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# TEAM MEMBER HANDBOOK



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## WELCOME TO THE TEAM!

You are now part of one of the premier sports destinations here on the Space Coast! Before you jump in, we want you to know a little about the history of the USSSA Space Coast Complex (USCC) and some of the rules and policies that will be important to your employment here. This supplement to the Sports Facilities Management (SFM) Team Member Handbook summarizes important information specific to our work here at USCC. Please read this supplement carefully and keep it handy. Keep in mind, that this supplement is only a summary of certain policies, practices, and benefits, not a complete list.

The USSSA Space Coast Complex is 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 guests are here for an amazing tournament experience or participating in league play or practices every week, we are committed to providing the best experience every time they walk through our gates. The USSSA Space Coast Complex is an 85-acre elite sports and events venue with three Stadiums with 15 Baseball/Softball fields, live streaming capabilities, HD videoboards, and Musco LED Lighting. Our 1.3 million square feet of perfectly maintained AstroTurf diamond surfaces are sure to leave a lasting impression to all athletes and spectators alike!

As you will soon see, we believe in our team and strive to have each Team Member's time with SFM be a time of growth and development. The foundation of our culture is to inspire our guests, as well as each other while consistently demonstrating respect and treating others with dignity, embracing diversity, striving for excellence, and remaining accountable to leadership who have entrusted us with the opportunity of operating this great venue. My only hope is that your employment here will open all kinds of new experiences and opportunities in Sports Management. You have truly joined an exciting team! Best of luck in your new position with Sports Facilities Management at the USSSA Space Coast Complex.

Very Respectfully,

*Scott Rodgers*

General Manager - USSSA Space Coast Complex (USCC)

## **HISTORY**

USSSA Space Coast Stadium has served as the spring training facility for the Florida Marlins (1994–2002), Montreal Expos (2003–2004), and Washington Nationals (2005–2016) and as the home field of the Brevard County Manatees (1994–2016). After a \$50 million renovation the state-of-the-art complex has reopened as a baseball/softball venue, a great place for local community events, complete with Astro turf fields and is also the home of the USSSA Pride, a Women’s professional fastpitch team. As of November 2017, the brand new USSSA Space Coast Complex was open for smaller events. The complex, owned and operated by the largest multi-sport company in the world, United States Specialty Sports Association (USSSA) underwent nearly a year of construction and was officially open to host teams in 2018.

## **VENUE OFFERINGS**

USSSA Space Coast Complex has 1.3 million square feet of AstroTurf combined. There are 15 AstroTurf fields total; all fields equipped with live streaming capabilities, fully operating score boards, and Musco LED Lighting. 3 Stadiums all with their own HD videoboard, our Space Coast Stadium has stadium view suites. Full broadcast room for on-air reporting during big games along with a 4K capable control room. Other items our venue has to offer; FlightScope tracking radar, a batting cage, full concession with special dining packages!

## **MISSION & VISION**

Empower our team and its partners with an unsurpassed platform to create and support world-class athletic events and sports programming to enrich and educate the lives of participants at all levels.

Provide the highest possible athletic experience for every participant through an uncompromising commitment to excellence in sports administration.

## WORK ENVIRONMENT

### PARKING

Team Members are required to park in the shipping and receiving parking lot behind the Space Coast Stadium next to the maintenance/field crew building.

### BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where USSSA Space Coast Complex notices may be posted, including state and federal mandatory notices, and important communications from the management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of the Human Resources Representative or General Manager. The bulletin boards are generally located in the Team Member break rooms or clock-in areas. You will be notified where the bulletin board is located. You are expected to check it regularly.

### BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

A breakroom & lockers are available in the maintenance/field crew building

### 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, flooding or pandemics 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 supervisory approval, Team Members may use available paid time off, such as vacation.

### LOST AND FOUND

All items picked up during or after an event should be returned to the Pro Shop (Immediately). Anyone looking for lost items should be directed to the Pro Shop.

## 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 USCC and a more enjoyable work experience for all 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 scheduling 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 clock in/out for breaks, 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 our HRIS and approved by your direct department supervisor and/or HR 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 our HRIS with when you can and cannot work. Shifts are entered in the HRIS 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.

### TIME CLOCK

Hourly Team Members will clock-in using the time clock app on their phone.

### HOLIDAY SCHEDULE

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. If an hourly Team Member works on a designated holiday, they will be paid time and a quarter at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

New Year's Day	Thanksgiving Day
Martin Luther King Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

**MEALS/BREAKS**

Team Member will receive a break during their shift, if applicable. The break times vary depending on the length of the shift.

**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 USSSA Space Coast Complex. When representing USCC (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 always worn. 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**

There is a 30% employee discount at the Pro Shop on all items.

## TIME & LABOR LAWS

### AT-WILL EMPLOYMENT

Your employment with SFC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the team at any time, with or without notice and with or without cause.

### CHILD LABOR

Ages 14–15: May work up to 3 hours per school day and 15 hours per school week; up to 8 hours per day and 40 hours per week when school is not in session. Work hours must be between 7 a.m. and 7 p.m. during the school year.

Ages 16–17: May work up to 8 hours per day and 30 hours per school week; no hour restrictions during school breaks. Work must be between 6:30 a.m. and 11 p.m. on school nights.

Breaks: Minors working 4–8 hours must receive at least a 30-minute uninterrupted break.

### FINAL PAY

Florida employers are not required to pay out accrued PTO to Team Members upon departure.

### CIVIC DUTY LAWS

Florida law does not require an employer to allow Team Members time off, paid or unpaid, to vote. Florida law prohibits an employer from firing or threatening to fire any Team Member for voting or not voting in an election, for a particular candidate, or for a specific ballot measure. An employer that violates this law may be guilty of a third-degree felony.

### CIVIL AIR PATROL LEAVE

USSSA Space Coast will provide eligible Team Members with at least 15 days of unpaid Civil Air Patrol leave per year to participate in a Civil Air Patrol training or mission.

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

- Be employed by the USSSA Space Coast for at least 90 days before beginning leave.
- Be a senior member of the Florida Wing of the Civil Air Patrol with at least an emergency services qualification.

You will not be required to use paid leave while on Civil Air Patrol leave. However, you may elect to substitute any paid leave for the work time missed on Civil Air Patrol leave.

Provide as much notice as possible of your intent to take Civil Air Patrol leave.

USSSA Space Coast may ask you to provide documentation supporting your need for leave.

Upon completion of leave, you must promptly notify USSSA Space Coast of your intent to return to work. USSSA Space Coast is not required to permit you to return to work if:

- The Venue's circumstances have changed as to make employment impossible or unreasonable.
- It would impose an undue hardship on the Venue.
- Your employment prior to taking leave was for a brief, nonrecurring period, and there was no reasonable expectation that your employment would continue indefinitely or for a significant period.
- USSSA Space Coast had legally sufficient cause to terminate you at the time you commenced leave.

If you are permitted to return to work, you are entitled to:

- The seniority that you had on the date leave began and any other rights and benefits that are bestowed upon you as a result of such seniority.
- Any additional seniority that you would have attained if you had remained continuously employed and any other rights and benefits that would have been bestowed upon you as a result of such seniority.

After you have returned to work, you may not be terminated for a period of one year after the date you returned, except for cause.

USSSA Space Coast will not retaliate or discriminate against Team Members who request or take leave in accordance with this policy.

### **DOMESTIC/SEXUAL VIOLENCE LEAVE**

USSSA Space Coast will provide Team Member who are victims of domestic or sexual violence, or whose family or household member is a victim of domestic violence, with up to three days of unpaid leave in any 12-month period for certain qualifying reasons.

To be eligible for domestic/sexual violence leave you must have worked for the USSSA Space Coast for at least three months.

You may take domestic/sexual violence leave to:

- Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating, or sexual violence.
- Obtain medical care or mental health counseling for yourself or your family or household member to address physical or psychological injuries resulting from domestic violence.
- Obtain services from a victim services organization for yourself or your family or household member.
- Make your home secure from the perpetrator of domestic violence or seek new housing to escape the perpetrator.
- Seek legal assistance in addressing issues arising from domestic violence or prepare for and attend court-related proceedings arising from domestic violence.

Family or household member means your spouse, former spouse, persons related to you by blood or marriage, persons who are presently residing with you as if they are family or who have resided with you in the past as if they are family, and persons who have a child in common with you regardless of whether you have been married to them. Except for people who have a child in common with you, the family or household members must be currently residing with you or have in the past resided with you in the same single dwelling unit.

Except in the case of imminent danger to your health and safety or that of your family or household member, you must provide reasonable advance notice of your need for leave. You may be required to provide documentation showing evidence of your need for leave.

Leave under this policy is unpaid.

Information about your request for leave will be kept confidential, except as required by federal or state law or as necessary to protect your safety in the workplace.

USSSA Space Coast will not retaliate against Team Member who request or take leave in accordance with this policy.

## **JURY DUTY LEAVE**

SFC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor / General Manager as soon as possible to make scheduling arrangements.

Generally, time spent on jury duty is unpaid. In such cases, exempt team members will not incur any deduction in pay for a partial week's absence due to jury duty.

If applicable law requires the company to compensate you for your time spent on jury duty, you will be paid accordingly.

## **FINAL WAGE**

Team members at **SFC** who separate from the Company, whether voluntarily or involuntarily, will receive their **final wages on the next scheduled payday** following the last day of work.

This includes all earned wages up to the separation date. Accrued paid time off (PTO) or vacation will be paid out only if provided for under Company policy or an employment agreement.

## **MEALS & BREAKS**

Minors 16 and 17 who are employed to work for eight or more hours a day may not work for more than four hours continuously without an interval of at least 30 minutes for a meal period. Minors 15 or younger may not work for more than four hours continuously without an interval of at least 30 minutes for a meal period.

## TEAM MEMBER RESPONSIBILITIES

### GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent USSSA Space Coast Complex in your actions and appearance and should conduct yourself in a courteous and professional manner at all times.

We want to be considered the “friendliest place in town.” In order to achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation (i.e., “Welcome to USSSA Space Coast Complex!”).
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e., “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Consider yourself at all times as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment IS our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so. Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a Manager for assistance. Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a Manager immediately.

## **WORKPLACE SAFETY**

### **SAFETY PROCEDURES**

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

#### **Team Members should:**

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
  - Dangerous conditions related to playing surface/sports equipment
  - Wet or slippery floors
  - Cluttered or unsafe areas
  - Equipment left in aisles, walkways, or blocking exits
  - Exposed or unsafe electrical wiring
  - Careless handling of equipment
  - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

#### **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.