



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,

Brett Roddy

General Manager– Kentucky Sports Factory

VENUE OFFERINGS

The Kentucky Sports Factory is a 90,000 square foot, comprehensive facility constructed to meet the needs of sports enthusiasts of all levels. This venue features 6 basketball courts, 12 volleyball courts, 22 pickleball courts, batting cages and a 60-yard indoor soccer field. The Kentucky Sports Factory also offers 2 events rooms and multiple concessions.

MISSION & VISION

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

To elevate the quality of life through excellent city services.

To provide support that will elevate every business, every home, and every person.

WORK ENVIRONMENT

PARKING

Team Members will park along the south side of the facility by the Team Member 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. The bulletin boards and Labor Law posters are located at the Team Member entrance. 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 Kentucky Sports Factory 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 the General Manager via the community messaging system in Paylocity.

LOST AND FOUND

Kentucky Sports Factory is not responsible for lost, stolen, damaged or unattended personal belongings. Lost items should be turned into the front desk. A membership card or other photo identification is required to claim lost-and-found items. Small items and/or items that may have significant value (i.e. jewelry, cell phones, electronic devices, wallets) are locked in a safe. If unclaimed in 30 days, these items are turned over to the City of Madisonville Police Department. Unclaimed clothing, towels and other personal items are donated or discarded. Lost patron membership cards are at the front desk.

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 Kentucky Sports Factory 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

Per KY State Labor Laws, each team member is required to take a minimum of a 30-minute break when working over 5 hours. If longer shifts are required, your Direct Manager will coordinate adequate break schedule. Team members are not allowed to eat at their station. Drinks are permitted but must be kept out of sight from guests.

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 Kentucky Sports Factory. When representing Kentucky Sports Factory (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

50% off rentals when space is available.

TIME AND LABOR LAWS

CHILD LABOR/ WORK PERMIT

The Company complies with Kentucky child labor laws, which regulate the employment of individuals under 18 years of age. All minors must have a valid work permit before beginning employment. Team members aged 14–15 are limited in the number of hours they may work, particularly during school days, and work must occur within allowable hours.

Team members aged 16–17 may work longer hours but are still subject to restrictions to ensure safety and continued education. Breaks and meal periods are provided as required by law. The Company maintains accurate records of minors’ hours and posts the Kentucky Child Labor Law notice in a visible location. All supervisors and team members are expected to adhere strictly to these requirements to ensure compliance with state regulations.

In Kentucky, minors under the age of 18 must provide proof of age to their company before beginning employment. While Kentucky does not require a formal work permit for minors, companies are obligated to maintain documentation verifying the minor's age. Acceptable forms of proof include a birth certificate, driver's license, or school identification card.

FINAL PAY

Under Kentucky law, when employment ends—whether voluntary or involuntary—the company must pay all final wages no later than the next normal payday or 14 days after the separation, whichever occurs later. Kentucky law does not require companies to pay out unused accrued PTO, vacation, or paid-time-off unless the company has a written policy, contract, or established practice agreeing to provide such a payout. Therefore, payout of unused PTO is determined by the company’s written policy, and team members should refer to the handbook for specific guidelines.

STATE LAWS

CIVIC DUTY LAWS

Kentucky law requires companies to provide Team Members with at least four (4) hours of time off to vote or to obtain an absentee ballot. The law prohibits an company from penalizing a Team Member for taking time off to vote, unless the Team Member fails to vote for reasons that were within the Team Member’s control. To be eligible for voting leave, a Team Member must request the leave at least one day prior to the date the leave will be taken. The company may specify which hours the Team Member can take off.

An company is not required to pay an team member any wages for time spent complying with a jury summons or serving on a jury. An company may not terminate, discipline, threaten or take any adverse action against an team member on account of that team member’s receipt of and/or response to a jury summons or for serving on a jury.

ELECTION OFFICER LEAVE

Kentucky Law requires all companies to provide team members who are election officers up to one day of leave to attend training or serve as an election officer. Companies may specify the hours team members can take for election officer leave.

Companies cannot penalize, discharge, or threaten to discharge team members because they take election officer leave.

EMERGENCY RESPONDER LEAVE

Kentucky Sports Factory will not terminate team members who are absent or tardy from work due to their service as a volunteer emergency responder when responding to an emergency prior to the time they were supposed to report to work. Elizabethtown Sports Park also will not terminate a team member who serves as a volunteer emergency responder and is absent for a period of no more than 12 months because of injuries incurred in the line of duty.

JURY DUTY LEAVE

Kentucky Sports Factory 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.

Generally, time spent on jury duty is unpaid. In such case, exempt team members will not incur any deduction in pay for a partial week's absence due to jury duty.

MEAL & BREAKS

Kentucky law requires companies to provide a "reasonable period" for lunch, which must be as close to the middle of a shift as possible, and cannot be sooner than three hours or later than five hours from the commencement of the work shift.

Additionally, no minor under age 18 may be permitted to work for more than five hours continuously without an interval of at least 30 minutes for a lunch period, and no period of less than 30 minutes will be deemed to interrupt a continuous period of work. Additionally, companies may not require any minor to work without a rest period of at least 10 minutes during every four hours worked. This is in addition to the regularly scheduled lunch period. No reduction in compensation may be made for hourly or salaried team members.

OVERTIME

Kentucky labor laws require companies to pay team members overtime at a rate of 1½ time their regular rate when they work more than 40 hours in a workweek, unless otherwise exempt. Kentucky also requires companies to pay team members overtime at the rate of 1½ time their regular rate for all hours worked on the seventh day when a team member works 7 days in a workweek.

VOTING LEAVE

Kentucky law requires companies to provide team members with at least four (4) hours of time off to vote or to obtain an absentee ballot. The law prohibits a company from penalizing a team member for taking time off to vote, unless the team member fails to vote for reasons that were within the team member's control. To be eligible for voting leave, a team member must request the leave at least one day prior to the date the leave will be taken. The company may specify which hours the team member can take off.

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 Kentucky Sports Factory 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.