

# SUPPORT CENTER

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# TEAM MEMBER HANDBOOK



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## WELCOME TO THE TEAM!

Congratulations on joining a team with a mission to ***Improve the Health and Economic Vitality of the Communities We Serve***. We are building a championship caliber team, and we expect you to play a vital role in fulfilling this mission. Regardless of your role or job title, the actions and words you choose will assist in accomplishing this mission.

We are deeply committed to making a difference in the communities we serve. Youth and amateur sport, community recreation, wellness and special events make a huge impact to our communities, improve the health of our citizens, and develop critical life skills like:

- Accountability
- Collaborative teamwork
- Excellence in leadership
- Service to others

We also believe you personally foster these values (A.C.E.S.) and as a part of the team, you will be working with your teammates in ***Planning, Developing and Managing the Highest Performing Facilities*** in the country.

No matter your role today, if you apply your leadership to these values 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.

About us. Since 2003, The Sports Facilities Companies has served a portfolio totaling more than \$5 Billion in planned and operational centers. We have served well over 2000 communities and improved the performance of facilities hosting more than 150 Million visits! Every day, across the country and around the world, our Team Members are working hard to:

- Bring innovative, wholesome, and healthy activities to kids, families, and seniors
- Exceed our client and facility owners' expectations
- Provide a world-class guest experience
- Have fun and develop professionally

As part of our team, you will contribute to the impact. 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 mission, vision, values, services, brand, and policies.

We welcome you with great anticipation – the best is yet to come!

Sincerely,



Jason Clement  
Chief Executive Officer

## WE ARE A TEAM

Our success is dependent upon teamwork. Whether you work in a facility or in our Support Center, we know that teamwork and collaboration are the foundations to our success. To signify our commitment to our team, we refer to each other as “Team Members” instead of “employees.”

“Team Member” means that we depend on each other to work together to achieve our mission. Teamwork is essential to providing exceptional service to others and improving the communities we serve. Throughout this Handbook you will notice the term Team Member, meaning you are part of a larger team striving to reach the same mission. As a Team Member, you are a valued part of the Company.

Our mission and values are foundational to our organization. They are more than words; they reflect who we are and how we act. We expect Team Members to live them personally and professionally. Know, live, share, and model these values.

## OUR MISSION

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

## OUR VALUES

### Accountability

We have a willingness to accept responsibility for our actions and the actions of our team. We respectfully hold high 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 of these values are equally important. No priorities, no rank. As a Team Member of the Company, these values are foundational to the impact we get to make with one another, our guests, our vendors and our communities in dramatically improving the health and economic vitality of the communities we serve.

## ABOUT THE SPORTS FACILITIES COMPANIES

The organization known today as The Sports Facilities Companies (“SFC” and the “Company”), was founded in 2003. Over the years, SFC has strategically grown, expanded and become an industry leader in the planning, development and management of sports facilities. SFC currently operates under a number of brand and organization names including, Sports Facilities Advisory (SFA), Sports Facilities Development (SFD), and Sports Facilities Management (SFM).

SFA was the original company and business line of SFC. SFA provides institutional grade planning services that include market research, financial forecasting, finance strategy, and partnership development. SFA is an incubator for millions of dollars of projects that move through the product/service cycle annually.

SFD was added to the SFC portfolio of companies in 2018. SFD provides venue planning and owners’ representation services that produce functional on-time and on/under budget project results for clients. Through the construction and development cycle, SFD provides value through subject matter expertise, industry relationships, economies of scale, and accountability for projects.

SFM operates the largest network of sports tourism venues in North America, known as the “SFM Network”. In 2007, the United States National Park Service (“NPS”) retained SFA to provide implementation services of an optimization plan for Aviator Sports and Events. This established SFC’s first management support services for operational venues. During the economic slowdown of “The Great Recession” (circa 2008/2009), SFA responded to the market need for more efficient and effective operational solutions. As the demand for outsourced sports facility management grew, SFM was formally launched in 2015 and quickly achieved a leadership position in the market.

## **WORK ENVIRONMENT**

### **PARKING**

Team Members can park in the parking garage or any unmarked spaces around the building. A parking permit for Bayside Center is required and must be visible from the outside of the vehicle. Avoid parking in reserved parking places as improperly parked cars could be towed at the owner's expense. Additionally, there are green parking places for recharging of electric vehicles throughout the garage. SFC is not responsible for any lost, damaged or stolen property in the parking garage. See Executive Administrative Director for a parking permit.

### **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 from Senior Leadership. The bulletin boards are located in the area just outside of and inside in the Lasso Room. For all remote Team Members, your labor posters can be found electronically in the Dugout > Support Center > Human Resources > Compliance > Labor Laws.

### **BREAKROOMS/LOCKERS**

We request that you leave all personal belongings locked in your car or at home. SFC assumes 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.

Restricted area(s) include:

- IT Server Room
- Marketing Supply Cabinets
- The Summit Conference Room

### **EMERGENCY CLOSING**

At times, emergencies such as severe weather, fires, or power failures can disrupt operations. In extreme cases, these circumstances may require the closing of our office. When operations are officially closed due to emergency conditions, any paid time off must be approved by your supervisor. Emergency closures will be relayed by either your supervisor or HR department through email and text message.

### **LOST AND FOUND**

All found items should be turned into the Administrative Assistant at the front desk.

## CONFERENCE/PHONE ROOMS

There are conference room spaces available for group meetings and phone room spaces available for individual calls. Conference room spaces should be used for meetings with other people and should be booked on the meeting room's Outlook calendar. Phone room spaces are for individual calls or virtual meetings where one to two people are present. To make the best use of our shared meetings spaces, select a space that's appropriate for the type of meeting being held.

## 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 and create a more enjoyable work experience for everyone.

### WORK SCHEDULES

The SFC Support Center follows traditional business hours of Monday through Friday 8:30 am to 5:00 pm Eastern Standard Time. Should a Team Member not be available to work during their normally scheduled time, it is their responsibility to communicate the absence directly to their supervisor.

Remote Team Members are expected to be available during regular business hours as per their supervisor’s guidance. Traveling Team Members aren’t expected to follow regular business hours when conducting Company business.

To request time off, Team Members need to submit an electronic request in Paylocity. We will try to accommodate as many requests as business needs allow. Time off requests must be approved prior to taking the time off.

Breaks and unique schedules needed for religious accommodations should be discussed with your direct supervisor.

### FLEXIBLE TIME OFF POLICY (FTO)

All full-time Team Members with 30 days of continuous service are considered eligible under this policy.

This policy is for The Sports Facilities Companies Support Center to forego the implementation of an accrual or bank system of any sort. Flexible time off is not earned or accrued and is flexible based on business needs, job performance and other parameters. FTO is not carried over from year to year and there will be no pay out upon termination of employment or any other event. Eligible Support Center Team Members will be free to take paid time off when they require it. FTO will be approved and tracked for business purposes and analytics.

FTO can be used for any reason but is separate from other types of leave and time off benefits such as holiday pay, bereavement, etc.

The expectations of utilizing FTO:

- Team Members are required to request FTO at least two weeks in advance, through the Team Member’s Paylocity self-service profile.

- Managers are expected to review requests and treat every request fairly and consistently.
- Unscheduled FTO absences should be communicated to the appropriate leader.
- Scheduled requests must be approved prior to taking time off.
- Managers are responsible for approving time off and will base their decision on several factors, including the Team Member's performance and overall business demands.
- Team Members may be asked to postpone or reschedule time off if factors such as workload or staffing requirements conflict with the request.
- Team Members should reference the SFC Team Member Handbook PTO Chart Accrual Amounts table for guidelines on appropriate usage according to tenure.

### **Guidelines**

- 5 consecutive business days is the most time off a Manager can approve.
- FTO requests between 5 and 10 consecutive business days must be approved by the Managing Director or VP of the department **in writing**.
- FTO requests in excess of 10 consecutive business days must be approved by the CEO **in writing**.
- FTO may not be used in a Team Member's resignation period or used to extend final days of employment.
- FTO is not intended to be added to extend the beginning or end of any approved short-term disability or FMLA leave.
- 5 FTO days can be used at the onset of a LOA during the Short-Term Disability elimination period.

This FTO policy may not be used to extend other types of leave, such as FMLA, Parental, Short- or Long-Term Disability, leaves required by state law, or other extended leave situations. These types of leave are all handled separately. Please refer to the policies listed in the SFC Team Member Handbook or contact Human Resources if you have questions about any other type of leave.

If a Team Member's performance declines, the Company reserves the right to review the Team Member's use of this policy and determine if restriction or discipline is appropriate.

The Company also reserves the right to alter or amend this policy at any given time, and the considerations of usage are not intended to be a guarantee of time off. This policy supersedes any previous time off policies and Team Members will no longer accrue any further paid time off under any prior policies.

### **TIME CLOCK**

Hourly Team Members will clock-in/out electronically through Paylocity via the mobile app or self-service portal.

### **MEALS/BREAKS**

Team Members are encouraged to take breaks throughout the course of the business day to relax and refresh. We have several options available throughout the building for taking breaks. Additionally, we offer exercise equipment for use throughout the workday. For nursing mothers, we have rooms available that offer privacy in accordance with the PUMP for Nursing Mothers Act.

## DRESS CODE

The Support Center is a business casual office setting. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of The Sports Facilities Companies.

When representing SFC (on and off-site of the office), 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. Our dress code is typically business casual but on occasion more professional attire may be necessary depending on your position and audience. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Clothing deemed revealing, suggestive, or distasteful by leadership is prohibited (ripped clothing is 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.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue rings, should not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager if they have questions as to what constitutes appropriate attire.

## DISCOUNT PROGRAM

As a part of our SFC 360 Team Wellness initiative, SFC offers all Support Center Team Members a fitness membership reimbursement program. The company will reimburse team members for part of their personal gym or fitness membership each quarter to support regular exercise.

You can use the reimbursement for the fitness option that works for you (e.g., local gyms, YMCA, Planet Fitness/Crunch, boutique studios, or fitness apps), as long as you provide proof of cost and usage.

To qualify each quarter, submit your monthly membership receipts and show you used the membership at least 5 times per month. Reimbursement is limited to the actual amount you paid that month, up to the company's monthly cap of \$30 per month or \$90 per quarter. If you miss the quarterly submission deadline, you won't receive reimbursement for that quarter.

Team Members must provide proof of at least 5 visits per month to qualify. Accepted proof can include:

- Digital check-in logs from the gym (preferred)
- Signed attendance sheet from the gym
- App screenshots or emailed monthly statements showing history

Submit your documentation by using the Fitness Reimbursement digital form, by the 5<sup>th</sup> of the month for that quarter. Approved reimbursements will be paid in the next regular payroll cycle. Falsified or incomplete documentation may be denied and may result in disciplinary action. The company may adjust eligibility, reimbursement limits, or processes without notice.

### **ANIMALS IN OFFICE**

Building management prohibits non-service animals being in the building.

## TIME AND LABOR LAWS

### FINAL PAY

When a Team Member leaves the company, their final wages will be paid in accordance with state law. This will vary depending on the Team Member's work location.

### CIVIL AIR PATROL LEAVE

SFC 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 Company for at least 90 days before beginning leave; and
- 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. You should provide as much notice as possible of your intent to take Civil Air Patrol leave. SFC may ask you to provide documentation supporting your need for leave.

Upon completion of leave, you must promptly notify the Sports Facilities Companies of your intent to return to work. The Sports Facilities Companies is not required to permit you to return to work if:

- The Sports Facilities Companies circumstances have so changed as to make employment impossible or unreasonable.
- It would impose an undue hardship on the Company.
- 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; or
- The Company 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; and
- 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. The Company will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

### DOMESTIC/ SEXUAL VIOLENCE LEAVE

The Sports Facilities Companies will provide Team Members who are victims of domestic or sexual violence, or whose family or household member is a victim of domestic violence, with up to three (3) 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 Company 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. With the exception of persons 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. 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.

The Sports Facilities Companies will not retaliate against any Team Members who request or take leave in accordance with this policy.

## 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. 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.

### OFFICE SAFETY PRACTICES

Certain items can be a fire hazard and are prohibited by the building management. Prohibited items include:

- Candles, candle warmers, incense, etc.
- Space heaters of any size