



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 what is 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,

Rocio Casanova

General Manager– Mike Jacob Sports Park

HISTORY

Mike Jacob Sports Park was formerly known as Sports Park Tucson. The complex was previously operated by Pima County.

VENUE OFFERINGS

Mike Jacob Sports Park is home to 6 lighted softball fields and 4 sand volleyball courts. The park hosts league play for softball and volleyball. The complex also has a BMX racetrack, a multi-use field, playground, concessions, wiffleball and restrooms.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members can park anywhere in the dedicated Mike Jacob Sports Park 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 labor posters and bulletin boards are located in the main office. You are expected to check it regularly.

BREAKROOMS/LOCKERS

We request that you leave all personal belongings locked in your car or at home. The Company and Mike Jacob Sports Park 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 of the facility closing by the General Manager.

LOST AND FOUND

All lost and found items can be located in the main front office. All Team Members should get with the GM or MOD to help guests claim any lost property.

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 Mike Jacob Sports Park 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 into Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

TIME CLOCK

Hourly Team Members will clock-in/out using the Team Member's Paylocity mobile app.

HOLIDAY SCHEDULE

The Company will observe the following ten (10) paid holidays for full-time exempt Team Members. Note- If the holiday falls on a weekend day, the Company will recognize the holiday on the Friday before, unless otherwise communicated.

New Year's Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve

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 Mike Jacob Sports Park. When representing Mike Jacob Sports Park (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.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Arizona child labor laws have provisions specifically directed to 16- and 17-year-olds, including restrictions on jobs or occupations they may perform. Arizona child labor laws prohibit companies from employing 16- and 17-year-old youth in the following hazardous occupations, unless a variance is granted: operating power-driven lawn and yard care equipment not connected with retail, food service, and gasoline service establishments. Additionally, youth 16 years and older may work in the offices performing clerical work where prohibited work is performed so long as the youth is not exposed to the hazardous conditions of the prohibited work

Arizona child labor laws restrict the hours an company may employ 14 and 15-year-old minors during a workday and workweek.

While school is in session:

- No more than 18 hours in one week, no more than 3 hours in one day
- No later than 9:30 p.m. on the day before and not earlier than 6:00 a.m. on any day school will be in session solicitation sales or door-to-door deliveries may not be performed after 7:00 p.m. on the day before any day school will be in session

While school is out of session:

- No more than 40 hours in one week, no more than 8 hours in one day
- No later than 11:00 p.m. on the day before and not earlier than 6:00 a.m. on any day school will not be in session solicitation sales or door-to-door deliveries may not be performed after 7:00 p.m. on the day before any day school will not be in session

FINAL PAY

Upon separation from employment, whether through voluntary resignation or involuntary termination, all earned wages will be paid on or by the next regular payday. Under Arkansas law, if final wages are not paid within 7 days of that payday following a discharge, the Mike Jacob Sports Park may owe double the wages due.

STATE LAWS

CRIME VICTIM LEAVE

Companies with 50 or more team members must provide unpaid leave to an team member who is the victim of a crime or juvenile offense. Team members may use the leave to participate in a criminal proceeding or obtain a protective order, an injunction against harassment, or any other type of order to help ensure the health, safety, or welfare of the victim or the victim's child. Companies may require that the team member use (or an team member may choose to use) accrued paid vacation, personal leave, or sick leave during unpaid victim leave.

Before taking leave, team members must provide their company with the following information, as applicable:

Information from the law enforcement agency from which they received their court order or any other proper documentation. Copies of the notice of each scheduled proceeding. Companies may not discharge or discriminate against a team member who takes victim leave. However, companies may limit a team member's victim leave if it creates an undue hardship on their business.

EQUAL PAY REPORTING

The Company is committed to providing equal compensation for equal work and prohibits wage discrimination based on sex. Team Members performing the same classification of work under similar conditions will receive equal pay unless a bona fide factor such as seniority, merit, quantity/quality of production or other legitimate business reason justifies a difference. Team Members are free to discuss and disclose their wages, and no retaliation will be tolerated for exercising this right. The Company does not rely on an applicant's prior wage history unless it is voluntarily disclosed after a job offer.

JURY DUTY

Arizona's jury duty leave law requires all companies to provide team members with time off for jury duty. The leave may be unpaid.

Companies cannot take any adverse action against team members for taking jury duty leave and cannot require team members to use annual vacation, or sick leave for the time spent responding to a jury duty summons, participating in the jury duty selection process, or serving on jury duty.

Team members on jury duty leave cannot lose seniority or precedence and, upon returning from jury duty leave, must return to the same or higher position commensurate with their ability and experience.

IMMIGRATION LAW COMPLIANCE

The Company complies with all federal, state and local immigration laws and regulations. The Company will not intentionally or knowingly hire, or continue to employ, an individual who is not legally authorized to work for the Company in the United States. The Company will verify the eligibility of employment of all new hires through the E-Verify program. Any Team Member whose authorization to work in the United States is not verified through the E-Verify program will be terminated.

Any Team Members who voluntarily notifies the Company that he/she is not authorized to work in the United States may be allowed to voluntarily resign in lieu of being terminated for cause. That Team Member will not be eligible for rehire. The Company will not tolerate any Team Member utilizing another person's identity to obtain or continue employment with the Company.

Utilization of identity theft will result in immediate termination of employment and possible prosecution. Team Members who are terminated for using false social security numbers or other false documentation are not eligible for rehire. Team Members may raise questions or complaints about immigration law compliance without fear of reprisal. No individual will be retaliated against for bringing to the Company's attention in good faith any suspected violation of the immigration laws. For questions or more information on immigration law issues contact legal@sportsfacilities.com.

PAID SICK LEAVE

Team members earn one hour of sick leave for every 30 hours worked. Accrual begins immediately upon hire. Team members who are exempt from overtime under the federal Fair Labor Standards Act are presumed to work 40 hours per week, unless their normal workweek is less than 40 hours, in which case accrual is based on their hours in a normal workweek.

Companies can set the following caps on yearly accrual:

Companies with 14 or fewer team members: 24 hours
Companies with 15 or more team members: 40 hours

Arizona's sick leave law applies to all team members in Arizona, including part-time, temporary, and seasonal team members; babysitters and team members who work for a parent or sibling are not covered.

This law applies to all companies that have one or more team members in Arizona, regardless of where the company is located. Different accrual caps apply based on team member count.

VOTING LEAVE

SFC must provide team members with up to three hours of paid time off to vote in a primary or general election if the polls are not open for at least three consecutive hours before or after the team member's shift. However, denying a team member time off to vote if they have three consecutive hours before or after work to vote is not prohibited.

SFC may not deduct wages or penalize team members for taking time off to vote. Companies may specify the hours team members may be absent and team members must apply for voting leave before Election Day.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success depends upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Mike Jacob Sports Park 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 manufacturers' 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.