

Rev. May 5, 1988

**ANIMAL BEHAVIOR ENTERPRISES, INC.
422 Central Avenue
Hot Springs, Arkansas 71901**

IMPORTANT PHONE NUMBERS

THE PHONE NUMBERS FOR THE ABE OFFICE ARE:

501/623-5888 OR 501/623-7572

YOU SHOULD CALL ONE OF THE ABOVE NUMBERS EVERY MONDAY, TUESDAY
AND THURSDAY!

Call these numbers between 8:30 AM and 4:30 PM Central Time,

9:30 AM and 5:30 PM Eastern Time, or

7:30 AM and 3:30 PM Mountain Time, or

6:30 AM and 2:30 PM Pacific Time.

THE PHONE NUMBER FOR THE ABE SHOP AND TRAINING FACILITY IS:

501/767-7714

Following are the HOME PHONE NUMBERS OF KEY EMPLOYEES. Please DO NOT
CALL these numbers after hours or on weekends except for EMERGENCIES!

Bailey, Robert E. & Marian R. 501/262-2187.

Johnson, Annette P., Office Manager. 501/865-3498.

Petty, Billy Joe, Shop Supervisor. 501/844-4626.

Quigg, Ronald K., Training Supervisor. 501/624-5025

Schalow, Linda C., Bookkeeper. 501/262-5429

GENERAL INSTRUCTION MANUAL:
PART 1. POLICIES AND PROCEDURES

READ THE MANUAL

Failure to comply with policies in sections marked CRITICAL may result in immediate dismissal.

KNOW THE MANUAL. You are responsible for knowing what the manual says.

I. DUTIES AND POLICIES.

A. Your job and your workplace.

1. What is ABE? Welcome to Animal Behavior Enterprises (ABE). We hope you will enjoy your work with ABE and find it interesting and worthwhile. First, a word about ABE. Our company has been in business since 1947. ABE provides services for its customers or "clients"--who are mostly amusement parks, theme parks, fairs, and the like. The services usually mean furnishing animal shows like the I.Q. ZOO or stage shows featuring chickens, rabbits, parrots, pigs, goats, and so on. Sometimes ABE sets up, supplies, and operates petting zoos. The whole company provides these services: the office, the shop, the training department, you, and other people like you.

2. A few words about your job: You are ABE's representative or "person-on-the-job" at the client's place of business. If you do your job well, the service you and the rest of ABE performs for the client will be worth while. The client is depending on all of us to perform GOOD service. If you do not do YOUR job, our client is let down and will no longer want our services. If your only concern with your job is to collect a pay check, you will not do a good job for ABE, for the client, for any other company, or for yourself. Here are some general pointers. Then read on, because this whole manual tells you HOW TO DO A GOOD JOB.

3. Keep busy. There is ALWAYS work to be done. There are cages to be cleaned, props to be dusted, floors to be swept or areas to be tidied up, supplies to be checked, change to be made, animals to be watered. BE ALERT. Look around for things which need to be taken care

of. You are there to do these jobs.

4. KEEP A CLEAN WORKPLACE. Follow the daily Routine Operating Procedures for your location. This will advise you of the daily cleaning which needs to be done. However, if you see things in between which need cleaning up, if unusual messes occur, clean them up right away if you can. In our business CLEANLINESS is EXTREMELY important. YOU WILL RECEIVE VERY FEW WARNINGS ABOUT DIRT AND MESS. There is no excuse for dirty cage trays or prop trays, dirt inside or outside of props, trash and paper in the area. DIRTY AREAS ARE DANGEROUS AREAS. This refers to the area back of the props too, even though the public does not see it. KEEP IT CLEAN and ORDERLY. It will help you keep track of supplies and equipment and make the area safer.

5. Stay on the job. The daily operating schedule which has been set up by your supervisor tells you what is your workplace for the day. You are to be there AT ALL TIMES except for scheduled breaks or emergencies.

- a. If you are alone on duty, DO NOT leave for more than 30 minutes for a break or lunch.
- b. DO NOT JUST WANDER OFF. Only scheduled breaks are permitted, except for emergencies.
- c. DO NOT leave any friend or untrained, unauthorized person to "watch the area for you for a few minutes."

6. No unauthorized visitors. Friends, relatives, and other visitors should be discouraged from staying around your workplace. Only you, other scheduled

workers, ABE employees, or authorized client personnel should be in the work area, except, of course, for the visiting public and officials on business.

7. NO PERSONAL RADIOS, television sets, or pets may be kept in the work area. DO NOT eat or smoke in the presence of the visiting public. NO PERSONAL READING on the job. The only reading permitted during working hours is for job-related purposes.

8. STAY ALERT.

- a. While the park is open, you should spend as much time as possible OUT IN FRONT WATCHING THE UNITS, watching the people, and making change.
- b. Move from place to place; keep an eye on what is going on. As people play each act, try to watch to see (1) how the animal performs, (2) if the equipment is working all right, (3) if the coin box functions as it should.
- c. Keep the change apron on, in plain sight of the public; make it clear you are there to help them and that you have change.

B. Human Safety (CRITICAL).

1. No.1 concern. Your safety and that of your employees and visitors is your Number 1 responsibility.

2. Safe surroundings. You must maintain a safe workplace and show area.

- a. Eliminate or report immediately all obvious hazards--bare wires, loose connections, holes in the ground, obstacles over which people may trip, sharp edges or projections which can hurt people.
- b. In case of any injury, refer to EMERGENCIES (Section II, below).

C. Safety and care of animals (CRITICAL).

1. Keep the animals safe.

- a. If a piece of equipment or a cage area is hazardous, correct the problem at once.
- b. Examples: doors which can close on animals' feet, wires which may stick out and catch or injure the animal, bare

electrical wires or connections with which the animal might come in contact, small openings in which the animal might get caught, and so on.

2. Fix or move. If you cannot correct the condition right away, remove the animal to a safe place.

3. Be gentle with animals. Under no conditions harm or abuse an animal in any way. Learn how to handle the animals without hurting them.

4. Feed and watering schedules must be carefully followed, for each INDIVIDUAL ANIMAL. (SEE Animal Care section in the General Instruction Manual.)

D. Keep the machines operating (CRITICAL).

NOTE 1: This company is a business. The ONLY way we can afford to pay our employees is if the machines are working. You are a part of the company; if ABE does not operate as a business, it cannot exist. We MUST make money.

1. Keep the equipment working. If a machine does not work, make every effort IMMEDIATELY to get it back in working order. This means finding the problem and correcting it. Diagnosing the problem may involve calling ABE for help.

- a. If a piece of equipment is not working right, try to fix it yourself, following the "Trouble-shooting" instructions in the equipment manual. DO NOT cut wires, remove parts, or make ANY changes unless you know EXACTLY what you are doing.
- b. DO NOT ask others to work on ABE equipment.
- c. If you cannot fix it yourself, call the Shop at ABE.

2. Keep animals in PERFORMING CONDITION.

- a. This means the animals' diets must be individually and carefully supervised so the animal will have a good appetite and be ready to work. (See FEEDING

INSTRUCTIONS in the GENERAL INSTRUCTION MANUAL.)

- b. There is never a reason to starve an animal, and no reason to lower its weight below a healthy working weight. An animal's normal healthy appetite for food is sufficient for our purposes.
- c. A fat animal is not a healthy animal. There are no fat animals in the wild. If an animal is very heavy (like a fat person) the complete withholding of food for a few days is not harmful. In fact, in the wild during rainy periods, while they are seeking shelter, or when many predators are nearby, many animals go several days without eating, and with no bad effects.
- d. Never let an animal get below a lean working weight or allow an animal to become weakened from hunger.
- e. As your Operating Procedures manual states, you should check the physical condition of your animals every day as you load them into the props. If some animals do not get a chance to work because of short hours, etc., inspect them separately--take them out of their cages and handle them to check weight and look for injuries, signs of illness, and so on.
- f. If an animal regularly fails to perform and its diet is properly adjusted, check the equipment.
- g. If the equipment is functioning properly and the animal still does not perform, notify the Training Department at ABE.
- h. If a machine must be temporarily out of use because of animal or equipment problems, put a small, NEAT (professional looking) sign in the front saying "Out to lunch," or some other explanation.

E. Finances. (CRITICAL)

1. Your responsibility. You are personally accountable for any moneys taken in by the I.Q. 200 or provided as change.

IMPORTANT

NOTE 2: Every day you start out with a certain amount of change (your "till" or "set"). It does not matter if it is in an apron and you are carrying it, or if part of it is stored at the back of a coin prop--it is still all part of your

till or set. You are responsible for ALL this money. You must see to it that the operator on the next shift starts HIS shift with the same amount of money with which you started. It should be counted out by BOTH of you as it is handed over at shift change, or at the end of the day by you, your supervisor, and/or whoever handles the money.

2. Be prompt. All financial data, counter readings, coin counts, and so on, checking in and out of tills or sets will be done on a daily basis. DO NOT WAIT until "tomorrow" or the end of the week to record financial data.

3. Deposits. If you make deposits, they should be made immediately after the money is counted and assembled.

4. Shortages from tills or sets may be deducted from your pay.

F. Ways to maximize income.

1. Suggestions for improvement. There are many ways to improve the income potential of our animal exhibits. Your suggestions for improving our operation are always welcome. DO NOT make any changes in procedures until you have cleared the change with your supervisor or with the office. Here are some ways our income may be improved:

2. Busy times. When crowds are heavy and the coin units are being played almost continually, have your best and fastest animals performing. This sometimes means changing the normal animal rotation schedule. On the day before an anticipated busy day (weekends, special promotions, etc.), reduce all healthy animals maintenance rations somewhat.

3. Watch supplies. Do not run out of vended supplies, fortune cards, capsules, etc. The units requiring these supplies cannot operate without them.

4. Repair parts. If a coin unit breaks down, and you don't have the part needed to repair it, the unit cannot earn any revenue for us. Frequently check your supply of standard spare parts. Use the check list, not your memory. Someone else may have used a part and not mentioned it to others or written it down. Don't assume you have a part, simply because

you didn't use it yourself. Order spare parts as you use them, not when you need them. You will be resupplied either by United Parcel Service or during the next inspection/resupply runs from the home office.

G. Minimize expenses.

1. Labor. The greatest expense to the I.Q. ZOO is labor costs. We must contain labor costs as much as possible, while still maintaining good service for our client.

- a. Only work the hours necessary to earn the income needed by the company, to fulfill our obligations to our client, and to get the job done properly. Know the operating hours of the client and of the I.Q. ZOO.
- b. Know what the work schedule is and stick to it.
- c. All schedule changes must be cleared with a supervisor. Changes in supervisor's schedule must be cleared with the home office.
- d. OVERTIME hours must be cleared in advance by supervisor, unless there is a REAL emergency. Supervisors will be held accountable for all hours worked, including overtime hours.
- e. There are laws and company policies regarding work weeks, daily hours, etc. You will be held accountable if unauthorized schedule changes result in unnecessary overtime, or illegal work hours. Such practices as "shift swapping," "trading hours," etc, are to be discouraged.

2. PURCHASING. Don't purchase unnecessary items. Clear all purchases with supervisor. Always get a receipt for items purchased. There are certain items that the client is to provide the I.Q. ZOO and I.Q. ZOO personnel. Know what the client is to provide. Supervisors have been given the information concerning client furnished items, including services, supplies and facilities. Do not purchase items that are to be provided by the client. Use the client's regular supply channels to obtain the needed services, supplies or facilities. If there are any problems obtaining these items, call the office.

3. When to call a veterinarian. Care of the

animals is very important. Should an animal get sick or injured, proper medical attention should be provided.

- a. This does not mean calling a veterinarian whenever a rabbit sneezes or a chicken breaks a toenail. Just as in human medicine, it is possible to let emotions get in the way of good common sense. Rabbits do get colds and allergies, chickens do get minor injuries, domestic ducks sometimes have mild chronic foot problems that are incurable and do cause some inconvenience to the duck.
- b. Occasionally there is a serious illness or injury that strikes an otherwise healthy animal. When an animal appears sick or injured, try to determine how sick or injured the animal really is. Read the section on Animal Care. Then, if you still have any questions, call the office. Do not just call the veterinarian without consulting first with the office.
- c. Naturally, if there is a REAL life threatening emergency, and you CANNOT reach the office, then contact the veterinarian.

4. Care of supplies and equipment. Take care of all supplies and equipment provided you by this company or by the client.

- a. Follow directions when mixing materials to be diluted. Cleaning fluids mixed twice as strong as directed do not necessarily clean better--they might even be harmful.
- b. Protect feed. Keep it in approved containers. Do not allow it to become dirty, wet, or moldy.

H. Client relations.

1. Who is the client? "Client" refers to the park or company for which ABE is performing services and on whose property we are operating the I.Q.ZOO. The term "client employees" refers to members of the client's staff.

2. Service. We are there to perform a service, and it is your responsibility to maintain good relations with the client and the client's employees.

3. Do as the park does. You MUST comply with any dress or appearance codes the client may have, or that ABE sets up and follow park regulations.

4. Courtesy and politeness are essential.

5. Be willing to work with the client to fulfill his wishes and policies.

6. Conflicts. If the client requests you to do anything which is counter to any of the policies contained in this manual, contact your supervisor IMMEDIATELY. Do not argue with the client; do not reply rudely.

7. NO PROFANITY OR FOUL LANGUAGE will be tolerated.

I. Public relations.

1. Courtesy. Our income comes from the visiting public. Each visitor must be treated politely and with respect. But do more than this: Be alert, friendly, pleasant, and positive in all your interactions with the visitors.

2. Problem visitors. This does not mean you need let them annoy or abuse the animals or damage the equipment.

- a. If a visitor is teasing or molesting an animal or doing things (such as pounding on glass, shaking the equipment, etc.) which could be harmful, politely ask the visitor to stop. Explain your reasons.
- b. If the visitor does not do as you ask, repeat the request, again politely.
- c. If the visitor persists, or if a visitor's behavior is particularly offensive, call park security.

3. Cruelty complaints. You may encounter an occasional visitor who will complain that the exhibit is cruel or the animals are being harmed. If such comments are made to you, politely explain how the animals are trained and how they are treated. (READ the literature

on our training methods. You have copies of these pamphlets; know what is in them.)

J. Relations with official agencies.

1. Visits. From time to time you may receive a visitor from the police, the government, public or private humane associations, and the like.

- a. These people should be treated with respect and courtesy.
- b. We have nothing to hide.

2. Inspections. Some of the organizations have the right to inspect the animals and the premises and to know how the animals are trained, exhibited, and cared for.

- a. You should immediately ask for identification: IMMEDIATELY, and in writing, get the inspecting person's full name, the address and phone number and name of the organization, badge number if any, or identification number.
- b. Ask if there is any complaint. Get the nature of the complaint.
- c. Do NOT argue or become hostile.
- d. IN MOST CASES, it is all right to let these people in to inspect the I.Q.ZOO premises. IF YOU HAVE DONE YOUR JOB RIGHT, all the animals should be in good shape and the premises clean and safe.

4. Charges. HOWEVER, if there should be an official police charge, CALL ABE's office immediately.

5. ABOVE ALL, KEEP CALM, DON'T PANIC. We have our rights too. Nothing is gained if you lose your temper.

6. Handling TV and newspaper people. Keep a low profile, don't brag or make offhand statements or kidding remarks about Colonel Sanders, etc. If you don't know the answer to a question, SAY you don't know, DON'T GUESS.

II. EMERGENCIES.

A. Injuries, sudden medical problems to visitors.

1. If a minor injury occurs to a visitor or a

visitor becomes ill in the I.Q. ZOO area, get the visitor's name, address, and phone number. WRITE THESE DOWN. Also make a written note of the DATE, TIME of day, NATURE of the

injury, HOW the injury occurred. TAKE THE VISITOR TO FIRST AID. If you need help, call Security.

2. If it is a major injury or illness so that the person cannot talk with relative ease, get the name from a member of the person's party, if possible, or get it later from First Aid. It is important that we have this information.

3. Notify your supervisor of the accident and the information you have obtained.

4. REPORT all the details to the ABE office.

B. Injuries, sudden medical problems of ABE employees.

NOTE 3: All ABE employees are covered by Workmen's Compensation insurance. This means that expenses an employee incurs from a job-related injury or illness will be covered by our insurance company. In order for the employee to obtain this coverage, the following procedures MUST be followed:

1. Immediate problems. If the injury or problem requires immediate attention, go to FIRST AID at the park.

2. THE LAW REQUIRES THAT YOU REPORT the injury or illness to the ABE office WITHIN 24 HOURS. Supply all details of date, time and place, how the problem occurred, action taken, and so on.

3. Receipts. If you go to a doctor or clinic, or purchase medications, send all receipts and doctor's forms to the ABE office. We must have these to get payment for your expenses.

C. Injuries or illness of animals.

1. Minor illnesses and injuries can often be treated by phone consultation with ABE animal staff. If the Animal Care instructions do not

cover the situation, call the ABE office.

2. A serious injury or illness should be reported as soon as possible to ABE.

3. When to call a veterinarian. If you cannot reach ABE, and the injury or illness (1) requires immediate attention, and/or (2) appears to be life-threatening, call a recommended veterinarian. (See above, Section LG.3.)

4. BOARDING CHARGES are expensive. If you take an animal to a veterinarian for treatment, do not leave it there any longer than necessary.

5. When an animal dies. Even with the many years our animals normally live, and even with the best of care, our animals do not live forever. You will experience sickness and death in your animal population. What do you do if an animal dies? BEFORE YOU CALL ABE:

- a. Know the animal's number, on what act does it perform, its record of performance and its physical condition before it died.
- b. Do a check of the records, talk to any other people there who have worked with the animal.
- c. Examine the animal for any signs of injury, outward signs of illness or injury such as bleeding, discharges from eyes, nose, mouth, or other opening.
- d. Examine all other animals immediately. Report any suspicious conditions. We must consider possible contagious diseases or poisons.
- e. DO ALL THE ABOVE BEFORE YOU CALL THE OFFICE.
- f. If you are directed to have an autopsy performed, you should keep the animal cool until it can be taken to the veterinarian.

III. CONTACTS AND RELATIONS WITH MAIN OFFICE OF ABE.

A. Manuals. READ THE MANUAL!

1. A manual is a written set of instructions explaining how to do something or how something works. You are provided a manual explaining in some detail how the coin

operated equipment works. You are also provided manuals concerning how animals are cared for, what procedures are to be followed in opening and closing an I.Q. ZOO, handling money, and so forth.

2. Know the manual. These manuals are important and you are responsible for knowing what they say. If you have any questions concerning the manuals, or what they say, ASK. It is wise to ask questions when you do not understand. If you do not ask questions, we must assume you know and understand the contents of the manuals provided you. You cannot do a good job for us or for our clients if you do not follow the guidelines and instructions given in the manuals.

B. Forms and other office supplied paperwork. SEND ON MONDAY

1. Taking care of forms. As part of your employment with ABE, there are certain forms you need to file and records you need to keep and send to the home office on a weekly ~~and bi-monthly basis~~. ALL RECORDS ARE TO BE KEPT AT THE WORK PLACE, in a convenient place and ready for inspection at all times. THEY SHOULD NEVER BE TAKEN HOME OR AWAY FROM THE WORK PLACE.

NOTE 4: ABE has furnished you with copies of these forms, and also with stamped, addressed envelopes for sending the forms back to ABE on a regular basis. If you run low on forms or envelopes, LET THE OFFICE KNOW BEFORE YOU RUN OUT.

NOTE 5: If a form is to be mailed to ABE, ALWAYS MAKE A COPY of the completed form or record. Mail is sometimes lost or delayed in transit. Send ABE the original, and keep the copy with your records. DO NOT destroy this copy.

2. Your application. When you are hired, or before, you should fill out a regular ABE application blank. These forms have certain useful information that the office needs.

3. W-4 Form. When you are hired, you will need to fill out and sign a U.S. IRS form called W-4. This tells the office how many income tax exemptions you are claiming and how much tax should be deducted from your gross pay each pay period.

- a. You cannot receive any pay checks until this form has been received by ABE's office.

- b. If any change takes place in your status--that is, if you marry, acquire new dependents, or anything else happens to change how much taxes you need to pay, you should file a new, corrected W-4 form.

4. Daily Time Sheet. One of the MOST IMPORTANT FORMS is your daily time sheet. This time sheet should be kept up regularly and filled out EACH DAY as you check in to your job, when you leave for lunch or on a break, when you come back, and when you leave for the day.

NOTE 6: Your time sheet is an official work or time clock record REQUIRED BY LAW. When you report for work at the beginning of the work day, you must sign in (clock in); when you leave at the end of the day, or for a break or lunch, you must sign out (clock out). You must fill out and sign this record PERSONALLY; no one can do it for you.

NOTE 7 (CRITICAL): If you have someone else fill out your time sheet for you, or if you do not keep accurate daily records of your times in or out, YOU MAY BE SUBJECT TO IMMEDIATE DISMISSAL. NO JOKE!

NOTE 8: ABE pays twice a month; the first pay period ends on the 15th of each month, the second on the last day of the month, no matter how many days there are in each month. After you have made the entries for the day of the 15th, or the last day of the month, the time sheet is complete for that pay period. There will be a short delay in your receiving your check caused by mail delays. The length of this delay will depend on your location.

- a. DO NOT WAIT UNTIL THE END OF THE WEEK OR THE PAY PERIOD TO FILL OUT YOUR TIME SHEET. It MUST be maintained daily on a regular basis.
- b. DO NOT USE INK; FILL IT OUT IN PENCIL. In this way, if mistakes are made, they can be corrected neatly, without making an unreadable mess of the time sheet.
- c. You should figure up your total hours worked for each day and put the figures in the proper blank spaces. DO NOT TRY TO DO ANY OTHER CALCULATIONS

ON THE SHEET. The ABE main office will do this. All you need to do with your time sheet is to make sure your hours in and out and the total daily hours worked are accurately recorded.

- d. At the end of the ~~pay period~~ ^{WEEK}, SIGN YOUR TIME SHEET, and have it approved by your supervisor and turned in.
- e. At the end of each ~~pay period~~ ^{WEEK}, the time sheets for a given location should all be collected and sent PROMPTLY in one of the stamped, addressed envelopes to the main office.

5. Overtime (more than 40 hours per week) may sometimes be required by the nature of your schedule, by the ABE office, by your supervisor, or by a sudden emergency. These overtime hours will be paid for at 1 1/2 times your normal pay rate.

- a. NO overtime hours should be worked without authorization by your supervisor or the ABE office, UNLESS THERE IS AN EMERGENCY.
- b. Be prepared to explain any overtime hours worked.

6. Counter reading forms. You may be responsible for recording counter readings on a special record form.

- a. PURPOSE. Each coin-operated animal act is equipped with an automatic counting device which records each time a coin is dropped (or the coin box lever is tripped by hand for testing purposes). These counters cannot be reset or altered in any way. They are used for auditing purposes, for ABE's benefit and that of our clients. The record made by the counting device each day means that no individual can falsify the number of quarters which have been taken in by a given machine during a day.
- b. If you have reason to think that a counter is not working properly, call the office IMMEDIATELY. For example, if you know a machine has been very busy, and the counter shows that it only operated 3 or 4 times, SOMETHING IS WRONG WITH THE COUNTER. Also, if a day has been very slow, and you know

only four or five people have played the machine, but the counter reading has jumped by 100 or so, SOMETHING IS WRONG WITH THE COUNTER.

- c. THE COUNTER RECORD FORM. The sheet has a place to enter your location (park's name) and room for YOUR INITIALS, the dates included in the week, the date of each day in the week, and the counter readings for the beginning of each day (or for the end of the previous day). Be SURE all this information is entered accurately and legibly on each counter reading sheet. Press hard enough with your pencil so that the form may be photocopied.

- (1) The vertical columns are marked off by days of the week. In the first vertical column, on the left, however, write the names or abbreviated names of the coin units themselves. Thus Ki Bu means "Kissing Bunny," Bi Br refers to Bird Brain (the Tic-Tac-Toe chicken), and so on. The last column represents the total number of plays during the week on each machine.

- (2) The horizontal lines, or rows, are for entering the beginning and ending figures read from the counter each day and a space to enter the difference between the beginning and ending count. This difference tells how many times during the day the unit was set in action by a coin (or by tripping the lever in the coin intake device).

- d. HOW TO FILL OUT THE COUNTER FORM. First look at the vertical column on the far left. Enter the names of the units at your LQ. ZOO location in this column. Enter the names in the order in which you will be taking the readings from the various machines. Some counters are read from the rear of the machine, and some from the front or side. For example, if your LQ. ZOO is set up in a straight line, beginning at the far left, list all the units you read from the REAR in order, then all those in order from left to right which you normally read from the front or side. Try to list the units so that the counters may be read in order efficiently, without having to go back

- and forth from front to back, or from one side to the other with much wasted motion. End your column with the last unit you will be recording each day. GET IN THE HABIT OF ALWAYS READING THE COUNTERS IN THIS SAME ORDER. If you have more than one of a certain type of unit, such as two Bird Brains, be sure to enter them as BiBrA and BiBrB, and make the records in the order in which they actually appear in the line.
- e. You should start on the first operating day at which you start up at a park. If the I.Q. ZOO at this park opens for business for the season on a Friday, your sheet should be started with a Friday morning entry. The last entry on that sheet will be a SUNDAY EVENING reading. Do NOT use that sheet for the Monday of the next week. On Monday morning, begin a new sheet. Thus your first counter reading sheet for the season will have 3 days' entries, Friday, Saturday, and Sunday. There may be occasions when there will be only one day's counter readings on one sheet.
 - f. Even if a park is closed on certain days, or a certain unit or the whole I.Q. ZOO does not operate, TAKE THE COUNTER READINGS. You cannot assume that the readings have not changed. However, DO mark the days when the park is closed or a machine is not operating. THERE MUST BE NO BLANK SPACES ON THE COUNTER READING FORM once you are in the second week of operation at your location.
 - g. The "STANDARD OPERATING PROCEDURES" section of the Manual for each I.Q. ZOO location tells you what time in the morning and evening to take the counter readings. Get into the habit of doing these readings at these regular times in your schedule. This will help you remember to get them done. At the end of each day's counter readings, subtract the beginning (morning) reading from the ending (evening) reading for each unit. Enter it in the blank space for that unit in the row which reads "PLAYS." At the end of each week, before the form is sent to the ABE office, add the total plays for each unit across the row, to get a total number of plays on that unit for the week. Also, for EACH DAY, add DOWN the column of plays to get a total number of plays on all the units for that day. USE THE CALCULATOR which has been provided for you.
 - h. INITIAL the form at the top when you have finished taking the day's readings.
 - i. These counter reading sheets should be sent at the end of each week to the main ABE office.
 - j. Our machines may be audited at any time. Someone may come in and check your counter readings. They MUST be up to date and accurate.
7. "Counter Variance" forms. You have been given small pads of PINK forms called "Counter Variance Forms." Whenever you TRIP THE WIRE LEVER IN THE COIN BOX OR TAKE A QUARTER FROM THE COIN BOX TRAY to test a machine (and you DO NOT USE any money from the till or set to do this), you should fill out one of the little pink slips showing the number of times this was done AT EACH EVENT, WHEN IT HAPPENS--don't wait until the end of the day. You do NOT need to fill out one slip for each trip of the lever or each quarter. All you need to show is the total number of lever trips or quarters used on each testing occasion. There may be more than one and perhaps several testing occasions during the day. Fill out a pink slip for each occasion as it occurs. SAVE THESE SLIPS. At the end of the week put them in an envelope and send them to the ABE office with the counter reading sheet.
8. "Cash Out" slips. Sometimes it is necessary to take quarters out of the till; for example, if a customer drops a quarter into a coin slot and for some reason does not see a performance--the animal does not work, or something is wrong with the equipment, for example. In such cases it is our policy to refund the customer's money. You may take a quarter out of the till and make the refund. In another instance, you may need to use a quarter from the till to test a coin box. In either case, or if you take quarters out of the till for ANY reason, you need to fill out one of the small WHITE slips. Again, fill out a separate slip EACH TIME (on each occasion) that you do this. IF YOU TAKE A QUARTER OUT OF THE TILL TO TEST A COIN BOX, you also need to fill out a PINK slip, as well as

the white slip, because this operation will affect the coin counter reading. At the end of the day, all these slips should be handled ACCORDING TO THE STANDARD OPERATING PROCEDURES FOR YOUR LOCATION. Please see the procedure instructions for what to do with the white slips.

9. Reports to clients. At many locations, daily or weekly report forms are prepared for the client (the park) on counter readings/money received, or other information. If you are required to keep these forms, the Operating Procedure manual for your location will contain this information. If you must keep these and turn them over to the client, THEY MUST BE ACCURATE AND FILED PROMPTLY.

10. Feed and Performance Records. Daily performance records and feed/weight charts are kept on all animals. These entries should be made at the end of EACH DAY. DO NOT TRY TO REMEMBER, after several days have past, how well a certain animal did last Monday, or how much it was fed.

- a. On your feeding records, you need to recognize that every animal is an individual. Do not simply enter the same amount of food for every animal every day, but EXACTLY what the animal received. Similarly with performance records; do not simply put ditto marks under a "good" record for each day; record for each animal what really happened--note slow starts, early quitting, and so on.
- b. The office knows that there are individual differences in animals, just as there are in people. We understand that occasionally an animal may not perform well or eat the usual amount of food. DO NOT "FAKE" a record to make things appear OK. As a matter of fact, we are suspicious of GOOD performances of all animals and the same amount of feed given over long periods of time. TELL IT AS IT IS!
- c. You will be given a special scale for weighing all your animals. Weigh animals BEFORE performing time every Friday. Enter the weight on the performance record. Try to NOTE REASONS for any unusual deviations, if

you know them.

NOTE 9: You are responsible for knowing the numbers of the different animals. Chickens and ducks have their numbers on metal leg bands; rabbit numbers are tattooed in their ears. THEIR NUMBERS ARE THEIR NAMES. You should memorize your animals' numbers and know what each one does. If you make a phone call to the office about an animal, KNOW ITS NUMBER and WHAT IT DOES. Have the performance record at hand when you make the call.

C. Certificates, permits and licenses.

1. Animal Health Certificates and transport permits.

- a. All of our animals are inspected by a State and Federally licensed Veterinarian. Some of the animals are also inspected by certain agencies controlling the interstate and international shipping of animals. We are provided with certificates as proof that we meet government requirements and that we may transport and exhibit our animals. It is the law that the certificates be kept with the animals. You will be provided all of the necessary certificates and permits. It is your responsibility to keep them in a convenient location near where the animals are kept.
- b. Should you be inspected by Federal, State or local authorities, you are required to have these forms in your possession and to show them when asked. If replacement animals are brought in, certificates for the new animals will be provided.

2. Federal permits. Most animal exhibits are required to be federally registered. The I.Q. 200 is registered under the permit issued to Animal Behavior Enterprises, Number 71C13. Animal Behavior Enterprises also has other permits for conducting research, and to keep certain species of protected animals. Should any of these permits be required for your location, they will be provided.

3. Insurance certificates. The I.Q. 200 is

covered by a comprehensive liability insurance policy. We are insured against accidents or injuries caused by any of our animals or equipment. You are provided a certificate of insurance as proof that we are insured. The certificate explains the liability limits (how much we are insured for) and for what location. We usually provide the client with a certificate of insurance also, but, if you are requested by the client to show proof of insurance, do so.

D. Phone calls to ABE.

1. When to call. If you are the supervisor, or the only one on duty on Monday, ^{TUESDAY} and Thursday, you should call into the main office, ~~SECRET~~, during ABE's office hours, 8:30 AM through 4:30 PM, Central Time, each Monday, and each Thursday. ^{TUESDAY}

2. Records of calls. You have been given a pad of forms on which to record phone calls to the office as you make them (or calls you get FROM the office). Please be sure to fill out these forms in full, including the names of the people to whom you talk. Each day, as you work, make notes of parts or supplies you may need or any problems you may need to discuss. BE SURE the office gets the information about these. If you have problems of a certain type (say animals not working properly, or equipment out of order), place your call at a time of day to get the Training Department or the Shop.

3. Emergency numbers. You have been given the home phone numbers of certain key ABE people for emergency calls. DO NOT call these people at home after regular business hours except for REAL emergencies.

NOTE 10: Try to keep watch on supplies, so that you can notify the office when you are getting LOW, not AFTER YOU RUN OUT.

E. Schedules.

1. Required hours. Our contract with the client requires us to keep the I.Q. 200

(and any other animal shows or facilities ABE is operating at this park) open on certain days and for certain hours. Your work hours (and those of other employees) are to be scheduled so as to make this possible.

2. YOUR responsibility is to keep track of the hours the client's premises are open, including unscheduled changes, and to be on the job ON TIME.

3. No changes without permission. The ABE office will, to start with, work out a schedule for you. DO NOT CHANGE THIS SCHEDULE without permission from ABE except for reasons of weather or if the park's hours change without notice, should close, for example, for emergency reasons, etc.

4. No unauthorized swapping. IT IS VERY IMPORTANT THAT THE ABE OFFICE KNOWS WHO IS WORKING AND WHEN. If there are other employees, DO NOT SWAP days or hours with another employee without notifying your supervisor. If you are the supervisor, you MUST notify the ABE office if you change your schedule. We MUST know where and when to reach the supervisor.

5. Days off. DO NOT take unauthorized days or hours off without checking with ABE.

6. Replacements. If you have made an AUTHORIZED swap of hours or days, IT IS YOUR RESPONSIBILITY to see to it that your replacement is on duty as scheduled.

7. Making schedules. If you are a supervisor you may be responsible for making the schedules of the other employees. These schedules, and any MAJOR changes in them, should be communicated IMMEDIATELY to the ABE office by phone, and should be followed by a written copy on a standard schedule sheet. The supervisor does not need to notify the office of MINOR and temporary hour or day swapping of regular employees (only changes in the supervisor's day's off). (SEE "SUPERVISOR'S MANUAL".)