



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,

Tyler Harvey

General Manager– Lloyd Center Ice Rink

HISTORY

Lloyd Center's ice rink was the world's first shopping center rink when it opened in 1960. The open-air rink drew over a million visitors in its first two years, and many celebrities have graced the ice since then. As many regulars still proudly boast, it was at Lloyd Center Ice that Tonya Harding, at age 3, was first inspired to take up the sport.

VENUE OFFERINGS

Lloyd Center Ice Rink offers:

- Learn to Skate
- Group Lessons
- limited figure skating
- Broomball
- birthday parties
- freestyles
- Dance
- private ice
- public skating sessions

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team members should park on the rooftop level of the Halsey Street parking garage.
lloydice.com/parking

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. Labor law and safety bulletin boards are posted behind the skate rental counter, in between the last two skate racks on the right, nearest to the back door. 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 Lloyd Center Ice Rink assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. We do have a limited number of lockers available that can be used for day use or extended use. Lock is optional.

We do not have a break room. Breaks need to be taken away from the counter. We have an inside/outside lobby in addition to our party rooms that can be used (as long as they are not used for parties) and the mall's food court and seating around the rink.

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 & Found is located behind the skate rental counter, nearest to the sharpening room. All items found throughout the day or end of the day are placed in the lost & found bin. At the end of the month, contents are bagged up and placed in the corridor closet, where they will sit for an additional 30 days. After 30 days, all lost & found items are donated.

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 Lloyd Center Ice Rink 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.

HOLIDAY SCHEDULE

See the SFC Team Member Handbook for Holiday Schedule.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 20 minutes.

For work periods over 6 hours you get these breaks free from work responsibilities:

- Two 10-minute paid rest breaks
- One 30-minute unpaid meal break

You also get reasonable breaks as needed to express milk (and a private space that is not a bathroom to pump) until your child is 18 months old.

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 Lloyd Center Ice Rink. When representing Lloyd Center Ice Rink (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

Staff receive 10% off any products (some exclusions apply). Staff receive free public skating, free lessons, 50% off freestyle sessions, and Friends and Family may skate free when an employee is off the clock.

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.

All minors under 18 must obtain an Oregon Work Permit issued by their school or local education authority before starting work.

Companies are required to retain a copy of the minor's work permit.

School Days:

- Ages 14–15: max 3 hours per day, 8 hours per non-school day, and 16 hours per week while school is in session.
- Ages 16–17: no more than 4 hours per school day, 8 hours per non-school day, and 28 hours per school week.

Non-School Days / Summer / Breaks:

- Ages 14–15: up to 8 hours per day, 40 hours per week.
- Ages 16–17: up to 8 hours per day, 48 hours per week.

Time Restrictions:

- Work cannot start before 7:00 a.m. or continue past 7:00 p.m. during the school year.
- During summer vacation (June 1 – Labor Day), evening work may extend to 9:00 p.m. for 14–17-year-olds.

FINAL PAY

In accordance with Oregon law (ORS 652.140), Team Members who separate from employment—whether voluntarily or involuntarily—will receive all earned wages promptly.

- **Involuntary Separation (termination or layoff):** Final wages will be paid **by the end of the first business day** following the last day worked.
- **Voluntary Separation (resignation):**
 - If at least 48 hours' notice is provided, wages are due **on the last day worked**.
 - If less than 48 hours' notice is provided, wages are due **within five business days** or by the next regularly scheduled payday, whichever occurs first.

Final wages include all earned compensation, such as regular pay, overtime, and other wages due at the time of separation.

Oregon law does not require Companies to pay out unused vacation, PTO, or other paid leave upon separation. Payout of unused leave will occur only if provided in the Company's written policy, employment agreement, or handbook. If the policy states that unused PTO is forfeited upon separation, no payout will be made. When a payout is required by policy, it will be included in the Team Member's final paycheck.

STATE LAWS

AGE INQUIRY

Oregon companies of all sizes won't be able to ask or require applicants to provide their age, date of birth, or school attendance or graduation dates prior to completing an initial job interview. If there's no interview, the employer can't ask prior to a conditional offer of employment.

However, companies can request this information to verify that the applicant meets a *genuine* bona fide vocational qualification or to comply with an applicable law. For example, an employer can ask for a birth date to verify that the applicant is old enough to sell or serve alcohol if that's part of the job.

BEREAVEMENT LAWS

In addition to funeral and bereavement leave granted by this rule or by an employee's collective bargaining agreement, an eligible employee is entitled to take up to two workweeks of bereavement leave per death of a family member under the Oregon Family Leave Act (OFLA) if the circumstances of the leave are qualifying.

See Administrative Rule 6.05 Family Medical Leave. Close Affinity Bereavement Leave and Pregnancy Loss Bereavement Leave are not OFLA qualifying leave events; likewise, not all relatives listed under Relative Bereavement Leave are OFLA covered "family members" for the purposes of OFLA Bereavement Leave. An employee will be required to follow all stated rules for family medical leave designation.

Bereavement leave is available within 60 days after an employee learns of the death of a family member

OFLA leave is capped at 12 weeks for sick child leave and bereavement. Bereavement leave is further limited to two weeks per family member with a maximum of four weeks in a given leave year.

BONE MARROW DONOR LEAVE POLICY

Oregon requires Companies to allow Team members to use their accrued paid leave to donate bone marrow. Companies can cap bone marrow donation leave at 40 hours. Companies that don't provide any paid leave aren't required to provide paid leave for bone marrow donation.

Companies may require Team members to provide documentation from their physician confirming the purpose and length of leave. To be entitled to use their accrued leave to donate bone marrow, Team members must work at least 20 hours a week on average; if not, Team members would be entitled to use their accrued leave under the Company's policies and practices.

If Team members don't qualify as bone marrow donors, they are still entitled to paid leave up until the point they were determined not to qualify.

COURT APPEARANCE WITH A CHILD LEAVE

Companies cannot discharge, threaten to discharge, intimidate, or coerce Team members to attend a juvenile court hearing with a juvenile who is in the employee's physical or legal custody.

Companies are not required to pay Team members for juvenile court leave. Juvenile court leave does not alter or affect an Company's policies or agreements with Team members concerning an employee's wages during the times when they attend a

CRIME VICTIM LEAVE POLICY

Oregon's crime victim leave law requires Companies with at least six Team members to allow eligible Team members to take leave from employment to attend a criminal proceeding if they or their immediate family member is a victim.

To be eligible for crime victim leave, an employee must:

- They have worked an average of more than 25 hours per week for at least 180 days immediately before the date they take leave.
- Be a crime victim or the immediate family member of a crime victim.

EMPLOYEE REIMBURSEMENT

Oregon law allows Companies to reimburse Team members for business expenses, but it's not mandatory. Reimbursement is at the Company's discretion.

Reimbursement of personal expenses shall not be authorized for payment at any time. For example, Team members will not be reimbursed for parking tickets, lodging safe fees or commuting mileage.

On accepted claims the insurer must, within 30 days of receiving the reimbursement request, reimburse the worker if the request shows the costs are related to the accepted claim or disapprove the request if unreasonable or if the costs are not related to the accepted claim.

JURY DUTY LAWS

The Sports Facilities Companies encourage team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your General Manager 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.

LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE, HARASSMENT, SEXUAL ASSAULT, BIAS, OR STALKING

Oregon's leave for victims of domestic violence, harassment, sexual assault, stalking, or bias law requires Companies with at least six Team members to allow eligible Team members to take leave from employment if they or their minor child or dependent is a victim.

Although the law requires Companies with at least six Team members to provide leave for victims of these crimes, the Oregon Bureau of Labor and Industries (BOLI) states that *all* Companies are required to provide reasonable safety accommodations to Team members who are victims and that it is an unlawful employment practice for *any* Oregon Company to discriminate against an individual in hiring or any other employment decision because the individual is a victim.

LEGISLATIVE LEAVE

Oregon Companies with at least 10 Team members must provide leave to regular, non-temporary Team members who are members or prospective members of the state legislative assembly and who have been employed by the Company for at least 90 days.

A *prospective member* is a person who is certified or appointed to serve in the legislative assembly, but who has not taken the oath of office.

Eligible Team members are entitled to take an amount of leave that is reasonably necessary to attend any regular or special session and to perform their official legislative duties. The leave can be unpaid, but Team members on leave are entitled to continue accumulating seniority rights and participate in insurance or other benefits.

Team members must provide notice of their need for leave at least 30 days before a regular session and as soon as it is reasonably apparent that a special or emergency session will be called.

MEALS & BREAKS

In compliance with Oregon law (OAR 839-020-0050), the Company provides the following breaks for non-exempt team members during each work period:

- Team members working 6 or more hours in a shift will receive an unpaid meal period of at least 30 uninterrupted minutes, during which they must be fully relieved of all duties.
- For every four-hour segment or major portion thereof (i.e., any time over two hours in a segment up to four hours) team members are entitled to a paid 10-minute rest break. Rest breaks are in addition to meal periods and must be taken separately (not tacked onto a meal break and not used to shorten the workday). The break should, to the extent practicable, occur roughly in the middle of the work segment.
- If team members work alone in a retail or service establishment for fewer than five hours during a 16-hour period, breaking break rules may not apply.

Companies must provide each minor:

A meal period of not less than 30 continuous minutes, in the manner as prescribed for adult Team members, except that the undue hardship exemption does not apply to minor Team members under the age of 16.

A rest period of not less than 15 minutes, for each segment of four hours or major part thereof worked in a work period, as prescribed for adult Team members.

NEW WAGE NOTICE

Companies will be required to provide new hires with a written notice of the earnings and deductions that will appear on their pay statements. The Oregon Bureau of Labor and Industries (BOLI) have a customizable template in English and Spanish on its government website that companies can use.

OREGON FAMILY AND MEDICAL LEAVE (OFLA)

The Oregon family and medical-related laws discussed on this page are as follows:

- The Oregon Family Leave Act (OFLA) requires Companies with at least 25 Team members who work in the state to provide eligible Team members with up to 12 weeks of job-protected, unpaid leave within a one-year period to care for their child when the child is home sick or their school or place of care is closed for a public health emergency, to deal with the death of a family member, or for their own pregnancy-related disability.
- The Paid Leave Oregon (PLO) program requires all Companies to allow eligible Team members to take job-protected compensated leave (funded by shared payroll contributions) for family, medical, and safe leave purposes. Companies with fewer than 25 Team members are *not* required to pay the Company contributions but still must withhold and submit employee contributions as their Team members may be eligible for PLO and its job protections.
- The Oregon Military Family Leave law requires Companies with at least 25 Team members who work in the state to provide eligible Team members with 14 days of job-protected, unpaid leave per deployment after their spouse or same-sex partner receives an order or call to active duty, before deployment, and when the spouse or partner is on leave from deployment.

OREGON FAMILY LEAVE ACT

The Oregon Family Leave Act (OFLA) requires Companies with 25 or more Team members in the state to provide eligible Team members with job-protected, unpaid leave to care for their child when the child is home sick or their school or place of care is closed for a public health emergency (sick child leave), to deal with the death of a family member (bereavement leave), or for their own pregnancy-related disability. The Oregon Bureau of Labor and Industries (BOLI) maintain an OFLA website with numerous resources.

OREGON MILITARY FAMILY LEAVE

Companies that have at least 25 Team members in the state must provide up to 14 days of military family leave. The leave is available to an employee who is the spouse or same-sex domestic partner of a member of the military forces before or while they are deployed on active duty. In addition, the employee must have worked at least 20 hours a week on average.

According to BOLI, an employee using military family leave is entitled to use their accrued paid leave, including sick leave, vacation leave, or any paid leave offered, in lieu of vacation leave, and the employee may dictate the order in which it is used.

PAID LEAVE OREGON

The State of Oregon requires Company and team members to participate in the Paid Leave Oregon (PLO) program. This program provides paid time off for qualifying life events, including family leave, medical leave, and safe leave.

All team members working in Oregon are covered, including full-time, part-time, temporary, and seasonal Team members.

Team members must earn at least \$1,000 in wages during the base year (the first 4 of the last 5 completed calendar quarters) to qualify for benefits.

Team Members may apply for PLO benefits for:

- Family Leave – Bonding with a new child (birth, adoption, foster care) or caring for a family member with a serious health condition.
- Medical Leave – For the employee’s own serious health condition.
- Safe Leave – For survivors of sexual assault, domestic violence, harassment, or stalking.

Up to 12 weeks of paid leave per year (with an additional 2 weeks for pregnancy-related conditions).

Leave may be taken continuously or intermittently, as approved.

Funded through payroll contributions (split between team members and Company for Companies with 25+ Team members).

You will be reinstated to the same or equivalent position upon return.

PAY TRANSPARENCY REQUIREMENTS

The Company complies with Oregon state law regarding pay transparency and equal pay. Upon hire, all Team members will receive a written explanation of their pay, including:

Regular pay period and frequency of pay,

All applicable pay rates (hourly, salary, commission, shift differentials, or piece rates),

Payroll codes and itemized deductions that may apply,

Company-provided benefits and any associated contributions or deductions.

This document will be updated annually and provided to Team members. The Company also complies with the Oregon Equal Pay Act, ensuring that Team members performing substantially similar work are paid equitably, regardless of race, color, religion, sex, sexual orientation, gender identity, or national origin. Team members are encouraged to raise questions or concerns regarding pay without fear of retaliation.

PREGNANCY DIABILITY LEAVE

A pregnant employee may take 12 weeks of pregnancy disability leave and an additional 12 weeks of leave in the same leave year for any other qualifying OFLA purpose, for a total of up to 24 weeks. The employee need not exhaust either type of leave to use the other.

Regardless of the reason for leave, or whether the need for leave is foreseeable, you will be expected to comply with the normal call-in procedures. If you fail to comply with the call-in procedures, you may be disciplined or may have your period of OFLA leave reduced.

SCHEDULING

The Company strives to provide Team members with predictable work schedules. Covered Team members will receive a written schedule at least 14 days in advance of the first day of the schedule. The schedule includes all assigned shifts and on-call shifts. If changes are made after the schedule is posted, the Company will provide timely notice by in-person, phone, text, or email. Team members are entitled to at least 10 hours of rest between shifts, unless they voluntarily agree to work with less rest. In cases where schedule changes or insufficient rest occur, the Company will comply with Oregon law regarding predictability pay. New hires will receive a good faith estimate of expected hours and on-call duties at the time of hire.

SEARCH & RESCUE VOLUNTEER LEAVE

The Company strives to provide Team members with predictable work schedules. Covered Team members will receive a written schedule at least 14 days in advance of the first day of the schedule. The schedule includes all assigned shifts and on-call shifts. If changes are made after the schedule is posted, the Company will provide timely notice by in-person, phone, text, or email.

Team members are entitled to at least 10 hours of rest between shifts, unless they voluntarily agree to work with less rest. In cases where schedule changes or insufficient rest occur, the Company will comply with Oregon law regarding predictability pay. New hires will receive a good faith estimate of expected hours and on-call duties at the time of hire.

SHIFT CUTS & UNEXPECTED CLOSURE

The Company will provide Team members with schedules in advance and strives to avoid unexpected changes. For covered Team members, if a shift is canceled or hours are reduced after posting the schedule, the Company will comply with Oregon law regarding predictability pay. In the event of unexpected business closures (e.g., weather, emergency), Team members will be paid for all hours worked. Team members are expected to report to work as scheduled unless notified otherwise.

SICK LEAVE FOR BLOOD DONATION

Team members will be allowed to use their accrued sick leave to donate blood. To be covered, the donation program must be voluntary and approved or accredited by the American Association of Blood Banks or the American Red Cross.

UNIFORM & EQUIPMENT

Companies must provide Personal Protective Equipment (PPE) items to their Team members at no cost if a rule or law requires PPE on the job. For example, heavy coats worn in cold storage are considered PPE, and Company must pay for them. Likewise, if the employee needs prescription lenses in a full-face respirator that is required on the job, the Company must pay.

VOLUNTEER FIREFIGHTER LEAVE POLICY

Companies in Oregon may choose whether to provide an employee who is a volunteer firefighter with leave to perform firefighting duties. If an Company chooses to provide this leave, they can't discharge an employee because they take the leave.

After their leave, the Company must return them to the same or equivalent position with the same seniority and other employment benefits that they would have earned during the leave. The Company may choose whether the leave is paid or unpaid.

WHISTLEBLOWER POLICY

The Company encourages Team members to report any violations of law, unsafe working conditions, or other concerns without fear of retaliation. Team members may report issues to their supervisor, Human Resources, or through other designated channels. The Company strictly prohibits retaliation against any employee who makes a good faith report, participates in an investigation, or testifies in proceedings related to workplace violations. Reports will be investigated promptly and confidentially to the extent possible.

WITNESS DUTY LEAVE

Team members called to serve as a witness in a legal proceeding will be provided leave to attend court or administrative hearings. While this leave is generally unpaid, Team members may choose to use accrued Paid Time Off (PTO) or vacation time. The Company will not retaliate against Team members for fulfilling their legal obligations as witnesses, and Team members will be reinstated to their position upon returning from leave.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Lloyd Center Ice Rink 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.