

WINTRUST
SPORTS COMPLEX
AT BEDFORD PARK

**TEAM MEMBER
HANDBOOK**



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunity 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,

Wes Hall

VP of Venue Management - Wintrust Sports Complex at Bedford Park

HISTORY

The Wintrust Sports Complex facility opened in Fall 2021 as the Midwest's premiere destination for sports, events, and recreation in Bedford Park, IL. Wintrust Sports Complex is a multi-purpose sports tourism and local programming facility with something for everyone. From the traveling athlete to local families, we are a modern venue that embraces everybody. Whether we are hosting a large tournament, trade show or opening our doors to local athletes for team practices, the experience is carefully planned with the utmost attention to detail ensuring a positive experience that makes everyone feel at home.

VENUE OFFERINGS

- 116,000 Square Foot Venue
- 8 High School Hardwood Basketball Courts
- 16 NCAA Volleyball Courts
- One Championship Court
- Redemption Arcade
- Laser Tag/Laser Frenzy
- E-Sports Cafe
- Flexible Meeting and Event Spaces
- Cafe with Full Restaurant and Lounge

MISSION & VISION

The mission of Wintrust Sports Complex at Bedford Park is to welcome all athletes, families, and individuals to the nation's most inviting, premier sports and entertainment experience.

Wintrust Sports Complex's vision is to be the world's premier destination for sports and events.

WORK ENVIRONMENT

PARKING

Team Members should park in the smaller lot to the west of the main lot in front of the walking path.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Wintrust Sports Complex notices may be posted, including state and federal mandatory notices, and important communications from Management. Team Members may not post any information on these bulletin boards without the express permissions of the Human Resources Department or Facility Management. The bulletin board is located in the 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 Wintrust Sports Complex assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Lockers for Team Members are available in the main office area and in the food and beverage area. You must provide your own lock and remove your lock and personal items at the end of your shift.

RESTRICTED AREAS

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

Restricted areas include:

- Administrative Offices
- Electrical, Data, and Maintenance Rooms

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.

LOST AND FOUND

All items found should be turned into the Guest Services desk located in the lobby. At day’s end, any found items will be stored in the Administrative Offices located on the second floor for up to ten days. Please contact a Manager for any requested item(s) that is not located at the 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 Wintrust Sports Complex 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

All hourly Team Members will clock in/out through Paylocity. Team Members are expected to use the mobile app on their phone while on the premises to clock in/out. All Team Members

should be clocked in and out within five minutes of their start and end times. All overtime must be approved in advance by a Manager.

Team Members are welcome and encouraged to participate in the different activities and events at Wintrust Sports Complex when off the clock. When Team Members are off the clock, they cannot be in uniform and all facility rules and polices must be adhered to (see facility rules and polices for additional information).

MEALS/BREAKS

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

Illinois law requires employers to permit Team Members who work 7 1/2 continuous hours or more to take a meal period of at least 20 minutes. The meal period will be unpaid and will be given to a Team Member no later than 5 hours after beginning work.

Any additional breaks will be at the Manager's discretion and approval. Any Team Member working eight consecutive hours will be given a break.

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 Wintrust Sports Complex. When representing Wintrust Sports Complex (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 unreasonably restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, non-slip footing and offer protection against hazards. Shoes must always be worn. Sandals, flip-flops, boots, and open toe shoes are not allowed.
- Black, grey, or khaki pants should be worn – jeans, sweatpants, or warm up pants/shorts are not permitted.
- 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

All Team Members will receive a discount to purchase food during their breaks and/or outside of their scheduled shift. Team Members are entitled to a 25% discount on food items (excluding alcoholic beverages). This discount does not apply to any guest or relative, just the Team Member.

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.

Child Labor Law Regulates the employment of workers under 16 years of age. Company must provide "Letter of Intent", minor/parent take the letter and acquire a worker's permit. Companies must have a worker's permit for minors under the age of 16.

FINAL PAY

When employment ends, final wages will be paid in accordance with Illinois labor law.

- **Voluntary Separation (Resignation):**
If you choose to resign, you will receive your final paycheck no later than your next regularly scheduled payday after your last day of work.
- **Involuntary Separation (Termination, Layoff, or Discharge):**
If your employment ends involuntarily, you will receive all final wages no later than the next regularly scheduled payday following your separation date.
- **Accrued Paid Time Off (PTO) and Vacation:**
Under the Illinois Wage Payment and Collection Act, any earned but unused vacation or PTO must be paid out at your final rate of pay when employment ends, regardless of whether the separation is voluntary or involuntary.
However, unused sick leave provided under a separate sick leave policy (such as under the Paid Leave for All Workers Act or a local ordinance) does not have to be paid out at separation unless the Company's policy states otherwise.

STATE LAWS

BLOOD AND ORGAN DONATION LEAVE

The Sports Facilities Companies will provide all team members with:

- Up to one hour of paid leave to donate, or attempt to donate, blood every 56 days in accordance with appropriate medical standards established by the American Red Cross,
- America's Blood Centers, the American Association of Blood Banks, or other nationally recognized standards.
- Up to 10 days of paid leave in any 12-month period to serve as an organ donor.

The state's paid organ donation leave law, which applies to companies with 51 or more team members, will be expanded to cover part-time team members. During leave, companies must pay part-time team members at a rate equal to their average daily pay from the previous two months of employment.

CIVIC DUTY LAWS

A Company is not required to pay a team member for responding to a jury summons or serving on a jury. A Company must grant a team member time off to serve on a jury, regardless of the employment shift to which the team member is assigned. A Company may not require a team member to work a night shift while the team member is serving jury duty during the day.

CIVIL AIR PATROL LEAVE

The Sports Facilities Companies will provide eligible no more than 30 days of unpaid Civil Air Patrol leave per year to perform a Civil Air Patrol mission.

To be eligible for Civil Air Patrol leave, you must:

- Have been employed for at least 12 months and worked for at least 1,250 hours during the 12-month period immediately preceding the commencement of leave; and
- Be a volunteer member of the Illinois Wing of the Civil Air Patrol.

CHILD EXTENDED BEREAVEMENT LEAVE

The Sports Facilities Companies will provide eligible full-time team members with up to six weeks of unpaid leave to grieve the loss of a child by suicide or homicide, in accordance with the Illinois

Child Extended Bereavement Leave Act. For purposes of this policy, *child* means your biological, adopted, or foster child, a stepchild, a legal ward, or a child to whom you stand in loco parentis.

To be eligible for leave, you must be employed full-time and have worked for the Emerald Acres Sports Connection for at least two weeks.

ELECTION JUDGE LEAVE

Companies with at least 25 team members must allow any person who is appointed as an election judge to take leave to serve as an election judge.

An eligible team member must give their Company at least 20 days' written notice. An Company may not penalize a team member for the absence other than a deduction in salary for the time the team member was absent from work. Companies are prohibited from requiring a team member to use earned vacation time or any form of paid leave time to serve as an election judge.

EMPLOYEE PROTECTION FOR CRIME RECORDINGS

Companies may not deprive team members of the use of company-issued equipment because the team member used, or attempted to use, the equipment to record a violent crime committed against the team member or a family or household member. "Deprive" may include taking the equipment away entirely or restricting its use, such as limiting access to camera or video features.

Companies must also provide team members access to any digital files stored on company-issued equipment, including photos and recordings—related to the crime. Companies may not take adverse action against a team member for using company-issued equipment to make such recordings

FAMILY BEREAVEMENT LEAVE ACT

The Family Bereavement Leave Act (FBLA) requires Companies with 50 or more team members to provide eligible team members with up to two weeks (10 workdays) of unpaid bereavement leave following the death of a covered family member and upon other specific events.

FAMILY MILITARY LEAVE

The Sports Facilities Companies will provide eligible regular full-time team members who are the spouse, parent, child, or grandparent of a person called to military service with up to 30 days of unpaid military family leave during the time federal or state deployment orders are in effect.

To be eligible for leave, you must:

- Have been employed by The Sports Facilities Companies for at least 12 months;
- Have worked for The Sports Facilities Companies for at least 1,250 hours during the 12-month period immediately preceding the leave; and
- Be the spouse, parent, child, or grandparent of a person called to military service lasting longer than 30 days with the state or the United States pursuant to orders of the Governor or the President.

Notice and Certification

- If you are taking family military leave for five or more consecutive workdays, you must provide at least 14 days' advance notice of the intended date to take leave. If possible, consult with your General Manager to schedule leave so as not to unduly disrupt operations.
- When taking family military leave for less than five consecutive days, provide advance notice as is practicable.

ILLINOIS PAID LEAVE FOR ALL WORKERS ACT (PLFAW)

SFC complies with the Illinois Paid Leave for All Workers Act (PLAWA), which provides eligible team members with the right to earn and use paid leave for any reason.

All team members who work in Illinois are eligible to accrue paid leave under this law, unless covered by a qualifying collective bargaining agreement or an exemption defined by state law.

- Team members accrue one hour of paid leave for every 40 hours worked, up to a maximum of 40 hours (or 5 days) in a 12-month period.
- Accrual begins on the first day of employment or January 1, 2024, whichever is later.
- Exempt (salaried) team members are presumed to work 40 hours per week for accrual purposes, unless their normal workweek is less.

Use of Leave:

- Paid leave may be used for any reason, and team members are not required to provide documentation or specify the reason for their leave.
- Leave may be taken in increments consistent with the company’s time-off policies.
- Team members must provide at least seven (7) calendar days’ notice when the need for leave is foreseeable. When unforeseeable, notice should be provided as soon as practicable.

Carryover:

- Accrued, unused paid leave may be carried over to the next benefit year, up to 40 hours.
- However, SFC may choose to “front-load” the full 40 hours of paid leave at the start of each benefit year, in which case carryover is not required.

Separation of Employment:

- Unused paid leave under this law is not required to be paid out upon separation unless combined with another paid time off policy that is payable at termination under company policy or state law.

SFC will administer paid leave in accordance with Illinois law and will not interfere with, deny, or retaliate against any team member for exercising their right to use paid leave.

LACTATION BREAK PAY

Companies with six or more team members must compensate paid lactation breaks at an employee’s regular rate of pay. (This is how the law should have been interpreted before, but now it’s crystal clear.) The update also clarifies that team members can’t be forced to use other types of paid leave (e.g., PTO) during lactation break time.

LEAVE FOR VICTIMS OF DOMESTIC, SEXUAL, GENDER, OR CRIMINAL VIOLENCE (VESSA)

In accordance with the Illinois Victims' Economic Security and Safety Act (VESSA), The Sports Facilities Companies will provide unpaid leave (VESSA leave) to eligible team members who:

- Are victims of domestic violence, sexual violence, gender violence, or any other crime of violence; or
- Have a family or household member who is a victim of domestic violence, sexual violence, gender violence, or any other crime of violence.

VESSA leave may be used to:

1. Seek medical attention for, or recover from, physical or psychological injuries caused by domestic violence, sexual violence, gender violence, or any other crime of violence against you or your family or household member.
2. Obtain victim services for you or your family or household member.
3. Obtain psychological or other counseling for you or your family or household member.

4. Participate in safety planning, including temporary or permanent relocation or other actions, to increase your own or your household or family member's safety from future domestic violence, sexual violence, gender violence, or any other crime of violence.
5. Seek legal assistance to ensure your own health and safety or that of your household or family member, including participating in court proceedings related to the violence.
6. attend the funeral or alternative to a funeral or wake of a family or household member who was killed in a crime of violence.
7. Make arrangements necessitated by the death of a family or household member who was killed in a crime of violence.
8. Grieve the death of a family or household member who was killed in a crime of violence.

MILITARY FUNERAL HONORS DETAIL LEAVE

SFC will provide eligible team members with up to eight hours of paid leave per calendar month, up to a total of 40 hours per calendar year, to participate in a military funeral honors detail.

To be eligible for leave, you must:

Have been employed by the Company for at least 12 months;

- Have worked for the Company for at least 1,250 hours during the 12-month period immediately preceding the leave; and
- Be trained to participate in a funeral honors detail at the funeral of a veteran and be either:
 - A retired or active member of the U.S. Armed Forces or a member of a reserve component of the U.S. Armed Forces, including the Illinois National Guard; or
 - An authorized provider, or a registered member of a nonprofit or other organization that is an authorized provider, including a member of a veteran's service organization.
- Notice and Certification
- You must provide reasonable notice of your need for leave as soon as practical. The Company may request confirmation from the relevant veterans service organization that dispatched you to the funeral honors detail, or any official notice provided to you in relation to the funeral honors detail, that can be used as proof of your participation in the detail.

NEO-NATAL INTENSIVE CARE UNIT LEAVE

Companies with 16 or more team members to provide unpaid, job-protected leave when an employee has a child in the neonatal intensive care unit (NICU). The amount of leave is based on employer size as follows:

- Companies with 16–50 team members: up to 10 days
- Companies with 51 or more team members: up to 20 days

Team members can take this leave intermittently, though companies can require a minimum of two-hour increments. Team members can also choose (though it can't be required) to substitute any other available paid or unpaid leave. Companies must continue team members' health insurance during the leave.

SCHOOL CONFERENCE AND ACTIVITIES LEAVE

In accordance with the School Visitation Rights Act, The Sports Facilities Companies will provide you with up to eight hours of unpaid leave during any school year to attend school conferences, behavioral meetings, or academic meetings related to your child (including a biological, adopted, foster, or stepchild) if the conference or meeting cannot be scheduled during nonwork hours.

To be eligible for leave under this policy you must have:

- Worked for The Sports Facilities Companies for at least six consecutive months immediately preceding the leave request; and
- Worked, on average, a number of hours equal to or greater than one-half of a full-time position during the six-month period.

USE OF AI IN EMPLOYMENT

Companies are required to give team members notice if they use artificial intelligence (AI) for employment purposes such as recruiting, discipline, or selection for training. The law doesn't indicate the type or form of notice that's required! Additionally, companies are prohibited from using AI to discriminate based on protected classes and from using ZIP codes in a way that targets protected groups (for instance, as a filter in resume screening).

VOTING LEAVE

If you request leave prior to the day of any election and your working hours begin less than two hours after the opening of the polls and end less than two hours before the polls close, you may take two hours of leave during the polling period for the purpose of voting. The time when you can go to vote will be at the discretion of your General Manager, consistent with applicable legal requirements.

WITNESS LEAVE

SFC realizes that, on occasion, team members may be subpoenaed to serve as witnesses in a criminal proceeding. In such cases, you will be provided unpaid leave to attend.

Upon receiving a subpoena, notify your General Manager as soon as possible to make scheduling arrangements. You may opt to use PTO in place of unpaid leave.

The Sports Facilities Companies reserves the right to require team members to provide proof of the need for leave to the extent authorized by law. The Sports Facilities Companies will not retaliate against team members who request or take leave in accordance with this policy.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a part in that experience. You represent Wintrust Sports Complex 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. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcomed in the facility. If they ask a question that you can’t answer, don’t say, “I don’t know.” 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 or that you feel is getting out of control that may result in 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 diffuse the situation and resolve it as best you can.
- 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.

SERVSAFE

Food Handlers are required to follow all food safety standards as per ServSafe guidelines. In addition, Bartenders must hold the SafeServe Alcohol Certification. Wintrust Sports Complex will pay for all required Team Member's exam fees.