



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations and welcome to the Paradise Coast Sports Complex! We are the premier destination for sports, events, and entertainment in Southern Florida. Paradise Coast Sports Complex is an elite sports and events venue. Our facility is built with the athlete in mind, where the thrill of victory is our inspiration. We are a modern, yet inviting atmosphere where winners play. Whether we are hosting a large tournament or team practice, each event is carefully executed with optimal skill and excellence in mind. Our perfectly maintained field surfaces and fitness, event, party, and entertainment spaces are sure to leave a lasting impression.

This outdoor sports destination will provide an opportunity for athletes to train and compete year-round and as a result, is rapidly becoming one of the most talked about tournament destinations in the Southeast. Whether an athlete is here for an amazing tournament experience or participating in league play every week, we are committed to providing the best experience in the industry every time they walk through our doors.

As you'll see, we believe in our people and strive to have each Team Member's time with us be a time of growth and development. Hopefully, your work here will open you to all kinds of new experiences.

You have joined an exciting team! Best of luck in your new position with Sports Facilities Management and Paradise Coast Sports Complex.

Sincerely,

Adrian Moses

General Manager – Paradise Coast Sports Complex

HISTORY

Emerging from what was dense native forest land just off State Road 951 (Collier Boulevard for those newer to the area) by Exit 101 at I-75, Paradise Coast Sports Complex is the crown jewel in the City Gate development.

Paradise Coast Sports Complex is a state-of-the-art youth and amateur sports complex located in beautiful Naples, Florida, the nation's premiere travel destination, that offers professional-quality sports fields, on-site entertainment and concessions. Book your next event with us today and experience sports and entertainment in paradise.

VENUE OFFERINGS

Paradise Coast features "The Great Lawn" multi-purpose space, "The Factory" fitness pavilion, "The Cove" social area, "The Market" a full-service convenience store and various food trucks. There is a 3,500-seat stadium, 21 multipurpose fields, baseball diamonds, locker rooms and coach's offices.

MISSION & VISION

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

Accountability

We have a willingness to accept responsibility for our actions and the actions of our team. We respectfully hold height standards for ourselves, our department, and our Company's Team Members.

Collaboration

We work cohesively in all our efforts to produce and create something greater than ourselves. We are a better Company and community when supporting, collaborating, and learning from one another.

Excellence

We value and expect excellence in all we do. We celebrate success and support each other when we stumble, but we never lose sight that our standard is excellence.

Service to Others

We treat everyone with courtesy and respect. Helping others is not just our job, it is our pleasure. We see every communication and contact, particularly with a guest, client, or fellow Team Member, as an opportunity to strengthen or establish a relationship.

All these values are equally important. No priorities, no rank. As a Team Member of the Company, these values are foundational to the impact we make with one another, our guests, our vendors, and our communities in dramatically improving the health and economic vitality of the communities we serve.

WORK ENVIRONMENT

PARKING

Team Members are encouraged to park in the designated Blue Zone spaces.

BULLETIN BOARDS

Labor Law posters and notices are posted in the Staff Break Room, in the Maintenance Building.

BREAKROOMS/LOCKERS

The Team Member Breakroom is located upstairs in the Welcome Center and Maintenance Building. We request that you leave all personal belongings locked and non-visible in your car or at home. Paradise Coast Sports Complex assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

RESTRICTED AREAS

The off-limits areas are in the product storage areas, behind the bar, any cash register area, the box office, and the upstairs of the welcome center, except if assigned to and working that area, or brought there by a supervisor in the regular course of job duties.

All team members get access badges, and those badges get team members into areas which they have access to.

Team members on the clock are only permitted to be in The Cove if their job responsibilities require them to be. The Cove is not to be used as a break location for 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.

Team Member's direct supervisor will contact them in the event of a closing.

LOST AND FOUND

Lost and Found items should be brought to the Box Office, or a Manager if the Box Office is closed.

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 Paradise Coast Sports Complex and a more enjoyable work experience for all 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

We use the HRIS application for Mobile Punch. Please ensure you track your work hours correctly while on property to ensure you are properly compensated.

HOLIDAY SCHEDULE

Paradise Coast Sports Complex will follow the same holiday schedule set by Collier County. Every attempt to align the holiday schedule of the County and SFM will be made. When dates do not align, SFM will determine the final schedule.

Full-time salary Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. If an hourly, full-time Team Member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

New Year's Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving
Independence Day	Christmas Eve
Labor Day	Christmas Day

MEALS/BREAKS

In the state of Florida, employers are not legally required to offer breaks. However, here at Paradise Coast Sports Complex, we offer a break of up to 15 minutes for every four (4) hours worked by Team Members. Team Members are encouraged to utilize their break time in the air-conditioned break room located in the Welcome Center and Maintenance Building. Any Team Member taking a break longer than 15 minutes must clock out with a maximum break of one (1) hour. If you leave the premises for your break, you must clock out. Team Members are not permitted to eat at their workstation. Drinks are permitted but must be kept out of sight from guests.

Florida law requires employers to give team members under the age of 18 at least a 30-minute uninterrupted meal break for every four hours of continuous work performed.

DRESS CODE

Team Members must get a Collier County Facilities Contractor Access Badge within 24 hours of hire. You can do this by visiting the Collier County Facilities Management building at 3335 Tamiami Trail E. Naples, FL 34112. This location is open 365 days a year, 24 hours a day. Once badge is collected, immediately notify the General Manager or Finance Manager. Team Members are expected to always have this badge on their person while working. Team Members must immediately notify management if your badge is lost or damaged to the extent it no longer functions.

Team Members must then re-visit the Collier County Facilities Management office as soon as possible to get a new badge. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Paradise Coast Sports Complex. A professional image should be maintained when representing Paradise Coast Sports Complex.

Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- PCSC will provide the following to each team member.
- Full Time: 5 Logoed shirts, 1 Hoodie and 1 cap.
- Part Time: 2 Logoed shirts, 1 Hoodie and 1 cap.
- Additional pieces of apparel will be available to purchase through authorized online portal.

Additional Dress Code and Grooming Standards

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals, flip-flops and crocs are not allowed.
- Pants/shorts are to be clean, free of stains and tears. When arms are held at the side, shorts should be long enough so that fingertips touch fabric.
- 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.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Excessive or offensive tattoos should be covered during work hours.
- Sunglasses may be worn, must be simple and classic.

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

AT-WILL EMPLOYMENT

Your employment with SFC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the team at any time, with or without notice and with or without cause.

CHILD LABOR

Ages 14–15: May work up to 3 hours per school day and 15 hours per school week; up to 8 hours per day and 40 hours per week when school is not in session. Work hours must be between 7 a.m. and 7 p.m. during the school year.

Ages 16–17: May work up to 8 hours per day and 30 hours per school week; no hour restrictions during school breaks. Work must be between 6:30 a.m. and 11 p.m. on school nights.

Breaks: Minors working 4–8 hours must receive at least a 30-minute uninterrupted break.

FINAL PAY

Florida employers are not required to pay out accrued PTO to Team Members upon departure.

CIVIC DUTY LAWS

Florida law does not require an employer to allow Team Members time off, paid or unpaid, to vote. Florida law prohibits an employer from firing or threatening to fire any Team Member for voting or not voting in an election, for a particular candidate, or for a specific ballot measure. An employer that violates this law may be guilty of a third-degree felony.

CIVIL AIR PATROL LEAVE

Paradise Coast will provide eligible Team Members with at least 15 days of unpaid Civil Air Patrol leave per year to participate in a Civil Air Patrol training or mission.

To be eligible for Civil Air Patrol leave, you must:

- Be employed by the Paradise Coast for at least 90 days before beginning leave.
- Be a senior member of the Florida Wing of the Civil Air Patrol with at least an emergency services qualification.

You will not be required to use paid leave while on Civil Air Patrol leave. However, you may elect to substitute any paid leave for the work time missed on Civil Air Patrol leave.

Provide as much notice as possible of your intent to take Civil Air Patrol leave.

Paradise Coast may ask you to provide documentation supporting your need for leave.

Upon completion of leave, you must promptly notify Paradise Coast of your intent to return to work. Paradise Coast is not required to permit you to return to work if:

- The Venue’s circumstances have changed to make employment impossible or unreasonable.
- It would impose an undue hardship on the Venue.
- Your employment prior to taking leave was for a brief, nonrecurring period, and there was no reasonable expectation that your employment would continue indefinitely or for a significant period.
- Paradise Coast had legally sufficient cause to terminate you at the time you commenced leave.

If you are permitted to return to work, you are entitled to:

- The seniority that you had on the date leave began and any other rights and benefits that are bestowed upon you as a result of such seniority.
- Any additional seniority that you would have attained if you had remained continuously employed and any other rights and benefits that would have been bestowed upon you as a result of such seniority.

After you have returned to work, you may not be terminated for a period of one year after the date you returned, except for cause.

Paradise Coast will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

DOMESTIC/SEXUAL VIOLENCE LEAVE

Paradise Coast will provide Team Member who are victims of domestic or sexual violence, or whose family or household member is a victim of domestic violence, with up to three days of unpaid leave in any 12-month period for certain qualifying reasons.

To be eligible for domestic/sexual violence leave you must have worked for the Paradise Coast for at least three months.

You may take domestic/sexual violence leave to:

- Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating, or sexual violence.
- Obtain medical care or mental health counseling for yourself or your family or household member to address physical or psychological injuries resulting from domestic violence.
- Obtain services from a victim services organization for yourself or your family or household member.
- Make your home secure from the perpetrator of domestic violence or seek new housing to escape the perpetrator.
- Seek legal assistance in addressing issues arising from domestic violence or prepare for and attend court-related proceedings arising from domestic violence.

Family or household member means your spouse, former spouse, persons related to you by blood or marriage, persons who are presently residing with you as if they are family or who have resided with you in the past as if they are family, and persons who have a child in common with you regardless of whether you have been married to them. Except for people who have a child in common with you, the family or household members must be currently residing with you or have in the past resided with you in the same single dwelling unit.

Except in the case of imminent danger to your health and safety or that of your family or household member, you must provide reasonable advance notice of your need for leave. You may be required to provide documentation showing evidence of your need for leave.

Leave under this policy is unpaid.

Information about your request for leave will be kept confidential, except as required by federal or state law or as necessary to protect your safety in the workplace.

Paradise Coast will not retaliate against Team Member who request or take leave in accordance with this policy.

JURY DUTY LEAVE

SFC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor / General Manager as soon as possible to make scheduling arrangements.

Generally, time spent on jury duty is unpaid. In such cases, exempt team members 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.

FINAL WAGE

Team members at **SFC** who separate from the Company, whether voluntarily or involuntarily, will receive their **final wages on the next scheduled payday** following the last day of work.

This includes all earned wages up to the separation date. Accrued paid time off (PTO) or vacation will be paid out only if provided for under Company policy or an employment agreement.

MEALS & BREAKS

Minors 16 and 17 who are employed to work for eight or more hours a day may not work for more than four hours continuously without an interval of at least 30 minutes for a meal period. Minors 15 or younger may not work for more than four hours continuously without an interval of at least 30 minutes for a meal period.

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 Paradise Coast Sports Complex in your actions and appearance and should conduct yourself in a courteous and professional manner at all times.

We want to be considered the “friendliest place in town.” In order 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 to Paradise Coast Sports Complex!”).
- 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, don’t say, “I don’t know.” 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.

HEAT STRESS

High Temperatures, high humidity, direct sunlight, and low wind speed can cause heat stress. In an effort to prevent Team Members from experiencing heat stress, Paradise Coast Sports Complex will provide hats and Team Members should keep a cooler full of ice water in their cart at all times. Be sure to hydrate every hour, avoid overexertion, and work at a steady pace. If possible, schedule heavy work for cooler parts of the day. Heed the body's signals and take a break in shaded or cooler areas. Rotate difficult work tasks in hot conditions between two (2) or more Team Members.

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.