



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve. Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies. You have joined an exciting team! Best of luck in your new position.

Sincerely,

Reid Harrison

General Manager - AAM AFM LLC at Alabama A&M University

HISTORY

Alabama Agricultural and Mechanical University (AAMU) is a historic, student-friendly and community-focused institution of higher learning. Reflecting on its heritage as a historical black college and university (HBCU) and a traditional 1890 land-grant institution, AAMU functions as a teaching, research and public service institution, including extension. Founded in 1875 by a former slave, Dr. William Hooper Councill, AAMU is a dynamic and progressive institution with a strong commitment to academic excellence. The serene, intimate campus is situated on “The Hill,” only a short distance from downtown Huntsville, the site of the school’s founding.

Alabama Agricultural and Mechanical University provides more than 60 undergraduate, graduate and certificate programs and concentrations, a diverse international faculty, 50 plus student organizations, and an extensive alumni network comprised of politicians, educators, entrepreneurs, doctors, lawyers, engineers, scientists, authors, artist, and more, many of whom are change agents on the local, national and international stage.

VENUE OFFERINGS

This location has 1 basketball court and 1 volleyball court. This facility can be converted into other meeting and event type spaces for concerts, commencements, and proms/homecomings, etc.

MISSION & VISION

To improve the health and economic vitality of the communities we serve.

WORK ENVIRONMENT

PARKING

All Team Members can park in the Event Center parking lot.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The bulletin boards are generally located in an area frequented by Team Members. You are expected to check it regularly.

BREAKROOMS/LOCKERS

We request that you leave all personal belongings locked in your car or at home. The Company and AAM SFM LLC at Alabama A&M University assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe "off-limits" rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Personal Offices
- Electrical and Maintenance Rooms
- Cash Counting Room

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable. Emergency closures will be relayed by either the GM or Ast. GM through email and text message.

LOST AND FOUND

All found items should be turned into the Manager on Duty. All lost item inquiries should be directed to the management team.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of AAM SFM, LLC at Alabama A&M University and a more enjoyable work experience for everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers. You will be required to break in/out for breaks shorter than 20 minutes, but it does not deduct from your pay.

Changing shifts with other Team Members is generally permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

TIME CLOCK

Hourly Team Members will clock-in/out electronically through Paylocity via the mobile app.

HOLIDAYS

The Company will observe the following paid holidays in addition to the 10 holidays set by SFC for full-time exempt Team Members. Note - If the holiday falls on a weekend day, the Company will recognize the holiday on the Friday before, unless otherwise communicated.

Memorial Day	Martin Luther King Jr. Day
Independence Day	Juneteenth

Full-Time Hourly Team Members

Full-time hourly Team Members are not eligible for paid time-off holidays. However, full-time hourly Team Members are eligible for paid time and a half for hours worked on the above listed holidays. The Company reserves the right to schedule work on an observed holiday.

If a Team Member desires time off to observe a holiday not listed above, such time off may be taken as PTO, subject to staffing needs of their department. In order to use PTO, however, it must be scheduled and receive prior approval by your supervisor or the General Manager at your work location. Team Members who are on leave of absence will not be eligible for holiday pay. Holidays that occur during a Team Member's PTO will not be counted as PTO. Holiday pay is calculated at straight-time hours and is not calculated for purposes of overtime.

Floating Holidays

The Company realizes that exempt Team Members working primarily at an active sports and recreation facility, may have to work some of the holidays listed above. Exempt Team Members who are required to work on a paid observed holiday are eligible to request a "floating" holiday which must be taken within thirty (30) days of the actual observed holiday. Floating holidays must be scheduled in advance and approved by the General Manager at the Team Member's work location.

Seasonal and Part-Time Team Members

Seasonal and part-time Team Members are not eligible for paid observed holidays.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out while on break. Breaks that are longer than 20 minutes will be unpaid.

Alabama labor laws require SFCs to provide a 30-minute meal/rest period to Team Members ages 14 and 15 who are scheduled to work 5 continuous hours. Alabama SFCs are not required to provide a meal period or breaks to Team Members 16 years of age and over.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image

of AAM SFM, LLC at Alabama A&M University. When representing AAM SFM, LLC at Alabama A&M University (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

TIME AND LABOR LAWS

CHILD LABOR/ WORK PERMIT

SFCs who wish to employ people under 18 years of age must obtain the appropriate Child Labor Certificate(s) for each location where people under 18 years of age are employed. A Class I Child Labor Certificate is required for the employment of 14- and 15-year-old minors. A Class II Child Labor Certificate is required for the employment of 16- and 17-year-old minors.

Minors Age 14–15:

- May work in non-hazardous jobs but are subject to strict limits on hours.
- During the school year, they may work:
 - Up to 3 hours on a school day
 - Up to 8 hours on a non-school day
- No more than 18 hours per week when school is in session
- During summer or school breaks: up to 8 hours per day and 40 hours per week.
- May not work before 7:00 a.m. or after 7:00 p.m. (extended to 9:00 p.m. during June–July–August).

Minors Age 16–17:

- May work longer hours but cannot be employed in hazardous occupations as defined by federal or state law.
- SFCs must keep a detailed record of hours worked.

FINAL PAY

In Alabama, final wages, whether the separation is voluntary or involuntary, are paid on the next regular payday following the employee's last day worked, in accordance with the company's standard payroll schedule. Alabama law does not require employers to pay out unused or accrued PTO, vacation, or sick leave at termination.

Any payout of unused leave will follow the company's written policy or any applicable employment agreement. All outstanding wages earned through the final day of work will be included in the final paycheck, and any lawful, authorized deductions may be applied.

STATE LAWS

CIVIC DUTY LAWS

Alabama law requires SFCs to grant Team Members up to one hour of unpaid leave to vote in any election. To be eligible for voting leave, a Team Member must be registered to vote and must make a reasonable request for the leave from his or her SFC. An SFC is exempt from the leave requirement if the polls open two hours before a Team Member's work begins or remain open one hour after a Team Member's work ends. If an SFC is required to provide a Team Member with time off to vote, it may specify the hours in which the Team Member may be absent.

ELECTION OFFICIAL LEAVE

Alabama A&M University will provide Team Members who are precinct election officials with unpaid time off on Election Day to perform their appointed duties.

You must provide at least seven days' notice of your need for leave along with documentation supporting your status as an appointed precinct election official.

Alabama A&M University will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

JURY DUTY LAWS

Alabama requires SFCs to grant paid leave to team members who are summoned for and participate in jury duty. For the team member to be eligible for leave related to jury duty, the team member must show his or her SFC the jury summons on the next day he or she is at work after receiving the summons. The SFC must grant paid leave to the team member for the time required by the summons or required by any subsequent jury duty. An SFC cannot require or request a team member use annual vacation, unpaid or sick leave for time spent complying with the jury summons or serving on a jury.

IMMIGRATION LAW COMPLIANCE

The Company complies with all federal and Alabama immigration laws. As required by state law, the Company participates in the federal E-Verify program to confirm the employment eligibility of all new hires. Each Team Member must complete the required Form I-9 and provide valid documentation establishing identity and authorization to work in the United States. Failure to provide such documentation within the required timeframe may result in termination of employment.

MARIJUANA LAWS

SFCs are permitted to establish and enforce drug testing and drug-free workplace policies and may refuse to hire, discharge, discipline, or otherwise take adverse action against individuals who use medical marijuana, regardless of whether the individual is under the influence from such use. SFCs may also require team members to inform them if they are a medical marijuana holder.

MEALS/BREAKS

Alabama labor laws require SFCs to provide a 30-minute meal/rest period to team members ages 14 and 15 who are scheduled to work 5 continuous hours. Alabama SFCs are not required to provide a meal period or breaks to team members 16 years of age and over, thus the federal rule applies.

MILITARY LEAVE (USERRA)

Alabama complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and all applicable Alabama laws that protect team members serving in the U.S. Armed Forces, the Alabama National Guard, and military reserves.

Team members who are called to active duty, training, or other uniformed service are entitled to unpaid leave and to be reinstated to their position (or a comparable one) upon timely return, provided they meet the requirements under USERRA. During military leave, team members may elect to use accrued paid time off (PTO) but are not required to do so.

PAY TRANSPARENCY REQUIREMENTS

In Alabama, the Clarke-Figures Equal Pay Act aims to address some of these issues. Under the act, Alabama team members may reveal and discuss their compensation. However, SFCs are not obligated to disclose salary ranges for job openings or reveal wage information to applicants or team members.

SFCs aren't allowed to retaliate against team members for sharing their salary histories. Penalties for SFCs found violating these regulations include paying the wages the team member should have received, plus interest, and double that amount as a penalty.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent AAM SFM, LLC at Alabama A&M University in your actions and appearance and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” In order to achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation. (i.e. “Welcome! How are you?”)
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e. “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Consider yourself at all times as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification. If your position requires a certification, you are expected to maintain certification.