



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,

Nadya Suennson

General Manager– Washington Harbour Ice Rink

HISTORY

Located in Georgetown, Washington, D.C., the Washington Harbour Ice Rink was built as part of a major renovation of the Washington Harbour complex aimed at revitalizing the waterfront and enhancing public access to the area. The project replaced the existing fountain with an 11,800-square-foot outdoor rink, creating a year-round attraction that blends recreation with scenic views of the riverfront. The rink officially opened in November 2012 and quickly became a popular winter destination.

VENUE OFFERINGS

The rink offers recreational skating, skate rentals, and seasonal events, drawing both locals and visitors. It hosts special programs such as holiday-themed skating nights, family events, and community gatherings, providing a festive space for winter recreation and public enjoyment with views of the Potomac River, Key Bridge, and historic Georgetown.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

There is no free parking available. Team members are encouraged to use mass transit.

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 by the team member lockers. You are expected to check them regularly.

BREAKROOMS/LOCKERS

We request that you leave all personal belongings locked in your car or at home. The Company and Washington Harbour Ice Rink assume no liability or responsibility for your private property, including personal injury, damage, theft, or other loss. Lockers are available in the back for daily use. Please remove personal items at the end of each shift.

RESTRICTED AREAS

Certain areas are off limits to unauthorized people 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 by leadership if the facility will be closed due to an emergency.

LOST AND FOUND

Lost and Found is located in Skate Rental.

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 Washington Harbour Ice Rink 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.

HOLIDAY SCHEDULE

Due to the seasonal nature of the venue, Washington Harbour Ice Rink will be open on all holidays throughout the season.

In the District of Columbia, employers must permit employees to take off from work, unpaid, on April 16, District of Columbia Emancipation Day, unless doing so would disrupt the employer's operations and make production or service delivery particularly difficult. An employee must notify his/her employer of his/her desire to take time off on April 16 at least ten (10) days in advance of that date.

MEALS/BREAKS

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

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 Washington Harbour Ice Rink. When representing Washington Harbour Ice Rink (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 may be eligible for discounts on select products, services, or events. Specific details, eligibility, and participation guidelines will be provided prior to opening day.

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.

No minor under 18 years of age shall be employed, permitted, or suffered to work in, about, or in connection with any gainful occupation, except in agricultural work, or housework, or in the distribution or sale of newspapers, as prescribed in § 32-201, and except in newspaper stuffing, subject to the provisions of § 32-215, more than 6 consecutive days in any 1 week, or more than 48 hours in any 1 week, or more than 8 hours in any 1 day, nor shall any minor 16 or 17 years of age be employed, permitted, or suffered to work before 6:00 a.m. or after 10:00 p.m. of any day; nor shall any minor under 16 years of age be employed, permitted, or suffered to work before 7:00 a.m. or after 7:00 p.m. of any day, except during the summer (June 1 through Labor Day) when the evening hour shall be 9:00.

FINAL PAY

Voluntary Separation- Within 7 days or the next pay date, whichever comes first.

Involuntary Separation- Whenever an employer discharges an employee, the employer shall pay the employee's wages earned not later than the working day following such discharge.

Accrued PTO - Employers must pay out accrued, unused PTO (Paid Time Off) to employees upon separation from employment, unless there is a written policy or employment contract stating otherwise.

STATE LAWS

ACCOMMODATION FOR NURSING MOTHERS

Washington Harbour Ice Rink will provide nursing mothers reasonable unpaid break time to express milk for their infant child.

If you are nursing, the Washington Harbour Ice Rink will provide you a private, sanitary room or other location in close proximity to the work area, other than a restroom, to express milk. The room or location will be shielded from view and free from intrusion from coworkers and the public.

The location:

- May be a childcare facility in close proximity to your work location; or
- If at the work area, will have adequate lighting, ventilation, and an electrical outlet (if necessary for the pumping device).

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator. You may also provide your own small refrigerator, freezer, or cooler for storage.

The break time must, if possible, run concurrently with any 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 as permissible under applicable law.

You are encouraged to discuss the length and frequency of these breaks with your General Manager.

The Washington Harbour Ice Rink will not discriminate or retaliate against team members who express breast milk in the workplace in accordance with this policy.

The Washington Harbour Ice Rink is not required to provide the above benefits if doing so would impose an undue hardship on the company.

BEREAVEMENT LEAVE

Provisions in the D.C. personnel regulations allow an eligible employee to receive up to three (3) days of paid funeral leave to make arrangements for or attend the funeral or memorial service for the passing of an immediate relative, as the term is defined in Chapter 12 of the District personnel regulations.

CRIME VICTIM LEAVE

SFC provides leave to employees who are victims of a crime, including domestic violence, sexual assault, or stalking, in accordance with D.C. law. Eligible employees may use accrued leave to seek medical care, counseling, legal assistance, or attend related court proceedings.

Employees should provide reasonable notice when possible and may be required to provide documentation such as a police report or court notice. Retaliation against employees for using crime victim leave is strictly prohibited.

EMPLOYMENT AND ANTI-DISCRIMINATION POLICY

The D.C. Human Rights Act (“DCHRA”, or the “Act”) provides wide-ranging protection against discrimination and trait-based harassment in employment, public accommodations, education, and housing. Nonprofits are covered by the DCHRA both internally—with respect to your D.C. employees, contractors, and interns, as well as prospective candidates for those positions—and externally, in the course of providing goods and services to the public. The DCHRA complements and, in some cases, provides more expansive protection than federal anti-discrimination laws including Title VII and the Americans with Disabilities Act (ADA).

JURY DUTY LEAVE

Washington Harbour Ice Rink will provide unpaid time off for you to respond to a jury service summons or subpoena, attend court for prospective jury service, or serve as a juror. Upon receiving a summons, notify your General Manager and make any necessary scheduling arrangements. You may be required to provide verification from the court clerk supporting the need for leave.

Time spent engaged in attending court for prospective jury service or for serving as a juror is not compensable; however, exempt team member will not incur any reduction in pay for a partial week's absence due to jury duty. If you are absent from work while participating in the jury

selection process or while serving as a juror, you will not be asked or required to use any annual, vacation, or sick leave during the absence, although you may elect to do so.

The Washington Harbour Ice Rink will not retaliate against team members who request or take leave in accordance with this policy.

HOLIDAY (D.C. EMANCIPATION DAY)

In the District of Columbia, employers must permit employees to take off from work, unpaid, on April 16, District of Columbia Emancipation Day, unless doing so would disrupt the employer's operations and make production or service delivery particularly difficult. An employee must notify his/her employer of his/her desire to take time off on April 16 at least ten (10) days in advance of that date.

LACTATION ACCOMMODATION POLICY

Employers must provide reasonable daily payment or unpaid break periods, as required by the employee to express breast milk as needed. The break time may run concurrently with any break already provided to the employee. However, an employer is not required to provide break time if it would create an undue burden on the employer's business operations. The District of Columbia does not put a time limit on the accommodation; if an employee is breastfeeding, they are entitled to lactation breaks.

Employers are required to make reasonable efforts to provide a sanitary room or other location, other than a bathroom or toilet stall, where an employee can express breast milk in privacy and security. The location may include a childcare facility near the employee's work location.

PAID FAMILY LEAVE

Washington Harbour Ice Rink provides paid family leave (PFL) benefits to eligible team members in accordance with the District of Columbia Universal Paid Leave Act. The District's PFL program provides eligible team members with partial wage replacement benefits when they take leave from work to bond with a new child, care for a family member, for their own serious health condition, or for prenatal care during their pregnancy. The PFL program is administered by the DC Office of Paid Family Leave (OPFL), and benefits are funded through a quarterly payroll tax.

You are generally eligible for PFL if you work more than 50% of your time for the Washington Harbour Ice Rink in the District of Columbia (including teleworking or telecommuting). You may not receive PFL benefits if you are currently receiving unemployment or long-term disability benefits.

Qualifying Events and Length of Leave

If eligible, you may take leave as follows:

- **Parental leave:** Up to 12 weeks of leave in a 52-week period to bond with your new child after birth, after adoption or foster care placement, or after legally assuming parental responsibility.
- **Family leave:** Up to 12 weeks of leave in a 52-week period to care for a family member with a serious health condition.
- **Medical leave:** Up to 12 weeks of leave in a 52-week period to care for your own serious health condition.
- **Prenatal leave:** Up to two weeks of leave in a 52-week period during your pregnancy for:
 - Routine and specialty appointments, exams, and treatments associated with a pregnancy provided by a healthcare provider, including prenatal check-ups and ultrasounds;
 - Treatment for pregnancy complications;
 - Bedrest that is required or prescribed by a healthcare provider; and
 - Prenatal physical therapy.

Family member means:

- Your biological, adopted, foster, or step child; legal ward; child of your domestic partner; or person to whom you stand in loco parentis.
- Your biological, foster, or adoptive parent; parent-in-law; stepparent; legal guardian; or person who stood in loco parentis to you when you were a child.
- Your domestic partner or spouse.
- Your grandparents (including a biological, adopted, foster, or step parent of your biological, adopted, foster, or step parent).
- Your siblings (including your biological, adopted, foster, half or step sibling, or sibling-in-law).

The maximum amount of leave for any combination of parental, family, and medical leave is 12 weeks. However, pregnant team members are eligible for two weeks of prenatal leave while pregnant and 12 weeks of parental leave after giving birth, for a maximum of 14 weeks. PFL may be taken intermittently or continuously.

Applying for Benefits

If you have experienced a qualifying event, you must apply for PFL benefits through the OPFL web portal at <https://dcpaidfamilyleave.dc.gov/>. PFL benefits are determined on a sliding scale based on your reported income and are paid at up to 90% of your average weekly wage for each week you are on leave. PFL benefits are funded through a quarterly payroll tax. For additional information regarding the PFL benefits, refer to the *DC Paid Family Leave Employee Handbook* provided by OPFL.

Notice

If the need for leave is foreseeable, you must provide at least 10 days' written notice. If you are unable to provide 10 days' notice due to an emergency, provide notice as soon as possible or before the first work shift that you would miss due to the event. If you are unable to provide notice before missing work, you or someone on your behalf must give notice no more than two days after the emergency event. Verbal notice must be followed by written notice as soon as possible.

Notice must include:

- The type of leave requested.
- The expected duration of leave.
- The expected start and end dates of leave; and
- Whether the leave will initially be used continuously or intermittently.

Interaction with Other Laws

PFL leave will run concurrently with available leave under the federal Family and Medical Leave Act (FMLA) or the District of Columbia Family and Medical Leave Act (DCFMLA) where permitted by applicable law.

PARENTAL LEAVE

Washington Harbour Ice Rink will provide eligible team members up to 24 hours of leave during any 12-month period to attend or participate in school-related events for their children. A school-

related event is an activity sponsored by either a school or an associated organization, such as a parent-teacher association (PTA) and includes, but is not limited to, the following:

- A student performance such as a concert, play, or rehearsal.
- The sporting game of a school team or practice.
- A meeting with a teacher or counselor.
- Any similar type of activity.

To be eligible for parental leave, you must be:

- A parent, legal guardian, or individual with legal custody of a child;
- An aunt, uncle, or grandparent of a child; or
- A person married to, or in a domestic partnership with, a parent, legal guardian, individual with legal custody, aunt, uncle, or grandparent of a child.

To qualify for leave under this policy, the child must be involved in the meeting or event as a participant or as the subject, not as a spectator.

You must notify your General Manager at least 10 calendar days before a school event, unless attendance is not reasonably foreseeable, in which case you must provide as much notice as possible. Your request may be denied if granting leave would unduly disrupt business operations.

Leave under this policy is unpaid; however, exempt team members will not incur any reduction in pay for a partial week's absence. You may elect to substitute accrued vacation/PTO time during the unpaid leave.

You will not lose any employment benefit or seniority accrued while on leave.

The Washington Harbour Ice Rink will not retaliate against any team member who request or take leave in accordance with this policy.

PAY TRANSPARENCY

Companies will be required to include the hourly or salary pay rate or range and a general description of benefits and other compensation for the job. This information must be provided in good faith, meaning it should be a reasonable estimation of what that open position will actually pay when filled.

If a pay *range* is provided, it needs to be set in reference to one of the following:

- An applicable pay scale
- The previously determined pay range for the position
- The actual pay range of others currently holding an equivalent position
- The budgeted amount for the position

SCHEDULING

Washington, D.C.'s fair scheduling law aims to protect workers from unpredictable work schedules and ensure greater stability in their work hours. Under this law, certain employers are required to provide employees with advance notice of their work schedules. This advance notice requirement helps employees plan their personal lives and decide for childcare, transportation, and other commitments.

Additionally, the law requires employers to pay additional compensation, known as "predictability pay," for last-minute schedule changes or for any hours not worked due to a schedule change. This provision helps to compensate employees for the inconvenience and uncertainty caused by sudden changes to their work schedules.

UNPAID LEAVE FOR SCHOOL ACTIVITIES

The District of Columbia requires employers to allow their employees who are parents, guardians, aunts, uncles, or grandparents to take 24 hours of leave during a 12-month period to attend school-related activities. School events include, but aren't limited to, parent-teacher conferences, concerts, plays, rehearsals, and sporting events.

The employer may require the employee to notify them at least 10 days before the leave unless the school-related activity wasn't reasonably foreseeable. The leave can be unpaid, or the employee may choose to use leave from their paid family, vacation, personal, compensatory, or bank leave.

VOTING LEAVE

Washington Harbour Ice Rink encourages all team members to exercise their right to vote. Upon request, the Washington Harbour Ice Rink will provide you with at least two hours of paid leave to vote if you are scheduled to work during the time for which you are requesting leave.

If you require time off to vote, you must provide reasonable advance notice to your Washington Harbour Ice Rink.

The Washington Harbour Ice Rink may require you to take leave:

- During a period designated for early voting instead of on the day of election; or
- At the beginning or end of your work shift.

The Washington Harbour Ice Rink will not:

- Deduct from your salary, wages, or accrued leave for taking voting leave;
- Interfere with, restrain, or deny your right to take leave under this policy; or
- Retaliate against you for taking leave in accordance with this policy.

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 Washington Harbour Ice Rink 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.