



---

# TEAM MEMBER HANDBOOK



## TABLE OF CONTENTS

### WELCOME

---

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

### WORK ENVIRONMENT

---

Parking	5
Bulletin Boards	5
Breakroom/Lockers	5
Restricted Areas	5
Emergency Closing	5
Lost and Found	6

### TEAM MEMBER INFORMATION

---

Teamwork	7
Work Schedules	7
Staff Meetings	8
Time Clock	8
Holiday Schedule	8
Meals/Breaks	9
Dress Code	9
Discount Program	10

### TIME & LABOR LAWS

---

Child Labor/Work Permit	11
Final Pay	11
State Laws	11

### TEAM MEMBER RESPONSIBILITIES

---

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

### WORKPLACE SAFETY

---

Safety Procedures	14
Weather Conditions	14
CPR/AED	15

## WELCOME TO THE TEAM!

You are now a member of the team of one of the largest sport filed complexes in the United States. As General Manager of the facility, I would like to welcome you. We take pride in servicing our guests with the utmost excellence in customer service? Each Team Member is critical to our ability to deliver first class customer service to our guests!

Publix Sports Park is a first-class sports facility designed to serve as a sports tourism engine for our community. We host sports such as soccer, football, lacrosse, baseball, softball and many more. We are blessed to live on the “world’s best beaches,” and when our guests visit, they are here to play and watch sports as well as spending time as tourists and visiting the beach.

Another important part of our mission is to develop and host sports programming for our community. This continues to be a bigger and bigger part of our schedule each year.

The park has 9 AstroTurf synthetic fields with Z-cap cooling technology and 4 natural grass fields with allow the park to host a variety of sporting events. The facility features a unique design that allows the fields to be configured as:

- 13 rectangle-based fields for soccer, football and lacrosse OR
- 10 softball/youth baseball fields OR
- 5 collegiate baseball fields with 5 youth baseball fields.

This venue features LED lights on all fields, multiple concession locations, WI-FI, event operations space, ample parking, batting cages, and an umpire/referee lounge. The park is the perfect destination for tournaments and showcases, as well as for local leagues, camps, clinics, birthday parties, and corporate events.

You have joined an exciting team! Best of luck in your new position with The Sports Facilities Companies and Publix Sports Park.

Sincerely,

*Marissa Guarneiri*

Assistant General Manager of Operations

## **HISTORY**

At Publix Sports Park, we're serious about sports and fun. In addition to the perfect location, our complex boasts 160 acres of premium, flexible space. We provide teams, players, and coaches with a unique experience when participating in events or training for the upcoming season. Though a public-private partnership with Visit Panama City Beach, St. Joe Company and Bay District Schools, sports visitors on play-cation can enjoy a world-class sports complex on the World's Most Beautiful Beaches. Publix Sports Park is one of the largest complexes in the southeast. The park began as the Panama City Beach Sports Complex. In early 2022 we secured a five-year naming rights partnership with Publix grocery stores of Lakeland, Florida. As part of the deal, the park was re-branded as Publix Sports Park.

## **VENUE OFFERINGS**

Publix Sports Park is made for all things outdoor sporting events. From large national soccer tournaments to travel baseball clubs, our configurable fields can accommodate any size event. The ultimate "play-cation" experience! Publix Sports Park represents a premier sports tourism and community recreation venue, unlike any you've ever seen. Our state-of-the-art, sports complex is located in Panama City Beach, FL, surrounded by the beautiful white sand beaches and turquoise waters.

## **MISSION & VISION**

### **Mission**

To promote Panama City Beach as a year-round sports destination through new economic growth and new sport development while working in collaboration with the community and existing tourism organizations to achieve success for the destination.

### **Vision**

Publix Sports Park seeks to be a year-round sports destination attraction that allows Panama City Beach to host rectangle field sport events such as soccer, football, and lacrosse, etc. like they have never been able to do before, while having the opportunity to continue to further support and grow the many baseball & softball events that are already present in Panama City Beach. We strive to deliver the highest-quality competitive play and related personal experiences for teams, clubs, tournaments, and affinity organizations.

## WORK ENVIRONMENT

### PARKING

During events Team Member parking is at the back of house parking area adjacent to the facility maintenance building. Please ask your supervisor for a pass to this area.

### BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Publix Sports Park notices may be posted, including state and federal mandatory notices, and important communications from the 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 the Human Resources Department. The bulletin boards are located in the Team Member break rooms, you are expected to check it regularly.

### BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

We request that you leave all personal belongings locked and non-visible in your car or at home. SFC assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Please refer to your SFC Team Member Handbook, section “Inspections and Searches” for information regarding using Complex provided lockers.

### 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.

### LOST AND FOUND

Items found are stored in Administrative Office next to copier. Items are kept onsite for up-to 30 days. Items such as jewelry, cell phones, wallets/purses, etc. are kept in the locked cash room with a lost and found item sheet identifying date/time/item/location found.

## 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 Publix Sports Park and a more enjoyable work experience for all everyone.

### WORK SCHEDULES

Our payroll workweek begins at the start of business on Sunday morning and ends Saturday at the close of business. The Finance Manager will issue payroll checks every two weeks. Please pick up your paycheck (or paycheck stub, if you have direct deposit) regularly and promptly, as we sometimes include important news or notices with your paycheck envelope. Paychecks or pay stub's that are not picked up by the following Wednesday after payday will be mailed to the address on the paycheck.

Management will strive to post your work schedule as soon as possible. Due to the nature of our business, we are often dependent on our clients to provide their final event schedules before we can determine your work schedule. Typically, we have the event schedule finalized by the Tuesday prior to the weekend's event. We pride ourselves on being flexible with employees' additional job responsibilities outside of work at Publix Sports Park, your manager will work with you in being flexible to work with your schedule. Please work to over communicate needs with your supervisor and give them as much notice as possible for required time off.

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 and supervision of lunch are the responsibility of the General Manager and facility managers. See management team for break and lunch requirements.

Changing shifts with other Team Members is generally permitted, but you must obtain prior approval from a manager in writing, and that you trade shifts with another qualified Team Member from your department. All shift changes must be requested through HRIS site and approved by your immediate supervisor. 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.

## **ALL-STAFF MEETINGS**

Periodically, we will get together for an all-staff meeting, during which we will discuss upcoming events or changes in Publix Sports Park policies and procedures, recognize outstanding team members, hear about what is happening on a company-wide basis, and meet new Team Members. Team Members are required to attend all-staff meetings unless they are properly excused from attending, in advance, by their manager. If you have a conflict and cannot attend the meeting, speak to your manager so that you may be properly excused. Missing an all-staff meeting(s) without approval in advance may result in disciplinary action up to and including termination.

## **PRE-SHIFT MEETINGS**

Your department may require team members to attend a pre-shift meeting or huddle where your managers will talk about the daily special event and happenings, upcoming events, and general Publix Sports Park news. You are expected to be in uniform and ready to go when any huddle starts. Your pre-shift meeting is considered part of your shift and you're expected to be there on time.

## **TIME CLOCK**

All hourly Team Members are to clock in and out using the time clock kiosk. Time punch locations must be in a designated area in order to punch in or out.

When you are first hired, you will complete a schedule request in our HRIS, the system we use to manage our work schedules. The purpose of this process is to advise us when you are unable to work due to other commitments. This process should also be used when you need to request a day off for a special event such as a wedding, family event, etc. You must submit your schedule request to your supervisor or manager by Monday for the schedule being made two weeks out. Managers will do their best to accommodate your request, but keep in mind that there are many other people with requests as well, and we will not always be able to grant your request. Do not assume that you automatically have the requested time off; be sure to check the schedule when posted. As mentioned above, you are solely responsible for your shifts.

## **HOLIDAY SCHEDULES**

Publix Sports Park will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFC will determine the final schedule.

Full-time 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.

## MEALS/BREAKS

In the state of Florida, employers are not legally required to offer rest breaks, however, here at Publix Sports Park, we do offer a break of up to 20 minutes per every four hours worked by team member. Employees are encouraged to utilize their break time in the air- conditioned break room.

- Until an employee's 18<sup>th</sup> birthday, Florida labor law requires that minor employees be given at least a 30-minute uninterrupted meal break for every four hours of continuous 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 Publix Sports Park. When representing Publix Sports Park (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

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

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

## DISCOUNT PROGRAM

Publix Sports Park Team Members will receive a 50% discount on food at the concession stand and a 10% discount on approved merchandise. To receive this discount, the food and merchandise must be purchased directly by the Team Member. Additional discounted activities and products may be available periodically through our sponsors. Please check with your direct supervisor for more information.

## TIME & 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 as 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 Publix Sports Park 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 Publix Sports Park!”).
- 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. Consider yourself at all times 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.

### WEATHER CONDITIONS

Florida's weather can vary drastically throughout the year from cold winter storms to devastating hurricanes in the warmer months. Although hurricanes can be disastrous, the advantage of their slow movement allows time to prepare. Unfortunately, there are additional weather systems that we must deal with such as tornadoes, waterspouts, strong winds, and thunderstorms.

Tornadoes and water spouts (tornadoes formed over bodies of water) are cyclonic wind storms capable of extreme damage to structures and injury or death to persons. Due to their quick formation and unpredictable nature, tornadoes can appear with little or no warning. If faced with being in the path of a tornado, there are some steps you can take to reduce your risk of injury or death.

- Move to the interior of a building away from windows and doors.
- Crouch or kneel near the interior walls and protect your head with your arms.
- If you are outside and cannot make it into a building, find low lying areas such as drainage ditches and lie as flat as possible with your head protected.
- If driving on the roadway, do not try to outrun the tornado as they can move very quickly.

- Instead, look for an overpass or a bridge structure that you can get under. Preferably you should attempt to get under the bridge or overpass in the area where the top roadway and the support structure meet.
- Be cautious of downed power lines and stay as far away from them as possible.

## **Thunderstorms**

Thunderstorms are very common occurrences in the Florida Panhandle given our warm weather and proximity to the Gulf of Mexico. Dangers included in severe thunderstorms can involve high winds, heavy rains, and lightning. In most circumstances, thunderstorms are tracked, and notifications can be received from the National Oceanic and Atmospheric Association (NOAA) or your local media outlets. However; some storms form very quickly and may require an emergency response on your behalf similar to your response to tornados.

## **Lightning**

Lightening is the most consistent and significant weather hazard that may affect outdoor sports and recreation within the United States. NOAA estimates that as many as sixty-two percent of lightning strike fatalities occur during outdoor organized sport activities. While the probability of being struck by lightning is low, the odds are significantly greater when a storm is in the area and proper safety precautions are not followed.

## **Lightning Safety Procedures**

It is the responsibility of all staff on duty to monitor and immediately report lighting to the Manager on Duty or his or her designee. The Manager on Duty or his or her designee will be responsible for making the decision to inform teams, game personnel, spectators and all other occupants of the sports complex to move to a safe shelter.

To resume athletic activities, lightning safety experts recommend waiting thirty minutes after both the last sound of thunder and the last flash of lightening. At night be aware, that lightning can be visible at a much greater distance than during the day. This greater distance may mean that the lightening is no longer a significant threat. At night, use both the sound of thunder and seeing the lightening channel itself to decide on re-setting the thirty-minute return to play clock and before resuming outdoor athletics activities. (Reference NCAA Lightning Safety Guideline 1E).

## **CPR/AED**

Fulltime Team members are required to hold a current CPR, AED and/or First Aid certification at all times. You are expected to maintain certification.