



TEAM MEMBER HANDBOOK



TABLE OF CONTENTS

WELCOME

Welcome Letter	3
History	4
Venue Offerings	4
Mission & Vision	4

WORK ENVIRONMENT

Parking	5
Bulletin Boards	5
Breakrooms/Lockers	5
Restricted Areas	5
Emergency Closing	5
Lost and Found	5

TEAM MEMBER INFORMATION

Teamwork	6
Work Schedules	6
Time Clock	6
Meals/Breaks	7
Dress Code	7
Discount Program	8

TIME & LABOR LAWS

Child Labor/Work Permit	9
State Laws	9
Final Pay	9

TEAM MEMBER RESPONSIBILITIES

Guest Service	14
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WORKPLACE SAFETY

Safety Procedures	15
CPR/AED	15

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 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,

Rita Mitchell

General Manager– Montclair State University Ice Arena

HISTORY

Since 1908 Montclair University has prepared thousands of students for a lifetime of personal and professional success. MSU annually serves over 20,000 undergraduate and graduate students of a diverse environment. The Montclair State Arena, recently acquired by the University, has been a pillar in the community for over 20 years.

Montclair State Arena is home to the MSU Men's & Women's Ice Hockey Teams, as well as the training home to many Olympic & National Level Figure Skating Participants and Medalists. Many students run activities take place at the arena, along with long-standing community-based programs and instruction. Students are involved at the arena, not just as skaters and hockey players, but also as coaches, competitors, staff and guests.

VENUE OFFERINGS

Two Ice Rinks for:

- Hockey
- Figure Skating
- Youth Camps
- Public Skating
- Group Events
- Birthday Parties
- Full-Service Concessions Area
- Full-Service Pro Shop
- Physical Therapy Suite

MISSION & VISION

To improve the health and economic vitality of the communities we serve. To be recognized as an industry leader for customer satisfaction, team member engagement, profitability and operational efficiency in ice facilities.

To conduct our business with integrity, vision and compassion in an environment that empowers Team Members, as well as develop programs to exceed customer expectations and deliver this in a clean, safe environment that is above industry standards.

WORK ENVIRONMENT

PARKING

Team Members may park in the side parking lot, leaving the front lot for guests. Parking is free.

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 located outside the GM 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 Montclair State University Ice Arena 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. In the case of inclement weather or an emergency, communications will be sent out as a group notification through Paylocity.

LOST AND FOUND

Any lost or found items will be stored at the front desk. Customers and Team Members may look here for any misplaced items. Once per month the lost and found will be purged.

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 Montclair State University Ice Arena 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 Paylocity app on their phone.

MEALS/BREAKS

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

All minors must be provided with a 30-minute break after working five (5) consecutive hours. This 30-minute break is mandatory and must be recorded in the Company's timekeeping system by clocking out for the break and clocking back in when the full 30 minutes has been satisfied. This 30-minute break is unpaid.

If over the age of 18, New Jersey does not require companies to provide breaks or meal breaks. MSU Arena policy provides the option for Team Members to take 1 paid 20-minute break or less per 8+ hr. shift. If the Team Member chooses to take a longer break than 20 minutes, the Team Member must clock out and this break will be unpaid.

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 Montclair State University Ice Arena. When representing Montclair State University Ice Arena (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

DISCOUNT PROGRAM

All Team Members are welcome to have coffee and fountain beverages free of charge during their shifts. All other food items will be discounted 20% for your meal breaks.

All Team Members may attend public skating sessions when they are not working free of charge.

Team Members will receive 20% off other programming fees such as learning to skate, leagues and clinics.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

All minors (workers under age 18) who work in New Jersey must have an employment certificate – also called “working papers.” Minors need an employment certificate for each employer – even when they’re employed by family members or for school-sponsored cooperative education experiences, apprenticeships and paid structured learning experiences.

All minors under the age of 18 who work in New Jersey must have an "Employment Certificate" also called "Working Papers" or a special permit (for agriculture, newspaper career, or theatrical employment). An employment certificate is required for each employer. Minors must be given a 30-minute meal break after 5 continuous hours of work.

During School week:

14–15 3 hours/day 18 hours/week 7 a.m.–7 p.m.
16–17 4 hours/day 24 hours/week 6 a.m.–11 p.m.

During Non-school weeks

14–15 8 hours/day 40 hours/week 7 a.m.–9 p.m.
16–17 8 hours/day 40 hours/week 6 a.m.–11 p.m.

FINAL PAY

Upon separation of employment (whether voluntary or involuntary), you will receive all wages earned through your last day on the next regular scheduled payday. If you’re due commissions or bonuses that cannot yet be precisely calculated, we will provide a reasonable estimate and settle any difference once the final amount is determined. Final pay will be issued using your standard payment method unless you specifically request in writing that we mail your check to your last address.

Regarding accrued but unused paid time off (PTO) or vacation: New Jersey law does not require payout of unused PTO or vacation upon termination.

STATE LAWS

ACCOMODATIONS FOR NURSING MOTHERS

Montclair State University Ice Arena will provide nursing mothers reasonable break time to express milk for their infant child.

If you are nursing, you will be provided a private room or other location, other than a restroom, near your work area to express milk. The room will be shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored company refrigerators. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator. You may also bring a personal cooler for storage.

The break time must, if possible, run concurrently with any break time already provided to you. If you are nonexempt, clock in and out/record the start and end time for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid as permissible under applicable law.

You are encouraged to discuss the length and frequency of these breaks with your general manager

Montclair State University Ice Arena will not discriminate or retaliate against team members who express milk in the workplace in accordance with this policy.

BONE MARROW AND ORGAN DONATION LEAVE

In accordance with New Jersey's Organ and Bone Marrow Donation Leave Law, Team Members are entitled to take leave for organ donation and bone marrow donation purposes. Team Members must provide advance notice to their employer when possible and may need to provide documentation of the procedure. Companies are prohibited from retaliating against Team Members for taking this leave. During this leave Team Members will maintain their health benefits. Team Members may take up to 30 days of leave per year for organ donation. Team Members may take up to seven days of leave per year for bone marrow donation.

CAPTIVE AUDIENCE

New Jersey's law that prohibits captive audience meetings and communications will be updated to define political matters more broadly, add new exceptions, and require that companies provide team members with a notice of their rights. The law applies to companies of all sizes. Below are key details of the changes.

The definition of **political matters** will be expanded to include communication expressing support for, or opposition to, a candidate, public question, or referendum made within:

- 30 days of primary election.
- 60 days of a wide variety of elections—including local elections, such as for school boards.

We don't know whether this would, for instance, prohibit the sending of a company-wide email supporting a candidate if the email *didn't* indicate that it had to be read or else the employee would be disciplined, or whether it would be illegal to send that kind of email by virtue of the expectation that team members will read all company-distributed emails.

COMMUTER BENEFIT

The state's new commuter benefits law requires employers that employ at least 20 workers to offer a pre-tax transportation fringe benefit to all employees who are not subject to a collective bargaining agreement.

EMERGENCY RESPONDER LEAVE

Eligible Team Members will be allowed unpaid time off from work to perform duties as a volunteer emergency responder. Eligible Team Members must give at least one hour of advanced notice to their employer when they will be absent from work to render emergency services under this policy.

Eligible team members include:

- Active members in good standing of a volunteer fire company
- Volunteer members of a duly incorporated first aid, rescue
- Ambulance squad
- Members of any county or municipal volunteer Office of Emergency Management, if the member's official duties include responding to a fire or emergency call) during a declared state of emergency or when responding to an emergency alarm.

Upon returning to work, Team Members must provide employer with a copy of the incident report and a certification by the incident commander, or other officer or official in charge, that both:

- Affirms that the volunteer emergency responder was actively engaged in, and necessary for, rendering emergency services; and
- States the date and time that the Team Member was relieved from emergency duty

EQUAL PAY REPORTING

In compliance with the Diane B. Allen Equal Pay Act and related New Jersey law, our organization is committed to ensuring that compensation (wages, benefits, and other earnings) is equitable among team members when they perform substantially similar work in terms of skill, effort, responsibility and working conditions, regardless of sex, race, national origin, religion, age, disability, gender identity or other protected characteristic.

FAMILY LEAVE INSURANCE

New Jersey's Family Leave Insurance (FLI) program provides eligible team members with up to 12 weeks (or up to 56 days for intermittent leave) of partial wage replacement benefits in a 12-month period during periods of unemployment for time taken:

- To care for or bond with a newborn child during the first 12 months after the child's birth. You, your domestic partner, or your civil union partner must be the baby's biological parent, or you must be the parent of the child pursuant to a valid gestational carrier agreement.
- To care for or bond with an adopted child or a child placed into foster care with you during the first 12 months after the child's placement.
- To care for a family member with a serious health condition.
- To care for a victim of domestic violence or a sexually violent offence or for a victim's family member.
- Where a state of emergency is declared by the Governor or is considered necessary by the Commissioner of Health or other public health authority, due to an epidemic of a communicable disease, a known or suspected exposure to the communicable disease, or efforts to prevent spread of a communicable disease, which:
 - Requires in-home care or treatment of your child due to the closure of the school or place of care, by order of a public official due to the epidemic, or other public health emergency;
 - Prompts the issuance by a public health authority of a determination, including by mandatory quarantine, requiring or imposing responsive or prophylactic measures as a result of illness caused by the epidemic or exposure because the presence of a
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- family member for whom you provide care would jeopardize the health of others in the community; or
- Results in the recommendation of a health care provider or public health authority that a family member for whom you provide care voluntarily undergo self-quarantine as a result of suspected exposure to a
- communicable disease because the presence in the community would jeopardize the health of others.

FAMILY & MEDICAL LEAVE ACT

New Jersey's Sick Leave Law gives New Jersey Team Members the right to accrue and use up to 40 hours of paid sick leave (PSL) in any period of 12 consecutive months. Additionally, companies in New Jersey may be required to provide Team Members unpaid sick leave in accordance with New Jersey's Family Leave Act and the federal Family and Medical Leave Act or other federal laws.

JURY DUTY LAWS

SFC encourages employees 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 cases, exempt employees will not incur any deduction in pay for a partial week's absence due to jury duty.

If applicable law requires the Company to compensate you for your time spent on jury duty, you will be paid accordingly.

You may substitute any portion of your unpaid jury duty leave with appropriate paid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

MEALS & BREAKS

Except for minors, New Jersey law does not require meal or rest breaks. Team members aged 14 – 17 must be provided at least a 30-minute unpaid meal period after five consecutive hours of work.

NEW JERSEY SAFE ACT LEAVE

Under New Jersey's Security and Financial Empowerment Act (SAFE Act), companies with 25 or more team members must provide up to 20 days of unpaid leave to an employee who is, or whose family member is, a victim of domestic violence or sexual assault for medical or legal activities related to the violence. Team members eligible for leave must have worked for a covered company for at least 1,000 hours during the immediately preceding 12-month period.

OVERTIME

New Jersey labor laws require an employer to pay overtime to team members, unless otherwise exempt, at the rate of 1½ times the employee's regular rate of pay for all hours worked in excess of 40 hours in a workweek.

PAID SICK LEAVE

All companies that have one or more team members in New Jersey must provide paid sick leave.

The sick leave law applies to all team members whether temporary, part time, full time, salaried, hourly, or paid on commission. The only team members exempt from the law are construction workers subject to a collective bargaining agreement and per diem health care workers. This leave may be waived in a collective bargaining agreement.

Team members accrue one hour of sick leave for every 30 hours worked. Accrual begins immediately upon employment. For temporary help service firms that place an employee with client firms, earned sick leave accrues based on the total time worked on assignment with the temporary help service firm and not separately for each client firm to which the employee is assigned.

PAY TRANSPARENCY REQUIREMENTS

New Jersey's Pay Transparency Act (effective June 1, 2025) requires covered companies to include a salary range, benefits, and other compensation information in job postings. HR will ensure job ads comply with New Jersey requirements.

VOTING LEAVE

If your work schedule prevents you from voting on Election Day, Montclair State University Ice Arena will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of the General Manager consistent with applicable legal requirements.

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 Montclair State University Ice Arena 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.