



# WESTLAKE

*Golf and Country Club*

# TEAM MEMBER HANDBOOK



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## WELCOME TO THE TEAM!

Congratulations, and welcome! You are now part of one of the nation's leading sports, recreation, and golf management organizations. As Spirit Golf Management joins Sports Facilities Companies, our golf division will operate under the name SFC, Golf—bringing together Spirit's trusted leadership in golf operations with the national strength, resources, and infrastructure of Sports Facilities Companies.

Sports Facilities Companies has built the largest youth sports and recreation network in the country, providing world-class venues that serve as gathering places for competition, connection, and lifelong memories. Spirit Golf Management was founded on a simple but powerful belief: that great facilities are built on great people, meaningful relationships, and a deep responsibility to the communities we serve. Our guiding motto, "Growing the Game One Club at a Time," reflects our commitment to strengthening each facility, each team, and each community entrusted to our care.

Whether our guests are here for their first round of golf, participating in a youth tournament, attending a special event, or returning as lifelong members, we are committed to delivering an experience defined by professionalism, care, and excellence. Every interaction matters. Every role matters. Every team member contributes to the reputation and success of SFC, Golf. At the heart of our culture is our commitment to SOARing Service—our promise to serve with purpose, professionalism, and pride. Through SOARing Service, we grow our business one customer at a time by creating meaningful experiences, building trust, and delivering exceptional service in every interaction. Each guest you serve represents an opportunity to grow the game, strengthen our community, and reinforce the standards that define our organization.

No matter your position, leadership begins with a mindset of continuous improvement. We encourage you to bring your best self to work each day, support your teammates, and take pride in the role you play. At SFC, Golf, leadership is demonstrated through service, accountability, stewardship, and a commitment to doing the right thing—even when no one is watching. You will face challenges, and those challenges are opportunities to learn, grow, and strengthen both yourself and our team. We foster a solution-driven culture where collaboration, respect, and professionalism guide our decisions. Every individual deserves to be valued, recognized, and supported as an essential part of our team. Our culture is rooted in stewardship. We are entrusted not only with facilities, but with the experiences and memories of the guests we serve. We demonstrate respect, embrace diversity, strive for excellence, and remain accountable to the communities and partners who place their trust in us. We believe in developing our people and providing opportunities for personal and professional growth. Your time here will open doors to new experiences, new skills, and new opportunities.

As part of SFC, Golf, your impact will be made one relationship at a time. The connections you build—with guests, teammates, and the community—are the foundation of our success. We hold high expectations because we believe in your potential and are committed to supporting your growth as a leader. You have joined a team with a shared purpose: to serve our communities, grow the game of golf, and create exceptional places where people can gather, compete, and belong. We are excited to have you with us and look forward to the contributions you will make.

Sincerely,

Mike Attara, PGA  
SVP of Venue Management

## **HISTORY**

Westlake Country Club is a country club and event venue located in Jackson, New Jersey. The property is centered around a championship-style golf course and clubhouse and serves both the surrounding residential community and outside guests. The venue offers a polished, traditional setting suitable for private events and formal gatherings.

Westlake Country Club was developed as part of a planned residential community, with the golf course and clubhouse designed to function as the social and recreational hub of the neighborhood. Since its establishment, the club has maintained a focus on hospitality-driven service, providing a consistent venue for golf activities, community events, and private celebrations.

## **VENUE OFFERINGS**

Westlake Country Club offers golf, tennis, swimming, games, entertainment, and a highly rated restaurant.

Our 18-hole, par 71 golf course, designed by Arthur Hills, provides residents with top-tier play, a variety of tee box choices for different golfer skill levels, and immaculate greens. In season, there are always plenty of golf-related activities including lessons, tournaments, and outings. Additionally, Westlake Golf & Country Club includes a full-service Pro Shop, state of the art Tee Time Reservation System, Professional Golf Instructor and Assistant Professional Golf Instructor for swing, playing lessons, putting/chipping and other instructional sessions.

## **MISSION & VISION**

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

## **WORK ENVIRONMENT**

### **PARKING**

Employees will be required to park in employee-designated areas only. Other parking areas are for customers only. The Company assumes no responsibility for damage to vehicles or theft of articles from vehicles while on our property.

### **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 in the Pros office and the Maintenance break room. 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 Westlake Country Club assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. There is a break room located in the Maintenance 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 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 text message and/or the Paylocity mobile app.

### **LOST AND FOUND**

The Lost and Found is located in the Pro Shop storage room.

## 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 Westlake Country Club 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 a kiosk or the Paylocity mobile app.

## **MEALS/BREAKS**

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

Except for minors, New Jersey law does not require meal or rest breaks. Employees aged 14 – 17 must be provided at least a 30-minute unpaid meal period after five consecutive hours of work.

## **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 Westlake Country Club. When representing Westlake Country Club (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 merchandise, and golf privileges, which may change at any time. All discounts are intended for the team member's use only. Please consult with your General Manager or supervisor for the most current details.

## **TIME AND LABOR LAWS**

### **CHILD LABOR/WORK PERMIT**

All minors (workers under age 18) who work in New Jersey must have an employment certificate – also called “working papers.” Minors need an employment certificate for each employer – even when they’re employed by family members or for school-sponsored cooperative education experiences, apprenticeships and paid structured learning experiences.

All minors under the age of 18 who work in New Jersey must have an "Employment Certificate" also called "Working Papers" or a special permit (for agriculture, newspaper career, or theatrical employment). An employment certificate is required for each employer. Minors must be given a 30-minute meal break after 5 continuous hours of work.

During School week:

14–15 3 hours/day 18 hours/week 7 a.m.–7 p.m.  
16–17 4 hours/day 24 hours/week 6 a.m.–11 p.m.

During Non-school weeks

14–15 8 hours/day 40 hours/week 7 a.m.–9 p.m.  
16–17 8 hours/day 40 hours/week 6 a.m.–11 p.m.

### **FINAL PAY**

Upon separation of employment (whether voluntary or involuntary), you will receive all wages earned through your last day on the next regular scheduled payday. If you’re due commissions or bonuses that cannot yet be precisely calculated, we will provide a reasonable estimate and settle any difference once the final amount is determined. Final pay will be issued using your standard payment method unless you specifically request in writing that we mail your check to your last address.

Regarding accrued but unused paid time off (PTO) or vacation: New Jersey law does not require payout of unused PTO or vacation upon termination.

### **STATE LAWS**

#### **ACCOMODATIONS FOR NURSING MOTHERS**

Westlake Country Club will provide nursing mothers reasonable break time to express milk for their infant child.

If you are nursing, you will be provided a private room or other location, other than a restroom, near your work area to express milk. The room will be shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored company refrigerators. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator. You may also bring a personal cooler for storage.

The break time must, if possible, run concurrently with any break time already provided to you. If you are nonexempt, clock in and out/record the start and end time 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

Westlake Country Club will not discriminate or retaliate against team members who express milk in the workplace in accordance with this policy.

### **BONE MARROW AND ORGAN DONATION LEAVE**

In accordance with New Jersey's Organ and Bone Marrow Donation Leave Law, Team Members are entitled to take leave for organ donation and bone marrow donation purposes. Team Members must provide advance notice to their employer when possible and may need to provide documentation of the procedure. Companies are prohibited from retaliating against Team Members for taking this leave. During this leave Team Members will maintain their health benefits. Team Members may take up to 30 days of leave per year for organ donation. Team Members may take up to seven days of leave per year for bone marrow donation.

### **COMMUTER BENEFIT**

The state's new commuter benefits law requires employers that employ at least 20 workers to offer a pre-tax transportation fringe benefit to all employees who are not subject to a collective bargaining agreement.

### **EMERGENCY RESPONDER LEAVE**

Eligible Team Members will be allowed unpaid time off from work to perform duties as a volunteer emergency responder. Eligible Team Members must give at least one hour of advanced notice to their employer when they will be absent from work to render emergency services under this policy.

Eligible team members include:

- Active members in good standing of a volunteer fire company
- Volunteer members of a duly incorporated first aid, rescue
- Ambulance squad
- Members of any county or municipal volunteer Office of Emergency Management, if the member's official duties include responding to a fire or emergency call) during a declared state of emergency or when responding to an emergency alarm.

Upon returning to work, Team Members must provide employer with a copy of the incident report and a certification by the incident commander, or other officer or official in charge, that both:

- Affirms that the volunteer emergency responder was actively engaged in, and necessary for, rendering emergency services; and
- States the date and time that the Team Member was relieved from emergency duty

## **EQUAL PAY REPORTING**

In compliance with the Diane B. Allen Equal Pay Act and related New Jersey law, our organization is committed to ensuring that compensation (wages, benefits, and other earnings) is equitable among team members when they perform substantially similar work in terms of skill, effort, responsibility and working conditions, regardless of sex, race, national origin, religion, age, disability, gender identity or other protected characteristic.

## **FAMILY LEAVE INSURANCE**

New Jersey's Family Leave Insurance (FLI) program provides eligible team members with up to 12 weeks (or up to 56 days for intermittent leave) of partial wage replacement benefits in a 12-month period during periods of unemployment for time taken:

- To care for or bond with a newborn child during the first 12 months after the child's birth. You, your domestic partner, or your civil union partner must be the baby's biological parent, or you must be the parent of the child pursuant to a valid gestational carrier agreement.
- To care for or bond with an adopted child or a child placed into foster care with you during the first 12 months after the child's placement.
- To care for a family member with a serious health condition.
- To care for a victim of domestic violence or a sexually violent offence or for a victim's family member.
- Where a state of emergency is declared by the Governor or is considered necessary by the Commissioner of Health or other public health authority, due to an epidemic of a communicable disease, a known or suspected exposure to the communicable disease, or efforts to prevent spread of a communicable disease, which:
  - Requires in-home care or treatment of your child due to the closure of the school or place of care, by order of a public official due to the epidemic, or other public health emergency;
  - Prompts the issuance by a public health authority of a determination, including by mandatory quarantine, requiring or imposing responsive or prophylactic measures as a result of illness caused by the epidemic or exposure because the presence of a family member for whom you provide care would jeopardize the health of others in the community; or
  - Results in the recommendation of a health care provider or public health authority that a family member for whom you provide care voluntarily undergo self-quarantine as a result of suspected exposure to a
- communicable disease because the presence in the community would jeopardize the health of others.

## TEMPORARY DISABILITY INSURANCE

If you are unable to work for more than seven consecutive days due to a non-work-related illness or injury, or a pregnancy-related disability, you may be eligible for temporary disability insurance (TDI) benefits. TDI provides eligible Team Members with up to 26 weeks of partial wage replacement benefits in a year, as specified under the law.

If you have questions regarding how your TDI benefits are funded or wish to file a claim for benefits, contact your General Manager and/or Human Resources Department. You must file a claim for benefits within 30 days of becoming disabled. If you file a claim more than 30 days after the start of your disability, all or some benefits may be forfeited.

For additional information on the Clearbrook Golf Club plan, contact your General Manager and/or Human Resources Department.

## FAMILY & MEDICAL LEAVE ACT

New Jersey's Sick Leave Law gives New Jersey Team Members the right to accrue and use up to 40 hours of paid sick leave (PSL) in any period of 12 consecutive months. Additionally, companies in New Jersey may be required to provide Team Members unpaid sick leave in accordance with New Jersey's Family Leave Act and the federal Family and Medical Leave Act or other federal laws.

## 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 case, exempt employees 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.

You may substitute any portion of your unpaid jury duty leave with appropriate paid leave. The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

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

## MEALS & BREAKS

Except for minors, New Jersey law does not require meal or rest breaks. Team members aged 14 – 17 must be provided at least a 30-minute unpaid meal period after five consecutive hours of work.

## NEW JERSEY SAFE ACT LEAVE

Under New Jersey's Security and Financial Empowerment Act (SAFE Act), companies with 25 or more team members must provide up to 20 days of unpaid leave to an employee who is, or

whose family member is, a victim of domestic violence or sexual assault for medical or legal activities related to the violence. Team members eligible for leave must have worked for a covered employer for at least 1,000 hours during the immediately preceding 12-month period.

## **OVERTIME**

New Jersey labor laws require an employer to pay overtime to team members, 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.

## **PAID SICK LEAVE**

All company's that have one or more team members in New Jersey must provide paid sick leave.

The sick leave law applies to all team members whether temporary, part time, full time, salaried, hourly, or paid on commission. The only team members exempt from the law are construction workers subject to a collective bargaining agreement and per diem health care workers. This leave may be waived in a collective bargaining agreement.

### **Accrual and Carryover**

Team members accrue one hour of sick leave for every 30 hours worked. Accrual begins immediately upon employment. For temporary help service firms that place an employee with client firms, earned sick leave accrues based on the total time worked on assignment with the temporary help service firm and not separately for each client firm to which the employee is assigned.

## **PAY TRANSPARENCY REQUIREMENTS**

New Jersey's Pay Transparency Act (effective June 1, 2025) requires SFC to include a salary range, benefits, and other compensation information in job postings. HR will ensure job ads comply with New Jersey requirements.

## **VOTING LEAVE**

If your work schedule prevents you from voting on Election Day, Westlake Country Club will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of the General Manager consistent with applicable legal requirements.

## 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 Westlake Country Club 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.