



TEAM MEMBER HANDBOOK



TABLE OF CONTENTS

WELCOME

Welcome Letter	3
History	4
Venue Offerings	4
Mission & Vision	4

WORK ENVIRONMENT

Parking	5
Bulletin Boards	5
Breakrooms/Lockers	5
Restricted Areas	5
Emergency Closing	5
Lost and Found	5

TEAM MEMBER INFORMATION

Teamwork	6
Work Schedules	6
Time Clock	6
Holiday Schedule (If applicable, venue only)	6
Meals/Breaks	7
Dress Code	7
Discount Program	7

TIME & LABOR LAWS

Child Labor/Work Permit	8
Final Pay	8
State Laws	8

TEAM MEMBER RESPONSIBILITIES

Guest Service	12
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WORKPLACE SAFETY

Safety Procedures	13
CPR/AED	13

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,

Sean O'Reilly

General Manager– Wichita Ice Center

HISTORY

The Wichita Ice Center, your premier destination for all things ice-related in Wichita, Kansas since 1996.

VENUE OFFERINGS

Wichita Ice Center offers:

The Wichita Ice Center offers a wide range of venue features and programs designed for all ages and skill levels. Our facility includes both an NHL-sized rink and an International

Olympic sized rink, providing ample space for skating and hockey activities. We host Learn to Skate classes, hockey skills development clinics, youth and adult hockey leagues, figure skating, and even broomball. Guests can also celebrate with us by booking birthday parties, and with Live Barn, families and friends can stream events and games live from anywhere.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Team members can park in the rear of the building or east side of the facility.

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. HR notifications are located in the skate rental room next to the time clock. 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 Wichita Ice Center 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. 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 the skate rental 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 Wichita Ice 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 their Paylocity mobile app

HOLIDAY SCHEDULE

See the SFC Team Member Handbook for Holiday Schedule.

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 Wichita Ice Center. When representing Wichita Ice 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.

DISCOUNT PROGRAM

Team members receive free skate admission for Public Skating Sessions. Additionally, team members receive 10% off programs such as but not limited to Learn to Skate and Adult Hockey Programs.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

The Company complies with all Kansas and federal child labor laws. Team members must be at least 14 years of age to work in non-agricultural positions. Team members who are 14 or 15 years old may work limited hours and are restricted to non-hazardous duties.

During the school year, work hours may not exceed three hours on a school day, 18 hours in a school week, or extend beyond 7:00 p.m. When school is not in session, minors may work up to eight hours per day, 40 hours per week, and until 9:00 p.m. (June 1 through Labor Day).

Team members under 18 are prohibited from working in any occupation deemed hazardous by state or federal law. Kansas does not require work permits for minors; however, the Company must verify age documentation before employment begins. Employment of minors must not interfere with school attendance, and all applicable wage and hour standards will be followed.

Kansas requires work permits for Team Members under the age of 16 who are not enrolled in or attending secondary school.

FINAL PAY

Upon separation of employment, whether voluntary (resignation) or involuntary (termination) team members must receive all earned wages by the next regular payday for the pay period in which employment ended.

Kansas law does not require companies to pay out unused accrued PTO, vacation, or paid-time off unless the company's written policy or employment agreement explicitly provides for such a payout.

STATE LAWS

CIVIC DUTY LAWS

Kansas law allows any registered voter to leave work for a period of up to two (2) hours to vote. If the polls are open before or after the work shift, however, the voter may only take such time off that, when added to the amount of time before or after work that the polls are open, it does not exceed two (2) hours.

CRIME & DOMESTIC VIOLENCE VICTIM LEAVE

Companies in Kansas must provide leave from work to an team member who is a victim of domestic abuse or sexual assault. The team member may use the time for any of the following reasons:

- To obtain legal relief (restraining orders, injunctive relief) to protect themselves or their children
- To obtain medical treatment
- To obtain other services from a domestic abuse program or rape recovery center
- To make court appearances in the aftermath of domestic abuse

An team member may use any accrued paid leave or, if paid leave is unavailable to the team member, unpaid leave, not to exceed a total of eight days per calendar year for the above purposes, unless the applicable terms of employment or a collective bargaining agreement provide more time. However, a collective bargaining agreement term or condition cannot diminish an team member's entitlements under the law.

EMERGENCY RESPONDERS LEAVE POLICY

Wichita Ice Center provides leave for Team Members serving as volunteer firefighters, emergency medical service attendants, reserve law enforcement officers, or part-time law enforcement officers. Time off under this policy will be unpaid except that exempt Team Members may be paid, as required by law.

EMERGENCY SERVICE WORKERS PROTECTION

Wichita Ice Center will not discharge you based on the fact that you perform duties as a volunteer firefighter, volunteer certified emergency medical service provider, volunteer reserve law enforcement officer, or volunteer part-time law enforcement officer.

JURY DUTY LEAVE

Jury duty leave is job-protected leave. An team member who is on jury duty is entitled to protection against termination or other adverse action by the company. However, jury duty leave is unpaid for all non-exempt team members.

Any eligible voter in Kansas can take up to two consecutive hours off from work to vote on election day, if needed, during the time the polls are open. However, if the polls are open for less than two hours before or after the team member's work hours, the time off will be adjusted so the total available voting time equals two hours. No penalties or deductions from wages can be applied for this absence. Companies can decide when the team member takes time off for voting, but it cannot be during the regular lunch break.

LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE/SEXUAL ASSULT

Wichita Ice Center will provide Team Members who are victims of domestic violence or sexual assault up to eight days of leave per year to:

- Obtain or attempt to obtain any relief, including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief to help ensure the health, safety, or welfare of the victim or the victim's children.
- Seek medical attention for injuries caused by domestic violence or sexual assault.
- Obtain services from a domestic violence shelter, domestic violence program, or rape crisis center due to domestic violence or sexual assault.
- Settle matters, including, but not limited to, court appearances in the aftermath of domestic violence or sexual assault.

In order to obtain leave under this policy, you must provide reasonable advance notice of your intention to take leave, unless such advance notice is not feasible. Within 48 hours after returning from the requested time off, you must provide documentation to support the necessity for leave. Appropriate forms of documentation include:

- A police report indicating that you were a victim of domestic violence or sexual assault.
- A court order protecting or separating you from the perpetrator of an act of domestic violence or sexual assault, or other evidence from the court or prosecuting attorney that you have appeared in court.
- Documentation from a medical professional, domestic violence advocate, or advocate for victims of sexual assault, health care provider, or counselor that you were undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence or sexual assault.

If an unscheduled absence occurs, Wichita Ice Center will not take action against you if, within 48 hours after the beginning of the unscheduled absence, you provide certification to the Wichita Ice Center as described above.

Any information provided by you regarding a request for leave will be kept confidential to the extent allowed by law.

Leave under this policy is unpaid; however, exempt Team Members may receive pay as required by law. You may opt to use PTO/vacation in place of unpaid leave.

Wichita Ice Center will not retaliate against Team Members who request or take leave in accordance with this policy.

MEALS & BREAKS

Break time is not required of companies in Kansas. However, if an company does implement a meal or break period of less than 30 minutes, the company must pay the team member during that time.

Kansas law requires minors to take a 30-minute unpaid break for every six consecutive hours of work. This break can be used for a meal and must be provided when a minor under 18 works for six or more continuous hours.

OVERTIME

Team members who work more than 46 hours in a workweek must be compensated at one and one-half times their regular hourly rate. Team members covered by the FLSA must be paid overtime once the team member works more than 40 hours in a workweek. Team members may not waive their right to overtime pay, and companies are required to pay team members for all hours worked whether or not the hours are authorized.

PREGNANCY ACCOMODATIONS POLICY

SFC complies with all federal and Kansas laws regarding pregnancy, childbirth, and related medical conditions. Under the Kansas Acts Against Discrimination (KAAD), pregnancy-related conditions are treated the same as any other temporary disability. Team members may use available leave or benefits applicable to temporary disabilities for pregnancy-related medical needs.

In addition, under the federal Pregnant Workers Fairness Act (PWFA), SFC provides reasonable accommodation for known limitations related to pregnancy, childbirth, or related medical conditions, unless doing so would create an undue hardship.

Examples of reasonable accommodation may include additional breaks, modified work duties, schedule adjustments, temporary reassignment, or time off for medical appointments or recovery.

Discrimination, retaliation, or adverse treatment based on pregnancy or the need for pregnancy-related accommodation is strictly prohibited. Team members should notify their General Manager or Human Resources to request accommodation or discuss available leave options.

VOTING

Kansas companies must provide two hours of paid time to team members to allow them to vote. The company may decide when the hours are taken, but not during a regular meal break.

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 Wichita Ice 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.