

PSM ICEHOUSE

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,

Kaleigh Schrock

General Manager– PSM Icehouse

HISTORY

PSM Icehouse was formerly known as Canlan Ice Sports and opened in 2010. The property is also home to the PSM Icehouse/Parkview Fieldhouse which spans 80,000 sq. ft. for multi-use sports and is designed for tournaments, events, competitions, leagues, camps and tournaments.

VENUE OFFERINGS

PSM Icehouse is a state-of-the art multi-purpose ice rink facility. This facility is the only three sheet venue in Indiana, and one of the largest in the region. PSM Icehouse is partnered with the Fort Wayne Amateur Hockey Association, the Fort Wayne Ice Skating Club, Indiana Tech Hockey Teams, and the Fort Wayne High School Hockey Association. PSM Icehouse is also the practice home for the ECHL Fort Wayne Komets professional hockey team and the home rink for the USPHL ice hockey team the Fort Wayne Spacemen. The facility is within steps of the TownPlace Suites hotel, which offers 89 rooms.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Park in the parking lot in front of the building.

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 generally located in the communal area of 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 PSM Icehouse 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
- Ice maintenance areas, excluding operations Team Members

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. All communications will come from the General Manager via the Paylocity app.

LOST AND FOUND

Can be found in the communal office.

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 PSM Icehouse 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 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.

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 PSM Icehouse. When representing PSM Icehouse (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

You can talk with your leadership Team Members for more detail.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Companies of minors who are 14, 15, 16 or 17 years of age are required by law to post the maximum number of hours these minors may be employed or permitted to work in each day of the week.

Ages 14 & 15 are restricted to 3 hours per school day, 8 hours per non-school day or 18 hours per school week, 40 hours per non-school week. No work before 7:00 a.m. or after 7:00 p.m (except 9:00 p.m. June 1 through Labor Day).

Ages 16 & 17 are restricted to 9 hours per day or 40 hours per school week and 48 hours per non-school week. Ages 16 & 17 may work no more than 6 consecutive workdays and may not have a start time between 12:00 a.m. & 6:00 a.m. With written parental permission 16- and 17-year-old minors may work until 11:00 p.m. on nights followed by a school day.

Effective July 1, 2021, Indiana eliminated work permits completely and now requires all companies with five or more minor team members (under age 18) to use Indiana Department of Labor's Youth Employment System (YES) to track and report minor-team member information.

FINAL PAY

Upon voluntary or involuntary separation from employment, all wages earned through your last day must be paid at the next regular payday. For unused accrued PTO or vacation time: if the company's written policy or employment agreement provides for payout of such accrued time upon separation, the payout will be made in accordance with that policy; if no such policy exists, Indiana law considers unused vacation pay as earned compensation and you would be entitled to payment.

CHILD CONFERENCE LEAVE

Indiana law provides eligible team members with limited, unpaid leave to attend certain school-related meetings for their children. Team members may take time off to participate in one (1) attendance conference or one (1) case conference committee (IEP) meeting per school year, as required under Indiana Code. Team members must provide at least five (5) days' advance notice of the meeting and should make reasonable efforts to attend remotely if possible.

Documentation confirming attendance may be required. This leave is unpaid; however, team members may use available paid time off if they wish. The company strictly prohibits retaliation or adverse action against any team member who lawfully takes school leave under this provision.

CIVIC DUTY LAWS

All companies must provide leave for federal jury duty. Generally, companies may, but are not required to, provide paid leave for federal jury duty— unless they have team members in Alabama, Georgia, Nebraska, or Tennessee, where federal jury duty leave must be paid. Additionally, companies must continue to pay exempt team members in accordance with the Fair Labor

Standards Act if an team member works some part of a week during which they serve as a juror. While an company cannot make deductions from pay for absences of an exempt team member for federal jury duty leave, an company may:

Offset any jury duty fees paid by the court against the salary due for that particular week without loss of exemption. Not pay an exempt team member's salary for any workweek, the team member does not work because of jury duty leave.

COURT ATTENDANCE AND WITNESS LEAVE

PSM Icehouse realizes that, on occasion, Team Members may be subpoenaed to testify as a witness in a criminal proceeding. In such cases, you will be provided with unpaid leave to attend. Notify your General Manager as soon as possible to make scheduling arrangements.

PSM Icehouse reserves the right to require Team Members to provide proof of the need for leave to the extent authorized by law.

PSM Icehouse will not retaliate against Team Members who request or take leave in accordance with this policy.

EMPLOYMENT PROTECTIONS FOR CIVIL AIR PATROL LEAVE POLICY

Indiana law prohibits companies from disciplining an team member because they take Civil Air Patrol leave.

To be entitled to protected leave, an team member must be a member of the Civil Air Patrol and inform their company in writing that they are a member. An company is prohibited from disciplining an team member for:

Being absent from work because they engaged in an emergency service operation that began before the team member was to report for work; or
Leaving work early to engage in an emergency service operation and the team member obtained authorization from their supervisor to leave before attending to the emergency service operation.

EMPLOYMENT PROTECTIONS FOR MOBILE SUPPORT UNIT MEMBERS

Indiana prohibits companies from disciplining or terminating an team member because they are serving in a mobile support unit due to a disaster, public health or safety emergency, or other event requiring emergency action by order of the governor or Homeland Security executive director. Service may occur in or outside Indiana, be for up to 60 days, and may be renewed by the director for another 60 days, if necessary.

Team members must receive their pay and company-provided benefits while serving on mobile support unit duty, and this applies to periods of training, exercises, and emergency responses.

INDIANA MEALS & BREAKS

The Company will provide a child less than eighteen (18) years of age with one (1) or two (2) rest breaks totaling at least thirty (30) minutes if the child is scheduled to work at least six (6) consecutive hours.

INDIANA LACTATION ACCOMMODATIONS

To the extent reasonably possible, a private company with 25 or more team members must provide a private location, other than a toilet stall, where an team member can express breast milk in private during any period away from the team member’s assigned duties. To the extent reasonably possible, an company must:

- Provide a refrigerator or other cold storage space for keeping milk that has been expressed; or
- Allow team members to bring their own portable cold storage device for keeping milk that has been expressed until the end of the work day.

Except in cases of willful misconduct, gross negligence, or bad faith, an company is not liable for any harm that occurs on the company’s premises that is caused by or arises from:

- The expressing of an team member’s breast milk; or
- The storage of expressed milk.

MILITARY FAMILY LEAVE

PSM Icehouse will provide up to 10 days of unpaid leave per year to Team Members who are the spouse, parent, grandparent, child, or sibling of a person who is ordered to active duty. Active duty means full-time service on active-duty orders in the U.S. Armed Forces or the National Guard for a period that exceeds 89 consecutive calendar days.

To be eligible for military family leave, you must meet the following conditions:

- Employed by PSM Icehouse for at least 12 months.
- Have worked at least 1,500 hours during the 12-month period immediately preceding the day the leave begins.

Eligible Team Members may take a leave of absence during one or more of the following periods:

- During the 30 days before active-duty orders are in effect;
- During a period in which the person ordered to active duty is on leave while active-duty orders are in effect; and/or
- During the 30 days after the active-duty orders are terminated.

To take a leave of absence under this policy, provide written notice, including a copy of the active-duty orders if available, to your General Manager of the date the leave will begin. Provide this notice at least 30 days before the date you intend to begin leave, unless the active-duty orders are issued less than 30 days before the date the requested leave is to begin. The leave of absence may not exceed the equivalent of 10 working days in each calendar year.

Military family leave under this policy is unpaid; however, you may choose to substitute any paid leave (other than medical or sick leave) for any part of the military family leave.

You will be allowed to continue receiving group health benefits at your own expense.

Upon returning to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent seniority, pay, benefits, and other terms and conditions of employment.

PSM Icehouse will not retaliate against Team Members who request or take leave in accordance with this policy.

OVERTIME

Indiana overtime law requires that non-exempt team members receive overtime pay equal to 1.5 x their regular hourly pay for any hours worked over 40 in a week

CHILD CONFERENCE LEAVE

PCM Icehouse will inform eligible team members about their right to unpaid leave to certain school conferences for their child.

Support Center will not take adverse employment action against you for missing work due to your attending:

- An attendance conference held by your child's school regarding your child's absences; or
- A case conference committee meeting with the committee responsible for preparing an individualized educational program (IEP) for your child with a disability.

You must provide documentation confirming that you attended the conference or meeting, which you must request from the school. Documentation should be submitted to PSM Icehouse as soon as possible after returning from the conference or meeting.

You will not be compensated by the Company for attending or traveling to and from the conference or meeting.

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 PSM Icehouse 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.