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**JOHN BRESLOW
ICE HOCKEY CENTER**

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,

Lucas Thompson

General Manager– John Breslow Ice Hockey Center

HISTORY

In 2008, John Breslow generously donated to establish the Breslow Ice Hockey Center, providing year-round ice time opportunities in Lincoln.

The facility opened in 2015.

VENUE OFFERINGS

The John Breslow Ice Hockey Center is a 53,393 square foot ice arena located at 433 V Street, near the Haymarket area in Lincoln, NE. The facility features a single National Hockey League sized ice sheet for ice related sport clubs, including the University of Nebraska men's and women's hockey, curling and broomball teams, as well as intramural sports leagues and activities and public recreational ice skating. The rink also hosts Lincoln's youth hockey and figure skating clubs. The facility seats 700 spectators and includes staff offices, team locker rooms, training rooms, referee locker rooms, coaches' offices, and equipment storage space. The building's public spaces include a warming lobby, skate rentals, pro shop, concessions, and meeting/party rooms.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team members should park in the lower portion of the 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 the Team Member break rooms or clock-in areas. 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 John Breslow Ice Hockey Center 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. Team Members will be notified by leadership if the facility will be closed due to an emergency.

LOST AND FOUND

Lost and Found is located behind Skate Rental.

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 John Breslow Ice Hockey Center 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 their Paylocity mobile app.

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 John Breslow Ice Hockey Center. When representing John Breslow Ice Hockey Center (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

Team members receive free skate admission for Public Skating Sessions. Additionally, team members receive 10% off programs such as, but not limited to, Learn to Skate and Adult Hockey Programs.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a VP of Venue Management or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

Work Permits: In the state of Nebraska, children aged 14 and 15 are allowed to work but must have a work permit. The school can issue work permits through the School Counseling Office. The student must receive a "Promise of a Job" before a work permit can be issued. The work permit is a triplicate form. One copy goes to the company, one to the state and one for the issuing party's record (school). The form is filled out by the school and must include company and student information.

Students may be told they must have a work permit when applying for a job. This is a little misleading. It sounds like a permit is needed to apply, but students only need one before they start working. The typical application and interview process usually occurs before a job is offered. Then the student would obtain the permit from the school with specific company information.

For Minors Aged 14 and 15:

During School Weeks:

No more than 3 hours per day on school days.
No more than 18 hours per week during school weeks.
Work must be between 7 a.m. and 7 p.m.

During Non-School Weeks:

No more than 8 hours per day.
No more than 40 hours per week.
Work must be between 7 a.m. and 9 p.m. from June 1 to Labor Day.

For Minors Aged 16 and 17:

During School Weeks:
No more than 8 hours per day.
No more than 40 hours per week.
Work must be outside of school hours.

During Non-School Weeks:

No more than 8 hours per day.
No more than 40 hours per week.
Working outside of these restrictions requires a special work permit.

FINAL PAY

Nebraska law requires that all final wages be paid on the next regular payday or within two weeks of the separation date, whichever is sooner. This law applies whether the employee was terminated or voluntarily resigned. Final wages may not be withheld pending the return of the company's property.

All earned unused PTO must be paid with an employee's final wages upon termination of employment. There is no exception to this requirement.

STATE LAWS

ELECTION WORKER LEAVE POLICY

John Breslow Ice Hockey Center will provide Team Members who have been appointed as election workers with paid leave for hours missed from work while performing their duties. Election workers means a judge or clerk of election, a precinct or district inspector, a canvassing board member, or any other election worker in any county.

You must provide reasonable notice of your need to take leave. Reasonable notice will be waived if you are appointed to serve as a judge or clerk of election to fill vacancies on Election Day.

Election worker leave is paid; however, the venue may reduce your pay for each hour of work missed by an amount equal to the hourly compensation you received from the county for your service. If you perform shift work and are required to serve as an election worker for eight or more hours, you will also be entitled to paid leave for any shift work scheduled in the eight hours prior to and the eight hours following the hours you are required to serve.

The company will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

EMPLOYEE REIMBURSEMENT

SFC reimburses employees for reasonable, necessary expenses incurred while performing their job duties, such as required tools, business travel, or work-related licenses. Employees must submit receipts or other documentation for reimbursement, and SFC will process reimbursements promptly. Reimbursement will not reduce an employee's pay below the Nebraska or federal minimum wage.

FAIR EMPLOYMENT PRACTICES ACT (FEPA)

SFC is committed to providing a workplace free from discrimination and harassment. In accordance with the Nebraska Fair Employment Practice Act, employment decisions are made without regard to race, color, religion, sex, disability, national origin, or age. SFC provides reasonable accommodation for disabilities and religious practices and prohibits retaliation against anyone who reports discrimination or participates in an investigation.

FAMILY MILITARY LEAVE

Under Nebraska's Family Military Leave Act, team members who are the spouse or parent of a person called to military service lasting 179 days or longer with the state or the United States are entitled to a family military leave of absence during the time the employee's spouse or child's federal or state deployment orders are in effect. If the company employs between 15 and 50 team members, the company must provide up to 15 workdays of unpaid leave. If the company employs more than 50 team members, the company must provide up to 30 workdays of unpaid leave.

JURY DUTY LEAVE

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

MEALS & BREAKS

Under Nebraska law, any company owning or operating an assembling plant, workshop, or mechanical establishment employing one or more persons must allow team members to take a meal break of at least 30 consecutive minutes each day for lunch in each eight-hour shift. Team members cannot be required to remain in the building or on the premises of the workplace during such meal breaks.

The meal period requirement does not apply to employment that is covered by a valid collective-bargaining agreement or other written agreement between company and employee. The written agreement must be signed by everyone wishing to forfeit their lunch period.

NEBRASKA PAID SICK LEAVE

Nebraska's Healthy Families and Workplaces Act mandates that most private companies provide paid sick leave to their team members. This law requires companies with 11 or more team members to allow team members to accrue paid sick time at a rate of one hour for every 30 hours worked, up to a maximum of 40 hours per year for companies with 11–19 team members, and up to 56 hours per year for companies with 20 or more team members.

Team members begin accruing paid sick time after 80 hours of consecutive employment. The leave can be used for the employee's own illness, injury, or health condition; to care for a family member; or for certain public health emergencies.

Companies are required to allow unused paid sick time to carry over to the following year, though they are not obligated to permit an employee to use more than the maximum yearly amount of paid sick time provided within the Act. Alternatively, companies may choose to pay out accrued but unused paid sick time at the end of the year and provide the employee with an amount of paid sick time that meets or exceeds the requirements of the Act at the beginning of the subsequent year.

Companies must also provide team members with a statement of the amount of paid sick time available, amount taken, and amount paid during each regular pay period.

Companies are prohibited from retaliating against team members who request or use paid sick time. Team members have the right to file a complaint if they believe their rights under the Act have been violated.

Companies with existing paid leave policies that provide an amount of paid leave that equals or exceeds the requirements of the Act are not required to provide additional paid sick time under the Act and are not obligated to allow an employee to accrue or carry over benefits beyond their existing paid leave policy.

NEBRASKA 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.

SHIFT CUTS & UNEXPECTED CLOSURE

The Worker Adjustment and Retraining Notification (WARN) Act is a federal law that mandates employers to provide 60-day notice in advance of mass layoffs or plant closings. In Nebraska, the state specific WARN Act mirrors the federal requirements but includes additional provisions to protect employees. This ensures that workers have ample time to prepare for job transitions and seek new employment opportunities.

One key difference in Nebraska’s WARN Act is the inclusion of smaller businesses that might not be covered under the federal law. While the federal WARN Act applies to employers with 100 or more employees, Nebraska’s version extends protections to businesses with as few as 50 employees. This enhancement broadens the safety net for workers, making the state’s approach more inclusive and comprehensive.

VETERANS PREFERENCE LAW

Effective September 3, 2025, Nebraska’s veterans preference law will be expanded to apply to spouses of servicemembers who are on active duty and for up to 180 days following their discharge. A **servicemember** is defined as a person who serves in the United States Armed Forces.

The law will also be updated to cover spouses of veterans who died due to military service, not just those killed in hostile action. (As a reminder, the state’s veterans preference law allows all companies to have a policy that gives hiring and promotion preference to certain veterans and spouses of veterans.)

VOLUNTEER EMERGENCY RESPONDER LEAVE POLICY

Nebraska prohibits companies with 10 or more team members from terminating or disciplining an employee who is absent from or reports late to work because they were responding to an emergency as a volunteer emergency responder. The leave may be unpaid.

A volunteer emergency responder is:

- A person who has been approved by a governing body in Nebraska to serve any volunteer fire department or volunteer first aid, rescue, ambulance, or emergency squad, or volunteer fire company, association, or organization serving any city, village, or rural or suburban fire protection district by providing fire protection or emergency response services for the purpose of protecting life, health, or property.
- A person who is in good standing as a volunteer member of the Nebraska Wing of the Civil Air Patrol, the civilian auxiliary of the U.S. Air Force.
- A person who is a member of a state emergency response team pursuant to the Emergency Management Act.

VOTING LEAVE

Any registered voter who does not have two consecutive hours in the period between the time of the opening and closing of the polls during which he or she is not required to be present at work for an company shall be entitled on election day to be absent from employment for such a period of time as will in addition to his or her nonworking time total two consecutive hours between the time of the opening and closing of the polls. If the registered voter applies for such leave of absence prior to or on election day, the registered voter shall not be liable for any penalty and no deduction shall be made from his or her salary or wages on account of such absence. The company may specify the hours during which the employee may be absent

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 John Breslow Ice Hockey Center 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.