



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 will 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,

Jamie Johnson

General Manager– West Monroe Sports & Events

HISTORY

The West Monroe Sports & Events is a 100,000 square foot state-of-the-art sports facility that opened Spring of 2023 in West Monroe, LA. This facility offers 8 indoor basketball courts that are configurable to 16 volleyball or pickleball courts. West Monroe Sports Complex's multi-use set makes it the next great destination for a variety of events from basketball tournaments to cheer competitions.

VENUE OFFERINGS

West Monroe Sports & Events offers 8 basketball courts or 16 volleyball courts, on-site concessions, open-air mezzanine for spectators, multi-purpose rooms, and meeting & event space.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team Members should use the parking lot located on the left 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. 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 West Monroe Sports & Events 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

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. Management will communicate via text, email, and Paylocity any closures.

LOST AND FOUND

All found items should be brought to the Guest Services desk.

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 West Monroe Sports & Events 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 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

All hourly Team Members will electronically punch their time using the Paylocity 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.

All Team Members under the age of 18 years old must take a 30-minute unpaid break before their worked shift reaches 5 hours in length. All breaks for minors must be documented in the time keeping system.

If a minor fails to clock in or out for a work period or meal break, and a time edit is necessary, the time edit must be documented and acknowledged in writing by the minor and the manager who performs the time edit.

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 West Monroe Sports & Events. When representing West Monroe Sports & Events (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 will receive 25% off food purchases during their shift.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

In compliance with Louisiana law, team members under the age of 18 must obtain an employment certificate prior to starting work. Work hours and restrictions vary by age: minors aged 14–15 may work up to 3 hours on school days (max 18 hours per week) and up to 8 hours on non-school days (max 40 hours per week), between 7 a.m. and 7 p.m. (extended to 9 p.m. June–Labor Day).

Minors aged 16–17 may not work during late-night hours on school or non-school days and must have at least 8 consecutive hours of non-work time daily. Certain hazardous occupations are prohibited for all minors. Supervisors and team members are responsible for adhering to these restrictions. For additional details, please refer to the Louisiana Minor Labor Law guidelines.

Minors under 16 may not be employed for any five-hour period without one interval of at least 30 minutes for meals. If the period of work before the interval exceeds five hours by less than 10 minutes, that difference is considered de minimis and is not a violation of the law. In addition, the interval:

- May not be included as part of the working hours of the day.
- Must be 30 minutes.

FINAL PAY

When employment ends—whether voluntary (resignation) or involuntary (termination)—the employer must pay all wages earned through the last day of work by the next regular payday or **no later than 15 days** following the separation date.

If the employer offers paid vacation (or PTO structured as such) and the team member is eligible under the employer’s established policy, then any accrued but unused vacation time is considered “wages” and must be paid upon separation.

Whether PTO beyond vacation is paid depends on how the benefit is defined in the policy.

Employers may have “use it or lose it” policies for vacation, but such policies must be carefully drafted to avoid being treated as forfeiture of earned wages.

STATE LAWS

BONE MARROW DONATION LEAVE

Louisiana’s bone marrow donation leave law applies to employers with 20 or more team members at one site at least. To be eligible for the leave, an team member must work an average of 20 or more hours per week. Team members include all individuals employed at any site owned or operated by an employer; however, it does not include independent contractors. Terms of the leave include:

- It must be paid and used to donate bone marrow.

- The combined length of the leaves is determined by the team member but may not exceed 40 work hours, unless the employer agrees to more because employers can grant more leave than is legally required.
- Employers may require a physician to verify each leave request, regarding its purpose and duration.
- If it is medically determined that the team member does not qualify as a bone marrow donor, the paid leave they took prior to that determination is not forfeited.

JURY DUTY LAW

Louisiana's jury duty leave law requires all employers to provide team members with time off for the first day of jury duty, any additional time spent on jury duty will be unpaid for non-exempt team members. Any team member called or subpoenaed to serve on a jury or central jury pool will be granted a leave of absence for one day for the period of time required for jury duty. The leave of absence will be granted without loss of wages or any other benefits such as sick, emergency, or personal leave. Exempt team members will not incur any reduction of pay for a partial week's absence and may opt to use PTO in place of unpaid leave.

In addition, employers cannot make, adopt, or enforce any rule providing for the discharge of any team member who has been called to serve or who is serving on a grand jury or on a jury at any criminal or civil trial, provided the team member notifies their employer of the summons within a reasonable time after receipt of a summons and before appearance for jury duty.

LEAVE FOR GENETIC TESTING AND CANCER SCREENING

Employers with at least 20 team members in Louisiana for each working day for 20 or more calendar weeks in the current or preceding calendar year must provide leave for team members to obtain genetic testing or medically necessary cancer screenings.

An employer must allow an team member to take one day off from work to obtain genetic testing or preventative cancer screening when it is medically necessary. The leave may be unpaid. An team member may substitute for any accrued vacation or other appropriate paid leave.

Medically necessary means healthcare services that are in accordance with generally accepted evidence-based medical standards or that are considered by most physicians or independent licensed practitioners to be the standard of care. In order to be considered medically necessary, services must be deemed reasonably necessary to diagnose, correct, cure, alleviate, or prevent the worsening of a condition(s) that endanger life, cause suffering or pain, or have resulted or will result in a disability, physical deformity, or malfunction, or another condition for which there is no equally effective and less costly course of treatment available or suitable. Services that are experimental, not approved by the Food and Drug Administration (FDA), or cosmetics, are not medically necessary and specifically excluded from coverage.

MATERNITY LEAVE

Employers with at least 20 team members in Louisiana for each working day for 20 or more calendar weeks in the current or preceding calendar year must provide leave for team members to obtain genetic testing or medically necessary cancer screenings.

An employer must allow an team member to take one day of leave from work to obtain genetic testing or preventative cancer screening when it is medically necessary. The leave may be unpaid. An team member may substitute for any accrued vacation or other appropriate paid leave.

Medically necessary means healthcare services that are in accordance with generally accepted evidence-based medical standards or that are considered by most physicians or independent licensed practitioners to be the standard of care. In order to be considered medically necessary, services must be deemed reasonably necessary to diagnose, correct,

cure, alleviate, or prevent the worsening of a condition(s) that endanger life, cause suffering or pain, or have resulted or will result in a disability, physical deformity, or malfunction, or another condition for which there is no equally effective and less costly course of treatment available or suitable. Services that are experimental, not approved by the Food and Drug Administration (FDA), or cosmetics, are not medically necessary and specifically excluded from coverage.

PREGNANCY DISABILITY LEAVE

According to the law, pregnancy, childbirth, and related medical conditions are treated as any other temporary disability.

Employers are required to provide a pregnant team member with disability leave for up to six weeks for a normal pregnancy and childbirth and up to four months for a more seriously disabling pregnancy. Additionally, it is an unlawful employment practice for any employer to refuse to:

- Provide a pregnant team member the same benefits or privileges of employment granted to those who are not pregnant and are similar in their ability or inability to work, including taking disability leave, sick leave, or any other accrued leave the employer provides to temporarily disabled team members; or
- Allow leave on account of pregnancy for a reasonable period of time (up to four months).

VETERANS LEAVE FOR MEDICAL APPOINTMENTS

Louisiana law requires employers with 20 or more team members in Louisiana to allow eligible veterans to take leave from work to attend medical appointments necessary to obtain veteran benefits. Veterans who are eligible under this law must have been honorably discharged and have been members of any of the following:

- The U.S. Armed Forces, including the reserves.
- The Army National Guard.
- The Air National Guard.
- The commissioned corps of the Public Health Service.
- Any other category of persons designated by the President in time of war or emergency.

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 West Monroe Sports & Events in your actions and should always conduct yourself in a courteous and professional manner.

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! 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. 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 cannot 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 the 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.