.

Mr. Mitchell pioneered several concepts, including:

--Special "discount admission" nights, designed to increase Customer volume.

--Retrofitting of sloped-floor auditoriums into stadium seating auditoriums.

--Discount theatres being built as new from the ground up.

--Being instrumental in the birth of digital projection.

--Development of the “Megaplex” theatre concept.


--Use of the internet to market theatres. Cinemark was the first theatre company in the world to sell tickets on the internet.

About Cinemark Theatres

Headquartered in Plano, TX. Cinemark Holdings, Inc. is a leader in the motion picture exhibition industry with 513 theatres and 5,796
screens in the U.S. and Latin America as of 12/31/2015.

--Our circuit is the third largest in the U.S. with 337 theatres and 4,518 screens in 41 states.

--We ranked either #1 or #2 by box office revenues in 22 of our top 30 markets as of 12/31/2015.

--We are the most geographically diverse circuit in Latin America with 176 theatres and 1,278 screens in 14 countries.

--We have a presence in 13 of the top 15 metropolitan areas in South America as of 12/31/2015.

In 2006, Cinemark purchased Century Theatres from the Syufy family. Century was founded in 1941 in California. This acquisition increased Cinemark’s size notably, by adding over 80 theatres and 1,100 screens in 12 states.

Cinemark currently operates theatres in 40 states, as well as in Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Peru, and Taiwan. Cinemark employs approximately 22,000 people worldwide.

Our growth continues with more locations currently under construction and on the drawing board in the United States and internationally.

The Cinemark home office is located in Plano, Texas (a suburb of Dallas). The address is:

3900 Dallas Parkway
Suite #500
Plano, TX  75093

Phone number is (972) 665-1000
Fax number is (972) 665-1004
The Cinemark website is www.cinemark.com.

Mission, Values, and Vision

MISSION : “We are dedicated to making the movie experience memorable, one Guest at a time.”

WE = All of us, at every position, in any department, at any theatre;
ARE DEDICATED = it is our purpose, we put 100% of our efforts into it, we put our hearts into it, not just ‘go thru the motions’;

MOVIE EXPERIENCE = every aspect of a Customer’s interaction with Cinemark – our app, our website, our theatre(s), our email communications, our buildings, our people, the snacks they buy, the feature presentation, the cleanliness, any lines, the lighting, fellow movie-goers, etc.

MEMORABLE = we want every visit to create a positive memory, of connections with family/friends, of enjoying free time, of connecting with their favorite stars, directors, etc.

ONE GUEST AT A TIME = we want each Guest to know that we value them individually, we appreciate their choosing us over other options, we Welcome them, and thank them for their patronage.

VALUES:

Do the Right Thing
Act with honesty and integrity

Passion for People
Respect and care for each other, our Guests, Communities, and Partners

Safety
Provide a safe environment for our Employees and Guests

Performance Excellence
Strive to be the best in what you do

Ownership
Empower our people to make decisions and take responsibility

VISION : “Shape the future of the industry by being recognized as the most influential, out-of-home entertainment network in the world.”

Our Mission Statement demonstrates who we are today and who we want to continue to be.

Our Key Values drive our culture and influence our decisions.

Our Vision statement challenges us to consider who we can become.

As Employees of Cinemark, we are encouraged and expected to live these ideals in everything we do for Cinemark.

Your Goal Is Customer Satisfaction

The goal of all Cinemark Employees is TOTAL AND COMPLETE CUSTOMER SATISFACTION! Do you know who is listed as the top, most important person in the Cinemark organizational chart? Listed even before the C.E.O. of Cinemark is the Customer.
Customer satisfaction goes way beyond selling tickets and popcorn. Notice that we do not use the term ‘Customer service’. A machine can serve a Customer. Only a real professional can anticipate a Customer’s needs, and you are our resident pro. You are an enthusiastic, courteous, well-groomed Customer Satisfaction Professional. The person serving the Customer sets the standards for Customer service, whereas only the Customer can set the standard for Customer Satisfaction. We don’t decide when a Customer is satisfied. The Customers decide when they are satisfied; and that’s what we want…SATISFIED CUSTOMERS. Satisfied Customers become loyal Customers. Loyal Customers come more often to our theatres and tell their friends.

Customer satisfaction is an attitude. It is a belief that without satisfied, happy Customers none of us would have a job. Our Customers do not have to be here. They could rent a video, watch television, attend a sporting event, stay home & take a nap, play a video game, go to a restaurant, etc. There are thousands of entertainment possibilities out there. The reason they are at your theatre is because you and others like you make it an enjoyable experience.

You give them your full attention while assisting them at the box office and concession stand. You help find seats in a dark auditorium. You open doors when their hands are full (or when they are not). You make sure the lobby, hallways, auditorium, concession stand, and restrooms are always clean. You are fast, friendly, and efficient. All these things make Customers feel important.

All Cinemark Employees must make a concerted effort to avoid ever speaking badly about our Customers. Not only do we need to be careful about what we say with regard to our Customers when they are present, but we need to never verbally run down our Customers at any time! In all our conversations, we need to keep our comments about Customers on a positive note. Avoid so-called "war stories" about seemingly difficult Patrons. Counseling reports will be written for Employees who verbally run down our Customers. Negative comments, even if they are made in jest or where Customers cannot hear, taint our attitude toward Customers – which will come out when we are interacting with them.

The Power

We at Cinemark believe so strongly that a satisfied Customer is crucial to our success that we give you the "Power" to ensure that every Customer has an enjoyable experience at your theatre. In the business world, this is sometimes referred to as ‘Employee empowerment’. Most companies talk about it, but for many it is just talk. At Cinemark, it is a founding philosophy of our company that has been in place since day one.

If you notice that a Customer is dissatisfied, immediately do something to correct the situation. If the Customer’s drink tastes funny, pour them a new one, and notify the General Manager of the complaint. If a couple cannot find seats together, help them out. If the movie is too loud, tell the Customer that you’ll get it corrected, then notify a member of management immediately. Get familiar with the phrase “I Can Do That”.

When you are not sure what to do to satisfy a Customer, ask them, “What can I do to satisfy this right with you?”…and then do it. (Always notify your General Manager when these situations arise) We must constantly challenge ourselves to exceed our Customer’s expectations.

What is your number one goal at Cinemark? Answer: Total and Complete Customer Satisfaction. And who has the "Power" to make this happen? Answer: YOU DO!

Remember YOU have the “Power” to do “whatever it takes” to satisfy the Customer! This one Cinemark philosophy makes your career at Cinemark SO much more enjoyable. Many companies do not allow their Employees to use their judgment and take care of Customers on the spot. They have to refer them to the ‘Customer Service Department’ or they have to make the Customer wait for a member of management to come & handle the situation or go through some other procedure. All of these instances just make the Customer more upset! They want a solution NOW. When that is not possible, they get upset at whoever happens to be closest. It is frustrating for an Employee to be yelled at for something out of his control. But it happens!

At Cinemark, we make it easy on our Employees and easy on our Customers. We avoid these kinds of problems by giving every Employee the power to do whatever it takes to satisfy the Customer.

Five Simple Customer Satisfaction Steps

There are five simple steps to practice when we find ourselves with a Customer who has lodged a complaint. What we strive to do is to get it right in the first place. Preparation is the ‘key’ to prevention of Customer complaints. But in
those few cases when that doesn’t happen, using these five simple steps will correct the situation:

1. Listen
When a Customer approaches, what we need to do is listen to their complaint or concern. Our attitude needs to be attentive and our physical stance needs to be approachable. We do not cross our arms or have them akimbo (hands on hips with elbows pointed outward). This can appear confrontational. Our facial features need to appear interested. The Customer should have our undivided attention.

2. Be Concerned
After we hear the complaint or concern, we need to respond with a concerned attitude. Even when we might have a different point of view.

3. Apologize
We are genuine when we say, “I am sorry this happened and want to make it right.”

4. Thank The Customer
We thank the Customer for bringing the situation to our attention. When Customer let us know of their complaints or concerns, we have an opportunity to know where we failed and how to prevent this from happening in the future. We appreciate knowing!

5. Fix The Problem
We make every attempt to fix the problem. We have The Power! If we cannot fix it ourselves or do not know how to fix it ourselves, we notify a member of management immediately.

We should never practice the “excuse technique”. Making excuses will often make the situation worse. For example:

Customer: “The sound is too low in that auditorium.”
Employee: “We’ve been having problems all day with that. We have some new equipment and are working out the bugs.”

Customer: “If you knew you were having problems, why did you sell me a ticket?”
Employee: “Uhhhh, hmmmm, errrr let me go look into that.”

At this point it is much more difficult to please the Patron and we may have now lost their patronage for the future or motived them to write a complaint letter. What we should have said was:

Customer: “The sound is too low in that auditorium.”

Employee: “I’m sorry, thank you for bringing this to my attention. I’ll get that corrected right now.”

Obviously we should be checking auditorium presentations regularly and not have the Patron have to tell us of a sound problem, but if in-between presentation checks something like this happens, don’t make it worse by making excuses. Just listen, be concerned, apologize, thank them, and fix it. These steps can be applied to any Customer complaint or concern.

Vitascope
A monthly company newsletter called Vitascope is available online to all Employees. Vitascope contains articles and Cinemark news from various departments. It is designed to keep our people up-to-date about what is happening in Cinemark. It is located under the “Theatre” tab on Sharepoint.

If you don’t have access to the Cinemark Sharepoint site, ask a member of management to print the Vitascope out for you from the theatre office computer.

EMPLOYMENT- SECTION 2

Employment Opportunity
Cinemark strives to create an employment opportunity for its Employees that is mutually satisfying. It is Cinemark’s intent to create a working environment that is both challenging and rewarding, and provides opportunities for advancement based on performance and contribution to our business objectives.

At-Will Employment
Employment with Cinemark is at-will which means the employment relationship may be terminated with or without cause and with or without notice at any time by you or the Company. In addition, the Company may alter an Employee’s position, duties, title or compensation at any time, with or without notice and with or without cause. Nothing in this Employee Guideline or in any document or statement and nothing implied from any course of conduct shall limit the Company’s or Employee’s right to terminate employment at-will.
employment policy or enter into any agreement contrary to this policy. Any such modification must be in writing and signed by the Employee and the President.

Equal Employment Opportunity

Cinemark is an equal opportunity employer and will not discriminate against any Employee or applicant for employment in an unlawful manner. This means Cinemark won’t discriminate in employment opportunities or practices on the basis of race, color, sex, gender, national origin, ancestry, religion, pregnancy, medical condition, genetics, physical or mental disability, marital status, age, sexual orientation, gender identity, veteran status or any other characteristic protected by federal, state or local law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, training, transfer, termination, layoff, leaves of absence, compensation and discipline. Equal employment opportunity will be extended to all persons in all aspects of the Employer-Employee relationship.

The responsibility for seeing that Cinemark’s Equal Employment Opportunity policies are implemented is primarily handled by the theatre management team, but all members of the staff are required to comply with this policy. To that end, if you observe conduct that violates this policy or believe you have been subjected to discrimination, it is your responsibility to report such incidents or concerns to appropriate personnel. Under Cinemark’s Reporting policy, such incidents or conduct must be reported to one or more of the following:

- Member of Theatre Management Team
- Legal Department/General Counsel
- Region Leader
- Human Resources Department
- VP - Assistant Director of Theatre Operations
- Business Help Line (Convercent) at (800) 461-9330 for callers in the U.S. and Canada

A supervisor alerted to such a claim must immediately bring the claim to the attention of Cinemark’s Human Resources or General Counsel (Legal Department) in the home office to report the incident.

Retaliation is prohibited. Cinemark will not tolerate any retaliation against an Employee for making a good faith complaint or for cooperating in an investigation of such a complaint by the Company or any local, state or federal agency. If you observe retaliation or believe you have been subjected to retaliation, it is your responsibility to report such incidents immediately to one of the officials identified above.

Use of Interactive Process to Reasonably Accommodate Disabled Individuals

Cinemark is also committed to principles of equal opportunity for all job applicants and Employees. In keeping with this policy, we do not engage in unlawful discrimination based on any protected characteristic, including an individual’s disability. Cinemark will also make reasonable accommodations that are necessary to comply with state and federal disability discrimination laws. This means that the Company will make reasonable accommodations for the known physical or mental disability or known physical condition of an applicant or Employee, consistent with its legal obligation to do so.

As part of its commitment to make reasonable accommodations, Cinemark also wishes to participate in a timely, good faith, interactive process with the disabled applicant or Employee to determine effective, reasonable accommodations, if any, that can be made in response to a request for accommodation. Applicants and Employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy. They should contact the Human Resources Department as soon as possible to request the opportunity to participate in a timely interactive process. By working together in good faith, the Company hopes to implement any reasonable accommodations that are appropriate and consistent with its legal obligations.

Harassment Free Workplace

Cinemark is committed to providing its Employees a workplace free of harassment, one in which all individuals are treated with respect and dignity. Cinemark therefore prohibits harassment of any kind, including harassment on the basis of race, color, sex, national origin, ancestry, religion, pregnancy, medical condition including genetic characteristics, physical or mental disability, marital status, age, sexual orientation, gender, transgender, veteran status, or any other characteristic protected by federal, state or local law.

Cinemark’s Harassment Free Workplace policy applies to all persons involved in the operation.
of the Company. The Company will not tolerate any form of harassment of Employees, whether imposed by another Employee, independent contractor, vendor, Customer, or any other third parties with whom the Company has business dealings. All Company Employees and independent contractors are responsible for ensuring a harassment-free work environment.

**Harassment**

Harassment includes verbal, physical and visual conduct that has the purpose or effect of unreasonably interfering with work performance or creates an intimidating, offensive, or hostile work environment. Harassment may take many forms. Prohibited behavior includes but is not limited to:

- Offensive or demeaning language, insults, offensive jokes, unwanted remarks, derogatory terms, epithets, slurs or negative stereotyping;
- Distribution, display or discussions of any written or graphic material that ridicules, denigrates, belittles or shows hostility towards an individual or group because of a protected characteristic;
- Physical conduct, including unwanted touching, physical interference with normal work or movement when directed at an individual, impeding or blocking movement, assault, or other unwelcome physical contact.

**Sexual Harassment**

Prohibited sexual harassment includes, but is not limited to, any unwelcome sexual advance, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature when: (1) submission to such conduct is made either an explicit or implicit condition of employment; (2) submission to or rejection of such conduct is used as the basis for an employment decision affecting the harassed individual; or (3) or such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Sexual Harassment may take different forms; prohibited behavior can include, but is not limited to:

- Sexually suggestive comments, jokes of a sexual nature, unwelcome sexual propositions, flirtations or advances, unwelcome remarks about an individual’s body, or repeated unwelcome requests for dates;
- Visually harassing conduct, such as leering, looking someone over suggestively, distributing offensive cartoons, emails, web-site pages, photographs, or drawings, or posting offensive pictures or screen savers; and
- Giving unwanted hugs or massages, grabbing, touching or following someone, blocking normal movement or monitoring a person’s movements.

Sexual harassment includes harassment of individuals of the opposite gender and of the same gender.

**Reporting**

The Company requires Employees to immediately report all incidents of harassment, whether the reporting Employee believes that he or she is being harassed, or witnessed the harassment, regardless of who the offender may be. Incidents must be reported to one or more of the following:

- Member of Theatre Management Team
- Legal Department/General Counsel
- Region Leader
- Human Resources Department
- VP - Assistant Director of Theatre Operations
- Business Help Line (convercent) at (800) 461-9330 for callers in the U.S. and Canada

Employees who believe they have been harassed may also file a complaint with the local office of the U.S. Equal Employment Opportunity Commission, or state or local authorities. Employees in California who believe they have been harassed also may file a complaint with the California Department of Fair Employment and Housing ("DFEH"). The address and telephone number of the local DFEH office can be found in the State Government section of your local phone directory or online. The FEHC is headquartered in San Francisco.

Once an incident of workplace harassment is reported to a member of the management team, the member of management must immediately bring the claim to the attention of Cinemark’s Human Resources or General Counsel (Legal Department) in the home office.

The member of management should also notify his or her immediate supervisor that a workplace harassment incident has been reported but should not detail the incident to the immediate supervisor.
The member of management should also let the alleged offended party know that the incident has been reported and that an investigation will begin within the next three days. They should inform the person NOT to discuss it among the staff. The member of management should also not discuss the situation or begin an investigation without being instructed to do so by Cinemark’s General Counsel. It is critical that the “rumor mill” not get started, as this can sometimes impede the investigation.

**Investigation**

Reported complaints of harassment will be investigated thoroughly, promptly, and as discretely as possible. After completing the investigation, the Company will make a determination regarding the complaint and will communicate the determination to the reporting Employee(s), the alleged harasser and, as appropriate, all others directly concerned.

**Discipline**

If the Company determines that harassment has occurred, it will take prompt and effective corrective action to stop the harassment and ensure that it will not continue. Employees who violate this policy will be subject to appropriate disciplinary action, up to and including termination of employment. Generally speaking, however, details of the investigation and corrective actions taken will not be shared with individuals involved with the investigation or with the complaining party.

**Protection Against Retaliation**

The Company prohibits retaliation against any Employee for using this reporting procedure or for filing, testifying, assisting or participating in an authorized harassment or discrimination investigation, proceeding or hearing. The Company also prohibits retaliation against any Employee who opposes harassment of others.

Employees who believe that they have experienced or witnessed retaliation must immediately report such conduct as described above. The Company will promptly and thoroughly investigate any report of retaliation in accordance with its investigation procedures. If the Company determines that any Employee, including any member of management, has engaged in retaliation, the Company will take appropriate disciplinary action against the Employee, up to and including termination of employment.

**Personal Liability for Unlawful Harassment**

Any Employee who is found to have engaged in prohibited harassment will be subject to disciplinary action. In addition, depending on applicable federal, state or local laws, an Employee who engages in harassment may be held personally liable in a civil lawsuit, whether the Employee is a co-worker or supervisor of the harassed individual.

**Introductory Period**

The Company considers the first 90 days of employment to be an introductory period. The introductory period allows the new Employee and the Company to assess the employment relationship.

During the introductory period, new Employees will become familiar with performance standards, expectations, and workplace practices. Supervisors will monitor the new Employee’s performance both during and after the introductory period.

Successful completion of the introductory period does not entitle you to remain employed by Cinemark for any definite period of time, and does not in any way alter the at-will employment relationship between the Company and the Employee. Employment at the Company is “at-will” both during and after the introductory period, meaning that either the Employee or the Company may terminate the employment relationship at any time, with or without cause or advance notice.

**New Hire Orientation**

The Company strives to ensure that each Employee has a positive introduction to the Company. Our new hire orientation is designed to educate Employees on the Company’s history, policies and procedures, and benefits (if applicable). Orientation is conducted by a member of management, and is typically scheduled on an Employee’s first day of work.

**Immigration Reform And Control Act (I-9)**

Federal law requires all employers to verify each new employee’s identity and legal authority to work in the United States. All offers of employment are conditioned upon the receipt of satisfactory evidence of an employee’s identity and legal authority to work in the United States.

In compliance with the federal Immigration Reform and Control Act, each new Employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9
and present documentation establishing identity and employment eligibility, before beginning work.

If an Employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by Cinemark.

**Employment of Minors**

The Company adheres to the strictest federal and state laws governing the employment of minors. It is the Company’s policy not to hire Employees under 16 years of age, unless approved by a VP - Assistant Director of Theatre Operations. Any person under 18 years of age who is legally required to attend school (i.e. a student minor) must present a valid work permit before starting work. In states where formal work permits are not available, a birth certificate or other proof of age document will be required. Copies of work permits will be retained at the theatre and must be renewed each year. Minors will be permitted to work only in accordance with the terms, restrictions and limitations set forth in their work permits, and applicable state and federal law.

A non-student minor is anyone under the age of 18 who has obtained a high school diploma or its equivalent, including attending trade schools, having a certificate of completion, or is legally emancipated. A non-student minor may work all hours that an adult Employee may work. A copy of the diploma must be maintained with the work permits at the theatre.

Employees under 18 years of age must not perform work that is considered hazardous and prohibited by law. Employees under the age of 18 years of age are prohibited from loading, unloading and operating trash compactors, including chutes that drop into the trash compactor. Minors are also prohibited from operating dangerous machinery, such as heavy or motorized equipment, lifts, card board box crushers and or trash compactors. To ensure this, 16 and 17 year old Employees must wear Cinemark’s purple nametag lanyards as a way to be identified by management.

Anyone classified in the Company as a Security or Maintenance staff member must be at least 18 years of age.

Supervisors must make certain that minors only work in accordance with the terms of their work permits and applicable state and federal law. Supervisors will be subject to discipline, up to and including termination of employment, if they schedule or permit a minor to work in a manner that violates any applicable legal standard.

**Background Checks**

In order to be qualified for employment, continued employment, or promotion to certain positions, candidates and/or Employees may be required to undergo a background check, where allowed by federal, state, or local law. Based on information obtained through a background check, the Company may reject a candidate for employment or promotion, or terminate the employment of a current Employee if the Company determines that the applicant or Employee cannot be trusted to perform the duties of the position at issue when considering the nature of the job, the nature and seriousness of any offense, and the length of time since the offense occurred.

The Company will follow all requirements of the Fair Credit Reporting Act and any state or local laws in connection with conducting background checks. If the Employee wants to appeal their report, they should follow the appeal process by contacting the Human Resources Department in writing.

**Attendance**

Employees are required to report to work as scheduled, on time and prepared to start work. Employees also must remain at work for their entire work schedule, except for meal periods and authorized absences. Punctuality and good attendance are essential requirements for all job positions.

If an Employee will be late, the Employee must call the most senior member of management on duty at least 2 hours prior to the Employee’s scheduled work start time and give an approximate time of arrival. An Employee who is ill or otherwise unable to report to work must inform his or her supervisor as far in advance as possible (preferably the evening prior to the day to be missed), and no later than 2 hours prior to the Employee’s scheduled work start time. The Employee must also inform the member of management of the expected duration of the absence. Absent extenuating circumstances, the Employee must call in each day, including consecutive days, of an absence when the Employee is scheduled to work and will not report to work.

Employees must submit a release from a medical provider upon their return to work after an absence due to illness for three or more days, or when otherwise requested by the Company.
There are circumstances where an Employee may be subject to disciplinary action, up to and including termination of employment, because of his or her attendance record. This includes, but is not limited to the following:

- Failure to properly notify your General Manager of an absence or tardiness.
- Failure to provide a required release from your medical provider.
- Excessive unplanned or unauthorized absences or tardiness.

Anything other than “on time” is considered tardy. The Company may determine that tardiness or absences are excessive if it finds the behavior to be disruptive to the Company or your co-workers. Factors considered include, without limitation, chronic absenteeism, excessive tardiness when reporting to work or returning from meal or rest periods, repeated occurrences of sick calls at the last minute, repeated requests to go home early, and frequent sick calls prior to or after a weekend or holiday. Repeated infractions of this nature will be grounds for dismissal.

**Odors & Fragrances**

The Company strives to ensure the comfort and safety of our Employees and Customers by encouraging an environment free from smoke, excessive fragrances and unpleasant smells. These odors are distracting and may trigger allergic reactions or create health problems for sensitive individuals. This policy is meant to cover noticeable odors from any source, including foods, personal items, perfumes, and grooming.

All Employees must observe good habits of grooming and personal hygiene. Odors should not create distractions. To accommodate sensitive individuals, Employees are discouraged from:

--Wearing or applying excessive amounts of perfume, cologne, scented lotions, or body washes in the workplace.

--Using hairsprays, air freshener, or other scented products in the workplace.

If an Employee is responsible for an unpleasant or distracting odor, a member of management may take steps to resolve the problem, including asking the Employee to leave the workplace if necessary.

If a problem arises due to a disability, the Company will not discriminate against the individual because of his/her disability and will provide any accommodation required by law.

**Non-English Language Usage**

Employees on duty will refrain from speaking any language other than English when communicating with Customers, co-workers or supervisors who only speak English, or who prefer to communicate in English. This also applies when using company communication devices (such as two way radios) and making emergency announcements, unless instructed by a member of management to make an announcement in another language.

A supervisor may, at his or her discretion, require an Employee to communicate in English while on duty if the supervisor speaks only English or prefers to communicate in English and has a business need to monitor the Employee’s communications with Customers or other Cinemark Employees.

A supervisor may request of an Employee who is able to speak a language other than English to translate for a Customer or another Employee.

This policy does not in any way require an Employee to refrain from speaking any language other than English during breaks and meal periods, and when otherwise not on duty.

Violation of this policy may result in disciplinary action, including (without limitation) oral or written warning, probation, suspension, demotion, transfer and termination of employment. Any of these disciplinary measures may be utilized, in no set order, at any time as the Company deems appropriate.

**Abbreviated Code Of Business Conduct And Ethics**

To all Employees:

Our company is founded on our commitment to the highest ethical principles and standards. We value honesty and integrity above all else. Upholding these commitments is essential to our continued success.

As a theatre team member it is essential you understand a few basic items from our Cinemark Code of Conduct. They are outlined below. The complete Code of Conduct is available at www.cinemark.com.
Situations that involve ethics, values and violations of certain laws are often very complex. No single code of conduct can cover every business situation that you will encounter. Consequently, we have implemented the compliance procedures outlined in this code. The thrust of our procedures is when in doubt, ask.

Sincerely,
Mark Zoradi, CEO

Following is an abbreviated version of Cinemark’s Code of Business Conduct and Ethics. The full version is available at www.cinemark.com

Compliance with Laws, Rules & Regulations

We strive to comply with all laws and governmental regulations applicable to us. All Employees must respect and obey the laws of the cities, states and countries in which we operate. Although not all Employees are expected to know the details of these laws, it is important to know enough to determine when to seek advice from supervisors, managers or other appropriate personnel or sources.

Conflicts of Interest

Employees should avoid any situation that may involve a conflict between their personal interests and the Company’s interests. Examples of possible conflicts of interest are when an Employee or a member of his or her family has a financial or other interest in, or seeks personal loans or services from, a company that does business with us. In general, conflicts of interest may arise when an Employee has interests that may make it difficult to perform his or her work for us objectively and effectively. In dealing with current or potential Customers, film distributors, suppliers, contractors and competitors, Employees should act in the Company’s best interest to the exclusion of personal advantage. Employees are expected to make prompt and full disclosure of any possible conflicts of interest in writing to our Vice President of Human Resources. Employees should avoid the receipt of gifts, gratuities, favors or other benefits that might affect or appear to affect the exercise of their judgment on our behalf. Any substantial gift or favor offered by an actual or potential client, contractor, or provider of goods or services, whether it be in tangible form or in the form of a service or individual benefit, should be refused unless acceptance of such gift or favor has been approved by the Vice President of Human Resources or the President of the Company. This prohibition is not intended to apply to ordinary courtesies of business life, such as token gifts of insubstantial value, modest entertainment incidental to a business relationship, or the giving or receipt of normal hospitality of a social nature.

Discrimination and Harassment

The diversity of the Company’s Employees is a tremendous asset. Our company is committed to equal opportunity for all team members and applicants without regard to race, color, sex, gender, national origin, ancestry, religion, pregnancy, medical condition, genetics, physical or mental disability, marital status, age, sexual orientation, gender identity, veteran status, or any other characteristic protected by federal, state or local law. We are committed to providing a workplace free from all forms of discrimination, including sexual and other forms of workplace harassment. We respect the right of individuals to achieve professional and personal balance in their lives. We will not tolerate any illegal discrimination or harassment of any kind. Examples include, but are not limited to, derogatory comments based on racial or ethnic characteristics and unwelcome sexual advances.

Health and Safety

The Company strives to provide each Employee with a safe and healthy work environment. Each Employee has responsibility for maintaining a safe and healthy workplace for all Employees by following safety and health rules and practices and reporting accidents, injuries and unsafe equipment, practices or conditions. Violence and threatening behavior are not permitted.

Employees should report to work in condition to perform their duties, free from the influence of illegal drugs or alcohol. The use of illegal drugs or alcohol in the workplace will not be tolerated.

Bartering Cinemark Passes

Cinemark complimentary passes may be traded out for business services only upon approval of the Region Leader at the theatre level. Approvals may also be obtained from the Senior Vice President - Global Theatre Operations or a Vice President - Assistant Director of Theatre Operations. It is expressly forbidden to barter passes or concession items or any other Company asset for personal favors or services without the prior approval of the President.

Reporting any Illegal or Unethical Behavior

Employees are encouraged to talk to supervisors, managers or other appropriate personnel about
observed illegal or unethical behavior and when in doubt about the best course of action in a particular situation. It is the policy of the Company not to allow retaliation for reports of misconduct by others made in good faith by Employees. Employees are expected to cooperate in internal investigations of misconduct.

**Compliance Procedures - Asking for Help and Reporting Concerns**

We take this code seriously and consider its enforcement to be among our highest priorities, but we also acknowledge that it is sometimes difficult to know right from wrong. That is why we encourage open communication. *When in doubt, ask.* Whenever you have a question or concern, are unsure about what the appropriate course of action is, or if you suspect that a violation of the law or this code has occurred:

Please talk with your theatre’s General Manager. He or she may have the information you need, or may be able to refer the matter to an appropriate source, including our General Counsel as circumstances warrant.

If you are uncomfortable talking with your General Manager, you may also contact any manager in the Company with whom you feel comfortable or the Vice President of Human Resources. Your supervisor or manager is responsible for alerting other appropriate corporate personnel as necessary.

In addition, if you have concerns about questionable accounting practices or audit matters, we will not retaliate against anyone who, in good faith, notifies us of a possible violation of law or this code, nor will we tolerate any harassment or intimidation of any Employee who reports a suspected violation. Additionally, we will initiate a prompt investigation following any credible indication that a breach of law or this code may have occurred. We will also initiate appropriate corrective action as we deem necessary, which may include notifying appropriate authorities.

Make sure you have all the facts. In order to reach the right solutions, we must be as fully informed as possible.

Ask yourself. What specifically am I being asked to do? Does it seem unethical or improper? This will enable you to focus on the specific question with which you are faced, and the alternatives you have. Use your judgment and common sense; if something seems unethical or improper, it probably is.

Seek help from Company resources. In the rare case where it may not be appropriate to discuss an issue with your supervisor, or where you do not feel comfortable approaching your supervisor with your question, contact our Human Resources Department or the General Counsel’s office at (972) 665-1000. If that is also not appropriate, call the Business Help Line (convercent) at (800) 461-9330 for callers in the U.S. and Canada.

The Business Help Line is a toll-free telephone line or collect call, as applicable, dedicated solely to accepting anonymous complaints, questions and concerns from Employees. All calls to the Business Help Line are centrally answered by an independent third-party service. This service is available 24 hours a day, seven days a week. For those Employees that do not speak English, there are operators available who speak other languages. The Business Help Line is an important resource for Employees. Employees are encouraged to use it. If you prefer to write, address your concerns to: Cinemark Holdings, Inc., Attn: General Counsel, 3900 Dallas Parkway, Suite 500, Plano, Texas 75093.

You may report ethical violations in confidence and without fear of retaliation. If your situation requires that your identity be kept secret, your anonymity will be protected. However, please remember that anonymous calls sometime make it difficult to conduct investigations, answer questions and solve problems. The Company does not permit retaliation of any kind against Employees for good faith reports of violations of this Code of Conduct.

Always ask first, act later: If you are unsure of what to do in any situation, seek guidance before you act.

If you violate any provision of this code, you may be subject to disciplinary action, up to and including discharge. Please be aware that we may seek civil remedies from you, and if your violation results in monetary loss to us, you may be required to reimburse us for that loss.

**Money Handling**

Box Office, Concession, and Restaurant positions often require handling sums of cash. The following procedures are in place in order to protect both the Employee and Cinemark:

When working with money, you will be assigned a cash drawer. Only the assigned Employee is permitted to access the cash drawer. On-duty management may access the drawer in the presence of the Cashier only. Each Cashier must have his or her own cash drawer. Multiple Cashiers may not be assigned to the same cash drawer. If a member of management sells on a
drawer in a Cashier’s capacity, the same member of management cannot perform or approve any management functions (refunds, voids, cash drops, drawer close-outs, etc.) on that drawer, except where only a single member of management is working the building.

All registers that contain money and are not in use must remain locked until the Cashier arrives. Keys for registers must remain with a member of management until given to the Cashier assigned to the specific drawer. Keys should remain with the assigned key holder at all times and not shared with others. Air link pneumatic tubes (if present) must be used to transport all money during operating hours.

Further training on money handling will happen as you are trained for that position. Any questions regarding money handling should be directed to your General Manager.

Dishonesty

Any theft, misappropriation, or manipulation of company assets including cash, passes, rainchecks, equipment, one-sheets or other marketing materials, concession product, etc. will result in disciplinary action, up to and including termination of employment. Any misuse, abuse, or manipulation of company passes, rainchecks, gift cards, coupons, discounts, etc., or of company records related to the aforementioned items, will result in disciplinary action, up to and including termination of employment. Falsification of company records will result in disciplinary action, up to and including termination of employment.

Internal Investigations

Cinemark investigates matters of dishonesty, and inappropriate conduct. Employees may be required to participate in internal investigations where they will be required to provide answers that may be critical to the investigation. Employees will be required to be truthful, and answer the questions completely. Failure to do so will result in disciplinary action up to and including termination of employment. Employees should not provide answers based on what they think the Company wants to hear, nor provide answers to protect someone.

Cinemark does not tolerate retaliation against Employees for participating in an investigation. Any concerns of retaliation should be reported immediately to the Office of General Counsel (Legal Department), Cinemark’s Human Resources Department, or a Region Leader through Cinemark’s “Open Door Policy”.

Internal investigators represent only Cinemark and any information provided to the investigator will be shared with the Company. The Company will decide how to use the information.

While information provided during an investigation is kept confidential to the extent possible, total anonymity is not guaranteed. Anyone involved in an investigation should discuss the matter only with persons conducting the investigation or Human Resources. Cinemark prosecutes for theft, embezzlement and other dishonest acts to the fullest extent.

Cinemark Connections

Connections is Cinemark’s unique app-based Customer loyalty program. It is currently available for Android and iOS smart phone operating systems. Other operating systems may be added in the future. Guests must have the Cinemark app in order to participate in Connections.

When Customers join, they receive a personalized QR code on their app. That code must be scanned any time a purchase is made at the box office, concession stand, and at most in-theatre restaurants. By law, we are not allowed to award points for alcohol transactions.

Near the beginning of each transaction always ask, “Are you a member of Cinemark Connections?” This way, we ensure that Customers receive their points. Additionally, it brings to their attention the existence of the Cinemark Connections program if they had not heard of it previously. Be ready to answer their questions!

Our Guests can earn up to 30 points every day. Connections Points are earned based on transactions and not dollars spent. 1 Transaction = 10 Points, no matter the amount of the transaction. For example, two tickets on one transaction earns 10 Connections Points. One popcorn, one drink, and one candy on one transaction earns 10 Connections Points. There is no minimum purchase requirement. Points can also be earned by placing the phone in CineMode for the movie, and for social sharing.

Points only expire if the Guest has not been active in Connections for 365 days. Otherwise, they never expire. This encourages the Guest to use the Cinemark app and make frequent visits to our theatres. Points may take up to 12 hours to appear on the Guest’s device. Point
appearance time can be affected by the signal strength of their phone service.

Connections Points can be redeemed for various rewards using the Cinemark app. Rewards are regularly updated and are tied into relevant movie titles. Rewards include digital downloads of music and movies, photo filters, contests, chances to attend premieres, movie items (t-shirts, jackets, hats, posters, logo items, etc.), and much more. There are also various concession rewards that can be redeemed directly at the concession stand.

Certain Employees are designated as ‘Connections Ambassadors’. They are experts who will help Guests and everyone else keep up on the latest Connections-related information. These people wear a red Connections Ambassador polo shirt in place of their normal uniform shirt. As beneficial as our Connections Ambassadors are, the long-term success of the program relies on every Employee’s understanding and support. Educate yourself so that you can answer questions and avoid the dreaded “I don’t know” response. And if you truly don’t know, in Connections or any other situation, never allow that response to end the conversation. Let the Customer know that you will find out and be right back to them. Or call for a member of management or another Employee who may know the answer and can help.

Personal Relationships At Work

Close personal or sexual/romantic relationships between Employees may create an actual or potential conflict of interest, cause disruption, and produce a negative impact on the work environment – particularly when such relationships are between supervisors and subordinates.

The Company strives to avoid misunderstandings, complaints, appearances of favoritism, and conflicts of interest. Accordingly, all Employees, both management and non-management, are discouraged from becoming romantically or sexually involved with other Employees.

General Managers, Managers, Senior Assistant Managers, and Assistant Managers are also strictly prohibited from dating or engaging in sexual relations with any Employee under their chain of command. Members of management are also prohibited from dating or engaging in sexual relationships with a Cinemark Employee who has not reached the age of 18 whether or not such Employee is under their supervision.

Likewise, all Employees are prohibited from providing alcohol to or drinking alcohol with Employees who are minors, and from participating in social activities with Employees of any age involving illegal drug use.

Employment of Relatives

Employment of Relatives can cause serious conflicts, problems with favoritism, and be a detriment to Employee morale. In these circumstances, all parties, including supervisors, leave themselves open to charges of inequitable consideration in decisions concerning work assignments, transfer opportunities, time-off privileges, promotions, etc. In addition to claims of partiality in treatment at work, personal conflicts that exist outside the work environment can be carried into day-to-day working relationships. Employment of relatives is therefore discouraged, and is only allowed under the following conditions:

A relative of an Employee may, upon approval by a Vice-President-Assistant Director of Theatre Operations for theatres and Region offices, be hired or promoted by Cinemark solely on the basis of qualifications, merit, and the company’s needs, unless:

the relative and the Employee would be working in a direct supervisory/subordinate relationship. This approval CANNOT be given if such employment causes any relative to work under another relative’s supervision of two or less levels in the organizational line of authority. OR:

it would otherwise pose difficulties for supervision, security, safety, or morale.

In case of actual or potential problems with working relatives, Cinemark will take prompt remedial action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

If it is necessary, as the result of marriage or cohabitation, for an Employee to transfer, it is the responsibility of the Employee involved to pursue and qualify for any available job openings in another theatre, department, etc. If such a transfer cannot be affected within three (3) months of the date of marriage/co-habitation, one of the Employees must terminate his or her employment with the Company. Cinemark has no obligation and is not responsible for creating new jobs or placing any such Employee in a current job opening.
**Blogging and Social Media**

Cinemark takes no position on Employees who decide whether to have a blog or to join social media networks such as Facebook, Twitter, Linked-In or others. Unless specifically authorized, however, Employees may not “blog” or participate in social media networks on work time or during working hours.

Employees may not use Cinemark computers (or other Company provided devices) to blog or to check or post any information on social media networks unless specifically authorized to do so by their Supervisor. Employees also may not use blogging or other social media to harass or intimidate Employees of Cinemark. Employees’ conduct and performance at work are most appropriately and effectively addressed through established procedures within the Company.

Unless specifically instructed by the Company to do so, Employees are not authorized to disclose any confidential Cinemark information nor speak on behalf of Cinemark. Examples of confidential information include financial information, trade secret information, private personnel information such as medical information, company expansion or acquisition plans, etc. The posting of any information on movies or content prior to their public release date (e.g. – test screenings, industry previews, or theatre content run-throughs) is grounds for termination of employment. Only upon specific direction from the Vice President – Marketing & Communications is any Employee to open a social media account on behalf of the Company.

The above policy applies to all forms of social media or technology on the Internet, including but not limited to video and photo sharing sites, social networking sites, micro-blogging sites, social bookmarking sites, mobile location-based networking, review sites, live casting, weblogs, forums and discussion boards, online encyclopedias, and any technology that allows individual users and companies to use simple publishing tools and engage in social interactions.

Violation of this policy may lead to discipline up to and including immediate termination of employment.

This policy shall not be construed or applied in a manner that would interfere with an Employee’s right to communicate with co-workers about the terms and conditions of employment or the right to engage in any protected concerted activity under Section 7 of the National Labor Relations Act.

**Drug and Alcohol Free Workplace**

The Company maintains a strong commitment to provide a safe, efficient, and productive work environment. The Company also desires to promote efficiency in the work place and to provide the highest quality of Guest services.

The use of alcohol, illegal drugs and other controlled substances, whether on or off the job, can adversely affect an Employee’s work performance, efficiency, safety and health. All Employees are required to report to work fit for duty and perform their job duties in a safe manner.

The use, possession, sale, transfer, purchase or being under the influence of alcoholic beverages, illegal drugs or other intoxicants by Employees at any time in a Cinemark theatre is prohibited. Employees must not report for duty while under the influence of, or have in their possession while at the theatre or premises, any alcoholic beverage, marijuana or illegally obtained drug, narcotic or other illegal substance.

Physician-prescribed medications are permitted, provided that they do not adversely affect the ability to perform work tasks safely, job performance or the safety of the Employee or other individuals in the work place. Upon employment, or when you start taking a prescribed medication or an over-the-counter substance that may affect your ability to perform your job in a safe manner, you must inform your General Manager immediately. You must state how the substance impacts your performance. For privacy issues, you should not disclose what the medicine is prescribed for or the name of the medicine.

Employees who violate the Drug and Alcohol Free Workplace Policy will be subject to disciplinary action, up to and including termination of employment.

Cinemark reserves the right to bring evidence of violation of these rules and standards of conduct to the attention of appropriate law enforcement authorities. In order enforce this policy, and promote a safe, productive, and efficient workplace, Cinemark reserves the right to conduct inspections of Company property or Employees’ work areas, and/or Employees’ personal property that is brought on Cinemark’s property, and to implement other measures necessary to deter and detect abuse of this policy.
Open Door Policy

Cinemark operates under an "Open Door Policy" to address Employee concerns. We are committed to providing an open and collaborative atmosphere in which Employees are encouraged to express opinions and discuss any concerns with their supervisors without fear of retaliation.

If you have any business related subject, problem, situation, etc. - discuss it with your General Manager first. We hope that your General Manager is able to satisfactorily resolve most matters.

If the situation is not handled the way you feel is appropriate, you have the right to contact the next level of management - the Region Leader. If at any time you do not feel comfortable speaking with your General Manager, discuss your concern with the Region Leader.

Again, if you are not satisfied with the explanation and/or results, you have the right to call the next level of management - the VP - Assistant Director of Theatre Operations.

From there you have the ability to write or speak to the SVP - Global Theatre Operations.

An Open Door Policy poster is located near the bulletin board. Business cards list the names, addresses, and phone numbers of your Region Leader and VP - Assistant Director of Theatre Operations.

Cinemark prohibits retaliation against any Employee for cooperating in an investigation or for lodging a complaint or concern in good faith.

Convercent.com

Providing a safe work environment is a top priority at Cinemark. We strive to provide a secure and healthy atmosphere for Employees, Customers and visitors. Convercent.com is a 24-hour incident reporting system which helps us achieve this top priority.

A successful safety program depends on us all being alert and committed to safety. We want you to know that you can report your workplace concerns anonymously and without fear of reprisal through convercent.com. This valuable system may be accessed on the internet at convercent.com or by calling their toll-free number 1-800-461-9330.

This anonymous and confidential reporting system enables all Employees to report workplace concerns while protecting their identity if desired. Such concerns may be, but are not limited to: harassment, Employee mistreatment, poor Customer service, poor housekeeping, securities violations, unfair labor practice, discrimination, sabotage, threatening behaviors, retaliation, unsafe work conditions, industrial accidents, vandalism, workplace violence, theft, fraud, embezzlement, auditing matters, ethical violations, waste of time and or resources, compliance and regulation violations, environmental damage, and/or corporate scandals.

Employee Discipline

The Company may discipline any Employee as it deems appropriate, at its sole discretion. The Company may elect to use progressive discipline when an Employee is not performing up to the Company’s expectations. The Company has no obligation to use progressive discipline or any other form of discipline before termination of employment. Progressive discipline may include:

- Oral Counseling
- Written or Oral Warning
- Suspension
- Demotion
- Termination of employment

Other discipline may include (without limitation) probation, transfer, reclassification and pay cut. Any or all of these disciplinary methods may be utilized, in no set order, at any time as the Company deems appropriate. Following disciplinary methods other than employment termination in no way limits or alters the at-will status of an Employee’s employment with the Company.

Examples of conduct that will lead to disciplinary action up to and including termination of employment are:

--Clocking-in early or late without prior approval;
--Clocking another Employee in or out;
--Tampering or falsifying time records;
--Sharing of Employee passwords and or login information.
--Misuse or abuse of the Timeclock terminal.

Appeals

Employees may appeal any disciplinary action. Theatre Employees may appeal to their Region Leader, or to the Vice President of Human Resources. All appeals must be in writing.
General Employment Information

The Cinemark Values note that honesty, integrity, safety, respect, care, concern, excellence, and empowerment are top priorities. These are governing principles that should define your actions at work.

Addressing Management

It is appropriate in the presence of Customers to address management in a professional manner. Use Mr., Mrs., or Ms., when addressing management personnel. Staff members should not address management by first names, nicknames, or other inappropriate names or titles in the presence of Customers.

Food

Eating food while on duty is prohibited. In order to maintain a professional image with our Customers and to adhere to health and safety rules, Employees are not allowed to consume food (including but not limited to popcorn, candy, and drinks) in front of Customers or during their shifts. Employees are provided meal and rest periods for such activities. No outside food is allowed in the public areas of the theatre, this includes Customers and Employees. All food must be purchased at the snack bar or restaurant. Chewing gum is also prohibited at work.

Smoking and Tobacco

Cinemark is dedicated to providing a healthy work environment for all Employees. Smoking and smokeless tobacco are prohibited throughout the workplace while on duty.

Employees will only be allowed to smoke during rest periods and meal periods, and only in designated smoking areas that are outside and away from the entrance(s) and the front of buildings. Smokers must properly dispose of any tobacco residue, including chewing tobacco.

The no-smoking policy also applies to e-cigarettes.

Grooming

Do not apply make-up, brush or comb your hair during your shift or in front of Customers. These activities must be done away from the food service, or storage areas and on the Employee’s meal or rest break; preferably in the Employee break room or restrooms.

Socializing

While you are at work, it is important to focus on your job and the Customer. Friends or off-duty Employees are not allowed to visit during working hours, as it causes distractions. When Employees clock out after their shift they should not loiter at the theatre.

Horseplay

Horseplay is also not tolerated, as serious injuries can occur. This type of behavior is grounds for immediate termination of employment.

Phones, Mobile Phones, Texting

While on duty, mobile phone usage and texting is prohibited, unless it is a family emergency, or of a similar nature. Business telephones are not for personal calls. Friends or relatives should only call in an extreme emergency. Personal calls may be made during breaks from a pay phone, or the Employee’s personal phone. No personal long distance calls may be charged to Cinemark. Telephone directories should be used to find a phone number rather than calling directory assistance.

Members of management are the only Employees allowed to use cell phones while on duty for business purposes.

Recording Conversations

Several states forbid the practice of secretly recording a conversation (taping someone without the other person’s consent). We as a Company believe that it is unnecessary to ever secretly tape record a conversation. We believe that secretly recording conversations can have a chilling effect on the ability of personnel to speak freely to one another - something that we believe is a critical component of our culture. We also believe that there is a real risk that confidential, non-public information about the Company’s business may not be protected in the event such recordings were permitted.

Consequently, the Company prohibits the practice of taping (by video, voice, or other means) conversations and workplace matters unless all parties provide advanced consent. Should you have any questions or believe there is something that you wish to record, you are advised to speak with the Human Resources department in the home office.

Tipping

Tipping is not allowed and Employees must not expect gratuities. If a tip is offered by a Customer, the Employees should politely decline.
Money and Check Cashing

The borrowing and loaning of money between Employees is discouraged. In addition, personal checks are not accepted and cannot be cashed at the theatre. Paychecks cannot be cashed at the theatre or against the theatre’s bank account. Employees are encouraged to take advantage of the convenience of direct deposit and pay cards.

Employee Parking

Employees should park their cars in a well-lit and safe place in the parking lot. However, Employees should not take the prime parking places that are closest to the front of the theatre. These places should be left open for Customers. Employees are encouraged to use the buddy system when walking to their car in the evenings, or request that a member of management or security “escort” them to their car.

Bulletin Boards

Bulletin boards should be checked frequently for notices of interest to the Employees. Any material posted must have prior approval from the General Manager of the theatre. Do not remove or deface any material that appears on the bulletin board.

Employee Screening of Movies

There are to be no ‘Employee screenings’ unless specifically authorized by the Region Leader and the home office Film Department.

New movies are typically screened by a member of management before they are shown to the public the first time. Only one member of management may attend. The purpose of these screenings is not for the enjoyment of the screener, but to ensure that the program is in good shape and playing correctly for our Customers.

Silence in the Press

No one in the theatres should ever be giving statements to the press unless authorized by the home office. No matter what the subject, refer all press inquiries to the Cinemark home office.

Any time an Employee is approached by a member of the press, he or she should respond: “I’m sorry I can’t help you. Please feel free to call our home office. The number is (972) 665-1000”. Remember there is no such thing as “Off the record!”

Employee Personal Possessions

Employees should not bring personal items such as electronic games, iPods, TV’s, large amounts of cash, etc. into the theatre. Only inventoried property of the theatre should be stored at the theatre. There should be no personal purses or wallets, etc. of Employees stored in the box office, snack bar, scullery, or restaurant. Locker cabinets will be provided for your personal possessions. It is advisable to have your own lock for your personal possessions. Cinemark cannot be responsible for lost or stolen items.

Use of Company Equipment & Resources

Cinemark provides Employees with the equipment and resources necessary to perform their job responsibilities and to promote the Company’s interests. Company equipment and resources may include, but are not limited to, the following: computers, printers, desks, book cases, hand trucks, telephones, mobile phones, e-mail, Internet, voicemail, electronic devices, etc.

Company equipment and resources are company property and are to be used only for work-related purposes. All computers, mobile phones, and other electronic devices or programs, whether used entirely or partially on the Company premises or with the aid of Company equipment or resources, must remain fully accessible to the Company and, to the maximum extent permitted by law, will remain the sole and exclusive property of the Company.

Employees should have no expectation of privacy when using company resources or storing information in or on company equipment. The Company retains the right to gain access to any information received by, transmitted by, or stored in any electronic communications device that is Company property. Upon request, Employees must disclose all passwords to the Company or such passwords will be made invalid. The Company reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

The Company may monitor the usage and conduct searches of its resources and equipment, and access, review and disclose stored information and materials, including messages, data and physical contents, at any time, for any reason, without notice to the user or the user’s consent, at any time, and not necessarily in the Employee’s presence.
Employees must use their best judgment whenever using any of the Company’s equipment or resources. While it is not possible to provide an exhaustive list of rules and standards applicable to such use, the following are some general guidelines:

Computers, E-mail and Internet - Prohibited uses of electronic communication include, but are not limited to:

- Accessing, displaying, downloading, or disseminating inappropriate materials such as pornography, or offensive, discriminatory, harassing or disrespectful statements or materials;
- Sending or leaving messages that contain threats, sexual advances or other intimidating content;
- Distributing spam, chain letters/mail, e-mail with charity requests, or petitions for signatures;
- Displaying, downloading or disseminating messages or other material that violate any company policy, including the Code of Conduct Policy;
- Installing software on company computers without advance authorization from the Company. The Company does not support non-standard software and may remove unauthorized software at its discretion.

Prior authorization must be obtained before any Company property may be removed from the premises.

**Equipment Safety**

When using company tools and equipment, Employees must exercise care and follow all operating instructions, safety standards and guidelines.

In the event that any equipment appears to be damaged, defective or in need of repair, an Employee must immediately notify his or her immediate supervisor. Prompt reporting could prevent possible injury to Employees and others, as well as deterioration of equipment.

Improper, illegal, careless, negligent, destructive, unsafe or excessive personal use or operation of company equipment or resources may result in disciplinary action, up to and including termination of employment.

Employees may only remove company equipment and other property from company premises with advance permission from their General Manager. All company property, including (without limitation) equipment, keys, materials and written information, must be returned to the Company immediately upon request or upon termination of employment. The Company may take any and all appropriate actions to recover or protect its property.

**Use of Personal Vehicles**

Employees must be at least 18 years of age and have a valid driver’s license to drive on company business and/or run errands on behalf of the company.

During the course of the workday, Employees may occasionally be requested to use their personal vehicle to go from location to location, attend meetings, etc. In order to protect Cinemark and its Employees it is imperative that each Employee carry adequate liability insurance limits (at least $100,000) on their personal automobile. Employees should check with their auto insurance agent to verify that they have adequate limits. Whether on company business, parked in the parking lot while at work, or driving to or from work, your personal auto policy will act as primary insurance.

It is company practice to reimburse Employees for use of their personal vehicles for company business. Cinemark will reimburse Employees at the current IRS rate once an expense report has been submitted and approved per the Cinemark Travel Policy. Employees may obtain a blank expense report form from their General Manager and/or access the Travel Policy online on the Company Intranet.

If an Employee is injured while driving their personal car on company business, Cinemark’s workers’ compensation insurance will respond (subject to policy provisions).

Please report any auto accidents that occur while on company business to the Risk Management Department in the home office.

**Solicitation, Distribution, & Sales**

The Company recognizes that Employees have interests in events and organizations outside the workplace. To ensure a productive work environment, the Company does not allow Employees to solicit or distribute information concerning non Company sponsored activities during the working time of either the Employee who is making the solicitation or the Employee who is being solicited. This includes, but is not limited to literature, handouts, faxes, e-mail, instant messaging, electronic bulletin boards, and any other form of electronic communication.
Additionally, the posting of written solicitations on company bulletin boards is prohibited. For purposes of this policy, “working time” does not include meal periods, rest periods and the time before or after a shift.

Solicitation includes:

- Asking for contributions or donations;
- Selling any product;
- Inviting Employees to join any organization;
- Asking Employees to support any cause;
- Proselytizing, and
- Any effort to persuade Employees with respect to any matter not directly related to Cinemark’s business, whether political, religious, commercial or otherwise.

Literature includes any tracts, pamphlets, brochures, scriptures, manifestos, emails, or any other material appearing in print or in electronic form that pertains to a political, commercial, charitable or religious subject or any other subject not directly related to Cinemark’s business.

**Union Activity**

Cinemark is a Union free environment. The Company does not believe that belonging to a Union is necessary for Employees to be represented and treated fairly with employment matters.

Employees who join Unions typically pay union dues, union initiation fees, and possibly fines and assessments to the Union. By signing a Union membership card, an Employee agrees to give up his rights as an individual Employee and under that contract the Employee may be required to obey union rules and regulations, attend meetings, pay dues and fines and pay assessments.

Should an Employee be approached by a Union representative, the Employee should understand the facts associated with joining before signing any agreements. Employees are encouraged to contact Cinemark’s Vice President of Human Resources, should they have any questions regarding Union activity at their theatre.

**BENEFITS - SECTION 3**

Cinemark is a great place to work. The entertainment industry is fun in and of itself. In addition to the entertainment atmosphere and a competitive wage, Cinemark provides many benefits for our Employees.

This section of these Employee Guidelines is designed to acquaint Employees with some of the features of Cinemark’s benefit programs. However, it is important to remember that eligibility rules for certain benefits may vary and more detailed information is set forth in the official plan documents and insurance policies that govern the plans. Accordingly, if there is any real or apparent conflict between the brief summaries contained in these Guidelines and the terms, conditions, limitations or exclusions of official documents, the provisions of the official plan documents will control.

**Health Insurance Eligibility**

You are eligible for coverage under the group health plan if you are classified as a regular, full-time, Employee working 30 or more hours of service per week. Full-time Employees who reasonably are expected to average at least 30 hours of service per week at the date of hire are eligible for coverage on the first day of the month following the completion of 30 days after the date of employment.

If you are classified as a part-time, or if your hours vary periodically so that it is not clear when you are hired whether or not you will average 30 or more hours of service per week (collectively, a “variable hour Employee”), you will be eligible for coverage if you average 30 hours of service per week during a 12 month measurement period. If you are a variable hour Employee and average 30 hours of service per week during the 12 month measurement period that begins on your employment commencement date (the “initial measurement period”), you are eligible for coverage for the 12 month coverage period that begins on the first day of the month that begins at least 30 days (28 days in the case of February) after the end of the initial measurement period.

**Ongoing Employees**

The eligibility of ongoing Employees who have been employed for at least one complete measurement period that begins November 1 and ends on October 31 (the “standard measurement period”) will be determined by looking back at the Employee’s hours during the
most recent prior standard measurement period. If the ongoing Employee was employed on average at least 30 hours of service per week during the standard measurement period, then the Employee will be eligible for coverage during the period that begins on the next January 1 through December 31 (the “coverage period”), regardless of the number of hours worked during that 12 month coverage period.

For example, the standard measurement period from November 1, 2013 through October 31, 2014 is used to determine eligibility for the 12 month coverage period that begins on January 1, 2015. If an Employee was not employed for an average of 30 hours of service per week during the standard measurement period, he or she will not be treated as a full-time Employee for group health plan coverage purposes and will not be eligible for coverage during the next coverage period (the next January 1 - December 31).

New Full-Time Employees

New Employees who at their employment commencement date are reasonably expected to be an Employee who will work at least 30 hours per week, and who are not seasonal Employees, will be eligible for coverage on the first day of the month following the completion of 30 days after the date of employment. Once a new Employee who is reasonably expected at the employment commencement date to average 30 or more hours of service per month becomes an ongoing Employee, eligibility for future coverage periods will be determined in the same manner as for ongoing Employees described in the previous section.

New Variable Hour Employees

New Employees for whom the Company cannot determine whether the Employee is reasonably expected to be employed on average at least 30 hours of service per week during the initial 12 months of employment are treated as variable hour Employees. Variable hour Employees include Employees whose schedule is not predictable, Employees who are not expected to be employed year round and part-time Employees. The hours of service of new variable hour Employees and part-time Employees will be measured over a 12 month initial measurement period that begins on the Employee’s commencement date.

If the new variable hour Employee averages 30 or more hours of service during the initial measurement period, the Employee will be covered for the next 12 month coverage period that begins on the first day of the month that begins at least 30 days (28 days in the case of February) after the end of the initial measurement period. After a variable hour Employee has been employed for at least one complete standard measurement period that begins November 1 and ends on October 31, the Employee will be treated as an ongoing Employee and coverage for periods after the initial coverage period will be determined in the same manner as any other ongoing Employee.

If there is a gap between the end of the initial coverage period and the beginning of the coverage period associated with the first full standard measurement period, the treatment determined during the initial measurement period continues to apply until the beginning of the next regular coverage period (January 1 – December 31).

Change in Employment Status

If a new variable hour Employee or new part-time Employee changes employment status before the end of the initial measurement periods and assumes a position where the Employee reasonably is expected to be employed at least 30 hours of service per week, the Employee must be offered coverage no later than the first day of the fourth full calendar month following the change in employment status (but not later than the beginning of the initial coverage period that follows the initial measurement period, if earlier, where the Employee averages 30 or more hours of service during the initial measurement period).

Should you have questions about your health insurance eligibility and/or how to sign up, ask your General Manager for assistance.

Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential workers assistance program. It offers 24-hour assistance at no charge to the Employee for work-related or personal concerns. This service is for all of Cinemark’s Employees and also includes their immediate family members.

Services include crisis management, solution-focused counseling, legal and financial consultations, and other well-being services.

The toll free number is 800-343-3822.

Paid Time Off, Vacation and Sick Pay

The Company believes Employees should have a balanced work and personal life. As a result, eligible Employees accrue paid time off (PTO), Vacation, and Sick Pay benefits. These benefits may be used for vacation, sickness, and time off required for reasons of a personal nature, as
described in further detail in the following sections. Cinemark complies with each state’s duly enacted statutes, and as such, modifies its varying plans accordingly, while working diligently to be fair and reasonable for all Employees, irrespective of state. Following are three sections that cover each of the three areas - Nationwide (outside of CA and MA), California, and Massachusetts.

**Overview - Nationwide (Outside CA and MA)**

Benefits are available to the following Employees who meet the Company’s eligibility requirements:

<table>
<thead>
<tr>
<th>Position</th>
<th>PTO</th>
<th>Vacation</th>
<th>Personal</th>
<th>Sick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Corp Field</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Region Leaders</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>General Managers</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Managers</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Assistant Manager, Maintenance Full-Time</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistant Manager, Maintenance Part Time</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Part-time corporate, corp field, or region Employees do not accrue Vacation, PTO, personal days or sick pay, except as required by law.

1 - As of the date of this Guideline, the following jurisdictions have paid sick leave laws in effect or have passed paid sick leave laws that will go into effect at a future date. Cinemark will provide paid time off to Employees that satisfies or exceeds its obligations under any applicable paid sick leave law:

<table>
<thead>
<tr>
<th>Paid Sick Leave Law Jurisdiction</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecticut STATE</td>
<td>In effect</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>In effect</td>
</tr>
<tr>
<td>Bloomfield, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>East Orange, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Irvington, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Jersey City, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Montclair, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Newark, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Passaic, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Paterson, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>Trenton, New Jersey</td>
<td>In effect</td>
</tr>
<tr>
<td>New York City, New York</td>
<td>In effect</td>
</tr>
<tr>
<td>Oregon STATE</td>
<td>In effect</td>
</tr>
<tr>
<td>Portland, Oregon</td>
<td>In effect</td>
</tr>
<tr>
<td>Philadelphia, Pennsylvania</td>
<td>In effect</td>
</tr>
<tr>
<td>Seattle, Washington</td>
<td>In effect</td>
</tr>
<tr>
<td>Tacoma, Washington</td>
<td>In effect</td>
</tr>
</tbody>
</table>

**Using Time Off – Outside CA and MA**

Accrued Vacation, PTO, and Personal Time may be used for any personal reasons, including vacation, personal appointments, and any reasons permitted by applicable state and/or local paid sick leave laws.

Sick Pay may be used only for an Employee’s own illness, the illness of a family member, or any other purpose permitted by an applicable state or local paid sick leave law. Sick leave may not be used for vacation or for personal reasons unrelated to the Employee’s own illness, a family member’s illness, or other reasons permitted by an applicable state or local law.

Employees must request time off in Cinemark’s timekeeping system, and must make requests as far in advance as possible. Reasonable efforts will be made to accommodate each request submitted. However, due to the nature of our business, the Company reserves the right to deny a request based on factors such as business needs and Vacation and Paid Time Off given to other Employees during the same period of time; except that the Company will not deny requests to use accrued Vacation, Paid Time Off, or Sick Leave for purposes permitted by an applicable state or local paid sick leave law. The Company may deny an Employee’s request to use paid time off (PTO, Vacation, Personal, or Sick) during a disciplinary suspension, unless otherwise provided by law.

Eligible Employees may use PTO, Vacation, and Sick Leave in increments that correspond to actual time taken.

Negative vacation and PTO balances are not permitted. An Employee must obtain his or her
supervisor’s approval before taking time off without pay.

Vacation, PTO, Personal Days, and Sick Pay are paid at the Employee’s current pay rate at the time the Employee uses it, unless otherwise required by law. Time spent on Vacation, Sick Pay, Personal Days, or PTO is not considered hours worked for purposes of calculating overtime compensation. Upon termination of employment, normally Employees will be paid for unused Vacation and/or PTO accrued through the last day of employment, unless circumstances warrant otherwise. If there are circumstances supporting an exception, and subject to state law, payment will be at the supervisor’s discretion. Unused paid Sick Leave is not paid out upon termination.

Longevity – Outside of CA and MA

Longevity for purposes of determining accrual rates for Vacation and PTO benefits is determined based on the date an Employee is hired or promoted into a PTO or Vacation-eligible position. See the Summary Vacation and PTO Chart later in this section for current PTO and Vacation Accrual Rates and Caps.

PTO – Outside of CA and MA

Eligible Positions: Employees classified in regular full-time and part-time eligible positions, which include Managers, Senior Assistant Managers, Assistant Managers, and Maintenance will receive paid time off (PTO) benefits.

Waiting Period: There is no waiting period for accruing or using PTO benefits for a PTO-eligible Employee. Any unused accrued PTO is paid out upon termination of employment.

PTO will accrue as outlined in the Summary Vacation and PTO Chart later in this section unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. To ensure that Employees take appropriate time off, Employees may accrue up to a maximum PTO accrual (the “accrual cap”), as reflected in the table below. If an Employee’s PTO balance reaches the accrual cap, PTO will stop accruing until the Employee takes PTO and the balance falls below the cap. No retroactive credit will be given for the period during which the Employee’s accrued PTO was at the cap. When the Employee’s accrued PTO balance drops below the accrual cap, accrual resumes.

During a leave of absence, if the Employee is receiving pay through a company paycheck, then Employee will continue to accrue PTO. During an unpaid leave of absence, an Employee’s PTO accrual ceases, unless otherwise required by law. Upon return from the unpaid leave, accrual resumes if the Employee remains otherwise eligible for benefits under this policy.

Vacation Benefits - Outside of CA and MA

Vacation Eligibility: Applies to regular full-time eligible positions in the Corporate Office, Corp Field, Region and General Managers, outside of California.

Waiting Period: There is a 6-month waiting period for Vacation benefits starting from the date an Employee first begins an eligible position. This benefit is prorated in the first year of eligibility based on the month in the calendar year in which the Employee becomes eligible.

Sick and Personal Day Benefits - Outside of CA and MA

General Managers, Corporate and Region Employees in Regular Full-time positions will receive 1 Personal Day after a 30-day waiting period and may take 6 sick days a year, after a 90-day waiting period. If a shorter waiting period is required by law, or an Employee accrues more paid sick leave under applicable state or local paid sick leave law than the combined Vacation, Personal Days and Sick Pay amount provided under this policy, the applicable law will apply.

Corporate and Region Employees in Part-time positions will not receive Personal Days and will be provided with Sick Pay only in jurisdictions with paid sick leave requirements. Paid sick leave in those jurisdictions will be provided in compliance with the applicable law. If there is any conflict between this policy and the applicable law, the applicable law will apply.

Vacation, Sick Pay, and Personal Days are a “use it or lose it” benefit and do not carry over from year to year, unless state or local laws require otherwise.

Transfers or Job Changes between PTO and Vacation benefits – Outside of CA and MA

If someone transfers internally from a position that offers PTO benefits and moves to a position that offers Vacation Benefits:

--If you have accrued PTO benefits and transfer to a location/position that offers vacation benefits, your PTO balance will be paid out. You will begin to accrue vacation after completing 6 months of service at the new location/new position. This Vacation benefit will be prorated in the first year, based on start date in the Vacation-eligible position.
If someone transfers internally from a position that offers Vacation benefits and moves to a position that offers PTO Benefits:

--If you have accrued Vacation benefits and transfer to a location/position that offers PTO benefits, you will begin accruing PTO immediately. Any unused vacation will be paid out. Sick or personal time will not be paid out, and may not be used while the Employee is in the new position, unless otherwise required by law.

**Summary Vacation and PTO Chart – Outside of CA and MA**

Regular part-time and full-time Employees in eligible positions receive Vacation and or PTO benefits as described below, unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. Please see applicable vacation or paid time off benefits policies for eligibility criteria.

**VACATION**

**6 MONTHS – 6 YEARS**

<table>
<thead>
<tr>
<th>Nationwide Positions – Outside of CA and MA</th>
<th>Vacation Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Corporate, Region, Corp Field, General Manager</td>
<td>Up to 80 hours per year*</td>
</tr>
</tbody>
</table>

**7+ YEARS**

<table>
<thead>
<tr>
<th>Nationwide Positions – Outside of CA and MA</th>
<th>Vacation Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Corporate, Region, Corp Field, General Manager</td>
<td>Up to 120 hours per year*</td>
</tr>
</tbody>
</table>

*Vacation is prorated in the first year of eligibility based on the month in the calendar year in which the Employee becomes eligible.

Note: Nationwide Full-Time Region, Corporate, Corporate Field, and General Managers also receive 6 days of sick pay, and 1 personal day, which is a total of 56 hours per year.

**PTO**

**0 – 6 YEARS**

<table>
<thead>
<tr>
<th>Nationwide - Outside CA &amp; MA</th>
<th>PTO Caps</th>
<th>PTO Accrual Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Senior Assistant Manager, Maintenance FT</td>
<td>80 Hours</td>
<td>Up to 80 hrs/yr (based on working 40 hrs/wk) 0.03847/hr of work.</td>
</tr>
<tr>
<td>Assistant Manager, Maintenance PT</td>
<td>40 Hours</td>
<td>Up to 40 hrs/yr (based on working 40 hrs/wk) 0.01924 per 1 hour of work</td>
</tr>
</tbody>
</table>

**7+ YEARS**

<table>
<thead>
<tr>
<th>Nationwide – Outside CA &amp; MA</th>
<th>PTO Caps</th>
<th>PTO Accrual Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Senior Assistant Manager, Maintenance FT</td>
<td>120 Hours</td>
<td>Up to 120 Hours per year (based on working 40 hours per week)/0.05770 per 1 hour of work</td>
</tr>
<tr>
<td>Assistant Manager, Maintenance PT</td>
<td>40 Hours</td>
<td>Up to 40 Hours per year (based on working 40 hours per week)/0.01924 per 1 hour work</td>
</tr>
</tbody>
</table>

--Nationwide PTO Accrual Caps are set at 100% of annual accrual amounts.

**Overview – California**

This section applies to Employees in California only. Benefits are available to the following Employees who meet eligibility requirements:

<table>
<thead>
<tr>
<th>Position</th>
<th>PTO</th>
<th>Vacation</th>
<th>Personal</th>
<th>Sick</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corp Field</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Region Leaders</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Managers</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managers</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Assistant Manager, Maintenance - Full Time</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistant Manager, Maintenance - Part-Time</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor Staff</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1 As of the date of this Guideline, the following jurisdictions in California have paid sick leave laws in effect or have passed paid sick leave laws that will go into effect at a future date. Cinemark will provide paid time off to Employees that satisfies or exceeds its obligations under any applicable paid sick leave law:

<table>
<thead>
<tr>
<th>Paid Sick Leave Law Jurisdiction</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>California STATE</td>
<td>In effect</td>
</tr>
<tr>
<td>Emeryville, California</td>
<td>In effect</td>
</tr>
<tr>
<td>Oakland, California</td>
<td>In effect</td>
</tr>
<tr>
<td>San Diego, California</td>
<td>On Hold</td>
</tr>
<tr>
<td>San Francisco, California</td>
<td>In effect</td>
</tr>
</tbody>
</table>

**Using Time Off - California**

Accrued Vacation, PTO, and Personal Time may be used for any personal reasons, including vacation, personal appointments, and any reasons permitted by applicable state and/or local paid sick leave laws.

Sick Pay may be used only for an Employee’s own illness, the illness of a family member, or any other purpose permitted by an applicable state or local paid sick leave law. For example, California’s paid sick leave law covers time off for diagnosis, care, or treatment of an existing health condition of, or preventive care for, an Employee or an Employee’s family member (i.e., child, parent, parent-in-law, spouse, registered domestic partner, grandparent, grandchild or sibling); or for specified purposes by an Employee who is a victim of domestic violence, sexual assault, or stalking. Sick leave may not be used for vacation or for personal reasons unrelated to the Employee’s own illness, a family member’s illness, or other reasons permitted by an applicable state or local law.

Employees must request time off in Cinemark’s timekeeping system, and must make requests as far in advance as possible. Reasonable efforts will be made to accommodate each request submitted. However, due to the nature of our business, the Company reserves the right to deny a request based on factors such as business needs and Vacation and Paid Time Off given to other Employees during the same period of time; except that the Company will not deny requests to use accrued Vacation, Paid Time Off, or Sick Leave for purposes permitted by an applicable state or local paid sick leave law. The Company may deny an Employee’s request to use paid time off (PTO, Vacation, Personal, or Sick) during a disciplinary suspension, unless otherwise provided by law.

Eligible Employees may use PTO, Vacation, and Sick Leave in increments that correspond to actual time taken.

Negative vacation and PTO balances are not permitted. An Employee must obtain his or her supervisor’s approval before taking time off without pay.

Vacation, PTO, Personal Days, and Sick Pay are paid at the Employee’s current pay rate at the time the Employee uses it, unless otherwise required by law. Time spent on Vacation, Sick Pay, Personal Days, or PTO is not considered hours worked for purposes of calculating overtime compensation. Upon termination of employment, normally Employees will be paid for unused Vacation and/or PTO accrued through the last day of employment, unless circumstances warrant otherwise. If there are circumstances supporting an exception, and subject to state law, payment will be at the supervisor’s discretion. Unused paid Sick Leave is not paid out upon termination.

**Longevity - California**

Longevity for purposes of determining accrual rates for Vacation and PTO benefits is determined based on the date an Employee is hired or promoted into a PTO or Vacation-eligible position. See the Summary Vacation and PTO Chart later in this section for current PTO and Vacation Accrual Rates and Caps.

**PTO - California**

Eligible Positions: California Employees classified in Regular full-time and part-time eligible positions, which includes Corporate, Corp Field, Region, General Managers, Managers, Senior Assistant Managers, Assistant Managers, and Maintenance will receive PTO benefits.

Waiting Period: There is no waiting period for accruing or using PTO benefits for a PTO-eligible Employee. Any unused accrued PTO is paid out upon termination of employment.

PTO will accrue as outlined in the Summary Vacation and PTO Chart later in this section unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. To ensure that Employees take appropriate time off, Employees may accrue up to a maximum PTO accrual (the “accrual cap”), as reflected in the table below. If an Employee’s PTO balance reaches the accrual cap, PTO will stop accruing until the Employee takes PTO and the balance falls below the cap. No retroactive credit will be given for the period during which the Employee’s accrued PTO was at the cap. When the Employee’s accrued PTO balance drops below the accrual cap, accrual resumes.
During a leave of absence, if the Employee is receiving pay through a company paycheck, then Employee will continue to accrue PTO. During an unpaid leave of absence, an Employee’s PTO accrual ceases, unless otherwise required by law. Upon return from the unpaid leave, accrual resumes if the Employee remains otherwise eligible for benefits under this policy.

**Sick Pay - California**

Eligible Positions: California Employees classified as both full-time and part-time who are Assistant Managers, Floor Staff, and part-time Maintenance.

Sick Pay benefits will accrue at the rate of .03334 per hour worked, beginning on the Employee’s date of hire. Employees may use accrued sick leave starting on the 90th day of employment. Up to 24 hours of accrued sick leave may be used in each year of employment. The cap on sick leave accrual is 48 hours. Once the accrual cap is reached, Sick Pay accrual will stop, until the Employee uses some Sick Pay and the accrued amount drops below the cap, at which point accrual will resume.

Employees who use sick pay benefits or PTO for sick leave purposes in California are not required to find a replacement to cover their shift.

**Transfers or Job Changes between PTO and Vacation benefits - California**

If someone transfers internally from a position that offers PTO benefits and moves to a position that offers Vacation Benefits:

--If you have accrued PTO benefits and transfer to a location/position that offers vacation benefits, your PTO balance will be paid out. You will begin to accrue vacation after completing 6 months of service at the new location/new position. This Vacation benefit will be prorated in the first year, based on start date in the Vacation-eligible position.

If someone transfers internally from a position that offers Vacation benefits and moves to a position that offers PTO Benefits:

--If you have accrued Vacation benefits and transfer to a location/position that offers PTO benefits, you will begin accruing PTO immediately. Any unused vacation will be paid out. Sick or personal time will not be paid out, and may not be used while the Employee is in the new position, unless otherwise required by law.

If an Assistant Manager in California is promoted to Senior Assistant Manager in California, then any accrued Sick Pay balance will carry over and can be used by the Employee until it is exhausted.

**Summary Vacation and PTO Chart - California**

Regular part-time and full-time Employees in eligible positions receive Vacation and or PTO benefits as described below, unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. Please see applicable vacation or paid time off benefits policies for eligibility criteria.

If an Employee is covered by more than one paid sick leave law (e.g., a state paid sick leave law and a city paid sick leave law), the benefits and rules most favorable to the Employee under the policy or applicable paid sick leave laws will apply, but the Employee will not be entitled to duplicate benefits. The information in the chart is based on the California state law.

**PTO**

**0 – 6 YEARS**

<table>
<thead>
<tr>
<th>California Positions</th>
<th>Accrual Caps</th>
<th>PTO Accrual Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Corp, Corp</td>
<td>224 Hours PTO</td>
<td>Up to 128 Hours per year (based on working 40 hours per week)/0.06154 hours per 1 hour of work</td>
</tr>
<tr>
<td>Field, Region, General Manager</td>
<td>[table cell missing]</td>
<td></td>
</tr>
<tr>
<td>Manager, Senior Asst Manager, Maintenance FT</td>
<td>140 Hours PTO</td>
<td>Up to 80 Hours per year (based on working 40 hours per week)/0.03847 per 1 hour of work</td>
</tr>
<tr>
<td>Assistant Manager, Maintenance PT</td>
<td>42 Hours PTO 48 Hours Sick per year</td>
<td>Up to 24 Hours PTO per year (based on working 40 hours per week)/0.01154 per 1 hour of work; plus Up to 48 Hours Sick Pay per year/.03334 per 1 hour of work, with use limited to 24 hours per year</td>
</tr>
</tbody>
</table>
California Positions | Accrual Caps | PTO Accrual Rates
--- | --- | ---
Full-Time Corp, Region, Corp Field, General Manager | 294 Hours PTO | Up to 168 Hours per year (based on working 40 hours per week)/0.08077 per 1 hour of work
Manager Senior Asst Manager, Maintenance FT | 210 Hours PTO | Up to 120 Hours per year (based on working 40 hours per week)/0.05770 per 1 hour of work
Assistant Manager, Maintenance PT | 42 Hours PTO 48 Hours Sick per year | Up to 24 Hours PTO per year (based on working 40 hours per week)/0.01154 per 1 hour of work; plus Up to 48 Hours Sick Pay per year/0.03334 per 1 hour of work, with use limited to 24 hours per year

--PTO Accrual amount per pay period will be based on the number of hours an Employee actually works (or number of PTO hours used).

--California PTO Accrual Caps are set at 175% of annual accrual amounts due to California’s vacation (and PTO) laws.

--Sick leave is provided in compliance with applicable state or local law.

### Overview - Massachusetts

This section applies to Massachusetts Employees only. Benefits are available to the following Employees who meet the Company’s eligibility requirements:

<table>
<thead>
<tr>
<th>Position</th>
<th>PTO</th>
<th>Vacation</th>
<th>Personal</th>
<th>Sick</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Managers</td>
<td>x</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Managers</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Assistant Managers</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistant Manager, Maint – PT</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maint FT</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Floor Staff</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### Using Time Off - Massachusetts

Accrued Vacation, PTO, and Personal Time may be used for any personal reasons, including vacation, personal appointments, and any reasons permitted by applicable state and/or local paid sick leave laws.

Sick Pay may be used only for an Employee’s own illness, the illness of a family member, or any other purpose permitted by an applicable state or local paid sick leave law. For example, Massachusetts’ paid sick leave law covers absences taken by an Employee to:

--Care for the Employee’s own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care.

--Care for the Employee’s child, spouse, parent, or parent of a spouse who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care.

--Attend the Employee’s routine medical appointment or a routine medical appointment for the Employee’s child, spouse, parent or parent of a spouse.

--Address the psychological, physical or legal effects of domestic violence.

Sick Pay may not be used for vacation or for personal reasons unrelated to the Employee’s own illness, a family member’s illness, or other reasons permitted by an applicable state or local law.

Employees must request time off in Cinemark’s timekeeping system, and must make requests as far in advance as possible. Reasonable efforts will be made to accommodate each request submitted. However, due to the nature of our business, the Company reserves the right to deny a request based on factors such as business needs and vacation and paid time off given to other Employees during the same period of time; except that the Company will not deny requests to use accrued vacation, paid time off, or sick leave for purposes permitted by an applicable state or local paid sick leave law. The Company may deny an Employee’s request to use paid time off (PTO, vacation, personal, or sick) during a disciplinary suspension, unless otherwise provided by law.

Eligible Employees may use PTO, Vacation, and sick leave in increments that correspond to actual time taken.
Negative Vacation and PTO balances are not permitted. An Employee must obtain his or her supervisor’s approval before taking time off without pay.

Vacation, PTO, Personal Days, and Sick Pay are paid at the Employee’s current pay rate at the time the Employee uses it, unless otherwise required by law. Time spent on Vacation, Sick Pay, Personal Days, or PTO is not considered hours worked for purposes of calculating overtime compensation. Upon termination of employment, normally Employees will be paid for unused Vacation and/or PTO accrued through the last day of employment, unless circumstances warrant otherwise. If there are circumstances supporting an exception, and subject to state law, payment will be at the supervisor’s discretion. Unused paid sick leave is not paid out upon termination. Unused paid sick leave will be reinstated after a break in service of up to 12 months, as required by law.

Longevity - Massachusetts

Longevity for purposes of determining accrual rates for Vacation and PTO benefits is determined based on the date an Employee is hired or promoted into a PTO or Vacation-eligible position. See the Summary Vacation and PTO Chart - Massachusetts for PTO Accrual Rates and Caps.

PTO - Massachusetts

Eligible Positions: Employees classified in regular full-time and part-time eligible positions, which include Managers, Senior Assistant Managers, Assistant Managers, and Maintenance will receive PTO benefits.

Waiting Period: There is no waiting period for accruing or using PTO benefits for a PTO-eligible Employee. Any unused accrued PTO is paid out upon termination of employment.

PTO will accrue as outlined in the chart above unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. Employees may accrue up to a maximum PTO accrual (the “accrual cap”), as reflected in the table above. The accrual caps operates as follows:

Manager, Senior Assistant Manager and Maintenance FT positions: If an Employee’s PTO balance reaches the accrual cap, PTO will stop accruing until the Employee takes PTO and the balance falls below the cap. No retroactive credit will be given for the period during which the Employee’s accrued PTO was at the cap. When the Employee’s accrued PTO balance drops below the accrual cap, accrual resumes.

Assistant Manager and Maintenance PT positions: Employees can accrue up to 40 hours per year. Accrual ceases at the end of the year or when the Employee accrues 40 hours, whichever is first. Accrual will begin again at the start of the next year.

During a leave of absence, if the Employee is receiving pay through a company paycheck, then the Employee will continue to accrue PTO up to the applicable accrual cap. During an unpaid leave of absence, an Employee’s PTO accrual ceases, unless otherwise required by law. Upon return from the unpaid leave, accrual resumes, subject to the applicable accrual cap, if the Employee remains otherwise eligible for benefits under this policy.

Vacation Benefits - Massachusetts

Vacation Eligibility: Applies to regular full-time eligible positions.

Waiting Period: There is a 6-month waiting period for Vacation benefits starting from the date an Employee first begins an eligible position, unless a shorter waiting period is required by law. This benefit is prorated in the first year of eligibility based on the month in the calendar year in which the Employee becomes eligible. After the first year of eligibility, the full amount of Vacation for the year is advanced for use on January 1st of each year. Unused Vacation will not carry over from one year to another, and will be forfeited, unless otherwise required by law.

Sick and Personal Day Benefits - Massachusetts

General Managers in Regular Full-time positions will receive 1 Personal Day after a 30-day waiting period and may take 6 sick days per year. Sick days may be used starting on the 90th day of employment. If a shorter waiting period is required by law, or an Employee accrues more paid sick leave under applicable state or local paid sick leave law than the combined Vacation, Personal Days and Sick Pay amount provided under this policy, the applicable law will apply.

Vacation, Sick Pay, and Personal Days are “use it or lose it” benefits and do not carry over from year to year, unless state or local laws require otherwise.

Sick Pay - Massachusetts

Eligible Positions: Full-time and part-time Floor Staff.

Sick Pay benefits will accrue at the rate of .03334 per hour worked, beginning with the
Employee’s date of hire. Employees may use accrued sick leave starting on the 90th day of employment. Up to 40 hours of accrued sick leave may be used in each year of employment. The cap on sick leave accrual is 40 hours per year. Up to 40 hours of unused sick pay will carry over from year to year.

Employees who use sick pay benefits or PTO for sick leave purposes in Massachusetts are not required to find a replacement to cover their shift.

**Transfers or Job Changes between PTO, Vacation, and/or Sick Pay benefits - Massachusetts**

If someone transfers internally from a position that offers PTO benefits and moves to a position that offers Vacation Benefits:

--If you have accrued PTO benefits and transfer to a location/position that offers vacation benefits, your PTO balance will be paid out. You will begin to accrue vacation after completing 6-months of service at the new location/new position. This Vacation benefit will be prorated in the first year, based on start date in the Vacation-eligible position.

If someone transfers internally from a position that offers Vacation benefits and moves to a position that offers PTO benefits:

--If you have accrued Vacation benefits and transfer to a location/position that offers PTO benefits, you will begin accruing PTO immediately. Any unused vacation will be paid out. Sick or personal time will not be paid out, but may be used while the Employee is in the new position.

**Summary Vacation and PTO Chart – Massachusetts**

Regular part-time and full-time Employees in eligible positions receive vacation or PTO as described below, unless the Employee is entitled to greater benefits under an applicable paid sick leave law, in which case the applicable paid sick leave law will apply. Please see applicable vacation or paid time off benefits policies for eligibility criteria.

If an Employee is covered by more than one paid sick leave law (e.g., a state paid sick leave law and a city paid sick leave law), the benefits and rules most favorable to the Employee under the policy or applicable paid sick leave laws will apply, but the Employee will not be entitled to duplicate benefits.

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**VACATION**

**6 MONTHS – 6 YEARS**

<table>
<thead>
<tr>
<th>Massachusetts Positions</th>
<th>Vacation Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td>Up to 80 hours per year</td>
</tr>
</tbody>
</table>

**7+ YEARS**

<table>
<thead>
<tr>
<th>Massachusetts Positions</th>
<th>Vacation Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td>Up to 120 hours per year</td>
</tr>
</tbody>
</table>

Note that vacation is prorated in the first year of eligibility based on the month in the calendar year in which the GM becomes eligible.

General Managers also receive 6 days of sick pay and 1 personal day, which is a total of 56 hours per year.

**PTO**

**0 – 6 YEARS**

<table>
<thead>
<tr>
<th>Massachusetts Positions</th>
<th>PTO Caps</th>
<th>PTO Accrual Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Senior Assistant Manager, Maintenance – FT</td>
<td>80 Hours Total</td>
<td>Up to 80 Hours per year (based on working 40 hours per week)/0.03847 hours per 1 hour of work</td>
</tr>
<tr>
<td>Assistant Manager, Maintenance – PT</td>
<td>40 Hours per year</td>
<td>Up to 40 Hours per year/0.03334 per 1 hour of work, with use limited to 40 hours per year. Up to 40 hours of unused PTO carries over from year to year</td>
</tr>
</tbody>
</table>

**7+ YEARS**

<table>
<thead>
<tr>
<th>Massachusetts Positions</th>
<th>PTO Caps</th>
<th>PTO Accrual Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Senior Assistant Manager, Maint - FT</td>
<td>120 Hours Total</td>
<td>Up to 120 Hours per year (based on working 40 hours per week)/0.05770 hours per 1 hour of work</td>
</tr>
<tr>
<td>Assistant Manager, Maintenance – PT</td>
<td>40 Hours per year</td>
<td>Up to 40 Hours per year/0.03334 per 1 hour of work, with use limited to 40 hours per year. Up to 40 hours of unused PTO carries over from year to year</td>
</tr>
</tbody>
</table>
The PTO Accrual amount per pay period is based on the number of hours an Employee actually works (or number of PTO hours used).

For Managers, Senior Assistant Managers and full-time Maintenance, the PTO accrual cap operates as a maximum account balance at any given time. Once the accrual reaches this balance, accrual will cease until some PTO is used. Unused PTO, up to the cap amount, carries over to the next year.

For Assistant Managers and part-time Maintenance Employees, the accrual cap operates as an annual cap. These Employees will accrue PTO each year up to 40 hours. Up to 40 hours of accrued PTO carries over year-to-year. Employees begin accruing again at the start of each year. Employees may use no more than 40 hours of PTO per year, regardless of whether they have more than 40 hours of accrued PTO available.

Paid Day Off For Veterans Day

In order to honor the Cinemark veterans who have served our country so bravely over the years, every Cinemark veteran will receive a paid day off each November 11th. This paid day off is one small way to actively demonstrate our gratitude to all the men and women who have volunteered to defend our country and our values unhesitatingly over the years. As importantly, it will give our Cinemark veterans a chance to attend or participate in Veterans Day events in their communities.

Please provide your General Manager with an honorable discharge certificate from the Air Force, Army, Marines, Navy, Coast Guard, National Guard, or State Guard in order to qualify for this paid day off.

We at Cinemark have also shown our appreciation to active-duty service men and women over the years by sending hundreds and hundreds of gift boxes to soldiers in active combat zones, through the “Operation Merry Christmas” program.

Scholarship Program

Since its inception in the early 1990’s, Cinemark has awarded nearly $1,000,000 in Employee scholarships. Over a thousand Employees have benefited from this program.

Applications are usually available in December and are due in April. They are turned in to your General Manager. There is an essay requirement. The subject of the essay changes each year and will be noted on the application. It is normally a 300-500 word requirement.

The scholarships are judged by the Region Leaders and also a committee of home office Employees. Winners are announced in the May/June timeframe.

The minimum requirements are:

*Must be employed by Cinemark for at least one year at a Cinemark theatre, as of the deadline on the application.

*Scholarship money can be used at trade schools, community colleges, universities, etc.

*Winners will be announced in May/June of each year and monies must be claimed by the end of that year.

*New college freshmen and current college students are eligible to apply.

*Continued employment at Cinemark is not required for scholarship winners (but we really do want you to stay!)

The amount and number of scholarships awarded varies from year to year. The premiere Cinemark scholarships are known as the Gene Hatten and Don Meredith Memorial Scholarships. These scholarships are in honor of Mr. Hatten, who passed away in 1993 and Mr. Meredith, who passed away in 2008. Both were loyal and dedicated members of the Cinemark Team, and are deeply missed.

401(k) Plan

The Company offers a 401(k) savings plan to provide Employees an additional way to help plan for retirement. Employees may contribute a portion of their annual pay to the 401(k) plan not to exceed the annual contribution limits set by the IRS. Employees must complete 12 consecutive months of employment, work at least 1,000 hours during 12 consecutive months, and be at least 21 years of age. After meeting these requirements, Employees may join on any
of the quarterly entry dates that are on January 1, April 1, July 1, or October 1.

Currently, Cinemark will match your pre-tax contributions in an amount equal to 100% of those contributions equal to 3% of your eligible compensation plus an amount equal to 75% of those contributions on the next 3% of your eligible compensation equal to 6%. These contributions are fully vested. Matching contributions are made by July 1st after the close of the calendar year.

These benefits are subject to change per Plan Document. For specific details on the Company’s 401(k) plan such as enrollment periods, eligibility, investments, and withdrawals, please refer to the Company intranet site for Plan specifics or contact the Human Resources Department.

Employee Recognition

Cinemark recognizes Employees who have one or more continuous years of employment with pins and other rewards to mark the anniversaries.

Non-management Employees receive, upon:

1 year of service - a “Front Row Joe” pin.
2 years of service - an “Elton” pin.
3 years of service - a “Clyde” pin.
4 years of service - a “Popcorn Penny” pin.

Members of management receive a custom management pin/pendant after 2 years in a management position. It is a gold, jewel-studded pin/pendant.

5-years

All Employees are eligible for a watch after five continuous years of employment. Beautifully printed inside the dome magnifying crystal of this custom-made watch is ‘Cinemark’. The design of the watch and band change from time to time.

10-years

All Employees are eligible for a gold signet ring after ten continuous years of employment, featuring the Employee’s initials and a 10-point diamond signifying 10 years of service at Cinemark. The ring is custom-made for each Employee. For those Employees who would prefer watches instead, two of the five-year watches can be substituted for the ring.

15-years

All Employees are eligible for a jewel-studded, custom-made pin after fifteen continuous years of employment, in addition to a $1,500 cash award.
20-years

All Employees are eligible for a Cinemark commemorative coin after twenty continuous years of employment, in addition to a $2,250 cash award.

25-years

All Employees are eligible for a Cinemark commemorative statue after twenty-five continuous years of employment, in addition to a $3,000 cash award.

30-years

All Employees are eligible for a clear crystal square column etched with a 3D Film Reel and concession image after thirty continuous years of employment. The crystal sits atop a solid black crystal base engraved in gold with the inscription “Cinemark In Recognition of Thirty Years of Dedicated Service” and the recipient’s name. The 30-year award recipient also receives a $3,750 cash award.

Note that all awards are based on continuous service periods. Should an Employee leave Cinemark and be rehired within 90 days, employment will still be considered “continuous” for purposes of the Award Program.

Concession ‘Upsell Awards’

Cinemark has an ongoing program to reward good sales techniques by Concession Workers. This is known as the Upsell Award program. There are hundreds of “secret shoppers” who visit Cinemark theatres regularly and reward Concession Workers who use correct selling techniques such as directing the sale, upselling, or suggestive selling. The $25 reward is paid on the Employee’s next regular paycheck, and is subject to applicable taxes.

Here is how it works…

Most theatres are regularly ‘blindchecked’ by a company or individual arranged by the Region Leader or home office. A blindcheck is a visit where a Customer fills out a survey rating all areas of their visit. Blindchecks give Cinemark a good idea of how we are doing service-wise from a Customer’s perspective.

When suggestive selling takes place during a blindcheck of the theatre, an Upsell Award is normally awarded, although this often takes place after the fact so as not to identify the Blindchecker at the time. Upselling checks and awards may also be awarded by Region Leaders or other home office personnel during their site visits, but the majority happen in conjunction with a blindcheck.

The Region Leader will notify the General Manager when an award has been won, and will process payment of the $25 award (less applicable taxes), which is then paid on the Employee’s next regular paycheck.

Elton Eagle Awards

The Elton Eagle is a special achievement award which may be presented to outstanding Employees. Cinemark recognizes these individuals with the 10K solid gold “Elton Eagle Award” pin. This award is given out at the Region Leader’s discretion. General Managers who feel they have an Employee deserving of an Elton Eagle nominate that person, detailing their history of excellent performance or singular act of greatness.
Employee Guidelines

A special version of the Elton Eagle pin is awarded to members of the Corporate Training Team, usually at theatre grand openings.

**Employee Privileges**

As a privilege of working for Cinemark, Employees are allowed free concessions and movie passes as outlined below. The General Manager may suspend these privileges, either individually or as a group, as deemed necessary to enforce performance standards from staff members. For example: controlling inventory shortages, emphasizing cleanliness standards, being on time to work, etc.

**Employee Concessions**

Employees are allowed one free drink and one free popcorn per shift. The drink and popcorn need to be served up by an on-duty Concession Worker. The Employee needs to provide their own containers. If they want to use a theatre cup they will need to buy it. Courtesy cups are not to be used by Employees. They are there as a courtesy to Customers. The drink and popcorn should only be consumed during their break and out of sight of Customers.

Additionally, on-duty Employees receive 50% off of any item at the snack bar or restaurant (in theatres so equipped) while on break. Any purchased items must be rung up by another on-duty Employee.

**Employee Passes**

Employees may attend a movie at the theatre of their primary employment free of charge. They may also bring one guest to accompany them free of charge.

Employees who are married, have a domestic partner, and/or have children may attend with their immediate family for free. Their immediate family may also attend for free while their Cinemark employed relative is on-duty. “Immediate family” consists of their spouse/domestic partner and/or all unmarried children living at home.

If any Employee plans to attend a movie during high-volume times such as the Christmas holidays, a movie’s opening weekend, Friday & Saturday nights, etc., they should check with the General Manager before attending. Employees and their guests should not take seats with their pass privilege that could go to Customers.

When they come to the movie, Employees are to wait in line with the other Customers, present their Cinemark name badge to the Box Office Cashier and receive pass tickets. Employees attending a movie at the theatre of their primary employment and their guests are not subject to the ‘no pass’ restrictions on certain movies.

Employees attending a movie must buy all of their refreshments – no free or discounted concession or restaurant items. They need to conduct themselves as normal Patrons of the theatre. They should not hang out around the concession, box office, booth, usher areas, etc. engaging in a conversation with on-duty Employees.

Free admittance to movies is an Employee privilege and not an Employee right.

If an Employee wishes to attend a Cinemark theatre other than the one at which they work, they may do so by asking for a Guest Pass from their General Manager.

Cinemark Employees are to abide by the movie rating codes when attending movies. Underage Employees will not be admitted to "R" rated movies unless accompanied by a parent.

Misuse of movie pass privileges may result in disciplinary action, up to and including termination of employment. This privilege may be revoked at any time and for any reason, with or without advance notice.

**Military Leave**

All Employees who enter the uniformed services of the United States (consisting of the Armed Forces, the Army National Guard and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service and any other category of persons designated by the President of the United States in time of war or national emergency) may take military leave in accordance with federal and state laws. Military leave is generally an unpaid leave of absence. An Employee may use accrued Vacation or PTO
benefits to supplement his or her wages while on leave, but is not required to do so. For periods of temporary military leave (service up to 30 calendar days), salaried Employees will be paid the difference between their base salary and the pay they receive for military duty for up to twenty (20) workdays per calendar year. Salaried Employees’ pay will not be reduced for partial-week absences due to military leave.

Employees must provide advance written or oral notice to their General Managers for all military duty unless giving notice is impossible, unreasonable, or precluded by military necessity. It is important for Employees to request leave as far in advance as possible, as it will help their General Manager with any needed scheduling adjustments.

Continuation of health insurance benefits during military leave is available as required by law based on the length of leave and subject to the terms, conditions and limitations of the applicable plans for which the Employee is otherwise eligible/enrolled.

PTO, Vacation and holiday benefits will not accrue during a military leave that is not covered by an Employee’s use of PTO or Vacation benefits. When an Employee returns to work after their military leave, their benefits will start accruing again.

Employees are eligible for reinstatement with the Company upon conclusion of their military service as required by the Uniformed Services Employment and Reemployment Rights Act and applicable state law. Once their return date is known, Employees must promptly notify the General Manager of their return date to the Company as soon as possible.

When reinstated, the Employee’s level of seniority will be the same as if the Employee had not been on leave. Reinstatement will, whenever possible, be to a position reflecting the seniority status and pay to which they would have been entitled if the Employee had not been on leave. If reasonable efforts by Cinemark do not succeed in qualifying the Employee for such a position, the Employee will be reinstated to a position that is the same as or equivalent to the position he or she held when they went on leave.

Cinemark is not required to reinstate Employee’s employment if it would be impossible or unreasonable to do so, or would place an undue hardship on the company. You may also be denied reinstatement if your prior employment was for a brief period of time and not expected to continue.

**Family Medical Leave Act (FMLA)**

Cinemark recognizes that there are times when an Employee will need time away from work to tend to family or medical matters, because of obligations to the military, or for other reasons. Briefly stated, it is Cinemark’s policy to provide individuals such leave in accordance with applicable law, including the Family and Medical Leave Act (FMLA), a comprehensive federal law that addresses various types of leave, eligibility requirements, and more.

Below is a brief summary of the Company’s Family and Medical Leave policy. The full version, including definitions of important terms, is available through SharePoint and from Human Resources. If there are differences between this summary and the full policy, the full policy applies. Information regarding state and federal leave laws is also posted at your individual work site.

Additionally, certain states have laws that provide additional leave benefits to eligible Employees. The California Family Rights Act contains its own standards, rules, and requirements. The summary below is for general purposes and principally focuses on the federal FMLA. When you have a moment, you are encouraged to review Cinemark’s more comprehensive materials regarding such matters. You are also encouraged to speak with your General Manager to raise any questions you might have.

**Eligibility**

In order to be eligible to take family or medical leave, an Employee must be employed by Cinemark for at least 12 months (which need not be consecutive), and must have worked at least 1,250 hours in the 12 month period before the date of the requested leave.

Eligible Employees who have not met applicable notice and/or certification requirements (or have exhausted FMLA Leave entitlement within a 12-month period) may be denied FMLA leave.

**Types of FMLA Leave**

An Employee who meets the above FMLA requirements (“Eligible Employee”) may apply to take up to twelve (12) weeks of unpaid leave for any of the following reasons:

1. **Employee’s Own Serious Health Condition** – An Eligible Employee may apply for a FMLA leave for his or her own Serious Health Condition that renders the Employee unable to perform one or more of the essential functions of his or her job.
(2) Birth, Adoption or Foster Care – An Eligible Employee may apply for FMLA leave to care for his or her Son or Daughter after birth, or placement for adoption or foster care (the entitlement to leave for the birth or placement of a Son or Daughter for adoption or foster care will expire twelve (12) months from the date of the birth or placement).

(3) Seriously Ill Family Member – An Eligible Employee may apply for FMLA leave to care for his or her Spouse, Son, or Daughter, or Parent who has a Serious Health Condition.

(4) Military Family and Medical Leave for a Qualifying Exigency – An Eligible Employee whose Spouse, Son, Daughter or Parent is an Active Duty Servicemember (“Covered Military Member”) may apply for up to twelve (12) weeks of leave to address a Qualifying Exigency (“Qualifying Exigency Leave”).

(5) Military Family and Medical Leave to Care for a Family Member Injured in Military Service – An Eligible Employee who is the Spouse, Son, Daughter, Parent or Next of Kin of a Covered Servicemember may take up to twenty-six (26) weeks of leave to care for a Covered Servicemember in a single twelve (12) month period (“Military Caregiver Leave”). The leave described in this paragraph shall only be available during a single 12-month period from the date such leave is first taken. During the single 12-month period, an Eligible Employee who takes Covered Servicemember Leave will be entitled to a combined total of 26 work weeks of leave for any FMLA-qualifying reason, provided that the Eligible Employee is entitled to no more than 12 weeks of leave for one or more of the Basic Family and Medical Leave types set forth in (1)-(3) above.

Duration and Timing of Leave

Available unpaid leave is generally limited to 12 weeks within each 12-month period (calculated on a “rolling” basis, measured backwards from the date any family/medical leave is used). Depending on the specific circumstances, leave may also be taken on an intermittent basis. Leave time may be greater for Military Caregiver Leave.

Notice of Leave is required. If the need for leave is foreseeable, you must give the Company at least 30 days prior notice, preferably written. If the need for leave is not foreseeable, you must give notice as soon as practicable (generally within 1 to 2 business days of learning of the need for leave).

In circumstances where the need to take FMLA leave is not reasonably foreseeable, the Company requires that the Eligible Employee or, if necessary, a member of the Eligible Employee’s family to provide as much advance notice as is possible under the circumstances. An Eligible Employee who is to undergo planned medical treatment is required to make a reasonable effort to schedule the treatment in order to minimize disruptions to the Company’s operations. The failure to give timely notice of the need for leave may cause leave to be delayed or denied.

Requesting FMLA Leave

Approval of the request for FMLA leave is required and can be obtained by contacting the Human Resources Department.

When you request leave, you may be required to secure a medical certification or, in connection with a Qualifying Exigency Leave, you may be asked to complete a certification form and provide a copy of the Covered Military Member’s military orders or other official Armed Forces communication reflecting the dates of active duty service. Certification forms and additional information are available from the Human Resources Department.

If requested, medical certification is due at least 15 days after the leave is requested, if practicable. If the Company receives an incomplete, vague, ambiguous or non-responsive medical certification form, the Eligible Employee shall have seven (7) calendar days to cure any such deficiency and return the form to the Company, unless such time frame is not practicable under the particular circumstances. If the deficiencies are not cured within this time frame, the Company may deny the requested FMLA leave. Failure to provide requested certification in a timely manner may result in denial or postponement of leave until acceptable medical certification is received by the Company.

The Company may, at its expense, require a second Health Care Provider (“HCP”) selected by the Company to review the basis for the Eligible Employee’s request. If the second HCP’s opinion conflicts with the original medical certification, the Company may require a third HCP, mutually agreed upon by the Company and the Eligible Employee, to provide a third, final and binding opinion.

FMLA Leaves are generally unpaid. To the extent permitted by applicable law, you will not be required to exhaust any and all accrued paid leave (of any type) during your leave.

Returning From Leave

If your leave is due to your own serious health condition, you will be required to provide a
medical certification confirming you are fit for duty before you will be allowed to return to work.

The Company will not interfere with, restrain or deny any Eligible Employee’s right to request family or medical leave in accordance with the terms and provisions of this Policy. Furthermore, the Company will not discriminate or retaliate against any Eligible Employee for requesting family or medical leave, or for taking a family or medical leave of absence, in accordance with this policy. Anyone who feels that they have been discriminated or retaliated against for seeking FMLA benefits may report the matter to their General Manager or to the Human Resources Department.

Additional information regarding the FMLA is available from the United States Department of Labor, which has a toll free information and help line at 1-866-4USWAGE. An employee may file a complaint with the Department of Labor or may bring a private lawsuit against the Company to vindicate his or her rights under the FMLA.

California Pregnancy Disability Leave

For California Employees Only – In addition to rights afforded all Cinemark Employees, California Employees may be eligible for additional leave rights, which are briefly summarized below. Additional information regarding such leave is available from the Human Resources Department in the home office. Some particulars regarding the CFRA:

Eligibility

Any Employee disabled by pregnancy, childbirth or a related medical condition, is eligible to take an unpaid pregnancy disability leave (PDL). Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth is covered by PDL.

Duration of Leave

PDL usually begins when ordered by the Employee’s physician. The Employee must provide Cinemarx with a certification from a health care provider. The certification indicating disability should contain:

- The date on which the Employee became disabled due to pregnancy;
- The probable duration of the period or periods of disability; and
- A statement that, due to the disability, the Employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.

PDL is only for period(s) of actual disability caused by pregnancy, childbirth or related medical conditions. It does not need to be taken all at once and may be taken intermittently, as reasonably needed, but it cannot exceed a total of four months (e.g., 88 workdays for a full-time Employee regularly scheduled to work 40 hours per week), per pregnancy. Upon the request of an Employee and the recommendation of the Employee’s physician, the Employee’s work assignment may be changed if necessary to protect the health and safety of the Employee and her child.

Notice

You must give at least 30 days’ advance notice before a pregnancy-related disability leave or transfer is to begin if the need for the leave or transfer is foreseeable. If 30 days’ notice is not possible, you must give notice as soon as possible.

Leave Is Unpaid

At your option, you may use accrued paid time off during your PDL, which is otherwise unpaid. Use of paid time off will not extend the duration of your PDL. We encourage you to contact the California Employment Development Department regarding your potential eligibility for state disability insurance for your unpaid leave.

Medical And Other Benefits

If you are covered under the Company’s health insurance plan, and you are eligible for FMLA leave, you will receive health insurance benefits during the portion of your PDL leave that is also covered by FMLA, subject to the terms, conditions and limitations of the applicable plans. You are required to pay your portion of the premium by submitting a check or money order to the Company.

Returning from PDL

You will be required to present a written fitness for duty release from your healthcare provider before being able to return from PDL Leave. You will not be allowed to return to work without a physician’s release.
Under most circumstances, upon submission of a medical certification that an Employee is able to return to work from PDL Leave, an Employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available, or will be offered the first available opening in a comparable position for which the employee is qualified to work.

Additional information regarding the California Family Rights Act and California Pregnancy Disability Leave is available from the Company and/or the California Employment Development Department.

**COBRA**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) allows Employees who are eligible for medical benefits and who participate in the Company’s health insurance plan and their qualified beneficiaries the opportunity to continue health insurance coverage for a specified time when a “qualifying event” results in the loss of eligibility under the health insurance plan.

Some common qualifying events are resignation, termination of employment, death, a reduction in hours or a leave of absence, change in status, divorce or legal separation, and/or change in dependent status. Plan participants or their qualified beneficiaries are required to notify the Human Resources Department of the qualifying event within 60 days after a divorce, legal separation, or change in dependent status. Plan participants or their qualified beneficiaries are required to notify the plan participants and qualified beneficiaries on or after the date the plan participant or qualified beneficiary lost coverage.

At the plan participant’s or qualified beneficiary’s expense, they may continue their group medical, dental and/or vision coverage for up to 18 months or longer depending on the circumstances, by electing COBRA coverage.

Employees may also continue their healthcare Flexible Spending Account through COBRA if there is a positive balance in the Employee’s account as of the date of the qualifying event. COBRA information will be provided to plan participants and qualified beneficiaries on or after the date of the qualifying event. Upon COBRA election, benefits will be retroactive to the date on which the plan participant or qualified beneficiary lost coverage.

Group Life, Group Accidental Death & Dismemberment, and Long Term Disability coverage generally ends on an Employee’s last day of employment or change in status from a benefit-eligible position to a non-benefit-eligible position of Assistant Manager and below.

**Voting Time**

Employees are encouraged to vote in national, state and local elections. In most cases, Employees have time to vote either before or after their work shift. Employees who do not have sufficient time to vote in a statewide election during their nonworking hours may request up to two hours of paid time off to vote, either at the beginning or end of their regular work shift, whichever provides the least disruption to the work schedule.

Employees must request time off to vote at least two working days prior to the election. Employees must provide a voter’s receipt upon returning to work.

**Jury or Witness Duty**

All Employees will be granted the necessary time off to appear and serve as a juror or court witness if they are legally required to do so. Such leave is generally unpaid. However, all full-time exempt and non-exempt Employees are eligible for a maximum of up to 30 days of paid leave for jury or witness duty in a 12-month rolling period. Jury and witness duty paid leave will be paid at the Employee’s regular base rate of pay for the number of hours the Employee would normally have worked that day.

Part-time, and temporary Employees may take unpaid leave to attend jury duty or appear as a witness in court. Employees may use any available vacation to cover any otherwise unpaid jury and witness duty leave.

Employees must notify their supervisor upon receipt of a jury summons and subsequent notice of selection to serve as a juror, or subpoena to testify as a witness in a court proceeding. Employees must present to their supervisor written verification from the court clerk of having served as a juror or witness each day that the Employee is absent from work. Employees who are on paid leave must report to work if they are excused from court duty and are able to complete two or more hours of their workday. Exempt Employees must continue to perform their job duties to the extent they can throughout the jury or witness duty leave, and unless instructed to the contrary, are expected to call in each day, check voice mail and e-mail if possible. Exempt Employees will receive their full weekly salary for any week in which they perform work and also attend jury duty or appear as a witness, subject to any applicable exceptions.

Where applicable, Cinemark will follow the stricter state laws. The State of Colorado
requires all Employees to receive their regular pay up to $50.00 per day, for the first three days.

Employees may keep any payment received by the courts, Cinemark does not require reimbursement.

**Employee Personal Leave**

Upon request, and at the sole discretion of the Company, an unpaid personal leave of absence may be granted to an Employee for compelling reasons. An Employee must submit the request for approval in writing to his/her General Manager as far in advance as possible stating the requested start date, return date, and the reason for the leave. Requests for personal leave may be evaluated based on a number of factors, including the reason for the request, the Employee’s job performance, the Employee’s job responsibilities and length of service, anticipated workload and staffing considerations, and the expected impact of the absence on the Company. Job protection is not guaranteed while on an approved personal leave of absence. Extended non-medical leaves should be discussed with your Region Leader, in advance.

If eligible, COBRA coverage would be offered effective the first of the month following the beginning of the leave of absence. Active full-time Employees that are participating in the Cinemark Health and Welfare Plan may maintain health insurance benefits for up to three months while on an approved leave of absence prior to going on COBRA, they will be required to make their regular premium payments in order to maintain their coverage. After the three month period has expired the Employee will then be offered COBRA continuation coverage. Part-time Employees who are enrolled in the Limited Medical Plan will be eligible for COBRA effective the first of the month following the beginning of the leave of absence.

**PAYROLL – SECTION 4**

**Pay Corrections**

The Company takes all reasonable steps to ensure that Employees receive the correct wages on their paycheck each payday. In addition, the Company prohibits all members of management from making or approving any deductions from wages that violate federal or state law. Employees who believe that an improper deduction has been made from their paychecks should immediately report this information to their direct supervisor or to the Payroll Department at payrollproc@cinemark.com.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the Employee will be promptly reimbursed for any improper deduction made.

**Methods of Pay**

Employees have the option for methods of pay that include; direct deposit, pay card or live paychecks. Live paychecks are only available in states where mandated by law. Paychecks will be available for field management to distribute after 5:00 p.m. on payday. Unclaimed checks will be sent to the address on file with the Company after two-weeks.

Your General Manager can provide you with the details on how to sign up for and use direct deposit or the Cinemark pay card.

**Garnishments**

All garnishments or wage attachments will be processed in accordance with applicable law. A garnishment or wage attachment is a generic term and includes, but is not limited to, court-ordered payments to satisfy creditors, federal and state tax levies, alimony, and child support. The Company is required to deduct garnishments in order to comply with these laws and legal compliance. Garnishments and wage attachments are processed through the Payroll Department and are kept confidential to the extent practicable.

**Time Reporting**

Federal and state laws require that the Company keep complete and accurate records of hours worked by hourly-paid Employees. **All hours worked must be recorded.** This includes, but is not limited to, orientation, meetings, and training sessions. Accurately recording hours worked is the responsibility of every hourly-paid Employee.

Hourly Employees must accurately record the time they begin and end their work each day, as well as the beginning and ending time of each meal period. Rest periods need not be recorded.
Employees should notify their General Manager of any time recording issues immediately.

Salaried Employees are required to use the timekeeping system and report absences from work. Time recorded on a daily basis for salaried Employees will not be used for payroll purposes.

In order to minimize errors, corrections, and missed hours, all Employees are required to approve their time card weekly. Employees should approve their timecard at the conclusion of their last scheduled shift of the week in order to meet this requirement. The deadline for approving a timecard is the Monday morning following the Friday-Thursday work week at 8am Central time. If there is a holiday on Monday, the deadline is Sunday at 8am Central time.

If an Employee calls out on their last shift of the week (thereby missing the approval opportunity) and does not work again until after Monday at 8am Central time, it is required that the General Manager print the timecard for the Employee to manually approve. On the Employee’s next shift, the unapproved timecard should be signed and dated and, if accurate, affirmed by noting “I approve my time card” and signing. If it is not accurate, then the GM should notify the Payroll department in the home office with appropriate corrections. The corrected timecard should then be printed and approved. This record is kept on file at the theatre per the applicable record retention policy noted in the Office Organization Guidelines. It can also be provided to the Auditors for compliance verification.

If an Employee does not have any hours to report and the timecard is blank for the week, then there is no need to approve it manually or electronically. If the individual has sick time, vacation time, or PTO for the week (but no hours worked), then the timecard still must be approved. Employees should not be required to come in on their day off in order to approve their timecard.

**Work Week, Pay Periods, Pay Days**

Work weeks have been established for purposes of calculating pay, and overtime as applicable. The workweek for most Employees in the theatre starts at 5:00 a.m. on Friday and ends at 4:59 a.m. on the following Friday.

The work week for home office Employees starts at 12:00 a.m. on Sunday and ends at 11:59 p.m. on Saturday.

For all Employees, pay periods are on a bi-weekly basis. Payday is the following Thursday after the close of the bi-weekly pay period. The only exception is in states where there are stricter rules.

**Work Schedules**

The theatre business is primarily oriented on the weekends and Holidays. Employees are expected to have availability on Friday and Saturday evenings, and to work on Holidays. If Employees’ availability changes from being able to work the weekends and on Holidays after they are hired, adjustments to Employee’s schedules will be considered but cannot be guaranteed. Continued unavailability on weekends could be grounds for termination of employment.

Due to the nature of our business, work schedules and the total number of hours worked may vary for all Employees due to Customer volume and business conditions. Hours are not guaranteed. Employees are responsible for checking their weekly schedules and reporting to work accordingly.

Employees may be asked to work a shift that is not on the posted schedule when, for example, an Employee scheduled to work goes home sick or when additional Employees are needed because of unanticipated Customer volume. For non-management Employees, call-in shifts are voluntary. Non-management Employees may accept or refuse call-in shifts.

To provide Employees with time for rest and personal affairs, Cinemark prohibits employees from working 7 days in a row. Cinemark does not schedule Employees to work seven days in a row or request that Employees who have worked six consecutive days accept a “call-in” shift on the seventh consecutive day.

On occasions when business volume is slower than anticipated, non-essential Employees may volunteer to leave early. In such instances, the Employee is paid for the actual hours worked. If an Employee is sent home involuntarily other than as a disciplinary reason for tardiness or because the Employee is unfit to work before he or she has worked half of his or her scheduled shift, Cinemark will pay the Employee “reporting time pay” to the extent required by law.

**Cinemark Backstage**

Work schedules are posted in advance of the workweek, typically on Mondays for the “schedule week” beginning the following Friday. In addition to being posted at the theatre,
work schedules are available online through Cinemark Backstage.

Backstage is a website that can accessed on most devices through a web browser. To log in to Backstage, you must be an active Cinemark Employee.

1-Open the web browser on your device and enter the following into the address bar:

https://backstage.cinemark.com

2-Enter your current Lawson ID Number and the associated password. This is the same User ID and password used to log in to KRONOS and FREDA.

Should your schedule not be showing, it is possible that you were not scheduled for that schedule period. It is also possible that an issue occurred with the schedule being posted. It is always a good idea to verify your posted schedule at theatre.

The most current version of the Employee Guidelines is also posted on Backstage.

Overtime

The Company may request hourly Employees to work hours other than those normally scheduled, including overtime. Cinemark calculates and pays overtime to hourly Employees in accordance with state and federal law. As of the time of this printing, movie theatres are exempted from federal overtime laws. Special overtime rules may apply in certain states.

Exempt/Salaried Employees are not entitled to overtime pay.

Only actual hours worked in a given workday or workweek will be counted to determine which hours constitute overtime. Time off for any reason, such as meal periods, holiday, reporting time pay (if applicable), and Paid Time Off (PTO) and Vacation, if the Employee is eligible for such benefits, do not count as hours worked for purposes of calculating overtime pay. For overtime calculation purposes for Employees working in a theatre, a workday (a consecutive 24-hour period) begins at 5:00am and ends at 4:59am, and our workweek starts at 5:00am on Friday and ends at 4:59am the following Friday.

Employees must receive advance approval from their General Manager prior to working unscheduled overtime hours. Working unscheduled overtime without approval is grounds for discipline, up to and including termination of employment.

General Information on Breaks

This information applies to all hourly Employees, including Senior Assistant Managers, Assistant Managers, Floor staff and Maintenance staff. Meal and Rest periods are intended to provide Employees an opportunity for rest and relaxation and as such are built into the Employee’s schedule. Accordingly, to the degree possible, they should be enjoyed away from work areas.

Employees are not permitted to perform any work-related duties during such periods. Supervisors may determine the scheduling of the meal and rest periods, based upon any parameters within applicable laws.

It is the Employee’s responsibility to take their required breaks. Prior to going on a break, a member of management should be notified. Employees are not to be out in the lobby during their break or out in front of the theatre. Breaks should be taken in an area with little or no Customer contact. In states that have stricter rules, the State regulations will supersede Cinemark’s policies for meal and rest breaks.

Meal and Rest Breaks

Generally speaking, unless otherwise required by law, Cinemark’s standard is that Employees may take a 15-minute paid break, on the clock, for shifts from 4 to 6 hours, and a second 15-minute paid break for shifts over 8 hours. For shifts of 6 hours and over, an unpaid 30-minute meal break is given.

Employees are relieved of work-related duties during breaks. Employees are allowed to leave the work premises during the 30-minute meal break.

Unpaid meal and paid rest breaks cannot be combined. Employees must use the timekeeping system by clocking in and out to record unpaid 30-minute meal periods.

California Rest Break Information

Cinemark is more generous than what is required by state law, and provides 15 minute paid rest breaks. Hourly-paid California Employees who work 3.5 hours or more in a day are authorized and permitted to take 15-minute paid rest breaks for every 4 hours of work or major fraction thereof, as follows:

Less than 3.5 hours--no rest breaks are required;

3.5 to 6 hours--one 15-minute rest break;

6 to 10 hours--two 15-minute rest breaks;
mechanisms. Cinemark discourages employees from taking an uninterrupted 30-minute meal period.

**California Meal Break Information**

California hourly employees who work more than 5 hours in a day will be provided an uninterrupted, off-duty, unpaid meal period of thirty (30) minutes. For employees who work shifts of more than ten (10) hours, a second meal period will be permitted.

Employees are relieved of work-related duties during the meal period, and are free to use their time for whatever purpose they desire. Employees are allowed to leave the work premises during the meal period.

Employees must start their meal periods on or before the end of the 5th hour of work. This means that employees must begin their first meal period within 5 hours from the start of their work day, and if applicable, must begin a second meal period within 5 hours of the end of the first meal period.

Meal periods will be scheduled for a minimum of 30 minutes. Cinemark discourages employees from taking a meal period of less than 30 full minutes. Cinemark's policy prohibits managers or supervisors from discouraging, impeding or coercing employees from taking an uninterrupted 30-minute meal period.

Employees will be paid one extra hour for any day that a required meal period is not provided as required by California law.

Meal periods cannot be waived. Employees must indicate on their time records if they have not been provided their meal and rest periods. Employees, including managers and supervisors, who do not follow the meal and rest period policy may be disciplined, up to and including termination of employment.

**Staff Meetings**

From time to time regularly scheduled staff meetings will be conducted at your theatre. In most theatres, these happen monthly. Staff meetings are usually held on a Saturday morning before the theatre opens for business. Unless otherwise directed by your General Manager, all employees are required to attend. You will be paid at your regular rate for time spent attending staff meetings. Some states have stricter requirements. Refer to state regulations for more specific information.

**Employee Files**

The Company maintains a personnel file for each employee. Personnel files are confidential, and are accessible only by an employee’s supervisor, the Human Resources Department, and other authorized employees on an as-needed basis. It is important that all contact information is up-to-date. It is the employee’s responsibility to timely make changes to their address, telephone numbers, Federal and/or State Withholdings, Direct Deposit and/or emergency contact information using F.R.E.D.A., Cinemark’s Employee Self Service System. In order to officially change names on employment records, a new social security card must be presented to your GM who will forward the information to the Payroll Department.

Employees may request to view the contents of their personnel file with their General Manager or a Human Resources representative. In order to ensure requests are timely, we ask that employee’s requests come in writing, with reasonable advance notice. Alternatively, upon request, the Company can provide a written form that employees may use to request access to their employee file. The Company shall make contents of records available at reasonable intervals and times during business hours. Employees may not remove any document from their personnel file, but may request a copy of any document from their file that they have signed. In some states, such as California, employees (or an employee’s designated representative) may request a copy of their personnel file if they pay for the copying costs. Ask your General Manager or a Human Resources representative for additional details.

**Employment Verification and References**

Cinemark has a neutral reference check policy, and will only confirm dates of employment and position(s) held. If an employee provides authorization, the Company may also disclose certain authorized information, such as amount of compensation. Other information will only be provided if required by law.
All requests for employment verification, credit verifications and other employment information regarding current or former Employees must be directed to www.theworknumber.com or to 1-800-367-2884.

Cinemark does not provide letters of recommendation.

No other Employees are authorized to provide employment references for current or former Employees. This Employment References policy extends to employment references through all forms of communication, including without limitation: in-person discussions, telephone discussions, letters, emails, text messages, questionnaires, and posts on LinkedIn, Facebook, or other social networking sites.

Rates of Pay

The Company strives to provide competitive and fair wages to all Employees. Compensation for each position is based on several factors, including individual performance, industry trends, and the Company’s business needs.

The Company does not guarantee pay increases, and no member of theatre management has the authority to promise an increase. Adjustments to an Employee’s pay rate, if any, may be based upon, among other things, the Employee’s performance and business conditions.

Severe Weather and Emergency Shut-downs

When a company location is closed for a partial day or full day due to an unforeseen emergency, such as weather, fire, power failure or any other condition beyond the control of the Company, hourly Employees will be paid for their actual hours worked and for any period of time that they are required to wait, per the General Manager’s request at or near the worksite to resume work. Hourly Employees will not be paid for their lost work time due to an unforeseen condition beyond the Company’s control.

Hourly Employees who are eligible for Paid Time Off (PTO) or Vacation benefits may use any accrued PTO or Vacation to make up for their lost hours of work.

CAREER- SECTION 5

Corporate Training Team

Cinemark maintains an on-going Corporate Training Team program. Outstanding Cinemark Employees from around the country are selected to comprise this Team. Members of the Corporate Training Team are selected to travel to new theatre openings and may be called on to help in other special programs.

Anyone may nominate any Employee or management member for consideration to be selected to the Team by submitting a Corporate Training Team Nomination form to a VP - Assistant Director of Theatre Operations in the home office. This form is available from your General Manager. Employees may even wish to nominate themselves.

A Corporate Training Team service award is presented to those Employees who participate in this honored program. It features the Elton Eagle design and indicates an Employee’s participation in the Training Team program.

Career Opportunities

When deciding on a career, a smart person will find something they enjoy doing and then figure out a way to get paid to do it! If you enjoy working in a movie theatre, you should think about it as a lifelong career.

Do you know where Cinemark gets most of its management team? Cinemark believes strongly in promoting from within the company. All theatres have a Management Training Program available. If you think you would be a good candidate for the Management Training Program, talk to your General Manager. You must have a high school diploma or G.E.D. and be at least 18 years old. Additionally, all prospective management members must pass a standard background check.

Management and Employee Training

Cinemark offers various on-line compliance classes for management and Employees on subjects such as diversity and anti-harassment laws. Based on the state, some classes are required regularly. In addition, Cinemark Employees are trained at the local level on general health and safety procedures and prevention, as well as hands-on training by local
management on Customer service skills and operational procedures.

**Spotlight**

Spotlight, formerly known as *Cinemark Learning University* or CLU, is a web-based program that contains a library of learning and training resources. These resources include eLearning courses, training and instructional videos, reference guides, web links, and more. The goal of Spotlight is to provide comprehensive and consistent training for all Employees at all of our global locations.

All online coursework is completed through a web browser that can be accessed from the theatre. These on-demand learning tools provide the guidance and knowledge base essential to increase your skills and productivity while working at Cinemark. Your General Manager will select time(s) and date(s) for you to review these materials.

For new Cinemark Employees, Spotlight will provide you an opportunity to learn more about Cinemark. For example, you should look at the Orientation courses *(Welcome to Cinemark, Working at Cinemark, and Safety, Security & Culture)*. For current Cinemark Employees, Spotlight will allow you to increase your job knowledge and abilities, while learning more about Cinemark operations in the various fields of work.

To learn more about Spotlight or to access the training materials, ask your General Manager for assistance.

Cinemark’s Management Accreditation Program (MAP) is also located within Spotlight. It will be assigned for all those selected for a management position. Your General Manager will provide pertinent information as needed. Interested staff members are encouraged to inquire about this program.

**Transfers**

We encourage Employees to continue employment with Cinemark in the event of a personal relocation. Cinemark has theatres throughout the United States and worldwide.

To be considered for a transfer, the Employee’s performance must be in good standing. Discuss the situation with your General Manager who can then initiate the process with the General Manager of the theatre in which you have interest.

Every effort will be made to accommodate these requests. However, there are no guarantees, as current business needs and staffing levels at the relocating theatre dictate whether an opening exists.

**Job Descriptions**

The following are the only staff-level job titles that exist in any Cinemark theatre:

- Usher
- Concession Worker
- Box Office Cashier
- Janitor
- Maintenance Worker
- Restaurant Worker

The job titles for management are General Manager, Manager, Senior Assistant Manager, and Assistant Manager. To be considered for management positions, Employees must be able to pass a criminal and credit background check, and must have a valid driver’s license. In the United States, all Employees in management positions must have a good grasp of conversational English, and have strong written and verbal skills in the English language.

Specific and more detailed information on the duties of each job title in the theatre will be provided during your training for that position. All positions that interact with Customers require a good grasp of conversational English and the ability to read the English language. A general overview of some of the positions follows:

**Usher**

More than any other position in the theatre, the Usher conjures up the historical image of “Hollywood.” Uniformed men and women equipped with flashlights showing ladies and gentlemen to their seats for opening night performances of “Gone With the Wind” or “Citizen Kane.” Today’s Ushers continue to perform those duties, but also do much more. At Cinemark, our Ushers represent our best opportunity to demonstrate our dedication to Customers.

At Cinemark, Ushers seem to be everywhere at once. They have all the answers to Customers’ questions. They have information about when movies start, when the features end, and in which auditorium a movie is playing. They have information about location of auditoriums, satellite snack bars, game rooms, restrooms, and telephones, etc.
Ushers keep their theatres safe from hazards such as spills, obstacles and broken seats. They make certain that the sound and the picture are perfect in each auditorium. They help out in concession and stock supplies.

When on podium duty, Ushers do not just tear tickets, they do so with a smile, a sincere greeting, and a positive attitude. The Usher should be the first to speak when Customers approach. The Usher should respond with an appropriate greeting: “Hello welcome to Cinemark”. Everyone entering the theatre, other than on-duty Employees or visitors accompanying the General Manager on business must have a ticket. Upon tearing the ticket the Customer should be given a cheerful “Thank you... enjoy the show”. At times it will be necessary for the Usher to give directions such as “Your movie is down the hall, third door on the right”.

Cinemark discourages outside food and drink being brought into our theatres. Our Ushers recognize when a Customer approaches the podium with food other than that which is sold in the theatre. The preferred option is to ask them nicely to finish their snack before entering the auditorium.

Cinemark’s Customers deserve to be treated with respect and dignity and not made to feel as if they are being herded like cattle from box office to concession to auditorium and back out to their cars. This can be a challenge, particularly with Summer or holiday blockbuster films and large groups of people.

We meet the challenge by implementing our well-planned and practiced crowd control scenarios. The linch-pin of these plans are our Ushers, some of whom may be positioned to direct Patrons to shorter box office lines, inform Customers of sold out shows, etc. Some Ushers are stationed inside lobbies, directing Customers to the appropriate waiting line for their chosen feature.

Ushers keep management informed as to seating availability. They are quick to open doors and offer assistance whenever it is necessary. They might start the projectors, or help in any other area the General Manager feels is in need of assistance. They keep things clean - and yes, they do help Customers find seats in a crowded theatre.

While movies are running, Ushers keep busy monitoring the auditoriums for quality sound and picture. To ensure the proper viewing environment, it may be necessary for Ushers to ask unruly or noisy Patrons to please be quiet, or to refrain from using their mobile devices so that other Patrons can enjoy the program free from distractions. (The same applies to parents with noisy children and babies.) There is a checklist of cleaning items for various parts of the theatre that the Ushers monitor throughout the day.

Between shows, teams of Ushers quickly and efficiently clean the auditoriums in preparation for the next showing.

Before the theatre closes at the end of the night, the Usher assists the management on duty in checking each auditorium to make sure that all of the Customers have left and that all exit doors are closed. For more detailed information on the Usher position and on house check and closing procedures, please ask your GM for the Usher Guidelines.

Swooping Ushers

Many times one Customer out of a group attending together purchases snacks for the group- for example one parent goes to the concession stand while the other stays in the auditorium with their children. To get everything they want, they are forced to juggle drinks, popcorn, candy, etc. Not wanting to be embarrassed, many decide to buy only that which they feel they can comfortably carry back to the auditorium themselves. Not so at Cinemark. Cinemark is known for having Employees (mainly Ushers) who help Customers with their purchases. Cinemark Customers feel comfortable in buying all the concession items they or their party want because they know they will have the friendly help of an Usher. Cinemark Ushers are constantly looking for the opportunity to swoop-in to open doors or carry concession purchases for Customers without being asked.

Concession Worker

The overall success of each theatre is directly related to the success of the concession stand. At Cinemark, our aim in our Food and Beverage operation is to provide the best tasting product possible, prepared in properly maintained food service areas, and ensure that these products are available when ordered by a Patron. Preparation is the key. We offer a wide variety of products at our snack bars which our Concession Workers ensure are properly prepared. At Cinemark, we want to provide the products our Patrons want to buy, but also want to make sure they know the best values of each product and all our offerings — including combos.

Cinemark is in the business, however, of selling as much at our Food and Beverage operation as we can. To that end, we use the three sales techniques listed below on each and every transaction. The two main points to remember.
in order to offer the best value to Customers and maximize sales are:

The larger the size, the better the value. (trade-up to larger sizes)

More is good. (suggest complimentary items)

Cinemark Snack Bar Workers never give the Patron the impression we are “pushing” any product. We are making sure they are aware of values and offerings so they can select items and sizes that best fit their and their party’s appetites.

Below are three specific selling techniques which, when used correctly and in harmony with the above notes, are sure to maximize sales.

Directed Sales - As a Customer approaches the Snack Bar the Concession Worker might say something like, "Hello, would you like a large hot popcorn?" The Concession Worker has directed the sale to a specific item. "May I help you?" is too vague and leaves the Customer undecided. Directing the sale will speed up the transaction and often suggests food items the Customer might not have purchased otherwise. This is called selling. During the hot summer months "May I serve you a large ice cold drink?", is an effective opening to the sale.

Traded-Up Sales - Should the Customer order popcorn or a soft drink but not specify the size, the Concession Worker asks "Will that be a large?", while picking up a large cup. If the Customer requests a medium, the Concession Worker should try to trade-up to the large size, pointing out the better value of more product for minimal additional cost.

All Cinemark theatres offer a free refill with the purchase of a large popcorn (unless it is prohibited by local health department regulations). This makes it very easy to trade-up to the large size. The refill is good on that visit only. Also remember, when the Customer comes back for the free refill, it is a selling opportunity. Which brings us to…

Suggested Sales - The majority of the Snack Bar menu items can be put into three major categories: Popcorn, Soda, and Candy. After a sale has been successfully 'Directed' and 'Traded-Up', it should always be followed by suggesting the item’s compliment. For example - “Would you care for a cold soft drink with your popcorn?” It is a good goal for each Concession Worker to try to include at least 3 elements in each transaction:

---Something Wet
---Something Salty
---Something Extra

Phrases like "Will there be anything else?", or "Is that all?" should never be used because they encourage the end of the transaction. Always allow the Customer to end the transaction.

Some Cinemark theatres are equipped with a “self-serve” concession stand. This is a configuration similar to a restaurant buffet, where Customers move through the line and select most items for purchase themselves. Popcorn and drinks can still be served by Employees, though, so the opportunity to use good selling techniques is still there.

Concession Workers (actually, ALL Employees) need to give their entire attention to the Customer. Eye-to-eye contact ensures the Customer that they have the Employee’s full attention. All personal conversation, regardless of the topic, ends when Customers are present.

Throughout the day, Concession Workers stay busy with Customers. When there are no Customers around, there are always cleaning and re-stocking duties in preparation for Customers. The Daily Checklist and Weekly Checklist help the Concession Worker to keep everything in the snack bar clean and stocked at all times.

For more detailed information on the Concession Worker position, your General Manager will provide access to certain parts of the Food & Beverage Guidelines.

Box Office Cashier

Normally, the Box Office Cashier is the first Cinemark Employee the Customers come in contact with – whether it be over the phone or at the ticket window. Therefore, it is the Cashier who sets the tone of the movie-going experience. It is important that Customers have their visit started off on a pleasant note.

Good Cashiers are prepared with adequate information so that they can answer questions that are sure to be asked. The basics include, but are not limited to: pass-restricted movies, feature starting & ending times, movie ratings, questions about movie content, promotions & specials, etc.

Above all, Cashiers must be able to greet Customers pleasantly, handle lines quickly, and be accurate. It doesn’t do much good if you are a “nice” person selling tickets and you are unable to make correct change. Cashiers handle large amounts of cash & literally hundreds of transactions every shift. A good Cashier is knowledgeable & accurate, and able to deal with lines, ringing telephones, and multiple sellouts at the same time – and still smile.
The Cashier is to address the Customer FIRST by asking “Good evening, which movie?” This is followed by, “How many please?” Money given in exchange for tickets should be left in plain sight of the Customer until the sale is completed and change is counted back.

The Cashier must not sell loose tickets. They need to refund tickets that are mispunched immediately. LOOSE TICKETS ARE NOT TO BE SOLD. All tickets given to a Customer are to be obtained from a machine. If a mispunch occurs or the Customer changes their mind, the Cashier is to refund the mispunch, do not try to sell it to another Customer. If it is very busy and you seem not to have time to stop and refund the ticket, tear it length-wise or stamp it VOID, put it in the cash drawer, and refund it at a slower time. Members of management and Cashiers should not feel badly about having refunds due to mispunches.

The Cashier needs to stay in the box office with the door closed and locked. Do not leave the box office unattended.

If for some reason the Customer cannot attend the feature they were originally intending to see (the feature has sold out or has already started) the Cashier is to give the Customer information on the other features. In this way the Cashier can interest the Customer in seeing a different movie.

Cashiers should not lean on walls or counters, chew gum, eat, or drink while in the box office. Cashiers should be knowledgeable about the movies that are playing. A cast list and synopsis of the movies is kept in the box office for this purpose. Cashiers should avoid giving personal recommendations about particular movies. Their tastes may differ from a Customer’s. If a Customer asks if a movie is “good”, an appropriate response might be, “Many of our Customers who have seen it seem to enjoy it.”

The recovery period between shows is a good time to clean windows and counter surfaces (inside and outside). Refunds, coupons, passes, and Supersavers can be assembled and organized. A checklist of items to do help the Cashier stay prepared for the next wave of Customers. The recovery period is NOT the time to do homework, talk on the phone, read a book, or visit with other staff members. During busier times when there are a number of Cashiers working, some are normally assigned to help out in the concession stand during recovery periods.

Your General Manager will provide additional information and detailed Cashier procedures for you using the Box Office Guidelines.

Janitor

Some Cinemark theatres have in-house janitorial positions. These positions help ensure the theatre property is clean. These positions clean theatre property during non-operating hours. These positions are responsible for cleaning floors, carpets, walls, doors, seats, restrooms, sidewalks, parking lots, etc. The cleaning duties ensure that the next day’s Customers will walk into a sparkling clean theatre.

Maintenance Worker

Some Cinemark theatres have in-house maintenance positions. These positions help ensure the theatre property is in good repair. These positions are responsible for repairing and maintaining floor tile, floor carpet, wall tile and carpet, restroom partitions, sinks, toilets, urinals, mirrors, minor food equipment repairs, auditorium seats, and any other items that the General Manager may require.

Restaurant Worker

Some Cinemark theatres are equipped with a restaurant located in the lobby. The restaurant concept was developed as a convenience for our Customers. It is a way for them to have lunch or dinner and a movie in the same place. There are various restaurant concepts within Cinemark:

“Studio Eats” is a complete restaurant and coffee bar, serving sandwiches, pizza, fried foods, soups, salads, gourmet hot dogs, ice cream, beverages, gourmet coffees, and desserts.

“Mama Rugi’s” is a restaurant on a smaller scale, serving pizza, salads, beverages, and desserts. Some Mama Rugi’s also serve a small selection of sandwiches.

“Java Wally’s” is a coffee bar serving gourmet coffees and desserts. There are also a few coffee bars that use the ‘Studio Eats’ name, but only serve gourmet coffees and desserts.

Cafés are located in many of the theatres that have a self-serve concession stand. The café offers gourmet coffees and desserts, ice cream, and other premium food items.

“Hot Spot” is a limited-menu food service concept merged into traditional concession stands. Customers place and pay for food orders along with their concession transaction. The food items are prepared in a kitchen area and picked up at a centralized Hot Spot area in the concession stand.

“CineVino” is a concept wherein simple, appetizer-type small plates are offered along with a specialized wine and beer-focused
beverage menu. The food items require minimal preparation and little or no cooking (beyond warming up in a microwave). Examples include cheese plates, lava-cake w/ ice cream, etc.

The selling techniques that are used in the concession stand apply to the restaurant also. A Cinemark restaurant should be viewed as an enhanced version of a snack bar.

The restaurant area must be kept spotless at all times — this includes the front counter area and the Customer seating area. The kitchens in our restaurants are designed such that they are often in view of Customers. Kitchens should always be spotless anyway, but that is even more important when they are in view of Customers.

Cinemark has a select group of theatres equipped with a lobby “lounge” in which alcohol beverages may be purchased. Cinemark operates such spaces to the strictest extent of local and state laws. In such cases, Employees who are over the age of 21 serving alcohol will be identified by a yellow lanyard.

Your General Manager will provide specific instruction from the Food & Beverage Guidelines for all Restaurant Workers.

Management

There is one General Manager at each theatre. All Employees and members of management report to the General Manager. It is the General Manager’s responsibility to ensure that the policies and procedures outlined by Cinemark are in place and in practice, and that the theatre is operated in harmony with the Cinemark Mission Statement.

Additional management job titles at Cinemark include Manager, Senior Assistant Manager, and Assistant Manager. These individuals assist the General Manager in completing the many management duties at each theatre.

Customer Satisfaction Tips

**Deliver more than Customers expect. Be available and pleasant. Anticipate their needs, questions, and concerns, and go beyond the call of duty.

**You don’t have to be rude to alienate Customers. They pick up on curtness, an unfriendly tone, or anything that implies “You’re a nuisance; please go away.”

**Treat Customers with respect, even when they’re not around. If you start bad-mouthing Customers the minute they leave the premises, you’ll unconsciously convey that attitude when you meet them face-to-face.

**Speak loudly enough for Customers to hear you without straining. If Customers often ask you to repeat yourself, turn up the volume a bit.

**Pay attention to your mood. If you are grouchy, rushed, or angry, your tone will come across in your voice. Take a few deep breaths and smile before speaking.

**Stop talking immediately when the Customer speaks. That shows respect and builds interest in what you have to say.

**”OK,” as in “OK, I’ll do that for you,” sounds like you are resigned to helping the Customer instead of pleased to do so. Use the more enthusiastic “Of course” or “Certainly”.

**Occasional angry Customers are a fact of life. After all, everybody makes mistakes. It’s up to you to make up for those mistakes — no matter who makes them — and salvage the relationship with the Customer. Don’t view Customer complaints as a sign of poor service — see them as an opportunity to improve quality.

**When talking with an angry Customer, ask, don’t tell. The more you say “That’s against our policy” or “We can’t do that”, the more you invite an argument. Concentrate on what you can do. And do it. Remember The Power.

**You’ll solve more problems and solve them faster if you concentrate on “what is right” rather than “who is right”.

**Sometimes our Patrons are stressed — for time, for money, for patience, for attention — and look forward to a movie as an escape from that stress. Not only do we not want to add to it, we want to relieve their stress by providing a great environment for them to see a show. There may be instances where the emotions of the moment get the better of a Patron or a group. And while they may not be in the right, remember that our goal is to win the Customer, not the argument.

General Appearance

A well-groomed and properly dressed Employee symbolizes efficient and sound operational policies. This section cannot cover all appearance-related issues for staff or management, but in short, Cinemark Employees must project a professional image and must abide by their location’s requirements. A smile is the most important part of every Employee’s uniform.
General appearance should be clean and neat. Hair should be combed with no excessive hair styles. Hair color should be of natural tones. Some examples of unacceptable hair colors include pink, green, blue, and purple.

Your work attire should be well-pressed and clean of spots and odors. Clothing should not be revealing or constricting and should not show undergarments.

Shoes, socks and pants must be black. Clothing and shoes must be in good shape. Shoes must have low heels with a closed toe that are slip resistant for safety purposes.

Nails and hands should be clean. Nails should be of length that enables the Employee to perform his or her job in an effective and safe manner.

Excessive or extreme make-up and jewelry must be avoided. No tongue piercings or any visible facial piercings other than ears are acceptable. Ear piercings are acceptable as long as they are small studs or small hoops. No earrings that are considered gauges or plugs, or that cause body modifications, are allowed. Due to safety issues, no large or dangling earrings are allowed.

Tattoos visible when wearing the Cinemark uniform are not allowed. Employees can wear a plain black long-sleeve shirt or turtleneck under Cinemark’s uniform shirt to cover tattoos. Covering up the tattoo with bandages is not allowed. If the tattoo is small and inconspicuous the tattoo may be covered with “tattoo make-up”. The make-up is only acceptable if it is sanitary, waterproof, does not smear or run, and can provide coverage for the entire shift. The make-up must look natural and have complete coverage of the tattoo.

Note to male Employees: pony tails and longer hair, if worn, must be clean, tied back, and neat. Facial hair – beard, mustaches, long sideburns must be well groomed and trimmed close to the face.

Cinemark reserves the right to decide what is excessive or extreme, including hair length. Sometimes medical conditions and/or religious beliefs may require modification of these guidelines. Should you have a specific question as to what is permissible under this policy or whether your special circumstances require modification of these guidelines, consult with your General Manager.

**Uniform**

The standard Cinemark uniform for all Employee positions consists of a Cinemark polo shirt, which is provided by Cinemark and also advertises an upcoming or current movie. The shirt style is changed out at regular intervals, and the old shirt becomes the property of the Employee.

Employees are responsible for the upkeep of Cinemark-provided uniform pieces (shirts, hats, aprons, nametag & lanyard). All Employees provide their own black dress pants, black shoes and dark socks. No denim or stretch pants. The material should not be faded.

Employees who are under 18 years of age wear a purple lanyard to hold their nametag. Those 18 years of age or older wear a red lanyard. Employees who are designated (and trained) to work in any areas that serve alcoholic beverages wear a yellow lanyard. This is so that management can easily identify those Employees who are of age to legally perform certain job duties.

**CONCESSION & RESTAURANT NOTES:** In addition to the standard Cinemark uniform, concession and restaurant workers wear an official Cinemark-provided apron and visor or hat.

**BOX OFFICE NOTES:** In some theatres and at some times of the year, there is a box office terminal located in the concession stand. In this instance, the Box Office Cashier would dress the same as a Concession/Restaurant Worker.

**CINEARTS DRESS CODE:** Employees working in CineArts locations are required to wear black pants, solid black shoes, white full sleeve button up shirt with a Cinemark-provided vest and bow tie.

**ATTITUDE**

Attitude is the all-important element that will ensure you a long and successful career.

A=ACCURACY in the manner in which you give the Customer what they desire, and in the handling of your cash and respective reports.

T=THOROUGHNESS in the manner in which you carry out all your functions, and in the spotless way you keep yourself, your area of work, and the equipment with which you work.

T=TOLERANCE with the many duties you have to perform, and the people with whom you come into contact, whether they be old or young, happy or unhappy, well or ill, co-worker, Patron, vendor or a service provider.

I=INDUSTRIOUS in the manner in which you approach your work knowing that each phase of
the operation demands special attention for top performance throughout.

T=TENACITY in the manner in which you are determined to stick to a tough job and accomplish what you set out to do regardless of time or effort.

U=UNDERSTANDING the principles of good business and the many requests made of you to do a better job.

D=DEPENDABILITY in the efficient and pleasant manner in which you carry out your work whether you are supervised or not.

E=ENTHUSIASM, which is the greatest quality of all. It gives any person or business the motivating spark for an efficient and happy organization.

Cinemark encourages all Employees to be proud that they work in the theatre industry and particularly that they work for Cinemark. Refer to your work as a profession and not just a job.

Performance and Appraisal

The Company values individual performance and career growth. All new staff and management members receive a performance review on their three month anniversary, and then again on their six month anniversary. Thereafter, evaluations are typically scheduled every six months.

Regardless of whether Employees are eligible for the formal review processes, members of management and Employees are strongly encouraged to discuss job performance and goals on an informal, ongoing basis. Regular feedback provides both management and Employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths and developmental opportunities.

A wage increase does not necessarily accompany a performance evaluation. Upon completion of the appraisal, the performance evaluation form will become part of your personnel file and will be referenced for future evaluations and job opportunities. You will also be given a copy.

Performance Evaluation Rating is scored using a 1-10 scale:

10=SUPERIOR: Performance which is unique and exceptional. This is achieved by very few individuals.

9=GOOD/ABOVE AVERAGE: Performance that consistently meets and frequently exceeds job requirements.

7=AVERAGE: Performance that usually meets job requirements.

5=SOME DEFICIENCIES EVIDENT: Performance where improvements are needed to meet some significant job requirements.

3=UNSATISFACTORY: Performance does not meet minimum standards.

SAFETY - SECTION 6

General Safety

Cinemark has a firm policy and commitment to make every effort to provide a safe working environment, to eliminate potential safety and health hazards within Cinemark locations, and to provide safe equipment for all Employees as well as a safe environment for Patrons to visit. It is our goal to create safety awareness among our Employees so that each individual understands that he or she has the ultimate responsibility for work safety. In fact, Cinemark’s Mission Statement lists safety as our first value/commitment, specifically to demonstrate the importance we place on it.

It is the policy of Cinemark to:

--Comply with federal, state and local regulations governing our operations, wherever they may be.

--Take appropriate timely action to correct or isolate unsafe conditions or work practices.

--Promote safety awareness within our work force.

--Hold Employees accountable for their individual safety responsibilities.

--Encourage our Employees to inform management immediately, without fear of reprisal when unsafe conditions are present. One method of reporting is through www.convercent.com, or (800) 461-9330.

Employees and members of management are authorized to take responsible steps to ensure a safe and healthy work environment. If an Employee witnesses an unhealthy or unsafe act by a co-worker, the incident must be reported to the most senior member of management in the
theatre in order to prevent injury or illness to themselves or others. All Employees have a responsibility to identify unhealthy or unsafe work conditions. An Employee is not to work on equipment or in an environment that is unhealthy or unsafe.

Remember, Employees under 18 years of age must not perform work that is considered hazardous and prohibited by law. Employees under the age of 18 years of age are prohibited from loading, unloading and operating trash compactors, including chutes that drop into the trash compactor. Minors are also prohibited from operating dangerous machinery, such as heavy or motorized equipment, lifts, card board box crushers and or trash compactors. To ensure this, 16 and 17 year old Employees must wear Cinemark’s purple nametag lanyards as a way to be identified by management.

**Workplace Ergonomics**

The following addresses some ways to avoid the most commonly found potential ergonomic exposures in theatre operations:

***Learn and use proper material handling techniques. Avoid awkward work positions.***

***Stretch shoulders, elbows, wrists and fingers before, during and after work.***

***Lift, move, and carry objects with the entire hand using a firm and proper palm grip. Avoid using a pinch grip with just the fingers.***

***Exercise. Regular activity of your muscles and joints readies them for work. Consult your physician before starting an exercise program.***

***Use smooth, efficient motions in your work.***

***When performing a task that requires the repetitive use of a hand, change hands whenever possible to spread the work.***

Cinemark will make necessary adjustments to reduce exposure to ergonomics hazards through reasonable modifications to equipment and processes and Employee training. The Company encourages safe and proper work procedures and requires all Employees to follow safety instructions and guidelines.

**Inspection and Hazard Reporting**

The evaluation and identification of hazards is an on-going process. Cinemark has a program to inspect facilities and operations in order to identify and correct potential hazards before incidents, injuries or illnesses occur. The Usher and Concession Daily Checklists are an important part of this process. Additionally, all Employees should always be on the lookout for any potential hazards. Any unhealthy or unsafe condition observed by an Employee shall be immediately reported to the most senior member of management on duty.

If appropriate, work in an area may be halted until the hazard can be corrected or controlled. In cases where limited authority or resources prevent prompt corrective action, the hazard should be made temporarily healthy or safely isolated until a permanent correction of the problem can be implemented.

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**Employee Guidelines**

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**Employee Safety Training**

Cinemark Employees will receive the appropriate training to ensure that they are informed on safety issues. Employees receive various degrees of safety training that matches assigned job responsibilities. Training is conducted in a manner that encourages two-way communication and provides ample opportunity for questions and answers.

Cinemark encourages Employees to make safety suggestions to their General Manager. Safety suggestions can be made on any injury/illness prevention related item such as work place hazards, unhealthy or unsafe actions, new training topics, equipment purchases or modifications, new work procedures, or rearranging the work place. The individual making the suggestion may identify themselves or make the suggestion anonymously.

**Injury Illness Prevention Program (I.I.P.P.) and Human Element (H.E.)**

Cinemark recognizes that it is far better to PREVENT a safety, illness or injury situation than to deal with the consequences after an incident has occurred. To that end, we have designed, and continuously revise, our I.I.P.P. and H.E programs. Your General Manager will periodically call specific training meetings to review specific safety issues with various departments or during the “all hands” staff meetings.

Employee, Guest, and Customer safety is always a top priority.
**How to Stay Safe**

The following safety standards have been developed to support the Company’s safety goals. Failure to follow these standards can result in disciplinary action up to and including termination of employment. The following standards do not replace more specific procedures or safety rules that are required by local laws or regulations. Questions regarding the overall Company safety program should always be directed to your General Manager.

**General**

Employee, Guest and Customer safety is always a top priority.

Report all unsafe acts or conditions to your General Manager immediately.

Dress properly. Wear appropriate work clothes, safe shoes, and safety equipment such as gloves, eye glasses, etc. (when necessary).

Loose clothing and jewelry must not be worn while near machinery or equipment.

Never operate any defective or malfunctioning tools or equipment. Immediately report any malfunctioning or defective tools or equipment to the most senior member of management on duty.

Never operate any equipment for which you are not authorized and have not been trained to use.

Maintain all equipment in a safe, useful working condition.

Never operate any equipment unless all safety devices are in place and in proper operating condition.

Use proper safety gear when performing tasks that specifically require same. (e.g. bulb changing gear for projection, back belts for stockroom work)

Keep aisles, stairs, and walking surfaces free and clear of obstacles, slippery conditions, etc.

Place ladders on a level and substantial base.

Do not use ladders that are broken, split, or missing rungs or rails. All ladders are to extend at least three feet above the landing base and must be securely fastened. Never stand on the top step of an A-Frame ladder.

Report all spills immediately. Set up caution/wet floor cones and warning devices before, during and after clean-up.

Using or being under the influence of drugs, alcohol or illegal substances at or during work is strictly prohibited.

Horseplay is forbidden.

**Housekeeping**

Housekeeping is a continuous process of keeping the workplace and theatre free of debris and other hazards. Some things to keep in mind:

Keep work areas clean and orderly.

Store all equipment and supplies in their proper place.

Wipe all spills or notify a member of management or fellow Employees if additional help is needed.

Place trash in the proper containers.

Maintain stairways, exits, aisles and areas around electrical equipment, fire extinguishers, and all other emergency equipment so that they are clear and unobstructed.

Report broken or damaged lights, seats, stairs, railings, flooring, ceiling tiles, etc. to the most senior manager in the building right away.

Do not store supplies at a height where they are not visible from the floor.

**Lifting and Carrying**

Proper lifting and carrying techniques minimize back injuries. When lifting, the steps to follow are:

1. Size up the load. Observe the load position and surrounding hazards. Always seek help, if needed.

2. Stand as close to the load as possible. Spread your feet, either parallel or one in front of the other. Move in the direction of the lift. This will control your center of gravity and give you better balance.

3. Take a secure grip. Injuries have occurred when loads slip/fall due to inadequate grip.

4. Face in the direction of the lift with knees and hips bent. Widen base as needed. Tighten abdominal muscles, breathe and lift.

5. Keep the load close to the body. The elbows should be kept to the body. Use leg and hip muscles and not the back.

6. Bend hips and knees while lifting.
7-When reaching for an object overhead, grip it with palms up and lower the object slowly. On the way down, keep the object close to the body.

8-Watch out for protruding objects, sharp edges, etc. Keep fingers away from pinch points.

9-Wear protective gloves as necessary.

10-Use available hand trucks, dollies, etc.

When carrying, you should:

Maintain your back’s natural curve.

Keep weight load close to the body and centered over your pelvis.

Counterbalance your load by shifting part of your body in the opposite direction from the load so your load will be in balance.

Put the load down by bending the hips and knees with your back in “neutral” position, and the load close to the body.

If the load is too heavy, get help.

Should it be necessary to turn while carrying an object or individual, move the position of the feet and do not twist the trunk of the body.

When the load is carried by more than one person, identify one individual to be the leader for good timing and coordination.

Electricity

Exposure to electrical hazards can result in electrical shock, electrocution, and possibly death. The following procedures have been developed to minimize the potential for injury due to electrical hazards:

Do not use any electrical equipment with frayed or otherwise deteriorated insulation. Black electrical tape may not be used to cover these defects.

All extension cords should be limited in their use and replaced when conditions show signs of wear, mechanical damage, and deterioration.

Extension cords shall not run through walls, doorways or through windows.

Excessive scraping, kinking and stretching will cause damage to power cables and cause premature failures and possible shock or burns. Inspect cords for broken insulation before usage.

Ground wires or prongs leading from electrical apparatus must not be disconnected or broken. Only extensions cords with a ground (three prongs holes) should be used with electric equipment/tools that have a ground (three prongs).

Avoid use of extension cords in areas where they create a tripping hazard. Do not drag cords over sharp edges or run cables across aisles.

All electrical wire must be considered live and very dangerous.

Work areas should be kept free of loose electric and telephone wires. Such wires should be placed along wall baseboards or in cord guards.

Only fire extinguishers that have been approved for electrical fires can be used on electrical fires. Water, foam, or soda acid type extinguishers can be dangerous if used on electrical fires.

In the case of overheating, sparking, or smoking motors, wiring, or other electrical equipment, turn off the power and report the condition to your General Manager.

Never put your hands inside an electrical panel while the main power is still on.

Any time a certified electrician works on a circuit, a tag is affixed in the electrical panel on the breaker controlling that circuit. Under NO circumstances is anyone OTHER than the person who placed the tag on the breaker to remove it. This is called “Lock Out / Tag Out” protocol. It ensures the safety of the electrician working on the circuit.

Fire Prevention

Fires can be prevented by orderly planning, sensible arrangement of potential fire producing activities, and good housekeeping.

Neither open flames nor smoking are permitted in any Cinemark facility.

Never store flammable or combustible liquids in open containers.

Approved safety cans with proper labeling must be used to handle, store and dispense small quantities of flammable or combustible liquids.

Know the location of fire extinguishers and how to use them. After use of an extinguisher, report such use immediately to your General Manager so a replacement may be obtained or the extinguisher can be recharged.

Know the exit routes from your building.

Maintain exit routes free of any obstructions at all times.
Passageways and work areas around firefighting equipment must be kept free of obstructions at all times.

Nothing should be stored within 3 feet of the front of electrical panels.

Report all fires promptly to the fire department by calling posted phone numbers or 911.

**Fire Extinguisher Use**

A fire extinguisher is effective only if it is used properly. Steps for fire extinguisher operation:

1. Grasp the carrying handle firmly but do not depress the discharge lever.
2. Remove the safety pin with a twisting motion.
3. Point the extinguisher hose at the base of the fire and depress the discharge lever.
4. Use a side-to-side sweeping motion at the base of the fire.

**On the Job Injuries**

The Company strives to provide a safe and healthy work environment, free of accidents and injuries for all Employees. Employees are expected to adhere to the Company’s safety standards while performing their job functions and immediately report any unsafe work conditions to their General Manager. All Employees are covered by Workers’ Compensation Insurance.

All work-related accidents and injuries must be reported to management immediately, whether or not the Employee(s) involved believe the accident to be significant and whether or not any Employee plans to seek benefits and/or medical treatment. No matter how minor an on-the-job injury may appear, it is important that it is reported immediately. Employees are encouraged to seek immediate medical attention if necessary. A list of preferred medical providers is posted at the worksite. In the event of an occupational injury, Employees must follow the prescribed treatment program and return to work as soon as they are able to perform the essential functions of their job, with or without reasonable accommodation. Workers' Compensation leaves will run concurrently with the Family and Medical Leave Act and state family and medical leave laws, if applicable.

Each time a doctor treats an injury or the Employee visits the doctor as a follow-up to a work related injury, the General Manager must be given a copy of the physician’s report indicating work status. A doctor’s release form is needed before the Employee can return to work.

Employees may utilize personal sick time, vacation time, or other personal accrued time during the state mandated waiting period, but afterwards are not entitled to compensation from Cinemark while receiving temporary income benefits from the workers’ compensation insurance company.

Medical bills are handled by Cinemark’s Workers’ Compensation insurance carrier. If you have questions regarding work place injury bills, please contact the insurance carrier.

Workers’ Compensation fraud will not be tolerated and will subject an Employee to disciplinary action, up to and including termination of employment. Furthermore, the Employee may be subject to prosecution under state and/or federal law.

Neither the Company nor its insurance carrier will be liable for the payment of Workers’ Compensation benefits for injuries that occur during an Employee’s voluntary participation in any off-duty recreational, social or athletic activity that does not constitute part of the Employee’s work-related duties.

**Customer Injuries**

When a non-Employee accident occurs, immediately inform a member of management on duty and ensure that the Customer is kept as calm and comfortable as possible. If it is possible to do so, assist the Customer to a safe place, away from the traffic of others. If it is not possible or practical to move the Customer, secure the immediate area to keep the Customer isolated from others. If it is appropriate to do so, offer to call someone for the Customer.

Only apply first aid and/or CPR if you are trained and if the situation warrants it. In the case of a serious injury, call 911 and provide the trained operator or paramedics with the specifics of the accident, if they are known, and the theatre’s location. Send a fellow Employee outside to meet emergency personnel and quickly lead them to the proper location.

Please do not speculate, with the injured Customer or others, on the cause of the accident. Do not discuss fault, and do not tell the Customer that Cinemark will pay any medical bills. The determination of fault will be done at a later date, following a proper investigation of the events surrounding the incident.
An injury to a Customer can be upsetting and create confusion. Your main concern is the comfort of the Customer.

If you have questions regarding Employee or Patron claims, please contact your General Manager or the Corporate Risk Management Department.

**Hazardous Chemicals**

Always use/wear the proper safety equipment when using chemicals.

Employees will be notified of any hazardous materials that they may encounter in the course of their duties. Employees will be trained in the hazards associated with the materials, if any, including proper handling procedures. All chemicals have Safety Data Sheets (SDS) available in the General Manager's office for every chemical used at the location. These were formerly known as Material Safety Data Sheets (MSDS). SDS documents contain the following information:

--Manufacturer and Chemical Identity

--Hazard Classification

--Material Identification and Information

--Physical/Chemical Characteristics

--Fire and Explosion Hazard Data

A list of chemicals used by the janitorial staff are located in the main janitorial closet or storage location.

Any concerns or questions concerning the use or presence of hazardous chemicals should be directed to the General Manager.

**Blood Borne Pathogens**

Employees through the normal course of their assigned duties are not expected to be exposed or potentially exposed to infectious body fluids from other persons. If this occurs in an emergency, the members of management will ensure that the involved Employee receives proper medical care and follow-up.

**Workplace Violence**

The Company strives to provide a safe, violence-free workplace for all of its Employees and Customers. The Company prohibits Employees and non-Employees from behaving in a violent or threatening manner while on its premises or while performing work-related activities. The Company will fully cooperate with law enforcement with regards to any investigation or prosecution related to acts of violence (or threats of violence). Possession of non-work related weapons on Company premises and at Company-sponsored events shall constitute a threat of violence and is strictly prohibited. Any Employee who engages in conduct in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

When confronted with a potentially violent person (co-worker, vendor, Customer or general public,) Employees should remain calm and get assistance immediately if practical.

**Reporting Potential Workplace Violence or Threats**

In order to help promote safety, Employees should be alert to potential threats at all times. Employees must immediately report potentially dangerous behavior or acts of violence. Employees must report any incidences or behavior that is violent or potentially violent, anything suspicious, anything that threatens the security of the workplace, and/or any violent situation that may result in violence in the workplace to the most senior member of management on duty.

In a life-threatening situation, Employees should call 911 first and report the situation to the police. The Employee should then notify their General Manager. Incidents must be reported to one of the following:

--General Manager

--Region Leader

--Convercent

www.convercent.com or (800) 461-9330

The Company will investigate all complaints relating to workplace violence. Pending the conclusion of an investigation, the Company may suspend an Employee, either with or without pay, if the Company believes the suspension is necessary for safety reasons or to complete a thorough investigation.

**Real Time Workplace Violence**

In the event of a real-time workplace violence incident such as an active shooter in the workplace, do the following immediately.

Call 911. Don’t assume someone else has. Do it yourself.
Look for an escape route and leave the building if possible. Bring as many Customers and coworkers with you as you can.

If no escape route is possible, find a room that you can either lock yourself inside of or barricade yourself inside. Bring as many Customers and coworkers with you as you can.

If you are locked down or barricaded, put your cell phone on vibrate. The police may try to call you back and you don’t want your phone to ring and give away your location.

**Prohibited Items**

To the extent permitted by state law and regulations, Cinemark’s policies prohibit Employees from carrying or storing dangerous items on Company property, including lockers and other storage areas, parking spaces, and company-owned vehicles. Items that are prohibited include, but are not limited to: guns, knives, weapons, dangerous materials or devices, alcohol, and illegal drugs.

The Company reserves the right to search Company property such as desks, cabinets, lockers and other storage areas. Employees should not have an expectation of privacy in the contents of storage areas on Company premises. The Company reserves the right to remove, retain and disclose the contents found during an inspection. The Company may also exercise its right to inspect any and all packages and parcels entering or leaving its premises.

**Security of the Building:**

**Rule #1: Report Suspicious Persons or Activity to a member of management. If you see something - say something.**

Examples may include any persons, vehicles or activity that make you feel nervous, uncomfortable or threatened. This would include persons or vehicles that seem to be “hanging around” the theatre or parking lot with no purpose, or persons who appear to be “watching” the theatre operate. During the evening shifts, Employees should be particularly aware of their surroundings. Employees should not open, unlock, or leave the building through any of the theatre’s back doors or exit doors after dark unless there is a second person present.

Count all money in a secure, enclosed area. Never count money where you can be observed. Never discuss theatre cash handling with anybody except a member of management.

**Rule #2: Use the Buddy System at Opening and Closing Times**

When locking up the theatre, one Employee should go to their car and then lock the doors once inside. That Employee should then move his or her vehicle in plain view of the person still inside the theatre. The person locking up the theatre can then let themselves out and proceed to their car. This procedure can be reversed at opening, with one person entering the building to check it and one person waiting in their car in the parking lot.

Using these procedures ensures that one person is always in a position to call for help. When you leave the theatre, walk confidently with keys in hand, and be aware of your surroundings.

**Rule #3: Never Resist a Robbery Attempt**

If you are robbed, do not resist. Let the robber take the money. Make a mental note of the description of the robber and write it down as soon as the robber is gone, while it is still fresh in your mind. Your description will help the police. Your job is to get the robber out of the building as quickly as possible. Your safety and the safety of your co-workers and Customers always come first. Do not leave the building with a robber under any circumstances.

**ADMINISTRATION - SECTION 7**

**Suggestions**

Many factors have played a role in Cinemark’s success. These include your ideas and comments about our methods of operation. Many of the policies and procedures in place today started as an Employee suggestion. Please offer these to your General Manager either verbally or in writing. We value your ideas!

**Leaving the Company**

It is the Employees’ responsibility to notify their General Manager of their resignation. Although advance notice is not required, the Company requests two weeks’ written notice from all resigning Employees. This policy does not alter the at-will employment status. An Employee may resign with or without cause or advance notice.
Benefit Coverage

Company-provided health-related group benefits (medical, dental and vision insurance) end on the last day of the month in which an Employee terminates employment. At that time, to the extent provided by the federal Consolidated Omnibus Reconciliation Act (COBRA) or, if applicable, state insurance laws, and by the Company’s group health insurance policies, terminated Employees may be eligible to elect to continue their group health insurance benefits at their own expense. Information regarding continuation of benefits will be mailed to the Employee upon termination of employment.

Return of Property

Employees must return all company property and repay any debt they owe the Company upon request or upon termination of employment. Where permitted by applicable law, the value of any property that is not returned or is damaged due to negligence and any debt owed the Company, may be deducted from any amount the Company owes the Employee, including (without limitation) expense reimbursement, severance, wages, commissions, bonuses and paid time off.

Final Paychecks

Employees will receive their final paychecks in accordance with applicable state law. Final paychecks will be available at the Employee’s worksite or delivered to the Employee upon termination of employment, or by the date required by state law. Final paychecks may be mailed to the Employee’s residence at the Employee’s written request. Employees should contact the Payroll department if they have a change of address to ensure receipt of their year-end W-2 earnings statement and any other applicable mailed information.

However, the thing that REALLY separates Cinemark from other theatres and any other various forms of entertainment is YOU. Great buildings may bring Customers in the first time, but only excellent service will bring them back.

The reason Cinemark is great is because we have great people. Working in the movie business is exciting! It is fun! It is challenging to provide a great entertainment experience for hundreds or thousands of people on a given day. YOU can make that happen.

So the challenge to you is to Make It Happen. Use your skills, knowledge, and personality to provide Total And Complete Customer Satisfaction to every person who walks through the doors!

Acknowledgement

It is the responsibility of all Cinemark Employee to read and familiarize themselves with the policies and procedures contained in the Employee Guidelines, and to remain familiar with them during their employment with Cinemark.

Electronic acknowledgement of the receipt and reading of this Guideline is accomplished by logging onto Cinemark’s Employee self-service system ‘F.R.E.D.A.’ (Front Row Employee Data Access). Should the user not be automatically prompted to the required acknowledgement pages, they are located in the ‘Employee Documents’ section.

Cinemark’s Challenge to You

At Cinemark, we pride ourselves on building the best theatres in the world. We stay on the cutting edge of technical advances in projection equipment, food-service equipment, and design. A Cinemark theatre is a building to be proud of.

We also pride ourselves on keeping our theatres “Clean As New” and “Operating As Designed” (meaning that everything works). Our people are key to accomplishing these two standards.


**Review Questions**

A – TRUE or FALSE / Theatre safety is the responsibility of management, so it should be left to them to handle.

B – What document(s) must be returned to the General Manager before you can be scheduled to work?

C – TRUE or FALSE / Employees may take their breaks at their own discretion.

D – TRUE or FALSE / Notify the Cashier if you are going to be absent or tardy.

E – TRUE or FALSE / If you are absent without notice for scheduled shift(s), your file may reflect voluntary termination.

F – TRUE or FALSE / According to the Upsell Award program, Concession Workers who upsell to “secret shoppers” get money added to their next paycheck.

G – In what circumstances will approval never be given for hiring, transfer, or promotion of relatives.

H – If you want to make Cinemark your long-term career, who could you notify of those wishes?

I – What is the name of the company newsletter?

J – TRUE or FALSE / Name tags should be worn on the visor.

K – What is a self-serve concession stand?

L – Members of management are prohibited from dating which Cinemark Employees?

M – TRUE or FALSE / Only members of management are eligible to join the 401(k) retirement plan.

N – TRUE or FALSE / Only non-management Employees are eligible for the scholarship program.

O – Name the three selling techniques that are used at the concession stand.

P – TRUE or FALSE / Pay increases are determined by Employee performance and business conditions.

Q – Name 3 of the responsibilities of an Usher.

R – TRUE or FALSE / You may not remove your personnel file from the office in which it is maintained.

S – TRUE or FALSE / Your employment with Cinemark is “at will”.

T – What type of business ethics should all Employees observe?

U – TRUE or FALSE / It is OK to discuss theatre sales volume with your friends.

V – Name three circumstances that could warrant disciplinary action.
W – Name three acts of misconduct that could result in immediate termination of employment.

X – TRUE or FALSE / Should you have a question not answered in this book as to what make-up, hairstyles, piercings, or appearance are acceptable, you should ask any member of management.

Y – TRUE or FALSE / The General Manager is the head Concessionist.

Z – Name three things an Usher should check for when in an auditorium.

AA – Which Employees wear a purple nametag lanyard rather than a red nametag lanyard?

BB – TRUE or FALSE / If you view another Employee doing something that is against Cinemark policy, you should videotape it for proof.

CC – TRUE or FALSE / The Concession Worker should greet the Customer with “May I help you?”

DD – TRUE or FALSE / As they approach the box office, the Box Office Cashier should just wait for the Customer to inform them of their movie selection.

EE – TRUE or FALSE / The Cashier may sell a mispunched ticket to the next Customer in line.

FF – What is most important to the success of Cinemark – Technology, Theatres, or People?

GG – How often should an Employee receive an Employee evaluation?

HH – TRUE or FALSE / Unless your work related injury requires medical attention, it is not necessary to inform the General Manager.

II – Who will instruct you in the use of safety equipment?

JJ – TRUE or FALSE / Horseplay will not be tolerated.

KK – When may an injured Employee be allowed to come back to work?

LL – TRUE or FALSE / Never resist a robbery attempt.

MM – TRUE or FALSE / Cinemark’s policy is to prosecute persons found guilty of theft.

NN – TRUE or FALSE / It’s O.K. for a relative of an existing Employee to work in any Cinemark theatre if the Region Leader approves it.

OO – TRUE or FALSE / All personal items must be kept in the box office.

PP – How many Employees can be present when a movie is being screened?

QQ – TRUE or FALSE / Free Employee concessions is an Employee right.

RR – Who should you inform if you are a victim of workplace harassment, or if you are aware of workplace harassment happening?
SS – TRUE or FALSE / Off-duty Employees need to stand in line with the other Customers when attending a movie or purchasing concessions.

TT – TRUE or FALSE / You may not make sales for personal gain on Cinemark property.

UU – TRUE or FALSE / It is OK to text or make phone calls from your personal phone while on duty, but only when out of sight of Customers.

VV – If you have unresolved problems with your General Manager, who should you call?

WW – TRUE or FALSE / The prime parking spaces at the theatre should be reserved for Customers.

XX – TRUE or FALSE / Only Members of theatre management teams are allowed to give information to the press.

YY – Which Employees are eligible for the 5 year watch?

ZZ – What is the common goal of all Cinemark Employees?

AAA – Who has the “Power” to do whatever it takes to satisfy a Customer?

CCC – TRUE or FALSE / At Cinemark your appearance should be neat and natural.

DDD – What is a good goal for Concession Workers to include in every sale:

   Something _______________________
   Something _______________________
   Something _______________________

EEE – Name three things a Box Office Cashier could do during the recovery period between shows.

FFF – TRUE or FALSE / Cinemark Connections Points are earned based on dollars spent.

GGG – What question should you ask each Guest before processing their payment at the box office or concession stand?”