CRISIS PLAN

CRISIS PLAN: PLAYER MISCONDUCT OFF-ICE



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RECORD OF CHANGE

Revision #	Issue Date	Name of Reviser:	Approved by:	Summary of Revisions

Comments and recommendations regarding the content of the plan are welcome and should be directed to the Crisis Communication team director, director@anahiemducks.com

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ORGANIZATION OVERVIEW

TEAM HISTORY

The Anaheim Ducks are a professional hockey team in the National Hockey League (NHL) based in Anaheim, California. Founded in 1993 by the Walt Disney Company, the team was originally based on Disney's hockey film series, *The Mighty Ducks*. Disney maintained ownership until 2005, when the Samueli family purchased the franchise. Under new ownership, the team was rebranded as the Anaheim Ducks. In 2007, the Ducks won their first and only Stanley Cup championship, marking it the peak of their success. Since then, the Anaheim Ducks have remained a competitive NHL team. (Ungvarsky, 2024)

STRATEGIC GOALS

1. Build a Champion-Contending Team

- Build a strong foundation for Stanley Cup contention through intentional player development and drafting. (Van Diest 2026)
- Improve team performance in order to compete with top NHL franchises. (Satriano, 2025)

2. Strengthen Community Engagement and Corporate Social Responsibility (CSR)

- Increase charitable and nonprofit support through volunteering and fundraising efforts. (Anaheim Ducks, n.d.-a; Anaheim Ducks, n.d.-b)
- Expand community outreach and youth engagement programs. (Anaheim Ducks, n.d.-d; Anaheim Ducks, n.d.-e)

3. Enhance Fan Experience and Strengthen Fan Loyalty

- Invest in arena renovations and digital innovations to improve game-day experience while increasing fan engagement and support. (Anaheim Ducks, n.d.-c; Anaheim Ducks, n.d.-h; Forbes, 2025)

4. Strengthen Brand Reputation and Market Presence

- Expand regional and national brand visibility.
- Maintain a positive organizational image with partners, sponsors, fans, and media.

5. Increase Revenue and Business Growth

- Grow ticket sales, sponsorships, merchandise revenue, and overall franchise value through game victories and stronger fan engagement.

KEY PRODUCTS AND SERVICES

Key Products

- NHL games (live events and broadcast content)
- Team brand and intellectual property (team identity, logos, media rights, trademarks)

Services

- Ticket sales (single game and season tickets)
- Sponsorships and partnerships (Anaheim Ducks, n.d.-g)
- Merchandise sales
- Arena-related experiences (luxury spaces, premium seating, concessions, parking, and events)

MARKET STANDING (Forbes, 2025)

- Positioned as a mid-market NHL franchise in valuation and revenue scale
    - Franchise valuation: approximately $1.4 billion
    - Estimated annual revenue: $185 million
- Competes in the NHL Pacific Division

ASSETS AND LIABILITIES (Forbes, 2025)

Assets

- Stable ownership: Owned by the Samueli family since 2005.
- Increasing franchise value: Purchased by the Samueli family for $70 million and is currently valued at about $1.4 billion.
- Broadcast and media partnerships: Television deals, streaming rights, digital media content, and advertising.
- Brand and Intellectual Property (IP): Team logos, trademarks, merchandise rights, media rights.
- Hockey operations and talent: Player contracts, coaching staff, scouting and player development systems.
- Arena revenue: Revenue generated through the Honda Center
- Reputation: The public's positive perception of the team

Liabilities

- Player and staff compensation: Costs related to player contracts, bonuses, benefits, coaching salaries, and employee payroll.
- Arena and infrastructure debt: Financial obligations tied to arena operations, renovations, and redevelopment projects. (Forbes, 2025)

- League responsibilities: NHL fees, revenue-sharing payments, and compliance with meeting league rules and requirements.
- Reputational risks: Player controversies, fan dissatisfaction, or any public-relations incidents.
- Performance risks: Operational and financial effects of player injuries.

STAKEHOLDER PRECEPTION

A. Players and Coaches

- Players and coaches view the Ducks as a professional organization focused on improving player performance, team development, and growth.

B. Team Executives and Management

- Executives view the organization as having a good public reputation and solid business model.
- Because management recognizes the value of the Ducks' good reputation, they focus on protecting and maintaining their relationships with key stakeholders.

C. Employees and Staff

- Staff appreciate the organizational pride, positive workplace culture, and job stability.

D. Fans

- Fans perceive the Ducks as family-friendly and accessible – providing affordable, community-focused entertainment.
- Longtime fans have a nostalgic connection to the team's original Disney affiliation, which influences their loyalty. (Anaheim Ducks, n.d.-f)

E. Sponsors and Corporate Partners

- Sponsors value the Ducks clean image and NHL affiliation.
- Corporate partners view the team as stable and well managed.

F. Local Community

- Within Orange County, the Ducks are seen as a positive presence that is community-oriented and fosters local pride. (Anaheim Ducks, n.d.-f)

G. Media

- The media views the Ducks as a relatively low-controversy NHL organization.
- The team is seen as professional and controlled in their messaging.
- Coverage is focused primarily on on-ice performance rather than off-ice controversy.

CRISIS VULNERABILITY ANALYSIS - PLAYER MISCONDUCT OFF-ICE

As a professional franchise within the National Hockey League (NHL), the Anaheim Ducks operate in a highly visible and scrutinized environment where both on-ice and off-ice behavior can significantly impact organizational reputation. Among the various risks facing the organization, off-ice player misconduct represents one of the most serious and unpredictable threats. *Due to the public status of professional athletes and the rapid spread of information through digital and social media platforms, even a single incident can escalate into a full-scale crisis within hours.*

The Anaheim Ducks have identified a number of scenarios that could adversely impact our operations, reputation, and franchise. These off-ice misconduct scenarios may include;

(i) Incidents such as driving under the influence (DUI) with or without injury;
(ii) Assault; allegation with or without video evidence;
(iii) Domestic violence allegations with or without police reports;
(iv) Sexual assault allegation (credible, under investigation)
(v) Offensive language/slur on video/post;
(vi) Online harassment (screenshots go public);
(vii) Gambling/cheating integrity violation (league investigation)
(v) inappropriate social media behavior

These situations are particularly damaging because they extend beyond the sport itself and raise broader ethical and legal concerns. The NHL and other sports organizations have faced multiple instances of player misconduct in recent years. For example, former NHL player Alex Formenton turned himself in to the police in 2024 in connection with a sexual assault investigation, while multiple former members of Canada's 2018 World Junior hockey team, including Carter Hart and Dillon Dube, were charged in 2025 in relation to the same incident (NHL.com, 2024). Similarly, in other professional sports leagues, players such as Stefon Diggs have faced allegations of domestic violence(NFL.com, 2025), further illustrating the prevalence of off-ice behavior remains a consistent vulnerability for professional sports organizations.

Additional cases across both collegiate and professional sports further highlight the scope of this issue. A 2024 settlement involving Louisiana State University (LSU) addressed allegations of sexual misconduct and failures to comply with Title IX, while a 2026 lawsuit involving Harvard-Westlake water polo program alleged a culture of abuse and misconduct(ESPN.com, 2024). These cases demonstrate that misconduct is not isolated to individual players but can reflect broader cultural and institutional failures.

To further evaluate this risk, a crisis vulnerability assessment was conducted using Coombs' framework, incorporating likelihood, organizational impact, and stakeholder impact to determine an overall crisis vulnerability score (CVS).

PLAYER MISCONDUCT (OFF-ICE)	L (1-10)	OI (1-10)	SI (1-10)	CVS
DUI arrest (no injury)	5	9	6	51
DUI arrest w/ injury	4	10	9	49
Assault allegation (bar fight), credible video	2	8	6	22
Domestic violence allegation + police report	4	10	8	48
Sexual assault allegation (credible, under investigation)	3	10	10	40
Offensive language/slur on video/post	5	7	8	43
Online harassment (screenshots go public)	2	6	7	19
Gambling/cheating integrity violation (league investigation)	2	10	10	30

The analysis shows that off-ice misconduct may not happen often, but its impact can cause a multidimensional crisis because it affects both the organization's public reputation and its internal operations. While a DUI without injury has a higher likelihood, incidents involving domestic violence or sexual assault carry greater legal, ethical, and reputational consequences. Overall, the likelihood is moderate, but similar cases across professional sports show this remains a serious crisis vulnerability.

KEY CONTACT DIRECTORY

1. **CMT Members:**
    a. Owners: Henry Samueli & Susan Samueli
    b. Chief Executive Officer (CEO): Michael Schulman
        i. Work: (714)-940-2900
        ii. Email: mschulman@anaheimducks.com
    c. Chief Financial Officer (CFO): Bill Foltz
        i. Phone Number: (714)-940-2900
        ii. Email: bfoltz@ocvibe.com
    d. Senior Vice President of Finance (SVP Finance): Tracy Pan
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        ii. Email: tpan@anaheimducks.com
    e. Vice President of Finance (VP Finance): James Pearson
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        ii. Email: jpearson@therinks.com
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        i. Work: (714)-940-2900
        ii. Email: jbarret@anaheimducks.com
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        i. Work: (714)-940-2900
        ii. Email: sbennet@anaheimducks.com
    h. Senior Vice President & Chief Marketing Officer (CMO): Merit Tully
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        ii. Email: mtully@anaheimducks.com
    i. Senior Director, NHL Communications & Broadcasting: Alex Gilchrist
        i. Email: agilchrist@anaheimducks.com
    j. Senior Manager, Media & Communications: Steve Brown
        i. Email: sbrown@anaheimducks.com
    k. Publicist: Samantha Glantz
        i. Email: sglantz@anaheimducks.com
    l. Seasonal Media Relations Assistant: Tessa Bramble
        i. Email: tbramble@anaheimducks.com
    m. Senior Vice President & General Counsel: Lauren Fitzpatrick
        i. Phone Number: (657)-272-0308
        ii. Email: lfitzpatrick@anaheimducks.com

n. Club President & Alternate Governor – President of Business Operations: Aaron Teats
    i. Phone Number: (714)-704-2637
    ii. Email: ateats@anaheimducks.com
o. General Manager: Pat Verbeek
    i. Front Office Phone Number: (714)-940-2900
    ii. Email: pverbeek@anaheimducks.com or pvnet522@comcast.net
p. Special Advisor to Hockey Operations: Scott Neidermayer
    i. AthleteSpeaker booking agency: (800)-916-6008
    ii. SlapshotSpeaker booking agency: (888)-246-7141
q. Vice President of Hockey Operations & Assistant General Manager: Jeff Solomon (VP Operations)
    i. Work: (714)-940-2900
    ii. Home:
r. Assistant General Manager: Mike Stapleton
    i. Phone Number: (714)-940-2900
s. Assistant General Manager, Director of Amateur Scouting: Martin Madden
    i. Phone Number: (714)-940-2900
t. Director of Pro Scouting: Tony Hrkac
    i. Phone Number: (714)-940-2900
u. Director of Player Development: Jim Johnson
    i. Phone Number: (714)-940-2900
v. Director of Goaltending: Sudarshan Maharaj
    i. Phone Number: (714)-940-2900

2. **Relevant Organization Members**
    a. Honda Center
        i. Administration/Accessible Services: (714)-704-2400
        ii. Box Office: (714)-704-2500
        iii. Email: contactus@hondacenter.com
    b. Ticketmaster (For Anaheim, primarily servicing the Honda Center)
        i. Customer Support: (800)-653-8000
    c. Anaheim Ducks
        i. Phone Number: (714)-940-2900
        ii. Email: contactus@anaheimducks.com
        iii. Ticket Inquiries: ticketing@anaheimducks.com
        iv. Media Relations: mediarelations@hondacenter.com
        v. Community Relations: communitycorner@anaheimducks.com
        vi. Team Store: (714)-940-2990
    d. National Hockey League (NHL)
        i. New York Office (Headquarters) : (212)-789-2000
        ii. Toronto Office: (416)-359-7900
        iii. Montreal Office: (514)-841-9220
        iv. Privacy Inquiries: privacy@nhl.com
        v. Alumni Association: (416)-798-2586
    e. National Hockey Association (NHA)
        i.

3. **Media Lists**
    a. Victory+: free, ad-supported sports streaming service for Anaheim Ducks games... owned and operated by Parent Media Co. Inc. (APMC): streaming service provider for brands (hello@aparentmedia.com)
        i. Advertisement: advertise@victoryplus.com
        ii. Media Inquiries: media@victoryplus.com
        iii. General: support@victoruplus.com
        iv. Phone number: (833)-849-9990
    b. FOX 11 Plus (KCOP Channel 13): Fox 11 Plus televise 64 Ducks games in the Ducks region, 54 available on FOX 11 Plus (Channel 13) and 10 on KTTV Fox 11 (Channel 11).
        i. Email: fox11news@fox.com
        ii. Phone number: 310-584-2000
        iii. Programming: FOX11programming1@fox.com + (310)-584-2005
        iv. Website Administrator: KTTVdigital@fox.com
        v. **News & Good Day LA:** 310-584-2025
        vi. **Satellite Waiver Info Line:** 310-584-2002
        vii. **Sports Information Line:** 310-584-2348
        viii. **Job Line:** 310-584-2280

4. **Government/Emergency Response Contacts (Regional Televised Territory)**
    a. Orange County: (855)-886-5400: ANAHEIM IN THIS COUNTY
        i. **Anaheim:**
            1. General City Services (311): 714-765-4311
            2. Police (Non-Emergency): 714-765-1900
            3. Anahiem Police Department: (714)-765-1900
            4. Police Records Bureau: 714-765-1990
            5. Planning & Zoning: 714-765-5139
            6. Business License Info: 714-765-5194
            7. Building Permits/Inspection: 714-765-5153
            8. Public Utilities: 714-765-3300

9. Anaheim Rental Assistance Programs: 714-765-4320
10. HR/Human Resources: 714-765-5111

b. Los Angeles County: (213)-974-1234 / @lacounty.gov
    i. Emergency/Community services: (800)-339-6993
    ii. Sheriff Department: (213)-229-1700
c. Riverside County: (951)-955-1000
d. San Bernardino County: (888)-818-8988
e. San Diego County: (858)-694-3900
f. Imperial County: (442)-265-1076
g. Santa Barbara County: (805)-568-3470
h. Ventura County: (805)-654-5000
i. Hawaii: (808)-961-8223

STRATEGIC RESPONSE PLAN

ANAHEIM DUCKS CRISIS PLAN CRISIS CATEGORY:
OFF-ICE PLAYER MISCONDUCT

MOST LIKELY SPECIFIC CRISIS SELECTED: PLAYER DUI ARREST (OFF-ICE)

PLAN ASSUMPTION: PLAYER IS PLACED ON **ADMINISTRATIVE LEAVE PENDING REVIEW** IMMEDIATELY UPON VERIFICATION.

DOCUMENT USE: INTERNAL CRISIS PLAN MODULE; UPDATE WITH VERIFIED FACTS DURING AN ACTIVE INCIDENT.

STRATEGIC CRISIS RESPONSE PLAN

1. CRISIS DESCRIPTION

A Ducks player is arrested on suspicion of DUI while off duty. The incident becomes public through law enforcement logs, media reporting, and/or social media. The organization must respond quickly with verified information, demonstrate accountability, coordinate with legal counsel and the NHL, and reduce reputational and business fallout while the legal process is ongoing.

2. KEY OBJECTIVES

1. **Demonstrate accountability and protect public trust** through timely response, visible action (administrative leave), and disciplined fact-based communication.
2. **Stabilize key stakeholder relationships** (fans/community, sponsors/partners, NHL/media) through proactive outreach and consistent messaging.
3. **Maintain operational continuity** by centralizing communications, preparing staff, and managing game-day and media demands.

3. PRIORITY AUDIENCES/PUBLICS

1. **Fans and the local community** (including community partners and youth hockey stakeholders).
2. **Sponsors/partners and business stakeholders** (including venue and broadcast partners as applicable).
3. **Media and league stakeholders** (**NHL/NHLPA**) who shape the information environment and process expectations.

4. KEY MESSAGES

1. **Action + seriousness:** We are aware of the incident and **take it seriously**; the player has been placed on **administrative leave pending review**.
2. **Process + cooperation:** We are gathering **verified facts** and cooperating with **law enforcement and the NHL** as appropriate.
3. **Values + prevention:** We expect conduct that reflects our values and will determine next steps through our review process; we will share updates when appropriate.

5. STRATEGIES AND ASSOCIATED TACTICS

Strategy 1 — Immediate containment and fact control (0-6 hours)

Tactics

- Activate the response teams (leadership/operations team + communications team) and start an incident log, noting **time and source** of each update.
- Confirm only the basics we can verify: **who is involved, whether an arrest occurred, what the confirmed charge is (if any), and when/where it happened**.
- Work with **General Counsel** on what we can legally say; coordinate with **NHL communications** if needed.
- Place the player on **administrative leave pending review** and notify internal leadership.
- Release a short **holding statement** within 60–120 minutes after verification; post it on official channels and pin it if possible.
- Direct all questions to Ducks Communications. Staff should not comment beyond the approved statement.

Strategy 2 — Stakeholder stabilization and expectation management (6–24 hours)

Tactics

- Contact sponsors/partners early with a brief factual update: what's confirmed, the administrative leave decision, what the review process is, and when the next update is expected.
- Provide internal staff (ticketing, community relations, venue-facing teams) with a simple **Q&A and phone/email script** so everyone gives the same answer.
- If a game is coming up soon, coordinate plans for media logistics and staff guidance for handling fan questions.
- Keep all media interviews and statements limited to the designated communications lead/spokesperson.

Strategy 3 — Recover trust (24 hours–2+ weeks)

Tactics

- Provide regular updates on a set schedule, even if the update is limited (e.g., “review ongoing; no new verified information”).
- When legally appropriate, share prevention steps (examples: education refreshers, reinforcing conduct expectations).
- After the situation stabilizes, hold an internal debrief (after-action review) to identify what worked, what didn’t, and update the crisis plan.
- Conduct some form of goodwill involving outside stakeholders (fans)

6. APPROXIMATE TIMELINE

- **0–2 hours:** Confirm the basic facts, activate the response teams, have Legal review what we can say, finalize the first holding statement, and place the player on **administrative leave pending review**.
- **2–6 hours:** Publish the holding statement, send a short internal update to staff (what to say/where to route questions), start media and social monitoring, and draft a Q&A for likely questions.
- **6–24 hours:** Complete outreach to key sponsors/partners, confirm who the spokesperson is and when they are available, and only update publicly if new information is verified.
- **24–72 hours:** Provide a second update focused on the process (what we’re doing next), share immediate prevention reminders internally (as appropriate), and continue monitoring coverage and sentiment.
- **1–2 weeks:** Communicate any corrective actions when appropriate, continue reassurance outreach to key stakeholders, and complete an internal debrief (after-action review) to update the plan.

7. EVALUATION

- **Speed and discipline of the response**
    - How quickly we issued the first statement after facts were verified
    - Whether we followed the approval process
    - Whether anyone spoke publicly without authorization (goal: none)
- **Accuracy and clarity**
    - How often we had to correct or retract information (goal: minimal)
    - Whether media coverage reflects verified facts
    - Whether misinformation decreased rather than spread from our channels
- **Stakeholder confidence**
    - Sponsor/partner outcomes (no pauses or withdrawals; concerns logged and addressed)
    - Fan/community reaction trends (sentiment stabilizes or improves over time)
- **Business/operations continuity**
    - Staff used the provided scripts and routed inquiries correctly
    - Minimal disruption to operations beyond necessary adjustments (e.g., game-day, ticketing, venue coordination)

APPENDIX: A-Crisis Fact Sheet (Rapid Response)

Purpose: Fast, consistent, legally safe reference for any off-ice player misconduct (DUI, assault allegations, domestic violence, sexual misconduct, gambling/integrity, offensive/hate speech).
Status: Plan template (fill in blanks).
Living document—update as facts are verified.
Distribution: Internal only (need-to-know). Do not forward externally.
Version/Date-Time (PT): _____
Prepared by: _____ (CCT) | **Approved by:** _____ (General Counsel + COO)

RAPID RESPONSE FACT SHEET

1) INCIDENT TYPE (CHECK ONE)

☐ DUI / impaired driving
☐ Assault allegation (e.g., bar fight)
☐ Domestic violence allegation
☐ Sexual misconduct allegation
☐ Gambling/integrity issue
☐ Offensive /hate speech (post/video/audio)
☐ Other: _____

2) SITUATION SNAPSHOT (CONFIRMED FACTS ONLY)

Player: _____ | **Role/Position:** _____
What happened (confirmed):

_____

_____

_____

_____

When/Where: _____
How we learned:
☐ media ☐ law enforcement ☐ NHL ☐ internal report ☐ other:
_____
Status:
☐ allegation ☐ arrest ☐ charges filed ☐ investigation ongoing
☐ court date _____ (verified)
Primary risks:
☐ safety ☐ legal ☐ sponsor ☐ league discipline ☐ reputational ☐ operations

3) IMMEDIATE CLUB ACTION (ASSUMPTION FOR THIS PLAN)

Player status: The player is placed on **administrative leave pending review** (effective: _____)

Process:

Club is gathering verified facts and coordinating with **legal counsel + NHL/NHLPA** as applicable.

HOLDING STATEMENT (PRE-APPROVED TEMPLATES)

**** CLEAR WITH LEGAL DEPARTMENT BEFORE MAKING LIVE***

KEY MESSAGES (USE CONSISTENTLY)

"We are aware of [incident/allegation] involving [player]."
"We take these matters seriously."
"The player has been placed on **administrative leave pending review**."
"We are gathering verified information and cooperating with the appropriate authorities and the NHL."
"We will not speculate or comment beyond confirmed facts while this matter is reviewed."

SHORT (SOCIAL/QUICK REPLY):

"The Anaheim Ducks are aware of [incident/allegation] involving [player]. The player has been placed on administrative leave pending review. We are gathering additional information and will provide updates as appropriate."

EXPANDED (PRESS/EMAIL):

"The Anaheim Ducks are aware of [incident/allegation] involving [player]. The player has been placed on administrative leave pending review. We take this matter seriously and are gathering verified information. We are cooperating with the appropriate authorities and the NHL. We will provide updates as appropriate."

PRESS CONFERENCE:

SPOKESPERSON / APPROVAL

Spokesperson: Communications lead only (see Appendix A).
Approval chain: Communications → General Counsel → COO/CEO (as needed).
All inquiries route to: Ducks Communications (do not freelance responses).

GUARDRAILS ("DO NOT SAY")

DO NOT NAME ALLEGED VICTIMS OR SHARE IDENTIFYING DETAILS.
DO NOT CONFIRM UNVERIFIED CLAIMS, MOTIVES, OR "WHAT REALLY HAPPENED."
DO NOT DISCUSS DISCIPLINE BEYOND "ADMINISTRATIVE LEAVE PENDING REVIEW" UNLESS APPROVED.
DO NOT RELEASE PRIVATE INFO, VIDEO, SCREENSHOTS, OR LEGAL DOCUMENTS WITHOUT COUNSEL APPROVAL.

QUICK Q&A (GENERIC, SAFE ANSWERS)

Q: What happened?
A: "We're aware of [incident/allegation]. We're gathering verified information and won't speculate."

Q: Is the player set to play in the upcoming game?
A: "The player has been placed on administrative leave pending review."

Q: Are you cooperating with law enforcement and/or the NHL?
A: "Yes, we are cooperating with the appropriate authorities and the NHL, as applicable."

Q: What discipline will occur?
A: "It's under review. We'll share updates when appropriate and when we have verified information."

Q: Do you have video/police reports?
A: "We don't have anything to share at this time."

PRESS RELEASE (PRE-APPROVED TEMPLATE)

Distribution: To be shared through official social media channels, and distributed through approved media contacts and the wire services ***after approval from Communications, Legal, and executive leadership***

EMBARGOED UNTIL [DATE]

Media Contact:
[NAME]
[TITLE]
The Anaheim Ducks
press@anahiemducks.com

The Anaheim Ducks Issue Statement Regarding Off-Ice Player Misconduct

Anaheim, California {Date] - The Anaheim Ducks are aware of [incident/allegation] involving [player's name] that occurred on [date/location, if verified].

The organization takes this matter seriously. Effective immediately, [player's name] has been placed on administrative leave pending review. The Anaheim Ducks are currently gathering verified information and are cooperating with [law enforcement/ NHL/ appropriate authorities] as applicable.

"At this time, our priority is to handle this matter responsibly, respectfully, and in accordance with the legal process," said [spokesperson's name/title]. "We will not speculate or comment beyond confirmed facts while the matter remains under review."

The Anaheim Ducks remain committed to maintaining a standard of conduct the reflect the organization's values, its fans, community partners, and the National Hockey League.

Additional updates will be provided when appropriate.

About the Anaheim Ducks
The Anaheim Ducks are a professional ice hockey team based in Anaheim, California, a member club of the National Hockey League. The organization provides live sports entertainment, broadcast content, community programming, and fan engagement opportunities through its home venue, Honda Center.

APPENDIX C — INTERNAL CALL-DOWN (CMT/CCT + Leadership)

Crisis: Sports Team: Anaheim Ducks
CMT Members: CEO, CFO, COO (chief), CCT
Owners: Henry Samueli & Susan Samueli

Chief Executive Officer (CEO): Michael Schulman
Phone: (714)-940-2900

Chief Financial Officer (CFO): Bill Foltz
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Email: bfoltz@ocvibe.com

Senior Vice President of Finance (SVP Finance) Tracy Pan
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Email: tpan@anaheimducks.com

Vice President of Finance (VP Finance): James Pearson
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Senior Vice President & Chief Marketing Officer (CMO): Merit Tully
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Senior Director, NHL Communications & Broadcasting: Alex Gilchrist
Email: agilchrist@anaheimducks.com

Senior Manager, Media & Communications: Steve Brown
Email: sbrown@anaheimducks.com

Publicist: Samantha Glantz
Email: sglantz@anaheimducks.com

Seasonal Media Relations Assistant: Tessa Bramble
Email: tbramble@anaheimducks.com

Senior Vice President & General Counsel: Lauren Fitzpatrick
Phone: (657)-272-0308
Email: lfitzpatrick@anaheimducks.com

Club President & Alternate Governor – President of Business Operations: Aaron Teats
Phone: (714)-704-2637
Email: ateats@anaheimducks.com

General Manager: Pat Verbeek
Front Office Phone: (714)-940-2900
Email: pverbeek@anaheimducks.com or pvnet522@comcast.net

Special Advisor to Hockey Operations: Scott Neidermayer

Vice President of Hockey Operations & Assistant General Manager: Jeff Solomon (VP Operations)
Work: (714)-940-2900

Assistant General Manager: Mike Stapleton
Phone: (714)-940-2900

Assistant General Manager, Director of Amateur Scouting: Martin Madden
Phone: (714)-940-2900

Director of Pro Scouting: Tony Hrkac
Phone: (714)-940-2900

Director of Player Development: Jim Johnson
Phone: (714)-940-2900

Director of Goaltending: Sudarshan Maharaj
Phone: (714)-940-2900

AthleteSpeaker booking agency: (800)-916-6008
SlapshotSpeaker booking agency: (888)-246-7141

APPENDIX D — RELEVANT ORGANIZATION MEMBERS (Venue / Ticketing / Ducks Contacts)

Honda Center
Administration/Accessible Services: (714)-704-2400
Box Office: (714)-704-2500
Email: contactus@hondacenter.com

Ticketmaster (Honda Center/Anaheim)
Customer Support: (800)-653-8000

Anaheim Ducks (general)
Phone: (714)-940-2900
Email: contactus@anaheimducks.com

Ticket Inquiries: ticketing@anaheimducks.com
Media Relations: mediarelations@hondacenter.com
Community Relations: communitycorner@anaheimducks.com
Team Store: (714)-940-2990

APPENDIX E — NHL CONTACTS

National Hockey League (NHL)
New York Office (Headquarters): (212)-789-2000
Toronto Office: (416)-359-7900
Montreal Office: (514)-841-9220
Privacy Inquiries: privacy@nhl.com
Alumni Association: (416)-798-2586

National Hockey Association (NHA) *(as listed)*

APPENDIX F — MEDIA / BROADCAST CONTACTS

Victory+ (streaming service provider)
hello@aparentmedia.com
Advertisement: advertise@victoryplus.com
Media Inquiries: media@victoryplus.com
General: support@victoruplus.com
Phone: (833)-849-9990

FOX 11 Plus (KCOP Channel 13 / KTTV Fox 11)
Email: fox11news@fox.com
Phone: 310-584-2000
Programming: FOX11programming1@fox.com | (310)-584-2005
Website Admin: KTTVdigital@fox.com
News & Good Day LA: 310-584-2025
Satellite Waiver Info Line: 310-584-2002
Sports Information Line: 310-584-2348
Job Line: 310-584-2280

APPENDIX G — GOVERNMENT / EMERGENCY (Regional Televised Territory)

Orange County: (855)-886-5400 *(Anaheim in this county)*

Anaheim (City Services / Police)
General City Services (311): 714-765-4311
Police (Non-Emergency): 714-765-1900
Anaheim Police Department: (714)-765-1900
Police Records Bureau: 714-765-1990
Planning & Zoning: 714-765-5139
Business License Info: 714-765-5194
Building Permits/Inspection: 714-765-5153
Public Utilities: 714-765-3300
Anaheim Rental Assistance Programs: 714-765-4320
HR/Human Resources: 714-765-5111

Los Angeles County: (213)-974-1234 / @lacounty.gov
Emergency/Community services: (800)-339-6993
Sheriff Department: (213)-229-1700

Riverside County: (951)-955-1000
San Bernardino County: (888)-818-8988
San Diego County: (858)-694-3900
Imperial County: (442)-265-1076
Santa Barbara County: (805)-568-3470
Ventura County: (805)-654-5000
Hawaii: (808)-961-8223

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