



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 |
| Holiday Schedule (If applicable, venue only) | 6 |
| Meals/Breaks | 7 |
| Dress Code | 7 |
| Discount Program | 7 |

TIME & LABOR LAWS

| | |
|-------------------------|----|
| Child Labor/Work Permit | 9 |
| Final Pay | 9 |
| State Laws | 10 |

TEAM MEMBER RESPONSIBILITIES

| | |
|---------------|----|
| Guest Service | 13 |
|---------------|----|

WORKPLACE SAFETY

| | |
|-------------------|----|
| Safety Procedures | 14 |
| CPR/AED | 14 |

WELCOME TO THE TEAM!

Congratulations, and welcome! You are now part of one of the nation's leading sports, recreation, and golf management organizations. As Spirit Golf Management joins Sports Facilities Companies, our golf division will operate under the name SFC, Golf—bringing together Spirit's trusted leadership in golf operations with the national strength, resources, and infrastructure of Sports Facilities Companies.

Sports Facilities Companies has built the largest youth sports and recreation network in the country, providing world-class venues that serve as gathering places for competition, connection, and lifelong memories. Spirit Golf Management was founded on a simple but powerful belief: that great facilities are built on great people, meaningful relationships, and a deep responsibility to the communities we serve. Our guiding motto, "Growing the Game One Club at a Time," reflects our commitment to strengthening each facility, each team, and each community entrusted to our care.

Whether our guests are here for their first round of golf, participating in a youth tournament, attending a special event, or returning as lifelong members, we are committed to delivering an experience defined by professionalism, care, and excellence. Every interaction matters. Every role matters. Every team member contributes to the reputation and success of SFC, Golf. At the heart of our culture is our commitment to SOARing Service—our promise to serve with purpose, professionalism, and pride. Through SOARing Service, we grow our business one customer at a time by creating meaningful experiences, building trust, and delivering exceptional service in every interaction. Each guest you serve represents an opportunity to grow the game, strengthen our community, and reinforce the standards that define our organization.

No matter your position, leadership begins with a mindset of continuous improvement. We encourage you to bring your best self to work each day, support your teammates, and take pride in the role you play. At SFC, Golf, leadership is demonstrated through service, accountability, stewardship, and a commitment to doing the right thing—even when no one is watching. You will face challenges, and those challenges are opportunities to learn, grow, and strengthen both yourself and our team. We foster a solution-driven culture where collaboration, respect, and professionalism guide our decisions. Every individual deserves to be valued, recognized, and supported as an essential part of our team. Our culture is rooted in stewardship. We are entrusted not only with facilities, but with the experiences and memories of the guests we serve. We demonstrate respect, embrace diversity, strive for excellence, and remain accountable to the communities and partners who place their trust in us. We believe in developing our people and providing opportunities for personal and professional growth. Your time here will open doors to new experiences, new skills, and new opportunities.

As part of SFC, Golf, your impact will be made one relationship at a time. The connections you build—with guests, teammates, and the community—are the foundation of our success. We hold high expectations because we believe in your potential and are committed to supporting your growth as a leader. You have joined a team with a shared purpose: to serve our communities, grow the game of golf, and create exceptional places where people can gather, compete, and belong. We are excited to have you with us and look forward to the contributions you will make.

Sincerely,

Mike Attara, PGA
SVP of Venue Management

HISTORY

Oxford Valley Golf Club is a public 9-hole executive-style course located in Fairless Hills, Pennsylvania. The course emphasizes accessibility, instruction, and league play.

Originally built in 1950 and designed by Ben Farlis, Oxford Valley Golf Club has a long history serving local golfers. In recent years, the facility has focused on modernization and expanded programming.

VENUE OFFERINGS

Oxford Valley Golf Club caters to a wide variety of golf enthusiasts, offering:

- Established men's, women's, and senior leagues
- Instructional programs and golf academy services
- League and recreational golf
- Instructional clinics and lessons, as well as
- Small social gatherings

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members may park in any available parking space. The Company assumes no responsibility for damage to vehicles or theft of articles from vehicles while on our property.

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 in the Clubhouse 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 Oxford Valley Public Golf Course assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Team Members are welcome to sit in the club room or on the patio for their breaks.

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 text message and/or the Paylocity mobile app.

LOST AND FOUND

Lost and Found is located in the Pro Shop.

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 Oxford Valley Public Golf Course 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 a kiosk or the Paylocity mobile app.

MEALS/BREAKS

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

Under Pennsylvania law, Companies are required to provide break periods of at least 30 minutes for minors ages 14 through 17 who work five or more consecutive hours. No period of less than 30 minutes is deemed to interrupt a continuous period of work.

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 Oxford Valley Public Golf Course. When representing Oxford Valley Public Golf Course (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

Golf Purchasing Policy: Team Members who wish to purchase items from the pro shops or the restaurants of Clearbrook Golf Club will be offered an employee discount of 10%. All items must be paid for (cash or charge) at the time of purchase.

Golf Course Use: All full-time Team Members may play during off-peak hours at the discretion of the golf professional. Part time Team Members are permitted to play one free round of golf per week. Full-time Team Members may play two free rounds per week. Additional rounds will be charged at a rate of \$10.00 per person. This rate will also apply to your family members for

one round per week. Team Members may bring a guest who will be charged a 25% discount

off the current rate.

Restaurant Policy: While on the clock, Clearbrook Golf Club Team Members can purchase food and bottled/canned drinks at 50% off. There may be times that are inappropriate to order meals, such as the serving of an outing or if the restaurant is excessively busy, etc. On these occasions, check with the manager on duty as to procedure. When not on the clock, Team Members will be required to pay menu prices as listed.

Bar Policy: Team Members of Clearbrook Golf Club will not be allowed to be bar patrons during or after their shift in Uniform attire. At no time are Team Members permitted to consume alcohol in the restaurant or on the grounds while on duty. After golf or if enjoying the facilities Team Members of legal age may enjoy a beverage but Team Members are reminded not to take advantage of this policy or over abuse the privilege. Any employee management feels are abusing the privileges will lead to disciplinary action.

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 Company Account Executive 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.

Minors under the age of 16 must have a written statement by the parent/guardian acknowledging understanding of the duties and hours of employment that grants permission to work. Form LLC-75 meets the requirements for acknowledgment and can be found on the Commonwealth of Pennsylvania government website.

14–15 years old during the school year:

- Maximum 3 hours per day, 18 hours per week
- Only between 7 a.m. and 7 p.m.

During summer vacation (June 1 – Labor Day):

- Maximum 8 hours per day, 40 hours per week
- Work hours are allowed from 6 a.m. to 9 p.m.

16–17 years old

- May work up to 8 hours per day and 48 hours per week during school breaks or non-school periods

During school days:

- Maximum 7 hours per day, 28–35 hours per week depending on school schedule

Nighttime restrictions apply for 16–17-year-olds: may not work past 11 p.m. on nights before a school day

FINAL PAY

In accordance with the Pennsylvania Wage Payment & Collection Law (WPCL, 43 P.S. § 260.5), team members who separate from employment, whether voluntarily (resignation) or involuntarily (termination, layoff) are entitled to receive all earned wages by the **next regularly scheduled payday** following their last day of work.

“Wages” include all earned regular pay, overtime, commissions or other earned compensation up to the separation date.

Companies must not condition the issuance of the final paycheck on return of company property (e.g. keys, uniform, equipment) wage payment cannot be withheld for that reason.

The Company may deliver the final paycheck via the usual payment method (direct deposit, check, etc.), or by mail at the employee's request.

STATE LAWS

CIVIC DUTY

With some exceptions, all Companies In Pennsylvania are required to provide leave for jury service. Retail and service industry Companies with fewer than 15 Team Members and manufacturers with fewer than 40 Team Members are not required to provide Team Members leave for jury service.

CRIME VICTIM LEAVE

Pennsylvania’s crime victim leave law prohibits Companies from taking adverse action against team members because they attend court as victims of a crime, witnesses to a crime, or members of a victim’s family.

Companies are not required to compensate team members for the employment time lost due to court attendance.

For the purposes of crime victim leave, family means anyone:

- Related to the employee within the third degree of consanguinity or affinity (anyone related to the victim by blood or marriage within three steps. For example, grandparents, uncles, aunts, nephews, nieces, and grandparent’s in-law, brothers-in-law, and sisters-in-law);
- Maintaining a common-law relationship with the employee; or
- Residing in the same household with the employee.

EQUAL PAY REPORTING

The Company is committed to fair and equitable compensation. Under the Pennsylvania Equal Pay Law, team members of different sexes performing substantially equal work — requiring equal skill, effort, and responsibility, and working under similar conditions — shall receive equal pay.

Differences in pay are allowed only if based on bona fide, objective, non-discriminatory factors such as seniority, merit, production quality or quantity, or other legitimate job-related factors (e.g., education, experience, certifications). The Company will maintain required records of wages, classifications, and terms of employment, and comply with all posting and notice requirements under the law.

Any employee who believes they are being paid unfairly under this policy is encouraged to report the concern — the Company prohibits retaliation for raising pay-equity questions or complaints.

JURY DUTY LAWS

SFC 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.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

MEALS & BREAKS

Under Pennsylvania law, Companies are required to provide break periods of at least 30 minutes for minors ages 14 through 17 who work five or more consecutive hours. No period of less than 30 minutes is deemed to interrupt a continuous period of work.

ORGAN AND TISSUE DONATION LEAVE

Oxford Valley Public Golf Course will provide eligible Team Members with up to 12 weeks of unpaid, job-protected leave in a 12-month period for the purpose of serving as an organ or tissue donor in accordance with the Pennsylvania Living Donor Protection Act.

To be eligible for donation leave, you must:

1. Have worked for Rize Sports for at least 12 months;
2. Have worked at least 1,250 hours in the last 12 months; and
3. Be employed at a worksite that has 50 or more Team Members within 75 miles.

Donation leave may be used for the preparation and recovery necessary for surgery related to organ or tissue donation by or for you or your spouse, child, or parent.

As used in this policy:

- **Organ** means a human kidney, liver, heart, lung, pancreas, esophagus, stomach, small or large intestine or portion of the gastrointestinal tract or another part of the human body designated by the Department of Health by regulation. The term includes blood vessels recovered during the recovery of an organ if the blood vessels are intended for use in organ transplantation.
- **Tissue** means a portion of the human body other than an organ, including, but not limited to, a human eye, skin, bone, bone marrow, heart valve, spermatozoon, ova, artery, vein, tendon, ligament, pituitary gland, or fluid. The term does not include blood or a blood derivative, unless the blood or blood derivative is donated for the purpose of research or education.

Donation leave will run concurrently with leave provided under the federal Family and Medical Leave Act.

If the need for leave is foreseeable, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practicable (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

You may be required to provide written documentation regarding the preparation and recovery necessary for surgery.

Your health insurance coverage will be maintained by the Oxford Valley Public Golf Course during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage.

If this occurs, you will be notified 15 days before the date coverage will lapse that coverage will terminate unless payments are promptly made.

Alternatively, at our option, Oxford Valley Public Golf Course may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, Oxford Valley Public Golf Course may require reimbursement for the health insurance premiums paid during the leave.

OVERTIME

Pennsylvania law, nonexempt team members are generally entitled to overtime pay for work more than 40 hours in a work week at a rate of at least 1.5 times their regular rate of pay.

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 Oxford Valley Public Golf Course 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.