



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)	7
Meals/Breaks	7
Dress Code	7
Discount Program	7

TIME & LABOR LAWS

Child Labor/Work Permit	9
Final Pay	9
State Laws	10

TEAM MEMBER RESPONSIBILITIES

Guest Service	20
Workplace Safety	21
Safety Procedures	21
CPR/AED	21

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,

Kevin Taylor

General Manager– Williamsburg Wharf Glice Rink

HISTORY

The Williamsburg Wharf Glice Rink first opened in December 2025 offering residents a distinctive new way to enjoy the rooftop of the Williamsburg Wharf Luxury Condominiums. Overlooking the East River, the Brooklyn Bridge, and the New York City skyline, the rink creates a one-of-a-kind seasonal experience available only to those who call Williamsburg Wharf home.

Constructed with Glice, a sustainable synthetic skating surface, the rink provides the glide and feel of traditional ice skating without the need for refrigeration or heavy energy use. This innovative design reflects Williamsburg Wharf's commitment to modern, environmentally conscious living. Its opening marks the beginning of a new tradition at Williamsburg Wharf, combining recreation, community, and luxury living.

VENUE OFFERINGS

As a private amenity, the Williamsburg Wharf Glice Rink is intended to be a gathering place for residents and their guests—whether for casual skating, seasonal celebrations, or simply taking in the extraordinary views from the rooftop. Open skating, holiday events, and rink rentals will be the focal point of this venue's offerings.

MISSION & VISION

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

WORK ENVIRONMENT

PARKING

Williamsburg Wharf Glice Rink recommends the use of public 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 in the Rental Breakroom. 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 Williamsburg Wharf Glice Rink assume no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Personal belongings can be stored in the Club Floor lockers. These lockers are for daily use only and must be cleared out at the end of each shift.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe "off-limits" rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Personal Offices
- Electrical and Maintenance Rooms
- Cash Counting Room

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable. Team Members will be contacted directly by Management in the result of an emergency closing.

LOST AND FOUND

The lost and found is located at the Club Floor front 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 Williamsburg Wharf Glice 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 the Paylocity Mobile App.

HOLIDAY SCHEDULE

The rink will be open on all holidays and will have holiday extended hours.

MEALS/BREAKS

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

The Williamsburg Wharf Glace Rink strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal periods. Under New York law:

Workers employed in, or in connection with, a factory are entitled to a 60-minute unpaid meal period between 11 a.m. and 2 p.m., and a 60-minute unpaid meal period midway between the beginning and end of any shift that starts between 1 p.m. and 6 a.m. and lasts more than six hours.

Non-factory workers are entitled to a 30-minute unpaid meal period between 11 a.m. and 2 p.m. for shifts longer than six hours that extend over that period, and a 45-minute unpaid meal period midway between the beginning and end of a shift that starts between 1 p.m. and 6 a.m. and lasts more than six hours.

All workers are entitled to an additional 20-minute unpaid meal period between 5 p.m. and 7 p.m. for workdays that extend from before 11 a.m. to after 7 p.m.

Applicable law also provides that Williamsburg Wharf Glace Rink may limit meal periods to a minimum of 30 minutes as long as there is no indication of hardship to the Team Members.

You will not be required to work during your meal period unless otherwise permitted under applicable law.

Check with your manager regarding procedures and schedules for meal periods.

Williamsburg Wharf Glace Rink requests that Team Members accurately observe and record meal periods. If you know in advance that you may not be able to take your scheduled meal period or are not fully relieved of all duties, let your supervisor know; in addition, notify your supervisor as soon as possible if you were unable to take or were prohibited from taking a meal period.

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 Williamsburg Wharf Glace Rink. When representing Williamsburg Wharf Glace 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.

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.

NY adheres to strict child labor laws. For a 16- or 17-year-old to work between 10 pm and midnight, he or she needs written permission from a parent/guardian and a certificate of satisfactory academic standing from their school.

Minors under 18 may not work during school hours, even if homeschooled, unless they have already graduated or withdrawn from school.

Minors that are 14 or 15 years old may not work more than 3 hours on a school day, no more than 8 hours on a non-school day, no more than 18 hours in a week, and no more than 6 days in a week.

When school is not in session, and during vacations (school must close for the entire calendar week):

- Minors under 18 may not work more than 8 hours a day, 6 days a week
- Minors 14 and 15 may not work more than 40 hours a week
- 16- and 17-year-olds may not work more than 48 hours a week

Federal legislation limits the work of 14- and 15-year-olds in firms engaged in interstate commerce to:

- A maximum 3-hour day and 18-hour week when school is in session
- An 8-hour day and 40-hour week when school is not in session (School must close for the entire calendar week.)

FINAL PAY

When your employment ends whether through voluntary resignation or involuntary termination, you will receive all wages earned through your last day of work on your next regularly scheduled payday.

With respect to accrued but unused paid time off (PTO) or vacation: whether you are paid out for that time depends on our company policy. We maintain a written policy describing how PTO is accrued and whether it will be paid upon separation. If our policy provides for a payout, we will pay you for your unused accrued time in your final paycheck.

STATE LAWS

ACCOMMODATIONS FOR VICTIMS OF DOMESTIC VIOLENCE

The Venue will provide reasonable accommodation to team members who are victims of domestic violence who must be absent from work for a reasonable time, unless such accommodation would cause an undue hardship on the Venue.

Accommodation include reasonable time off to:

- Seek medical attention for injuries caused by domestic violence, including for a child who is the victim of domestic violence.
- Obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence.
- Obtain psychological counseling related to an incident or incidents of domestic violence, including for a child who is the victim of domestic violence.
- Participate in safety planning or other action taken to increase safety from future incidents of domestic violence (e.g., temporary or permanent relocation); or
- Obtain legal services, assist in the prosecution of an offense, or appear in court related to an incident of domestic violence.
-

A **victim of domestic violence** is any person who is older than 16, married, or is a parent accompanied by a minor child in a situation where the individual or minor child is the victim of an act committed by a family or household member in violation of New York penal law. The act must have resulted in actual physical or emotional injury or created a substantial risk of physical or emotional harm to the person or their child.

BONE MARROW & BLOOD DONATION LEAVE

The Venue provides those team members who work an average of 20 or more hours per week:

- Up to three hours of unpaid leave in any calendar year to donate blood. You must give reasonable notice of at least three working days of your intent to take leave to give blood. Provide documentation to your leader immediately after such leave is taken.
- Unpaid time off, as determined by your physician, not to exceed 24 hours without The Venues approval to undergo a medical procedure to donate bone marrow. If you seek leave to donate bone marrow, you must provide verification from a physician setting forth the purpose and length of each leave required.

The Venue will not retaliate against team members who request or take leave in accordance with this policy.

COMMUTER BENEFIT

Under NYC's Commuter Benefits Law, most private and nonprofit Companies with 20 or more full-time non-union team members in NYC must offer a commuter benefits program. Team members can lower their monthly expenses by using pre-tax income to pay for transit expenses.

CRIME HISTORY RECORD PROTECTIONS

The Fair Chance Act makes it illegal for most Companies in New York City to ask about the criminal record of job applicants before making a job offer. This means ads, applications, and interview questions cannot include inquiries into an applicant's criminal record. Effective March 22, 2025, Companies can't require an applicant or employee to provide a copy of their criminal history record that they obtained under the rules and regulations of the Division of Criminal Justice Services.

This new protection essentially closes a loophole that allowed Companies to bypass restrictions on criminal history inquiries by requesting applicants and team members to obtain their own DCJS records, which contain information that Companies are prohibited from considering. This change makes it clear that Companies can't require applicants and team members to provide these confidential records.

New York State now requires that Companies (of all sizes) that receive applicants' or team members' criminal history records provide them with all of the following:

- A copy of the criminal history information
- A copy of Article 23-A of the New York Correction Law
- Notice of their right to seek correction of inaccurate criminal history information

These requirements are in addition to existing criminal background check notice requirements that may apply under federal, state, and local laws (for example, the federal Fair Credit Reporting Act). The law also requires the automatic sealing of certain criminal history records within the next three years. Sealed records are generally excluded from background checks, except when Companies are legally required to review such records.

CRIME VICTIM AND WITNESS LEAVE

New York's crime victim leave law provides that any person who is the victim of a criminal offense and who notifies an employer of the intent to appear as a witness, to consult with the district attorney, or to exercise victim's rights under New York law before the day of such activity, may not be subject to discharge or penalty based on such request.

Upon request of the employer, the party who sought the attendance or testimony must provide verification of the employee's service. An employer may, however, withhold wages of any such employee during the period of such attendance.

Victim includes:

- The aggrieved party (victim);
- The victim's next of kin;
- The victim's representative if the victim is deceased as a result of the offense;

A Good Samaritan (someone who acts in good faith to apprehend a person who has committed a crime in their presence, to prevent a crime or an attempted crime from occurring, or to aid a law enforcement officer in effecting an arrest.); or

A person pursuing an application or enforcement of an order of protection under the criminal procedure law or the family court act.

The Venue will provide eligible team members with time off from work, without pay, for any of the following reasons:

- To comply with a subpoena to testify in a criminal proceeding (including time off to consult with the district attorney).
- To give a victim impact statement at a pre-sentencing proceeding.
- To give a statement at a sentencing proceeding; or
- To give a statement at a parole board hearing.

DOMESTIC VIOLENCE VICTIM STATUS & LEAVE

According to New York's Human Rights Law (NYSHRL), Companies may not refuse to provide a reasonable accommodation to an employee who knows it to be a victim of domestic violence when they must be absent from work for a reasonable time, unless the absence would cause the employer an undue hardship. A domestic violence victim is an individual who is a victim of an act that would constitute a family offense under the New York Family Court Act.

Companies may require an employee to charge any time off against any leave with pay ordinarily granted, where available, unless otherwise provided for in a collective bargaining agreement or existing employee handbook or policy, or otherwise treated as leave without pay. An employee who must be absent from work is entitled to the continuation of any employer-provided health insurance coverage that the employee is otherwise entitled to during their absence.

Additionally, Companies must provide reasonable accommodation to a domestic violence victim who must be absent from work for a reasonable time, for the following purposes:

To seek medical attention for injuries caused by domestic violence, including for a child who is a victim of domestic violence, provided that the employee is not the perpetrator of domestic violence against the child.

To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence.

To obtain psychological counseling related to an incident or incidents of domestic violence, including for a child who is a victim of domestic violence, provided that the employee is not the perpetrator of the domestic violence against the child.

To participate in safety planning and take other actions to increase safety from future incidents of domestic violence, including temporary or permanent relocation.

To obtain legal services, assist in the prosecution of the offense, or appear in court in relation to the incident or incidents of domestic violence.

EARNED SICK PAY

SFC provides Paid Sick and Safe Leave in accordance with the New York City Earned Safe and Sick Time Act (ESSTA). Eligible team members may use this leave for personal health needs or for safe leave purposes related to domestic violence, sexual offenses, stalking, or human trafficking.

Accrual and Use

- Team members accrue 1 hour of paid sick and safe leave for every 30 hours worked, up to 40 hours of paid leave per calendar year, unless a higher amount is required by law.
- Accrued leave may be used for:
 - A team member's mental or physical illness, injury, or health condition
 - Preventive medical care
 - Care of a covered family member
 - Safe leave reasons, including legal, medical, counseling, or relocation needs related to domestic violence or similar situations

Additional Unpaid Sick Leave (Effective February 1, 2026)

- Beginning February 1, 2026, eligible team members may also take up to 32 hours of unpaid sick leave per calendar year after exhausting available paid sick and safe leave.
- Unpaid sick leave may be used for the same qualifying reasons as paid sick and safe leave.
- This unpaid leave does not replace or reduce accrued paid sick and safe leave and is provided in addition to it, as required by NYC law.

Carryover

- Paid sick and safe leave may carry over to the following year, subject to legal caps.
- SFC may limit the use of paid sick and safe leave to the annual maximum required by law.

EMERGENCY RESPONSE LEAVE

New York requires Companies to allow their team members to take leave to serve as a volunteer firefighter or a member of a volunteer ambulance service in response to an emergency. However, if an employee's absence would cause undue hardship, the employer can deny the request for leave.

The leave may be unpaid unless the employee chooses to use available paid leave. Afterward, the employer may require that the employee provide documentation confirming they were providing emergency services.

HARASSMENT TRAINING LAWS

All Companies must conduct an annual anti-harassment training and distribute a written anti-harassment policy. The training must be interactive in nature and must include the following:

- An explanation of what constitutes sexual harassment.
- Examples of conduct that constitute sexual harassment.
- Information on state and federal laws concerning sexual harassment and resources for victims of sexual harassment.
- Information on employee rights and forums for resolving complaints administratively and judicially.

Annual training is required, including for team members who only visit occasionally. Training must be provided in the language spoken at work.

JURY DUTY LEAVE

The Venue encourages team members 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.

For the first three days of jury service (or any part of it), you will be paid the first \$72 of your daily wage; amounts above \$72 may be withheld as permitted by law. If your regular daily wages are less than \$72, you may be eligible for a state juror allowance to cover the difference

between your wages and \$72, as provided by New York law. For any additional days of jury service, time spent on jury duty will be unpaid, though you may opt to use PTO in place of unpaid leave. If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty.

The Company reserves the right to require team members to provide proof of jury duty service to the extent authorized by law.

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

Every employer in the New York State is required to adopt a sexual harassment prevention policy. An employer that does not adopt the model policy must ensure that the policy that they adopt meets or exceeds the following minimum standards.

The policy must:

- prohibit sexual harassment consistent with guidance issued by the Department of Labor in consultation with the Division of Human Rights
- provide examples of prohibited conduct that would constitute unlawful sexual harassment

- include information concerning the federal and state statutory provisions concerning sexual harassment, remedies available to victims of sexual harassment, and a statement that there may be applicable local laws
- include a complaint form
- include a procedure for the timely and confidential investigation of complaints that ensures due process for all parties
- inform team members of their rights of redress and all available forums for adjudicating sexual harassment complaints administratively and judicially
- clearly state that sexual harassment is considered a form of employee misconduct and that sanctions will be enforced against individuals engaging in sexual harassment and against supervisory and managerial personnel who knowingly allow such behavior to continue
- clearly state that retaliation against individuals who complain of sexual harassment or who testify or assist in any investigation or proceeding involving sexual harassment is unlawful

LACTATION ACCOMODATION / ACCOMMODATIONS FOR NURSING MOTHERS

All Companies must provide team members with 30 minutes of paid break time, as well as allow team members to utilize existing paid breaks or meal time for time beyond 30 minutes, to allow them to express breast milk for a nursing child for up to three years following childbirth. Team members must be allowed a lactation break each time they have a reasonable need to express breast milk.

MEALS & BREAKS

THE SPORTS FACILITIES MANAGEMENT strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal periods. Under New York law:

Workers employed in, or in connection with, a factory are entitled to a 60-minute unpaid meal period between 11 a.m. and 2 p.m., and a 60-minute unpaid meal period midway between the beginning and end of any shift that starts between 1 p.m. and 6 a.m. and lasts more than six hours.

Non-factory workers are entitled to a 30-minute unpaid meal period between 11 a.m. and 2 p.m. for shifts longer than six hours that extend over that period, and a 45-minute unpaid meal period midway between the beginning and end of a shift that starts between 1 p.m. and 6 a.m. and lasts more than six hours.

All workers are entitled to an additional 20-minute unpaid meal period between 5 p.m. and 7 p.m. for workdays that extend from before 11 a.m. to after 7 p.m.

Applicable law also provides that the Company may limit meal periods to a minimum of 30 minutes as long as there is no indication of hardship to the team members.

You will not be required to work during your meal period unless otherwise permitted under applicable law.

MILITARY SPOUSE LEAVE

The Venue provides up to 10 days of unpaid leave to team members who are the spouses of a military member who is home on leave during a period of military deployment.

To be eligible for military spouse leave you must:

- Work an average of 20 or more hours per week; and
- Be the spouse of a member of the U.S. Armed Forces, National Guard, or Reserves who has been deployed during a period of military conflict to a combat theater or combat zone of operations.
- A period of military conflict means a period of war declared by the U.S. Congress or a period during which a member of the Reserves is ordered to active duty under federal authority.
- If you need to take military spouse leave, notify your The Sports Facilities Companies as soon as possible. The Company reserves the right to ask for documents supporting the need for leave.

You may choose to use any available paid time off for which you are eligible under Company policy for the purpose of taking military spouse leave, and such paid time off will run concurrently with the leave afforded under this policy.

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

NEW YORK CLEAN SLATE ACT

Under the Act, entities that receive criminal history information must provide a copy of such criminal history information to every individual for whom such information is received, together with a copy of Article 23-A of the New York Correction Law.

OVERTIME

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your The Sports Facilities Companies.

At certain times SFC may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

PAID FAMILY LEAVE

New York's Paid Family Leave (PFL) program provides eligible team members with job-protected, paid time off to:

- Bond with a newly born, adopted, or foster child.
- Care for a family member with serious health condition.
- Assist in situations when a spouse, domestic partner, child, or parent is deployed abroad on active military service.

Eligible team members may take PFL leave as follows:

- If you work full time (a regular schedule of 20 or more hours per week), you are eligible after 26 consecutive weeks of employment.
- If you work part time (a regular schedule of less than 20 hours per week), you are eligible after working 175 days, which do not need to be consecutive.

Amount of Benefit

You will be provided for up to 12 weeks of leave at 67 percent of your weekly pay (capped at 67 percent of statewide average pay).

You may use accrued paid leave in order to receive full pay while on PFL.

PAID PRENATAL PERSONAL LEAVE

The Venue will provide team members with 20 hours of paid prenatal personal leave during any 52-week calendar period. Paid prenatal personal leave is in addition to leave provided under New York's Sick Leave Law.

Paid personal prenatal leave may be used for healthcare services during or related to your pregnancy, including physical examinations, medical procedures, monitoring and testing, and discussions with your healthcare provider related to your pregnancy.

Paid prenatal personal leave may be taken in hourly increments and will be compensated at your regular rate of pay or the applicable minimum wage, whichever is greater.

If your need for leave is foreseeable, provide notice as soon as possible. If unforeseeable, provide notice as soon as practical. You are not required to provide documentation supporting your need for leave.

Upon return to work following any paid prenatal personal leave, you will be restored to the position you held prior to taking leave or a position with the same pay and other terms and conditions of employment.

You will not be compensated for unused paid prenatal personal leave when your employment ends.

The Venue will not retaliate against team members who request or take leave in accordance with this policy.

PAY TRANSPARENCY REQUIREMENTS

New York Companies must include wage ranges in job postings, provide wage notices to new hires, give written notice of any change to employee wage information, and maintain wage records. Companies may not prohibit team members from discussing their wages.

REPRODUCTIVE HEALTH RIGHTS NOTICE

Pursuant to New York's Reproductive Health Bias Law (N.Y. Labor Law § 203-e), The Venue will not access your personal information regarding your own or your dependent's reproductive health decision-making—including, but not limited to, the decision to use or access a particular drug, device, or medical service—without your prior informed affirmative written consent.

Furthermore, the Company will not:

- Discriminate or retaliate against you with respect to compensation, terms, conditions, or privileges of employment because of, or on the basis of, your own or your dependent's reproductive health decision-making; or
- Require you to sign a waiver or other document that appears to deny you the right to make your own reproductive healthcare decisions.

SCHEDULING

Companies must grant an employee's request to temporarily change their schedule as the result of a personal event, one day per request and at least two times each calendar year. If the employer allows an employee to use two business days for one request, the employer does not need to grant another request.

A personal event means an employee's need to do one of the following:

Provide care to a minor child or disabled family or household member who relies on the employee for medical care or to meet the needs of daily living.

Attend a legal proceeding or benefits hearing involving the employee, a family member, or a disabled family or household member who relies on the employee for medical care or to meet the needs of daily living.

Any other situation that is a basis for the allowable use of safe or sick time.

Team members who would like to change their schedules as the result of a personal event must:

Notify their employer or supervisor and explain that the change is due to a personal event;

Make a proposal for the temporary change, unless the employee requests leave without pay; and

Put the request in writing no later than two business days after the employee returns to work following the absence.

Companies who receive a request for a temporary schedule change must respond immediately, and, if the initial response is not in writing, the employer must also respond in writing no more than 14 days after the employee requests a change in writing.

The employer's response must include:

Whether the request is granted with or without pay;
If the request is denied, the reason for the denial (see note); and
How many requests and how many business days the employee has left in the calendar year to request a temporary change.

SHIFT CUTS / UNEXPECTED CLOSURE

Call-in Pay: An employee who by request or permission of the employer reports for work on any day shall be paid for at least four hours, or the number of hours in the regularly scheduled shift, whichever is less, at the basic minimum hourly wage.

UNIFORM

Uniform Maintenance: If you clean your own uniform, you may be entitled to additional weekly pay.

VOTING LEAVE

New York law requires Companies to provide team members time off work so that an employee's time off hours combined with his or her off-duty hours provide the employee sufficient time to vote while polls are open. Only two hours of the voting leave must be paid. An employee is considered to have sufficient off-duty time to vote if he or she has four (4) consecutive off-duty hours to vote while polls are open.

To be eligible for the voting leave, an employee must request the leave at least two (2) working days but not more than ten (10) working days before the day of the vote or election. Not less than ten (10) working days before an election, each employer is required to post in a conspicuous location a notice informing team members of their rights and obligations to take voting leave.

WHISTLEBLOWER PROTECTION

New York prohibits Companies from discriminating against or retaliating against an employee (including former team members and independent contractors who are not Companies themselves) who reports or threatens to report an activity they reasonably believe violates a law, rule or regulation, or that the employee reasonably believes poses a substantial and specific danger to the public health or safety. The employee must generally make a good faith effort to notify their employer of the activity and give the employer a chance to correct the activity, except in certain situations explained below. In addition, the law protects team members who:

- Participate in an investigation regarding such activities
- Object to or refuse to participate in such activities
- Exercise their rights under the labor law

Companies have to post a notice informing team members of their rights and obligations under the law. The notice must be conspicuously posted in an accessible and well-lit place frequented by team members and applicants.

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 Williamsburg Wharf Glace 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.