



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

You are now part of one of the country's newest and most exciting amateur sports and recreation facilities. As you will see, we believe in our people and strive to have each Team Member's time with Hoover Metropolitan Complex be a time of growth and development. Hopefully, your work here will open you to all kinds of new experiences. Before you jump in, we want you to know a little about the history of the Hoover Metropolitan Complex, its philosophies, and some of the rules and policies that will be important in your work.

This supplement to the Sports Facilities Management, LLC ("SFM") Team Member Handbook summarizes important information specific to our facility. Please read this supplement carefully and keep it on hand. Remember that this supplement is only a summary of certain policies, practices, and benefits, not a complete list. This supplement does not create a contract between you and Hoover Metropolitan Complex. Hoover Metropolitan Complex may change or discontinue its policies, rules, or benefits at any time and any changes that are made may apply to all Team Members; not just those Team Members hired after the policy or handbook has changed. If we are going to change a policy or other provision of this supplement, HMC Management will let you know in writing.

If you have any questions about the supplement or about Hoover Metropolitan Complex policies, see your direct manager or human resources representative.

You have joined an exciting team! Best of luck in your new position with Sports Facilities Management and the Hoover Metropolitan Complex.

Sincerely,

Shannon Ealy

General Manager – Hoover Met Complex

HISTORY

The Hoover Metropolitan Complex is a world class sports, and special events facility located in Hoover, AL. The Finley Center is designed to serve as an integral part of the surrounding community by providing a world-class indoor/outdoor sports destination that is bigger, better, and more accommodating than any other venue in the region. Also, it is becoming the most rapidly talked about tournament destination in the Southeast. Less than ten minutes from downtown Birmingham, the Hoover Metropolitan Complex provides an all-in-one event center that includes The Finley Center, Hoover Climbing & Adventure, Hoover Met Stadium, 5 baseball/softball fields, 5 multi-purpose fields, 16 tennis courts, pro shop, and playground/splash pad. Hoover Metropolitan Complex is the perfect destination for youth and amateur tournaments, camps, trade shows, birthday parties, and corporate events. The Hoover Metropolitan Complex is open year around and can accommodate almost any activity you can imagine!

VENUE OFFERINGS

The Finley Center – A state-of-the-art 155,000 square-foot sports complex and event venue with 83,000 feet of continuous space and a suspended walking track.

Hoover Climbing & Adventure – Our in-house climbing gym hosts 19 auto-belay elements for you to enjoy.

Tennis –16 hard-court tennis courts sit next to our Pro Shop which has merchandise, snacks, and a racquet stringing machine.

Multi-purpose Fields – We have 5 multi-purpose fields that can be used for soccer, lacrosse, or football.

Explore Splash Pad & Playground – We are home to a 15,000 square-foot playground and 7,000 square-foot splash pad equipped to meet the needs of all people, including those with disabilities and mobility issues.

Hoover RV Park – Features 170 pull-through sites equipped with water, sewer, power, and Wi-Fi.

Baseball Complex –There are 5 baseball fields with 1 grass and 4 artificial turfs all surrounding one of our 4 concession areas.

Hoover Met Stadium – Capable of hosting a variety of sporting events as well as other large-scale events.

MISSION & VISION

Our mission at the Hoover Metropolitan Complex (HMC), your safety and enjoyment are what motivates us to be the best youth sports and special events complex in the country. Our commitment to service and creating experiences is what separates the HMC from the rest.

Our mission reflects a deeply felt commitment to changing the lives of people in the community and those families that visit our world-class facility. We hope that you embrace

our mission, take in the spirit and enthusiasm of amateur athletics, and be a part of creating a truly memorable experience. You are critical to our success, and we are excited to welcome you to our team!

WORK ENVIRONMENT

PARKING

Team Members are required to park in the main Finley Center lot. Team Members should not park in any area designated as a guest parking area.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Hoover Metropolitan Complex notices may be posted, including state and federal mandatory notices, and important communications from the management. Information placed on the bulletin board is important. Team Members may not post any information on the bulletin board without the express permission of the Human Resources Department. The bulletin board is in the Team Member breakroom. This should be checked regularly to make us aware of daily and weekly updates.

BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

Lockers for our part-time Team Members are available. You must provide your own lock and remove your lock and personal items at the end of your shift. HMC assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. The Team Members breakroom is located in the back left corner of the Finley Center event floor through the double doors. A refrigerator/freezer and microwave is provided.

RESTRICTED AREAS

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

- Restricted areas include:
- Administrative Offices
- Electrical, Data, and Maintenance Rooms
- Ticket Office

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. Full-time Team Members will be notified via Everbridge email notification system. Each department manager will then contact their scheduled part-time staff.

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 Hoover Met Complex 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 scheduling 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, 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 our HRIS and approved by your direct department supervisor and/or HR 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 our HRIS with when you can and cannot work. Shifts are entered in the HRIS 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

Part-time Team Members will clock-in using the time clock app on their phone.

HOLIDAY SCHEDULE

Hoover Met Complex will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, the company 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
Good Friday	Day After Thanksgiving
Memorial Day	Christmas Eve Observed
Independence Day	Christmas Day
Labor Day	New Year's Eve

MEALS/BREAKS

Every Team Member will receive a break during their shift. The break times vary depending on the length of the shift. All shifts are a minimum of 4 hours.

The times are as follows: 4-6 hours – 15 min break 6-8 hours – 20-25 min break 8+ hours – 30-40 min break

Team Members who are 14-15 years old will have a 30-minute break for a shift lasting 5 or more hours.

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 Hoover Met Complex. When representing Hoover Met 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

All Team Members, full-time and part-time, receive 50% off Food & Beverage and Hoover Climbing & Adventure.

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

Hoover Met Complex 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.

Hoover Met Complex 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 an 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 Hoover Met 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.” 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 to Hoover Met 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. 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 at all times. If your position requires a certification, you are expected to maintain certification.