

# **Riot Gaming: New Employee Handbook**









# New Employee Handbook

Table of Content

Riot Gaming: .....1

New Employee Handbook .....1

Introduction: Welcome to Riot! .....6

I. Mission.....7

II. Overview .....8

    1. Welcome .....8

    2. How to make it through this book (Hardest Part).....9

III. Etiquette .....10

    1. Workplace .....10

    2. Company Travel .....11

    3. Tournaments .....12

    4. Meetings.....12

IV. Welcome to the Proving Grounds .....14

    .....16

V. When you need to leave .....17

VI. Employee Expectations .....19

VII. Benefits and Insurance .....21

VIII. Holidays and Work Leave.....22

IV. Description of Position and Salary .....25

Company Sponsored Travel.....25

V. Welcome to Riot .....27

## Introduction: Welcome to Riot!



Hello and welcome to the world of Riot Games. Since you are reading this that means you have become an addition to the already great and talented work force behind the internet hit “League of Legends”.

We started ‘League’ 3 years ago with a few loans, a ton of hard work and talented individuals like you. It’s because of people like you, that Riot has gained so much global reputation. With the talents you bring to our company we hope you will help use to grow larger and to create even more depth to the ‘League’.

## I. Mission

Our mission at Riot Gaming is to provide friendly and reliable service to our customers by creating a friendly, yet competitive environment for those who pursue a more competitive environment while keeping our games fun and creative for those who prefer a more casual experience. We want to provide all of our customers with a fun experience to which they can enjoy their gaming.



## II. Overview

### 1. Welcome

The Riot Gaming Company Employee Handbook (the "Handbook") has been developed to provide general guidelines for all employees, for what is expected:

- In the workplace
- During company travel
- Tournaments and
- Company Meetings

These guidelines are here to better understand the privileges and obligations that are allowed during employment with Riot Gaming Company. All privileges and obligations that are outlined within this manual are to be followed every day during your employment with Riot Gaming. We are happy to have you apart of our growing team and hope that you will help us in achieving our goal. At Riot Gaming our customers come first and when we create our gaming we look forward to making a fair and enjoyable game that brings our players back to play over and over again. We are a free enterprise system that is based on customer loyalty and competitive spirit.



This manual will outline all the guidelines and company policies that are expected of all of our employees. Please review these guidelines as they will be expected of you during your employment here. Failure to follow these guidelines will result in misdemeanors and at the highest mistake, termination from Riot. We aim to have a work friendly environment that promotes creative and hard work. We are all excited to have you as a new member to our team and look forward to seeing your hard work.

## ***2. How to make it through this book (Hardest Part)***

The "Handbook" is one of the most important things you will acquire here at Riot, other than the many relationships you adopt and the beautiful work that will create. Well its not that important but it will help you get through the beginning stages of your work here and will help you to adopt the freestyle type of life we run here.

Within each section you will find general rules that will help give you an idea of what to expect. Of course, most things you will find within the Handbook will seem like common sense, and you would be correct, but we must reiterate the fact that common sense is a very important skill here.

Take the time to read each chapter of the Handbook and your stay here at Riot will become ten times easier. Read between the lines and don't be intimidated, there are very serious subjects to speak of but nothing we don't expect you to overcome. If you wouldn't be able to, you probably wouldn't be here in the first place.

## III. Etiquette

### 1. Workplace

At Riot Gaming we strive to make our workplace a creative and productive place, always keeping our players and valuable customers first. In the workplace we expect each employee to always keep our customers interests at heart. When you come to work we want it to be an open arena for all imaginations in order to help further our creative ideas, but we also expect each employee to be completely professional in their work. While in the workplace always be mindful of others and those that are working near you. We are all here to accomplish the same goals of furthering our company and increasing customer satisfaction.

While you engage in your career here at Riot, please know that deadlines are very crucial to development and require a very large campus of dedicated, hard workers. During deadlines, our work can become difficult and may cause stress. Please understand that this is not uncommon and we are all here to work together, do not allow stress to cause you any unnecessary anger and/or grief.

At Riot, we understand that creativity can spark from many directions and in very different forms, this does not mean that we do not have guidelines as to how these creative ideas can be expressed. If there is anything that may bother your fellow co workers please refrain from completing these actions. Actions that may not be allowed are as followed but not limited to:

- Bothering others while amidst their work
- Making excessive/unnecessary noises
- Screaming foul languages/Disrespecting your employees
- Degrading customers and/or your coworkers

- Disrespecting superiors

We know that the workplace can be very stressful and during deadlines, very tiring. But please do not bring this negativity to the others around you. Understand that we are all here doing our best to further ourselves in development. We all feel the burn and all expect our coworkers to be supportive and enthusiastic about their work.

We expect there to be no exceptions to any of these guidelines and if there are any questions or confusion, please feel free to call or email Theresa Satif, our Employee Advising associate, and we will get back to you as soon as possible.

## ***2. Company Travel***

As a world renown company, there will be many times where you may be required to travel. We understand that traveling can be a very uneasy thing and will be very careful in our selection of candidates. Traveling across the country and/or world, is a big opportunity to increase our customer base and meet new people. While traveling, our rules of etiquette will be very strongly enforced and the consequences will be harsh.

Expectations are very high when we allow for traveling our employees and we expect complete professionalism while traveling. Behavior such as the following will not be allowed and will be judged for consequences:

- Claiming association with any other company
- Degrading your employers
- Disrespecting your superiors
- Leaving without consent of your superior

- Inappropriate behavior and language

There are no exceptions to these guidelines and the final decision will be left up to the superior in charge. If there are any questions or concerns over company travel behavior, please feel free to ask any of your superiors, the coworker who is coordinating the trip or Theresa Satif in Employee Advising.

### ***3. Tournaments***



As a competitive "Person Vs. Person" online network, tournaments are held continuously throughout the year. In order to continue to grow and increase customer satisfaction, we like to invite all of our coworkers to be a part of any of our yearly tournaments. We believe that if our customers get to meet the people who are putting the time and effort into making their game, they will become more attached and perhaps pursue a career in the field. We also want our employees to feel connected to our audience as well and to see the product of their labor.

Tournaments are fun and exciting but are still considered the workplace. Workplace etiquette and professionalism is expected and remembering the image of Riot is to be exemplified through our employees.

### ***4. Meetings***

Riot is a growing company and we are constantly changing. With this constant change we hold meetings continuously throughout the month to

make sure all employees know what to expect within the coming weeks. During these meetings, we expect all employees to be attentive and active during the discussions. All questions are accepted after the leading advisor has spoken and input is acceptable and encouraged.

When attending meetings, please just remember your manners and allow others to speak. An open circuit among our peers is what we strive to have and with so many open minds that is how we constantly keep our ideas fresh and updates constant. Do not be shy when among others and do not think that just because you are new, you do not have a voice. With as brutal of a hiring process we have, you would not be reading this handbook if we did not expect you to have great fresh and creative ideas. Just remember that you are not the only one, and we all want to share our ideas.

These meetings tend to last longer than when they are usually planned and as we said before, are open. You may leave when you need to and we respect your self control. Most of the time our talk of Champion Spotlights and Skin changes can get quite elaborate and seem more tedious then productive. With that in mind, remember what you are here for and if you have the will power to leave to do your own work, thank you, but if you find yourself intrigued by the idea of a walrus riding a small bear, you are more than welcome to add input.

## IV. Welcome to the Proving Grounds

The place that you will be accomplishing most of your work may not always be in at your desk, some of the best ideas come from places you never thought would be the light to that thought. But these places exist and we know that it happens.

But when you are down to make those ideas come alive, "The Proving Grounds", that is where you will prove to us your own idea is possible. The place where you show us your talent and why you want to be here.

Express yourself, make friends, build connections and adopt relationships with those around you, we are all a team with the same goal in mind, remember this when you're stressing out over your deadlines and concept art. Whether you're an artist, an engineering mate, or a storyline producer, we are all here to do what we do best. There is no need to be shy, if you don't know who is actually making the person you are writing about how do you know if it will look the way you want him to? That's thought process behind our relationships here at Riot.

Let the creative juices flow and express your ideals in every way you can. We want to hear everything you come up and see what we can make a reality.

At "The Proving Grounds" everything you do is for the betterment of the game we all know and love, League. Bring all the curveballs you can throw and always remember this concept, 'Better to try, then to ask permission'. If you have a good idea, bring it to life, show us, give us the idea of what would be beneficial, your opinion matters. Not only are you the one working behind the scenes of the game, you are also the one playing it. So just like you would with any game you play, think of what could be better, how to improve, how to make it different.

Different. That is a word we all strive to be. We want to stir things up, make new appearances and try different things, anything that you believe will bring the game to life more. If you get to your desk and realize, "I bet this would make an awesome skin for Talon", draw it up, write it out and present it, there is no middle man.



It's our goal and passion here at Riot to make sure that all of our customers and employees get what they can from our creations. This is why we promote a free thinking environment, and that is why you are here now, to help us expand on what could and should be done. Please, there is one thing that we must ask of our employees and that is to

always hold to your opinions, they matter to all of us here and want them to be expressed as freely as you can.

The Proving Grounds, is now your new home for the betterment of your game, League of Legends. Just like you, we are all fans of League and all have a passion for creating great and new material for it. Use this passion to create what you believe is the best suit for your personality. The world is very diverse and is full of many ideas and pleasures, that is what we strive to have here in the workplace, so that we can appeal to as many people as we can thoroughly and creatively.

*If there is ever a time you need guidance or feel you are not doing something right, feel free to ask your associates. If they can't point you in the right direction then find one of your superiors or send an email to the lovely lady, Mrs. Mundo. She is our workplace manager and is always up for questions, you can find her on the 5th floor in room 23 or email her at, [maximundo@yahoo.com](mailto:maximundo@yahoo.com).*



## *V. When you need to leave*



At Riot, we make our complexes to fit our employee's needs. If you need to go feed your fish, go ahead, if you have to go tell your wife you love her when she is having a bad day? Go ahead. As much as we will try, your office isn't always your home. There are plenty of food options on the bottom floor including a cafeteria with high quality meals made on demand and various other restaurants to feed any craving you may have. We have various rooms full of windows to look out around the city and at night to spectacle the city lights. Couches, theatres, bathrooms and we even have a room to store your extra clothes or any other materials. We want you to feel like home and to always be comfortable while working, because we know that the best ideas come from the shower.

After visiting the office, it's hard not to notice the rooms and various beds around the office. Feel free to use them as you see fit. Have a nice view of the town? Just fold up the bed and roll it to your view, drink some cocoa on the cold nights and doze off. Leaving, is always an option under your own discretion. Remember your deadlines and as long as you are doing your part of the work, no one will have an excuse to make.

We look at your work, not the time that you spend doing it. If you are an avid artist and have the ability to create a beautiful mosaic of a Sejuani Skin within two days, you have a gift. We know that great work takes

time and that you are here to create things that you believe to be great. With that in mind, do not rush perfection, nor greatness, if you have a phenomenal idea take the time to make it and perfect it. Do not rush through and lazily make it in order to meet an expectation, our expectations are to see what you can make to better ourselves, not what to complete within a time period.



## VI. Employee Expectations

Now, no one like to be the guy that has to get serious and look down on others, but with as much freedom that is granted around here, it is very important to be sure that none of this freedom is to be taken advantage of. In the following you will find the expectations from most employees, depending on your department these expectations will vary but remember this is a more broad spectrum.

Employees are expected to follow all of the guidelines stated within this packet and are responsible for their own actions. Although discretion is left to the superiors, if there is an instance that calls for consequence, a situation report will be filled out and kept on file. This not only helps Riot with keeping professionalism in the workplace, but also for our employees to have a word in their own consequences. If you feel like you were mistreated or wrongly accused of an action and a situation report was filed for it, every employee has the right to trial their consequence among their superiors.

Professionalism is always expected. During any interaction among customers or superiors, employees are expected to be professional. Although we expect our employees to be friendly and creative, there is no room for inappropriate behavior. Expectations include but are not limited to:

- Following Dress code
- Keeping workplace etiquette
- Putting the customer first
- Thinking before you speak
- Always being considerate of those around you

Failure to fulfill these expectations will result in consequences.

We expect every employee to do their job. At Riot, we want to keep a strong cast of associates in order to keep growing and we grow from the labor of our hard working employees. If there are any questions or concerns on employee expectations please call or email Patricia Edenfield, our employee expectations advisor.



## **VII. Benefits and Insurance**

Riot Gaming provides a competitive package of benefits to all full-time and part-time employees. The following outline of available benefits is provided with the understanding that the benefits could change in the future. Continuation of any benefits after termination of employment will be solely at the employee's expense and only if permitted by policies. The executive Director will determine levels of deductibility and co-payments for all insurance related benefits annually.

### **1. Health/Life Insurance**

Riot Gaming provides health and dental insurance benefits to individuals who are eligible full-time and part-time employees except for those who are insured through their spouse, retired military, or other plans, beginning after the first full month of employment. Eligible employees may elect to participate in available health plan offered by Riot Gaming. Eligible employees will have their individual insurance premium paid for by Riot Gaming. Employees may be required to pay a portion of insurance premium in the future. Further information about Riot Gaming's health plans will be provided to the employee at the time of employment.

### **2. Social Security/Medicare/Medicaid**

Riot Gaming participates in the provisions of the Social Security, Medicare and Medicaid programs. Employees' contributions are deducted from each paycheck and Riot Gaming contributes at the applicable wage base as established by federal law.

### **3. Retirement Plan**

Now we all know that you want to work here forever, but we know that family and other conditions may make this a little more difficult for you, so with that in mind we include our little tidbit here.

Riot Gaming provides a retirement program for employees who are 23 years of age or older. Riot Gaming contributes to the employee's retirement plan when an employee becomes vested after one year of employment. Employer percentage contributions to the retirement program are reviewed and decided annually by the Riot Gaming Board of Directors.

## VIII. Holidays and Work Leave

### 1. Holidays

Full-Time Employees are eligible for the following holidays:

- New Year's Day - *Be sure to participate in our New Year's Day party.*
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- The Day After Thanksgiving Day
- Christmas Eve (After noon)
- Christmas Day

Full-time employees receive one paid day off for each day of holiday time. Holiday benefits for Part-Time employees will be determined on the hours regularly worked by the employee. Employees wishing to have religious holidays may substitute for one that is listed above, with advanced approval. Temporary employees are ineligible for holiday leave benefits. In those years that some holidays fall on the weekend, the Executive Director will designate the work day that will replace that holiday.

For most holidays we like to include our own little Holiday outings inclusive of dinner, a child's play area, movies and fireworks (given the actual holiday).

## 2. Vacation

Vacation benefits will not be earned during the first 90 days of employment of full/part-time employees. During the remaining nine months of first year employment, a full-time employee will earn two weeks of paid vacation. During the second year of employment, fulltime employees will continue to earn the two weeks of paid vacation. In their third year of employment, they will earn three weeks of vacation per year. Temporary employees are ineligible for vacation benefits.

Part-time employees will need approval by the supervisor and executive director and must be requested in hourly increments, using the appropriate leave request form.

## 3. Sick Leave

Sick Leave benefits are earned one day(6.5 hours) out of each month beginning on the first day of employment of full-time employees. Part-time employees receive 3 hours per month if the employee works 17 hours per week. Temporary employees are not eligible for paid sick leave.

If an employee is ill or injured and requires 5 days or more to recover, physician documentation will be required. Riot Gaming also recommends that the employee apply for state disability insurance (SDI).

#### 4. Personal Leave

If you feel like you need to leave and get out of the rustle and bustle of the office life, feel free. We don't want to tie you down here and make you feel like this is a job, we more want you to feel like you are just participating in a large project leisurely but getting paid for it.

## IV. Description of Position and Salary

Each position held at Riot Gaming will have a description. The description will include responsibilities within your position, requirements and qualifications, hours of work, salary range, assigned supervisors, and anything that may affect your job. Supervisors have the choice to adjust job description to satisfy your needs.

Paychecks will be distributed bi-monthly. If that day takes place on day you are not present or on a holiday, expect to collect that paycheck the following day. If you would rather have your paychecks direct deposited, please bring a blank cancel check to the Human Resources director.

### **Company Sponsored Travel**

Annually selected staff will be given three (3) days leave by the Riot Gaming Executive Director to take part in educational activities pertaining to the employee(s) current projects with Riot Gaming. The employee will serve as an official representative of Riot Gaming at the selected conference or convention.

A companywide vote will be held six (6) weeks prior to the selected conferences or conventions. The following choices will be available on the ballot:

**Tokyo Game Show** – Makuhari Messe – Tokyo, Japan

**PAX (Penny Arcade Expo)** – Seattle Convention Center – Seattle, WA

**Games Convention** – Leipzig Convention Center – Leipzig, Germany

**BlizzCon** – Anaheim Convention Center – Anaheim, CA

**MAGFest** – Hilton Mark Center – Alexandria, VA

Even though these conventions are “laid back” the selected employee(s) must remember that this is for business not pleasure. Any actions that reflect poorly upon Riot Gaming are grounds for suspension or termination.

All travel arrangements (flight, hotel, etc.) will be taken care of by Riot Gaming. A company credit card will be provided for meals and transportation only. Any personal purchases are at the employees' expense.



## V. Welcome to Riot

As you can see there are many things that make us Riot, and our employees are one of the main things. Without our wide variety of talent and broad imaginations that are fostered within all of our employees, we would not be here today.

Keep this manual for your entire career here at Riot and please follow the rules and guidelines outlined among its content. If you have any questions or concerns about anything outlined in this manual please feel free to ask anyone. This manual was written for you, the new employee and if there are any requests or recommendations that you have for making this manual better, please inform us by emailing John "Ryze" Tragon, at [ryzetragon@gmail.com](mailto:ryzetragon@gmail.com).



We appreciate all of our new employees and look forward to seeing the great work that we know you will create. Thank you ahead of time and again, Welcome to Riot Gaming.

