



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 opportunity 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,

Kelleigh Tanton

General Manager– Holland Civic Center Place

HISTORY

The Holland Civic Center was first built in 1954, where it hosted many different events. The most popular events that were held, were athletic events. The very first event held in the Civic Center was a Harlem Globetrotters basketball game, in which 2,700 people showed up to the game, even though there was no seating at the time. In 1990 the local Hope College Flying Dutch won the Women's NCAA Division III Basketball National Championship. Battling back from a 20-point deficit, the Flying Dutch pulled off the "Miracle on Eighth Street", beating St. John Fisher of New York.

Going even further back, before the Civic Center was built, the area used to serve as a tannery. The tannery belonged to the very first mayor of Holland, Isaac Cappon, and his partner, John Bertsch. It is found that some of the remains of the tannery are used as decoration for the current Civic Center building. In Fact, the old tannery floor is being used as the background of the of the history wall found upstairs, as well as the 'Civic Center' letters on the old building.

VENUE OFFERINGS

The Holland Civic Center Place is a 40,000 square foot event facility available to rent for most social occasions with ample parking. The new Civic Center features an atrium, multiple meeting rooms, stage, dance floor, classrooms, concessions, and a full-service kitchen. Holland's Civic Center hosts weddings, anniversaries, concerts, banquets, trade shows and a verity of markets, including the popular Farmer's Market.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members are to park in the back parking lot, near the kitchen entrance.

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. All bulletin boards are located in the break room, in the back corner of the main office. 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 Holland Civic Center Place 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. All Team Members will receive a phone call or a text from the General Manager.

LOST AND FOUND

Located in the office break room in the lower cabinet.

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 Holland Civic Center Place 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 15 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 using the Paylocity app on their phone or using the computer near the rear entrance door by the kitchen.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 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 Holland Civic Center Place. When representing Holland Civic Center Place (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

Discounts may be available to Team Members, check with the General Manager.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

All minors under 18 must have a valid work permit issued by the school or school district before beginning employment. Minors under 14 are generally not permitted to work, except in limited exceptions such as modeling, acting, or delivering newspapers.

14–15 Year Olds:

- May work outside of school hours only.
- Daily limits: up to 3 hours on school days; up to 8 hours on non-school days.
- Weekly limits: up to 18 hours during school weeks; up to 40 hours when school is not in session.
- Work hours must fall between 7:00 a.m. and 7:00 p.m. (extended to 9:00 p.m. from June 1 through Labor Day).

16–17 Year Olds:

- May work more flexible hours, but may not work during scheduled school hours.
- Daily and weekly limits: up to 8 hours per day and 48 hours per week.
- Required to take at least a 30-minute break after 5 consecutive hours of work.

Prohibited Work:

Minors may not perform hazardous work, including operating heavy machinery, exposure to harmful substances, or other dangerous tasks as defined by federal or state law.

Employer Responsibilities:

- Maintain a copy of the minor’s work permit on file before employment begins.
- Ensure minors do not exceed allowable work hours, take required breaks, and are not assigned prohibited tasks.
- Comply with Michigan labor laws and applicable federal regulations.

FINAL PAY

Under Michigan law, all team members who separate from employment, whether voluntarily or involuntarily—will receive their earned wages on the next regularly scheduled payday. “Wages earned” include salary, hourly pay, commissions, and bonuses.

Accrued Paid Time Off (PTO) or vacation will be handled according to [Company Name]’s PTO policy. If the policy provides for payout of unused PTO upon separation, it will be included in the final paycheck. If the policy specifies forfeiture of unused PTO, no payout will be made. Team members are encouraged to review the PTO policy for details on eligibility, notice requirements, and payout rules.

Holland Civic Center Place complies with all Michigan wage laws and prohibits retaliation against team members for inquiries or claims regarding final pay.

STATE LAWS

CIVIL AIR PATROL EMPLOYMENT PROTECTION ACT

The Civil Air Patrol Employment Protection Act prohibits companies from discriminating against, disciplining, or discharging team members who are Civil Air Patrol members if they are absent from work because they:

Are responding as a member of the Civil Air Patrol to an emergency declared by the governor or the U.S. President;

- Give the company as much notice as possible of the dates they will be absent; and
- Provide the company with verification from the Civil Air Patrol of the emergency need for the team member's volunteer service.

An team member must inform their company of their status as a member of the Civil Air Patrol within 30 days of employment or becoming a member.

MICHIGAN CRIME VICTIM LEAVE

Michigan provides leave from work when a Team Member that has been the victim or is the "victims representative" of a crime. The Law states a victim is an individual who suffers direct or threatened physical, financial, or emotional harm as a result of the commission of a crime. A Team Member can take unpaid time off to give testimony in court in response to a subpoena or request from the prosecuting attorney.

DISASTER/EMERGENCY RESPONSE LEAVE

The GM may grant a leave of absence with pay for up to 10 workdays in a 12-month period to a Team Member to provide volunteer specialized disaster services within or outside the state, if the following conditions are met: the Team Member is skilled in emergency relief assistance and certified as a disaster services volunteer by the American Red Cross; The President or governor has declared the disaster; the American Red Cross has requested the services of the Team Member.

MICHIGAN DOMESTIC VIOLENCE LEAVE

An eligible Team Member may use their sick leave if the Team Member or their family member is a victim of domestic violence or sexual assault. The eligible Team Member can specifically use it for the following reasons related to domestic violence or sexual assault:

- To obtain medical care or psychological or other counseling for the physical or psychological injury or disability
- To obtain services from a victim services organization;
- To relocate due to domestic violence or sexual assault
- To obtain legal services; or
- Participate in any civil or criminal proceedings related to or resulting from domestic violence or sexual assault.

MEALS & BREAKS

Pursuant to Michigan law, no minor under 18 years of age may be employed or permitted to work for more than five hours continuously without an interval of at least 30 minutes for a meal and rest period. An interval of less than 30 minutes is not considered to interrupt a continuous period of work.

OVERTIME

Under Michigan law, employers must generally pay nonexempt employees 1.5 times their regular rate of pay for all hours worked over 40 hours in a workweek.

PAID SICK LEAVE

THE SPORTS FACILITIES MANAGEMENT provides paid earned sick leave to team members in accordance with Michigan's Earned Sick Time Act (ESTA).

Sick leave may be used for the following reasons:

- For your own or a family member's mental or physical illness, injury, or health condition; medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or preventative medical care.

If you or a family member is the victim of domestic violence or sexual assault:

- To obtain medical care or psychological or other counseling for physical or psychological injury or disability
- To obtain services from a victim service organization
- To relocate due to domestic violence or sexual assault
- To obtain legal services; or
- To participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.

For meetings at your child's school or place of care related to:

- The child's health or disability; or
- The effects of domestic violence or sexual assault on the child. Absences necessary due to:

Closure of your place of business by order of a public official due to a public health emergency;

- Your need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or
- Your, or a family member's, exposure to a communicable disease, if it has been determined by the health authorities that your or a family member's presence in the community would jeopardize the health of others because of the exposure to a communicable disease.

MICHIGAN WHISTLEBLOWER

The Company will not discharge, threaten, or otherwise discriminate against a Team Member regarding the Team Member's compensation, terms, conditions, location, or privileges of employment because the Team Member, or a person acting on behalf of the Team Member, reports or is about to report, verbally or in writing, a violation or a suspected violation of a law or regulation or rule promulgated pursuant to law of this state, a political subdivision of this state, or the United States to a public body, unless the Team Member knows that the report is false, or because a Team Member is requested by a public body to participate in an investigation, hearing, or inquiry held by that public body, or a court action.

SOCIAL SECURITY POLICY

All Team Member must provide Holland Civic Center Place with their Social Security numbers (SSNs) for Holland Civic Center Place to satisfy payroll, state, and federal tax and insurance coverage requirements. Consistent with Michigan law, Holland Civic Center Place takes reasonable steps to maintain the confidentiality of SSNs.

All documents and records containing SSNs and personal identification information are kept in a secure environment. Only authorized personnel with a legitimate business need may access records and documents (both internal and external) that contain Team Members SSNs and identification information.

In addition to Holland Civic Center Place's policy protecting against the disclosure of confidential information, Team Member are prohibited from accessing, viewing, or using other Team Members' Social Security information maintained by Holland Civic Center Place unless authorized and for lawful purposes.

When necessary, documents containing the SSNs of Team Member will be properly destroyed through shredding or other means before disposal.

Any Team Member who unlawfully or without authorization access Social Security data will be disciplined up to and including termination of employment and may be referred to authorities for possible prosecution.

UNIFORM & EQUIPMENT

Under the Michigan Payment of Wages and Fringe Benefits Act (PWFBA), employers are prohibited from making deductions from an employee's wages for uniforms, tools, or other necessary items unless:

Written Consent: The employee has provided written authorization for the deduction.

No Minimum Wage Violation: The deduction does not reduce the employee's wages below the federal minimum wage of \$7.25 per hour.

Even with written consent, the deduction must not cause the employee's wages to fall below the minimum wage for that pay period.

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 Holland Civic Center Place in your actions 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! 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. 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, 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 at all times. If your position requires a certification you are expected to maintain certification.