



---

# TEAM MEMBER HANDBOOK



**TABLE OF CONTENTS**  
**WELCOME**

---

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

**WORK ENVIRONMENT**

---

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

**TEAM MEMBER INFORMATION**

---

Teamwork	6
Work Schedules	6
Time Clock	6
Meals/Breaks	7
Dress Code	7
Discount Program	7

**TIME & LABOR LAWS**

---

Child Labor/Work Permit	8
Final Pay	8
State Laws	8

**TEAM MEMBER RESPONSIBILITIES**

---

Guest Service	17
---------------	----

**WORKPLACE SAFETY**

---

Safety Procedures	18
CPR/AED	18

## 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,

*Daniel*

*Kim*

General Manager– The Skating Edge Ice Arena

## HISTORY

The Skating Edge Ice Arena was originally named the Olympic Ice Arena and it officially opened its doors on September 7, 1962. Figure skating legend Michelle Kwan had her earliest training at the Olympic. Renata Heindl and her husband Erwin took over from Marshall, renaming the facility The Skating Edge in July 1992, and they have owned it ever since. The Skating Edge closed temporarily in June 2008 in order to refurbish and update its facilities. The arena reopened in late 2009 after what became a major renovation. In addition to hosting myriad youth leagues, The Skating Edge currently serves as home ice for the Loyola Marymount University Lions hockey team.

## **VENUE OFFERINGS**

The Skating Edge Ice Arena offers public skating sessions, freestyle, ice dance, hockey, parties, broomball, learn to skate, and off ice training. Skating Edge Ice Arena is home to The Los Angeles Figure Skating Club, Bay Harbor Red Wings, Ice Angeles Adult Hockey League, and LMU Lions Ice Hockey. Equipment can be purchased at Vic's Pro-Shop for all your hockey and figure skating needs.

## **MISSION & VISION**

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

## WORK ENVIRONMENT

### PARKING

On either side 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 generally located behind the bleachers in between the dance studio and pro shop. 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 The Skating Edge Ice Arena 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
- Compressor Room
- Zamboni Room/Pit

### 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 by the GM or their immediate supervisor via the Paylocity App or a phone call.

### LOST AND FOUND

A yellow bin by the entrance and exit is where the lost and found items are stored.

## 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 The Skating Edge Ice Arena 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 their 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.

California law states that all breaks for hourly Team members must be taken without interruption of work duties, if the Team Member performs work duties while on break the Team Member will be paid an additional 1 hour of wages.

## 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 The Skating Edge Ice Arena. When representing The Skating Edge Ice Arena (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 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 under 18 in California must have a work permit. The Skating Edge Ice Arenas must possess a valid Permit to Employ and Work. The The Skating Edge Ice Arena typically assists the minor by signing a Statement of Intent to Employ Minor and Request for Work Permit.

Employment certificates are issued by the state Labor Department for minors employed in the entertainment industry.

Maximum Hours of Work For Minors Ages 16 and 17:

- 8 hours of work per day, 48 hours per week, a maximum of 6 days are allowed per non-school week. During a school week 4 hours per day and 28 combined hours of work and school are allowed per week, except 8 before non-school day.

Nightwork Restrictions For Minors Ages 16 and 17:

- Work is prohibited during these hours: 10 p.m. (12:30 a.m. before non-school day) to 5 a.m.

### FINAL PAY

If you are terminated involuntarily (i.e. fired or laid off) or If you end your employment voluntarily and give at least 3 days advance notice to your manager of when your last day of work will be, you will receive your final paycheck on your last day of work.

If you end your employment voluntarily without notice, your final check will be ready for you within 72 hours AFTER your last day of work.

### STATE LAWS

#### ALCOHOL & DRUG REHABILITATION ACCOMODATION

The Company is committed to aiding our Team Members. Any Team Member who wishes to voluntarily enter and participate in an alcohol and/or drug rehabilitation program may be granted a reasonable accommodation. This accommodation may include time off without pay and/or an adjusted work schedule provided the accommodation does not impose an undue hardship on the company

#### BEREAVEMENT LEAVE

California law requires private The Skating Edge Ice Arenas of 5 or more team members to grant eligible team member requests for up to 5 days of bereavement leave. To be eligible, the team member must have been employed for at least 30 days prior to taking the leave.

## **BONE MARROW & ORGAN DONATION LEAVE**

Team members who donate an organ to another will be granted up to 30 working days of paid leave and up to 30 working days of unpaid leave in a one-year period for this purpose. The Company will continue to pay regular wages for up to 30 days. Team members will be granted up to five working days of paid time off for the purpose of donating bone marrow. Staff members are required to utilize any earned PTO or sick leave, but if this leave has been exhausted the company will continue to pay regular wages for up to five working days.

## **CALIFORNIA FAMILY & MEDICAL LEAVE (CFRA)**

The California Family Rights Act (CFRA) requires SFC with five or more team members to provide eligible team members up to 12 weeks of unpaid, job-protected leave in a 12-month period for:

- The birth, adoption, or foster placement of an team member's child.
- The care of a family member with serious health condition.
- The team members own serious health conditions that make them unable to perform their job, except for leave taken for disability on account of pregnancy, childbirth, or related medical conditions.
- A qualifying exigency related to the covered active duty or call to covered active duty of an team members spouse, domestic partner, child, or parent in the U.S. Armed Forces.

## **CIVIL AIR PATROL LEAVE**

The Skating Edge Ice Arena will provide eligible Team Members with at least 10 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol.

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

- Be employed by The Skating Edge for at least 90 days before beginning leave.
- Be a volunteer member of the California Wing of the Civil Air Patrol.

Civil Air Patrol leave for a single emergency operation may not exceed three days, unless an extension of time is granted by the governmental entity that authorized the emergency operational mission, and the extension of the leave is approved by The Skating Edge Ice Arena.

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.

The Skating Edge Ice Arena is not required to grant Civil Air Patrol leave to you if you are required to respond to either the same or other simultaneous emergency operational mission as a first responder or disaster service worker for a local, state, or federal agency.

The Skating Edge Ice Arena may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The Skating Edge Ice Arena 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, Team Member benefits, pay, and other terms and conditions of employment.

The Skating Edge Ice Arena will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy

### **EMERGENCY RESPONDER LEAVE**

No team member shall be disciplined for taking time off up to 14 days per year to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. Team members are also eligible for unpaid leave for required training.

If a staff member is an official volunteer firefighter, they should alert their direct supervisor that they may have to take time off for emergency duty. When taking time off for emergency duty, please alert the direct supervisor before doing so when possible.

### **TEAM MEMBER REIMBURSEMENT**

California Labor Code 2808 requires The Skating Edge Ice Arenas to reimburse workers for "all necessary Expenditures or losses incurred by the team member as a direct consequence of the discharge of his or her duties."

- Mileage & travel costs when using a personal vehicle for work
- Cell phone or internet costs if used for work (even partially)
- Work supplies or tools purchased personally
- Uniforms or required attire (if not generally usable outside work)
- Business meals/entertainment required for work
- Licenses, certifications, or fees required by the job

### **EQUAL OPPORTUNITY**

THE SPORTS FACILITIES COMPANIES are committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of unlawful harassment, discrimination, or retaliation based on the following protected classes: age (40 and over), race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locs, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a confidential, prompt, and thorough investigation of allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy.

The Company will take appropriate corrective and remedial action, if and where warranted. The Company prohibits retaliation against any team members who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunities with the Sports Facilities Companies or any other designated member of management.

## **LEAVE FOR VICTIMS OF VIOLENCE**

If you or your family member is a victim of a qualifying act of violence, THE SPORTS FACILITIES COMPANIES will provide you with unpaid leave as set forth below.

**Family member** means your child, parent, grandparent, grandchild, sibling, spouse, domestic partner, or designated person (as defined under applicable law).

**Qualifying act of violence** means any of the following, regardless of whether anyone is arrested, prosecuted for, or convicted of committing any crime:

- Domestic violence
- Sexual assault
- Stalking
- An act, conduct, or pattern of conduct in which an individual:
- Causes bodily injury or death to another individual.
- Exhibits, draws, brandishes, or uses a firearm, or other dangerous weapon, with respect to another individual; or
- Uses, or makes a reasonably perceived or actual threat to use, force against another individual to cause physical injury or death

## **LITERACY LEAVE**

The Company will grant reasonable accommodation to staff members who enroll in an adult literacy education assistance program.

## **MILITARY SPOUSE LEAVE**

The Skating Edge Ice Arena provides up to 10 days of job-protected, unpaid leave to Team Member who are the spouse or registered domestic partner of a military member who is home on leave during a period of military deployment.

To be eligible for military spouse leave you must:

- Work an average of 20 or more hours per week; and
- Be the spouse or registered domestic partner of a member of the Armed Forces, National Guard, or Reserves who is on leave from deployment during a period of military conflict.

Notify your leadership of your need for leave within two business days from the day you receive official notice that your spouse or registered domestic partner will be on leave from deployment. You must also provide written documentation certifying that your spouse or registered domestic partner will be on leave from deployment during the time you are requesting leave.

You may elect to use any available paid time off for which you are eligible under the The Skating Edge Ice Arena policy for the purpose of taking military spouse leave, and such paid time off will run concurrently with the leave afforded under this policy.

The Skating Edge Ice Arena will not discriminate or retaliate against Team Member who request or take leave in accordance with this policy.

## **OVERTIME**

Under California law, nonexempt team members must be paid one and one-half times their regular straight time rate for all hours worked over 40 hours in a work week, over eight hours in a work day, or for the first eight hours on the seventh consecutive day of work in a work week. Nonexempt team members will be paid two times their regular rate for all hours worked in excess of 12 hours in a workday or in excess of eight hours on the seventh consecutive day of work in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

## **PAID SICK LEAVE**

Part-time team members who are not eligible for PTO will receive 40 hours of paid sick leave each calendar year. Team members not eligible for PTO who work within the city of Los Angeles (LA) will receive 48 hours of paid sick leave each calendar year. Team members under an accrual plan must earn at least one hour of paid sick leave for each 30 hours of work. Up to 40 hours of accrued unused paid sick leave may be carried over from year to year. The accrual cap, or maximum amount of unused paid sick leave a Team Member can accrue in total, is 80 hours.

## **PAY DATA REPORTING RECORD KEEPING**

The pay data reporting law, which applies to companies with 100 or more team members, will be updated to require companies to store any demographic information collected for pay data reporting separately from team members' personnel records.

## **PAY EQUITY**

The state's pay equity law will be updated to clarify that "sex" includes gender identity and expression, and to extend protections to pay disparities between *any* sexes, rather than only between *opposite* sexes. The law will also define "wages" and "wage rates" to include all forms of compensation, such as stock, profit-sharing, life insurance, and hotel accommodations.

## **PAY TRANSPARENCY**

The state's pay transparency law, which applies to companies with 15 or more team members, will be updated to require companies to provide a good-faith estimate of the pay rate or range they reasonably expect to offer *upon hire* for each posted position.

## **PERSONNEL RECORDS**

The law allowing current and former team members to access their personnel records related to performance will be expanded to include an employee's education and training records.

## **PREGNANCY DISABILITY LEAVE (PDL)**

Under the California Fair Employment and Housing Act, The Skating Edge Ice Arenas with five or more team members are required to provide up to four months of unpaid disability leave to women facing time off work because of pregnancy, childbirth, or a related illness.

If an The Skating Edge Ice Arena provides more than four months of leave for other types of temporary disabilities, the same leave must be made available to female team members who are disabled due to pregnancy, childbirth, or a related medical condition.

## **REPRODUCTIVE LOSS LEAVE**

All team members who have been employed for at least 30 days are eligible for up to five days of unpaid reproductive loss leave following a reproductive loss event as defined by California state law. Reproductive loss leave must be used within three months of the event but is not required to be used on consecutive days.

## **SCHOOL INVOLVEMENT LEAVE**

The California Family-School Partnership Act requires SFC that employ 25 or more team members at the same location to provide team members who are parents with up to 40 hours of unpaid leave each year (not to exceed eight hours in any calendar month) for school or childcare activities.

In addition to leave under the Family-School Partnership Act, California law requires SFC to allow a parent or guardian of a pupil to appear at the school when the school has given advance written notice mandating the parent or guardian's attendance.

## **SEXUAL HARASSMENT PREVENTION TRAINING**

SFC is committed to providing a workplace that is safe, respectful, and free from harassment and discrimination. In compliance with CA law and our company values:

Sexual Harassment training is required for all team members:

- Supervisors – 2 hours
- Non-supervisor – 1 hour
- New team members complete training within 6 months of hire, and all team members receive refresher training every 2 years.

## **SHIFT CUTS & UNEXPECTED CLOSURE**

4-Hour Minimum Shift Law- Team members are entitled to compensation of at least half their scheduled hours at their assigned pay-rate if they report to work and there are no hours available. This law is also applicable to team members who have been sent home early.

## **SURVIVORS OF VIOLENCE AND FAMILY MEMBERS OF VICTIMS RIGHT TO LEAVE AND ACCOMMODATIONS**

You have the right to take time off work for jury service or to appear in court as a witness to comply with a subpoena or court order. All team members have this right, no matter what the size the The Skating Edge Ice Arena is.

If you are a victim of violence, you have the right to take time off work to get relief (like a restraining order) to protect you or your child's health, safety, or welfare. All team members have this right, no matter what the size the The Skating Edge Ice Arena is.

If you are a victim of violence or the family member of a victim of violence, and your The Skating Edge Ice Arena has 25 or more workers, you have the right to take time off work for any of the following reasons:

- To take part in safety planning or other actions to help keep you or your family members safe from future violence
- To prepare for, participate in, or attend civil, administrative, or criminal legal proceedings, such as a court hearing, related to the violence
- To seek, get, or provide childcare or care to a dependent adult if the care is necessary to keep the child or adult safe after an act of violence
- To care for a family member recovering from injuries caused by violence
- To get, or help a family member get, the following services relating to the violence: civil or criminal legal services; a restraining order or other relief; medical attention for injuries; services from a domestic violence shelter or program, rape crisis center, or victim services organization or agency; psychological counseling; mental health services; or housing, including relocating, securing temporary or permanent housing, and enrolling children in a new school or childcare
- If you are a victim of violence or the family member of a deceased victim of violence, you can take up to 12 weeks off work for any of these reasons. If you are a family member of a living victim of violence but are not yourself a victim, you may take up to 10 days off work for these reasons, except for relocation, for which you can take up to five days.
- You may use available vacation, paid time off, personal leave, or paid sick leave to take time off for any of the reasons described in this notice.
- You must give your The Skating Edge Ice Arena advance notice before taking time off, unless it is not possible. If you do not give advance notice, your The Skating Edge Ice Arena cannot discipline you if you provide documentation to the The Skating Edge Ice Arena within a
- reasonable time supporting the reason for your absence.

## UNIFORM & EQUIPMENT

If SFC requires uniforms to be worn as a condition of employment, the uniforms must be provided and maintained by SFC.

If tools or equipment is required by SFC or are necessary for performance, these tools should be provided and maintained by SFC. However, team members who make 2 times the minimum wage are required to provide and maintain their own tools and equipment.

## VOTING LEAVE

California companies are required to allow team members up to two hours off, without a loss of pay, to permit them to vote provided they do not have enough time to do so during their non-working hours.

Team members, however, must give SFC two working days' notice before an election if they need time off to work.

SFC must post a notice at the place of employment informing team members of these rights and must do so at least 10 days before an election.

## WARN ACT NOTICE

Notices required by the California Worker Adjustment and Retraining Act (Cal/WARN) will now be required to include specific information such as the employer's coordination of services through a workforce development board and other contact information. Additionally, services through a workforce development board, if provided, will need to be arranged within a certain timeframe.

## WITNESS LEAVE

THE SPORTS FACILITIES COMPANIES realizes that, on occasion, team members may be subpoenaed or otherwise compelled to serve as witnesses in a judicial proceeding. In such cases, you will be provided with unpaid leave to attend.

Upon receiving a subpoena (or other document compelling your attendance), notify your The Sports Facilities Companies as soon as possible to make scheduling arrangements. You may opt to use available paid leave in place of unpaid leave in accordance with applicable law.

The Company reserves the right to require you to provide proof of the need for leave to the extent authorized by law.

The Company will not discriminate or retaliate against team members who request or take leave in accordance with this policy.

The crime victim leave law will now allow team members who are victims of certain crimes, or have family members who are victims, to take unpaid leave to attend *any* related judicial proceeding.

Additionally, the definition of "family member" will be expanded to include an employee's grandparent, grandchild, domestic partner, and any designated person.

## **WORKPLACE VIOLENCE or SUSPICIOUS ACTIVITIES**

The Company is committed to maintaining a safe and secure workplace for all Team Members. In compliance with California law, including Cal/OSHA regulations, the Company has implemented a Workplace Violence Prevention Program. Team Members are expected to immediately report any threats, harassment, or suspicious activity.

The Company will investigate reports promptly, take reasonable steps to reduce risk, and cooperate with law enforcement as necessary. Retaliation against any team member for reporting threats or participating in investigations is strictly prohibited. Team Members will receive training on recognizing hazards, emergency procedures, and safe response protocols.

## 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 The Skating Edge Ice Arena 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.