



# 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 opportunity 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,

*Scott Markovitch*

General Manager – Rize Sports

## **HISTORY**

Rize Sports is a brand-new facility that joined the Leetsdale community September of 2023.

## **VENUE OFFERINGS**

Rize Sports is an indoor basketball facility in Leetsdale, PA. The facility features three regulation basketball courts with seating for around 80 spectators and one championship basketball court with seating for around 250 spectators. It also includes a state-of-the-art practice court. Other amenities at the facility include two multi-purpose team rooms, a courtside café area, grab and go concession, lounge area, restrooms, and an Athletic Trainers' room. The facility also has two multi-purpose rooms for small corporate meetings and banquets.

## **MISSION & VISION**

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

## WORK ENVIRONMENT

### PARKING

Parking is available for Team Members on Brickworks Road in the back 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 located in the Team Member break room. 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 Rize Sports 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
- IT Server Room
- Owner’s Suite

### 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

All lost items will be housed at the Guest Services desk.

## TEAM MEMBER INFORMATION

### TEAM WORK

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 Rize Sports 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 while on break. Breaks that are longer than 20 minutes will be unpaid.

Minors between the age of 14 and 17 must be provided a 30-minute meal break on or before 5 consecutive hours 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 Rize Sports. When representing Rize Sports (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.

## 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.

### EXPANDED PROTECTIONS FOR RACE & RELIGION

Our organization is committed to providing a workplace free from discrimination, harassment, and retaliation. Federal law prohibits discrimination based on race, color, religion or creed, national origin or ancestry, sex (including sexual orientation and gender identity), pregnancy (including childbirth, lactation, and related medical conditions), age (40 and older), physical or mental disability, veteran status, genetic information, and citizenship status.

In addition to federal protections, New Jersey's Law Against Discrimination provides broader coverage for companies with four or more team members. Under New Jersey law, the definition of *race* includes traits historically associated with race, such as hair texture and protective hairstyles (including locs, braids, twists, coils, Bantu knots, afros, and extensions). The definition of *religious creed* also includes head coverings and hairstyles historically tied to religious beliefs. These expanded definitions may also extend to related expressions such as dialect or styles of dress.

### 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**

Rize Sports 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:

- Have worked for Rize Sports for at least 12 months;
- Have worked at least 1,250 hours in the last 12 months; and
- 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 Rize Sports 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, Rize Sports 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, Rize Sports 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.

## **PAID SICK LEAVE**

The Company provides paid sick leave in compliance with the Allegheny County Paid Sick Leave Ordinance. Team members who work within Allegheny County and whose Company has 26 or more team members accrue 1 hour of paid sick time for every 35 hours worked, beginning on the date of hire (or December 15, 2021, for current team members). Team members may begin using accrued paid sick leave after 90 calendar days of employment.

Team members may use paid sick leave for their own illness, injury, or preventive care, or to care for a family member for similar purposes. The Company may require reasonable notice when leave is foreseeable and may request documentation for absences of three or more consecutive days. Team members may accrue up to 40 hours per calendar year, with unused hours carrying over to the next year up to the 40-hour maximum.

Allegheny County law does not require payout of unused paid sick leave upon separation. If the Company's PTO, vacation, or other paid leave policy provides greater or additional benefits, those terms will apply. Team members are protected from retaliation for requesting or using paid sick leave.

### **PITTSBURGH PAID SICK LEAVE**

Beginning January 1, 2026, team members in Pittsburgh will accrue one hour of paid sick leave for every 30 hours worked (previously 35). The yearly accrual caps have also increased as follows:

- 48 hours per calendar year for companies with 14 or fewer team members
- 72 hours per calendar year for companies with 15 or more team members

## 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 Rize Sports 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.