



HIGHLANDS
SPORTS COMPLEX

TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

You are now part of one of the largest sport facilities in Triadelphia serving the communities of West Virginia, Pennsylvania, and Ohio! The Highlands Sports Complex is a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports such as basketball, soccer, flag football, lacrosse, baseball, and many more. This sport destination will provide an opportunity for teams to compete & train year-round. Whether our guest is here for an amazing tournament experience or participating in league/program play, play climb area or arcades every week, we are committed to providing the best experience in the industry every time they walk through our doors. Your contributions to the public will have lasting impressions. We want to be known for our customer service, professionalism, and the fun memories visitors make while they are at our location.

If you have any questions about the supplement or about the Company policies, see your Direct Manager or Human Resources Representative.

Sincerely,

Harvey Greenidge

General Manager – The Highlands Sports Park

HISTORY

The Highlands Sports Complex is located in The Highlands, which is a retail park in Triadelphia, West Virginia, seven miles East of the City of Wheeling.

Highlands Sports Complex broke ground in January of 2019 and opened in July of 2020. We are a world-class facility in one of America's major crossroads. We're poised to host the best in events, programs, and entertainment at our exceptional venue. Whether you're an athlete competing on the court, a resident using our fitness center, or a family enjoying our climbing elements, you will find excellence at every turn and leave with a lasting impression.

VENUE OFFERINGS

The overall 200,000 square foot facility sitting on 10 acres of land allows Highlands Sports Complex to host a variety of sporting events. The facility features:

- 6 Basketball courts
- 6 Volleyball courts
- Indoor Full-size Football/Soccer field
- Outdoor Full-size Football/Soccer fields
- 4 pickleball courts, 5 multi-purpose party rooms
- Batting cages
- Concessions
- Arcades
- Play climb
- Adventure Park

MISSION & VISION

Highlands Sports Complex's mission is to be the number one destination for sports, recreation, fitness, and adventure in West Virginia. Located in Wheeling, West Virginia, we provide the very best programs and events in the Mid-Atlantic region.

WORK ENVIROMENT

PARKING

Team Members are required to park at the rear of the building unless otherwise directed by management. Team Members should not park in any area designated as a guest parking area. There may be times when you will be requested to park elsewhere on the property, depending on the expected traffic for specific events.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where the Highlands Sports Complex 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 the bulletin boards without management approval. You should know where the bulletin board is located and check it regularly. At Highlands Sports, the Team Member bulletin board is located in the Management office area.

BREAKROOMS/LOCKERS

Lockers for our part-time Team Members are available near the administrative offices. You must provide your own lock and remove your lock and personal items at the end of your shift. The campus assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

RESTRICTED AREAS

Certain areas are restricted to unauthorized persons and non-working personnel. Failure to observe these “restricted” rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Management Offices
- Back of House Concessions Area
- Storage Rooms
- Electrical and Maintenance Rooms
- Cash Room
- Roof Area
- Data Room

EMERGENCY CLOSING

There are times when emergencies such as severe weather, fires, power failures, or snowstorms 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.

LOST AND FOUND

All found items should be turned in to Guest Services and anyone looking for lost items should be directed to Guest Services.

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 The Highlands Sports Complex and a more enjoyable work experience for everyone.

WORK SCHEDULES

Schedules for the next two weeks are posted on Friday afternoon by 6:00 P.M. and you are responsible for all the shifts for which you are scheduled to work. Work schedules are designed to be flexible as possible to fit your needs. Your direct supervisor must 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 cause a change in your Start and/or end times for each day and week shift. The scheduling and supervision of lunch are the responsibility of the General Manager and facility managers. See management team for break and lunch requirements.

Changing shifts with other Team Members is generally permitted, but you must obtain prior approval from a manager in writing, and that you trade shifts with another qualified Team Member from your department. All shift changes must be requested through the HRIS and approved by your immediate supervisor. 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.

TIME CLOCK

Please use the Time Clock located near the Front Office. You can also pick up a radio here if needed.

HOLIDAY SCHEDULE

Highlands Sports Complex will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFC will determine the final schedule.

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. If an hourly, full-time Team Member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member

works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

New Year's Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve

MEALS/BREAKS

Under West Virginia labor laws, in situations where Team Members are not afforded necessary breaks and/or permitted to eat while working, West Virginia companys must provide their Team Members a meal break of least twenty (20) minutes when scheduled to work six (6) or more hours, at times reasonably designated by the company. Other rest periods, granted at the discretion of the company, must be paid if they last less than twenty (20) minutes.

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 the Highlands Sports Complex. When representing the Highlands Sports Complex (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.

DISCOUNT PROGRAM

Highlands Sports Complex Team Members will receive a 30% discount on food at the concessions, 50% discount on programming and 10% discount on approved merchandise. To receive the 50% discount on food, the Team Member must be physically present and pay for the purchase. Additional discounted activities and products may be available periodically through our sponsors. Please check with your direct manager for more information.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

In West Virginia, team members under the age of 18 are considered minors and are required to obtain a work permit before beginning employment. Minors must comply with state restrictions on work hours and types of work, including:

Age 14–15:

- Limited to non-hazardous jobs, maximum of 3 hours on school days, 18 hours per week during school weeks, up to 8 hours per day and 40 hours per week when school is not in session. Work must be between 7 a.m. and 7 p.m. (extended to 9 p.m. from June 1 through Labor Day).

Age 16–17:

- Limited to non-hazardous jobs, maximum of 8 hours per day and 48 hours per week during school weeks, and up to 8 hours per day and 48 hours per week when school is not in session. Work hours are restricted between 6 a.m. and 11 p.m. on nights before school days.

FINAL PAY

Under West Virginia law, all final wages must be paid on the next regularly scheduled payday following separation from employment, whether the separation is voluntary or involuntary. Final wages include all the compensation earned through the last day worked.

West Virginia law does not require payment of unused accrued Paid Time Off (PTO) unless the Company's policy specifically provides for it. If the Company policy allows for payout of accrued PTO, it will be included in the final paycheck. Otherwise, unused PTO is forfeited.

STATE LAWS

CIVIC DUTY

West Virginia law requires companies to provide a Team Member with up to three (3) hours of paid leave to vote so long as the Team Member has requested the time off to vote in writing three (3) days before the day of the election or vote. Companies are not required to provide paid leave to vote to Team Member who have three (3) hours of off-duty time to vote while polls are open but voluntarily choose not to vote.

An company is not required to pay an employee for time spent responding to a jury summons or serving on a jury. An company must excuse an employee from work for the day or days required in serving as a juror if the employee shows his or her jury summons to the company, including his or her immediate supervisor, on the next workday after receiving summons.

EQUAL PAY RECORDING

The Company provides equal pay for equal work, without discrimination based on sex or any other protected characteristic. Pay decisions are based on qualifications, experience, performance, and job responsibilities. Payroll records are maintained to ensure compliance with applicable laws.

HARASSMENT TRAINING LAWS

The Company strives to provide all Team Members with a workplace free of unlawful discrimination and harassment, to provide for the prompt and thorough investigation of harassment complaints and to provide a process for eliminating any such abuse. Unlawful harassment of Team Members in any form is unacceptable conduct and will not be tolerated.

Team Members, applicants, guests, vendors, and all other people related to our business must comply and take appropriate measures to ensure such unlawful discriminatory and harassing conduct does not occur. This policy includes harassment based on race, color, national origin and ancestry, religion, age, sex (sexual harassment, gender harassment, and harassment due to pregnancy, childbirth or related medical conditions), gender identity, genetic information, sexual orientation, marital status, medical condition, disability, veteran status and any other basis protected by law.

Harassment may take many forms. It includes, by way of example:

- Verbal conduct such as derogatory jokes or comments, slurs, unwanted advances, unwelcome invitations/comments, bullying, or (nick)name calling
- Visual conduct such as derogatory and/or sexually oriented posters, photography, videos, images, cartoons, drawings, or gestures
- Physical conduct such as hazing, assault, unwanted touching, blocking normal movement or interfering with work because of sex, race, or any other protected basis
- Third party harassment such as comments about someone else that is sexual, harassing, threatening or inappropriate in nature
- Retaliation for having reported or threatened to report harassment

JURY DUTY

SFC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your The Sports Facilities Companies as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

MEALS & BREAKS

Pursuant to West Virginia law, during the course of a workday of six or more hours, companies must allow team members at least 20 minutes for meal breaks at times reasonably designated by the company. This provision is required in all situations where team members are not afforded necessary breaks and/or permitted to eat lunch while working.

In addition, minors under 16 may not be employed for more than five hours continuously without at least 30 minutes for a lunch period.

OVERTIME

Team Members have the right to discuss and inquire about their wages without fear of retaliation. The Company supports open communication regarding compensation in compliance with applicable law.

VOTING LEAVE

Companies must provide team members with up to three hours of paid time off to vote, unless there are three consecutive nonworking hours during the time the polls are open. Companies may require team members apply for voting leave in writing at least three days before the election.

Companies may deduct wages of an employee if the employee takes voting leave and does not vote. Companies cannot take adverse action against an employee for taking voting leave.

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 the Highlands Sports Complex 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.” 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 to The Highlands Sports Complex!”).
- 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. Always consider yourself 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 always hold a current CPR, AED and/or First Aid certification. If your position requires a certification, you are expected to maintain certification.