



VIRGINIA BEACH
SPORTS CENTER

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,

Ryan Ladd

General Manager – Virginia Beach Sports Center

HISTORY

The Virginia Beach Sports Center is the East Coast's largest indoor sports facility. The venue is owned by the City of Virginia Beach and was opened in 2020. Their goal was to put Virginia Beach on the map in the sport tourism arena.

VENUE OFFERINGS

This state-of-the-art complex is equipped with 12 basketball courts, 24 volleyball courts, a cutting-edge 200m hydraulic banked track, 6 versatile multipurpose rooms, and an outdoor plaza area. Located merely 0.8 miles from the picturesque oceanfront, the Virginia Beach Sports Center offers an unparalleled venue for both high-level tournaments and leisurely vacations. This facility not only champions athletic excellence but also contributes significantly to the local economy and enhances community wellness, embodying a perfect blend of professional event hosting and vacation conveniences.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members should park in the parking lot off Virginia Beach Blvd.

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 board is located in the kitchen staff office area. 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 Virginia Beach Sports Center assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. All Team Members have access to use lockers during their shift.

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 via text and the Paylocity mobile app.

LOST AND FOUND

All items should be brought to the main ticket office in the main lobby.

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 Virginia Beach Sports Center 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 Paylocity via the mobile app.

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out while on break. Breaks that are longer than 20 minutes will be unpaid.

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 Virginia Beach Sports Center. When representing Virginia Beach Sports Center (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company’s Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

In accordance with Virginia law, Team Members under 16 years of age must obtain an official work permit before starting employment. The Company will assist in providing necessary information for the application and will retain a copy of the permit on file.

Work hours for 14- and 15-year-olds:

When school is in session:

- No more than 3 hours per school day and 18 hours per week.
- May work only between 7 a.m. and 7 p.m.

When school is not in session (summer or holidays):

- Up to 8 hours per day and 40 hours per week.

FINAL PAY

In accordance with Virginia labor laws, all final wages will be paid on the next regular scheduled payday following separation from employment, regardless of whether the separation is voluntary or involuntary. Final wages include all the compensation earned through the last day worked. Virginia law does not require employers to pay out unused or accrued paid time off (PTO) upon separation. PTO payout will follow Company policy. If the Company’s policy provides for payout of accrued but unused PTO, it will be included in the employee’s final paycheck. If the policy does not provide for payout, unused PTO will be forfeited upon separation.

STATE LAWS

BONE MARROW & ORGAN DONATION

Employers in Virginia with at least 50 employees are required to provide eligible employees with job-protected, unpaid leave to donate one or more organs, including bone marrow. Employers with at least 50 employees are covered under the law.

Eligible employees are those who, at the time of requesting organ donation leave, have been employed by the same employer for at least 12 months and worked 1,250 hours during the previous 12 months.

CIVIC DUTY LAWS

An employer may not discharge a permanent Team Member because the Team Member serves as a juror. However, an employer is not required to pay a Team Member for time spent responding to a jury summons or serving on a jury.

CRIME VICTIM LEAVE

In conjunction with the Crime Victim and Witness Rights Act, Virginia law requires that every employer allows an employee who is a victim of a crime to leave work to be present at all criminal proceedings relating to crime against the employee. However, an employer may limit the leave if the employee's leave creates an undue hardship to the employer's business.

ELECTION OFFICIAL LEAVE

Virginia employers may not discriminate against employees who are local electoral board members, deputy general registrars, or election officers (election officials) due to their service on election day or at meeting of the electoral board after the election by:

Discharging them from employment or taking adverse personnel action because of their service; or requiring them to use sick or vacation leave when absent from work due to an official election-related service.

JURY DUTY LAWS

SFC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your The Sports Facilities Companies as soon as possible to make scheduling arrangements.

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

MEALS & BREAKS

Under Virginia law, minors under 16 may not be employed or allowed to work for more than five hours continuously without an interval of at least 30 minutes for a lunch period. No periods of less than 30 minutes are considered to interrupt a continuous period of work.

OVERTIME

Virginia labor laws require an employer to pay overtime to employees, unless otherwise exempt, at the rate of 1½ times the employee's regular rate of pay for all hours worked in excess of 40 hours in a workweek.

PAY TRANSPARENCY

Team Members have the right to discuss their wages or inquire about the wages of others without fear of retaliation. The Company prohibits any retaliation against employees who exercise these rights and encourages open communication consistent with applicable law.

VOTING LEAVE

Virginia does not have a law that requires an employer to grant its employees leave, paid or unpaid, to vote. Virginia law requires an employer to provide an employee time off to serve as an election officer if the employee has given reasonable notice of the need for leave. The leave does not need to be paid, however, an employer may not require an employee that takes time off to serve as an election official to use vacation or sick leave.

If an employee serves as an election officer for four (4) or more hours, including travel time, on a given day, he or she may not be required to start a shift that begins on or after 5:00 p.m. on the day of service as an election official or after 3:00 a.m. on the day following the day of service. An employer that fails to permit an employee to take time off to serve as an election officer commits a Class 3 misdemeanor. VA Statute 24.2-119.1

WITNESS RIGHTS ACT

Virginia's Crime Victim and Witness Rights Act requires that crime victims and witnesses be: Provided with appropriate assistance from officials to ensure that their employers will cooperate with the criminal justice process to minimize their loss of pay and other benefits resulting from court appearances.

Advised that it is unlawful for an employer to penalize employees for appearing in court because of a summons or subpoena.

WORKPLACE VIOLENCE or SUSPICIOUS ACTIVITY

Workplace violence policy required for certain employers; civil penalty. Requires any employer of 100 or more employees to develop, implement, and maintain a workplace violence policy no later than January 1, 2024. The bill includes requirements for such a policy, such as procedures and methods for employee reporting incidents and post-incident investigations.

Employers subject to the bill are required to maintain documentation of workplace violence incidents for not less than five years. An employer that violates the provisions of the bill shall be subject to a civil penalty of not more than \$1,000 per violation. The bill prohibits retaliation from an employer on the basis of reporting a workplace violence incident and provides that any employee who makes a report of workplace violence shall be immune from civil liability.

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 Virginia Beach Sports Center 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.