



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

Sincerely,

Izzy Bari

General Manager– Silver Spring Ice Skating at Veterans Park

HISTORY

Silver Spring is a thriving community at the heart of transformation and diversity. With over \$5 billion in investments, a rich cultural hub welcoming 6 million visitors annually, and recognition as one of Fortune's #1 Best Places for Families, our vibrant city continues to grow as a beacon for innovation, connectivity, and community.

Silver Spring Ice Skating at Veterans Plaza is the community winter rink in the heart of downtown Silver Spring — a seasonal gathering place created to bring outdoor skating, family programming, and community events to the Plaza each winter.

VENUE OFFERINGS

- Public open-skate sessions (multiple daily sessions with skate-rental available).
- Skate rental & sharpening (seasonal; rentals sized for kids through adults).
- Lessons & clinics — group and private lessons for beginners to intermediates.
- Special events & themed nights — family nights, date nights, adaptive/skates for special needs, charity events, and community program days.
- Private rentals & parties — group bookings for schools, corporate events, or birthday parties (typically available outside peak public hours).
- Concessions & warming areas — pop-up food/drink stands and heated areas for guests to warm up.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members can park in the parking garage.

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 breakroom. 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 Silver Spring Ice Skating at Veterans Park assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Personal belongings can be stored in the breakroom or in the manager's office.

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. Team Members will be notified of emergency closings via text and email.

LOST AND FOUND

Lost and Found is located in the breakroom.

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 Silver Spring Ice Skating at Veterans Park and a more enjoyable work experience for everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers. You will be required to break in/out for breaks shorter than 15 minutes, but it does not deduct from your pay.

Changing shifts with other Team Members is generally permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

TIME CLOCK

Hourly Team Members will clock-in/out using the Paylocity Mobile App.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out for breaks longer than 20 minutes.

Minors under 18 years old must receive a 30-minute break for every 5 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 Silver Spring Ice Skating at Veterans Park. When representing Silver Spring Ice Skating at Veterans 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

Team Members are eligible to skate for free when they are not working. Additionally, they are allowed to bring one guest with them to skate for free. Friends and family of Team Members are eligible to receive a 10% discount.

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 VP of Venue Management 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.

All minors in the State of Maryland are required to obtain a work permit for employment.

14- and 15-year limitations:

- May not work during school hours
- May not work more than 3 hours a day or more than 18 hours a week while school is in session
- May not work before 7 am or after 7 pm

16- and 17-year-old limitations:

- May not spend more than 12 hours in a combination of school and work hours each day
- Must be allowed at least 8 consecutive hours of non-work, non-school time in each 24 hr period.
- May not work more than 5 hours consecutively without at least 30 minutes.

FINAL PAY

Under Maryland law, all wages earned and unpaid through the last day worked must be paid no later than the employee's next regularly scheduled payday.

"Wages" include regular pay for hours worked, overtime, earned commissions or bonuses (if already earned and due), and any other compensation due under the terms of employment.

The final paycheck may be delivered by the Company's regular payment method (check, direct deposit, etc.) or by another mutually agreed-upon method.

Unused vacation, PTO, or other paid leave will be paid out at termination only if the Company's written policy or employment agreement provides for such payout.

If the policy states that accrued leave is forfeited upon separation or otherwise limits payout that policy will govern, provided the policy was communicated to the employee at the time of hiring.

If there is no written policy or the policy does not address pay-out upon termination, the default under Maryland law is that unused earned vacation or PTO is considered wages and must be paid.

STATE LAWS

ACCOMMODATION FOR NURSING MOTHERS

Silver Spring Ice Skating at Veterans Park will provide nursing mothers with reasonable break time to express milk for their infant child for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored in the fridge located in the manager's office. Sufficiently mark or label your milk to avoid confusion for other Team Members who may share the refrigerator. You may also bring a personal cooler for storage.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock in and out for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law.

You must make reasonable efforts to not disrupt Sports Facilities Companies' operations. You are encouraged to discuss the length and frequency of these breaks with your General Manager.

The Sports Facilities Companies will not discriminate or retaliate against Team Members who express breast milk in the workplace in accordance with this policy.

BONE MARROW AND ORGAN DONATION LEAVE

Silver Spring Ice Skating at Veterans Park will provide eligible Team Members with:

- Up to 30 days of unpaid leave in a 12-month period to serve as a bone marrow donor.
- Up to 60 days of unpaid leave in a 12-month period to serve as an organ donor.

To be eligible for donation leave, as of the date the requested leave begins, you must have:

- Been employed by the Sports Facilities Companies for at least 12 months; and
- Worked at least 1,250 hours for the Sports Facilities Companies during the previous 12 months.

To request donation leave, you must provide the Sports Facilities Companies with written verification from a physician that you are an eligible bone marrow or organ donor and there is a medical necessity for the donation.

Donation leave is unpaid. [You may choose to use available accrued but unused paid time off/paid sick time in lieu of unpaid leave.]

[If you work on a commission basis, you will be paid any commission that comes due because of work you performed before taking leave.]

Leave cannot be taken concurrently with leave under the federal Family and Medical Leave Act (FMLA).

Upon returning to work at the end of donation leave, you will be restored to your previous position or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.

If the Sports Facilities Companies provides you with health benefits under a group health plan, the Sports Facilities Companies will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken donation leave.

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

CIVIL AIR PATROL LEAVE

Silver Spring Ice Skating at Veterans Park will provide eligible Team Members with at least 15 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency mission of the Maryland Wing of the Civil Air Patrol.

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

- Be employed by the Sports Facilities Companies for at least 90 days before beginning leave; and
- Be a volunteer member of the Maryland Wing of the Civil Air Patrol.
- Use of Leave
- You will not be required to exhaust any paid leave in order to take Civil Air Patrol leave.

If eligible, you must provide as much notice as possible of the intended dates leave will begin and end. After arriving at an emergency location, you must provide the Sports Facilities Companies with an estimated amount of time needed to complete the emergency mission. You must report to the Sports Facilities Companies necessary changes in the time required to complete the mission.

The Sports Facilities Companies may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The Sports Facilities Companies may deny the leave if you fail to provide the required certification.

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, benefits, pay, and conditions of employment.

Taking Civil Air Patrol leave under this policy will not result in the loss of any benefits accrued before the date on which the leave commenced.

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

COURT ATTENDANCE AND WITNESS LEAVE

Silver Spring Ice Skating at Veterans Park realizes that, on occasion, Team Members may be subpoenaed to testify as a witness in court. In such cases, you will be provided unpaid leave to attend. Notify your Manager as soon as possible to make scheduling arrangements. You may opt to use accrued PTO in place of unpaid leave.

The Sports Facilities Companies reserves the right to require Team Members to provide proof of the need for leave to the extent authorized by law.

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

FLEXIBLE LEAVE

In accordance with the Maryland Flexible Leave Act, you may use earned and available paid leave for the illness or death of an immediate family member.

For purposes of this policy:

- **Immediate family** means a child, spouse, or parent.
- A **child** is an adopted, biological, or foster child, a stepchild, or a legal ward who is either:
 - 1) under the age of 18; or
 - 2) at least 18 and incapable of self-care due to a mental or physical disability.
- A **parent** is an adoptive, biological, or foster parent, a stepparent, a legal guardian, or a person standing in loco parentis.
- **Paid leave** means paid time away from work that is earned and available to an employee:
 - 1) based on hours worked; or
 - 2) as an annual grant of a fixed number of hours or days of leave for performance of service.
- Paid leave includes sick leave, vacation time, paid time off, and compensatory time.

The age requirement for children does not apply in regard to leave taken for the death of an immediate family member.

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

LEAVE FOR FAMILY MEMBERS ON ACTIVE DUTY

If eligible, Silver Spring Ice Skating at Veterans Park will allow you to take unpaid leave from work on the day an immediate family member is leaving for, or returning from, active duty outside the United States as a member of the U.S. Army, Navy, Air Force, Marine Corps, Space Force, Coast Guard, National Oceanic and Atmospheric Administration, or Public Health Service.

To be eligible for leave, you must:

- Be employed by the Sports Facilities Companies either full time or part time;
- Have worked for the Sports Facilities Companies for the last 12 months; and
- Have worked at least 1,250 hours during the last 12 months.
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When requesting leave, you may be required to submit proof verifying that the leave is being taken for appropriate purposes.

The Sports Facilities Companies will not require you to use sick, vacation, or other paid leave when taking leave under this policy.

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

PAID SICK LEAVE

Silver Spring Ice Skating at Veterans Park provides paid sick leave to eligible Team Members in accordance with Maryland's Healthy Working Families Act.

To be eligible for sick leave you must work more than 12 hours per week on a regular basis. For more information regarding your eligibility for sick leave, contact your General Manager.

Sick leave may be taken for the following reasons:

- To care for your own, or a family member's, mental or physical illness, injury, or condition, including the need to obtain preventive medical care.
- For maternity or paternity leave.
- For absences from work when such absences are necessary because you or your family member have been a victim of domestic violence, sexual assault, or stalking and the leave is used:
- To obtain medical or health attention.
- To obtain services from a victim service organization.
- For legal services or proceedings; or
- Because you have temporarily relocated as a result of the domestic violence, sexual assault, or stalking.

Family member means:

- Your biological, adopted, foster, or step child;
- A child for whom you have legal or physical custody or guardianship;
- A child for whom you stand in loco parentis, regardless of the child's age;
- You or your spouse's biological, adoptive, foster, or step parent;
- You or your spouse's legal guardian or ward;
- Your spouse;
- An individual who acted as a parent or stood in loco parentis to you or your spouse when you or your spouse was a minor;
- Your biological, adopted, foster, or step grandparent; and
- Your biological, adopted, foster, or step sibling.

Eligible Team Members accrue one hour of sick leave for every 30 hours of work up to a maximum of 40 hours per year. New Team Members begin accruing sick leave on their first day of employment. For this calculation, Team Members exempt from overtime under the Fair Labor Standards Act will be assumed to work 40 hours each workweek.

For purposes of this policy the leave year is based on each consecutive year from an employee hire date.

You are not entitled to earn sick leave during:

- A two-week pay period in which you worked fewer than 24 hours total;
- A one-week pay period if you worked fewer than a combined total of 24 hours in the current and preceding pay period; or
- A pay period in which you were paid twice per month and you worked fewer than 26 hours in the pay period.

You may carry over up to 40 hours of accrued unused sick leave to the following year. However, you may not:

- Accrue more than 40 hours of sick leave in a year;
- Accrue more than 64 total hours of sick leave at any time; or
- Use more than 64 hours of sick leave in a year.

You may not use sick leave during the first 106 calendar days of employment. To use sick leave between the 107th through the 120th calendar days after beginning employment, you must have agreed at the time of hire to provide verification that the use of leave was appropriate.

If the need for leave is foreseeable, you must provide notice at least seven days before the first day sick leave is used. If unforeseeable, provide notice as soon as practical. If known, notice should include the expected length of the absence.

You may be denied leave if you fail to provide notice and your absence will cause a disruption to the Sports Facilities Companies.

The Sports Facilities Companies may obtain documentation of the appropriate use of leave if the leave

- Was used for more than two consecutive scheduled shifts; or
- Was used between the 107th and 120th calendar days of employment and you agreed to provide verification at the time of hire.

You will not be paid for any unused sick leave when your employment ends.

The Sports Facilities Companies will reinstate previously accrued, unused sick leave if you separate and are rehired within 37 weeks.

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

PUBLIC HEALTH EMERGENCY LEAVE FOR ESSENTIAL WORKERS

Silver Spring Ice Skating at Veterans Park provides paid public health emergency leave to eligible essential Team Members in accordance with the Maryland Essential Workers' Protection Act.

To be eligible for public health emergency leave, you must:

- Perform a duty or work responsibility during an emergency that cannot be performed remotely or is required to be completed at the work site; and
- Provide services that the Sports Facilities Companies determine to be essential or critical to its operations.

You may use public health emergency leave:

- To isolate, without an order, because you have been diagnosed with or are experiencing symptoms associated with the communicable disease that is the subject of the emergency and are awaiting results of a test to confirm the diagnosis.
- To seek or obtain a medical diagnosis, preventive care, or treatment because you have been diagnosed with the communicable disease that is the subject of the emergency.
- To care for a family member who is isolated, without an order to do so, because of a diagnosis of the communicable disease that is the subject of the emergency.
- Due to a determination by a public health official or healthcare professional that your presence at your place of employment or in the community would jeopardize the health of other individuals because of your exposure to, or exhibited symptoms associated with, the communicable disease that is the subject of the emergency, regardless of whether you have been diagnosed with the communicable disease;

- To care for a family member due to a determination by a public health official or healthcare professional that the family member's presence at their place of employment or in the community would jeopardize the health of others because of their exposure to, or exhibited symptoms associated with, the communicable disease that is the subject of the emergency or due to symptoms exhibited regardless of whether the family member has been diagnosed with the communicable disease; or
- To care for a child or other family member because the care provider of the family member is unavailable due to the emergency or their school or place of care has been closed by a federal, state, or local public official or at the discretion of the school or place of care due to the emergency, including if the school or place of care is physically closed but providing instruction remotely.

Paid public health emergency leave is in addition to any other leave or benefit, including paid sick leave under the Maryland Healthy Working Families Act.

Provide notice of your need for leave as soon as practical.

Leave under this policy is paid. You will be compensated at the rate provided in the federal program, order, law, or regulation. If not specified, you will be compensated as follows:

- If you are a full-time essential worker who regularly works 40 or more hours per week, you will be compensated for 112 hours;
- If you are a part-time essential worker who regularly works less than 40 hours per week, you will be compensated for an amount of hours equivalent to the average hours worked during a typical four-week working period;
- If your work schedule varies from week to week, you will be compensated for the average number of hours that you were scheduled per week over the six-month period ending on the date on which the emergency is declared or proclaimed; or
- If you did not work during the six-month period ending on the date on which the emergency is declared or proclaimed, you will be compensated an amount equal to your reasonable expectation at the time of hiring or the average number of hours per week that you would normally be scheduled to work, whichever is greater.

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

VOTING LEAVE

If your work schedule prevents you from voting on Election Day, Silver Spring Ice Skating at Veterans Park will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your General Manager, consistent with applicable legal requirements. The time will be paid if it otherwise would have been work time.

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 Silver Spring Ice Skating at Veterans Park 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.