



CALIFORNIA

TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter what your role is today, if you apply your leadership with a focus on getting better 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. Understanding 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 filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made by 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.

#RunAsOne

MISSION & VISION

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

REVISIONS TO HANDBOOK

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including policies and procedures. The handbook is not a contract. The venue reserves the right to revise, add, or delete from this handbook as we determine it to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in posting on venue bulletin boards.

WORK ENVIRONMENT

PARKING

Team members are required to park in the spaces furthest from the venue doors, such as the outer edges or rear sections of the parking lot, so that the closest and most convenient spaces remain available for our guests and individuals with accessibility needs.

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 labor posters and bulletin boards are in the main office. 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 venue assumes 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 team members. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

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 of the facility closing by the General Manager.

LOST AND FOUND

Lost and Found items can be put in the main office. Team members should have the General Manager or Manager on Duty help guests claim any lost property.

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 the venue and 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.

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 into 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 Paylocity 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 are to clock in and out via Paylocity. Time punch locations are geofenced so team members must be in a designated area to punch in or out.

HOLIDAY SCHEDULE

Full-time team members are eligible for eight (8) hours of holiday pay for the designated holidays. If an hourly, full-time team member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time team member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

MEALS/BREAKS

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

Meal Breaks:

- No required break for team members working less than five (5) hours in a day.
- One (1) break of 30 minutes or more for team members working over five (5) hours a day.
- Two (2) breaks of 30 minutes or more for team members working over 10 hours a day.

The first break may be waived by mutual consent if the team member works no more than six (6) hours in a day, and the second may be waived if the team member works no more than 12 hours in a day.

Rest Breaks:

- A rest break is not required for team members working less than three and a half (3.5) hours.
- One (1) rest break of 10 minutes for team members working three and a half (3.5) to six (6) hours.
- Two (2) rest breaks of 10 minutes each for team members working six (6) to 10 hours.
- Three (3) rest breaks of 10 minutes each for team members working 10 to 14 hours.

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. When representing the venue (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 are required to be worn, always. 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)
- Shorts, where permitted, must be modest in length (mid-thigh or longer), in good condition, and appropriate for movement (e.g., bending, lifting, or demonstrating activities). Extremely short, tight, frayed, or otherwise revealing shorts 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 are not professionally acceptable
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours
- Excessive or offensive tattoos should be covered during work hours

Team members should consult with their direct manager, General Manager or Human Resources Representative if they have questions as to what constitutes appropriate attire.

DISCOUNT PROGRAM

Team members may be eligible for discounts on food, beverages, merchandise, and facility programs, which may change at any time. All discounts are intended for the team members' use only. Please consult with your General Manager or supervisor about the most current details.

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.

All minors under 18 in California must have a work permit. California venues must possess a valid Permit to Employ and Work. The venue will assist the minor by signing a Statement of Intent to Employ Minor and Request for Work Permit.

California child labor laws restrict work hours for minors aged 14–17 to prioritize education.

14–15 years old: during school days:

- Three (3) hours per day, max 18 hours per week
- Only between 7 a.m. and 7 p.m.

14–15 years old: during non-school days:

- Eight (8) hours per day, max 40 hours per week
- Only between 7 a.m. and 9 p.m.

16–17 years old: during school days:

- Four (4) hours a day, max 20 hours per week
- Only between 5 a.m. and 10 p.m.

16–17 years old: during non-school days:

- Eight (8) hours a day, max 48 hours per week
- Only between 5 a.m. and 10 p.m.

FINAL PAY

If you are terminated involuntarily (i.e. fired or laid off) or if you end your employment voluntarily and give at least three (3) days' advance notice to your manager of when your last day of work will be, you will receive your final paycheck on your last day of work.

If you end your employment voluntarily without notice, your final check will be ready for you within 72 hours after your last day of work.

STATE LAWS

BEREAVEMENT LEAVE

California law requires venues with five (5) or more team members, to grant eligible team member requests for up to five (5) days (which do not need to be consecutive but must be completed in three (3) months) of unpaid bereavement leave. To be eligible, the team member must be employed for at least 30 days prior to taking leave and leave must be for an eligible family member (child, parent, spouse, domestic partner, parent-in-law, sibling, grandparent and grandchild). Team Members can use existing paid time off (vacation, sick or personal leave) to get paid during this time.

BONE MARROW & ORGAN DONATION LEAVE

California venues will provide team members who have been employed for at least 90 days with paid leave of absence for the purpose of donating organs or bone marrow. When donating an organ, you may take up to 30 paid business days in a one (1) year period. When donating bone marrow, you may take up to five (5) paid business days in a one (1) year period. The one (1) year period for both leaves is measured from the date leave begins. Venues in California will also provide team members with an additional unpaid leave of absence of up to 30 business days in a one (1) year period when donating an organ. The one (1) year period is measured from the date leave begins.

You are required to provide advance notice if you wish to take leave to donate an organ or bone marrow. Provide Human Resources with verification from a physician that the donation will take place and that there is a medical necessity for the donation. Before taking paid leave under this policy, you must first use two (2) weeks of accrued sick or vacation time when donating an organ, or five (5) days accrued sick or vacation time when donating bone marrow.

Leave taken under this policy does not constitute a break in service for health insurance coverage, accrual of vacation or sick pay, or seniority; however, the leave may not run concurrently with federal Family and Medical Leave Act (FMLA) or California Family Rights Act (CFRA) leave.

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

CALIFORNIA FAMILY RIGHTS ACT (CFRA)

The California Family Rights Act (CFRA) requires California venues with five (5) or more team members to provide eligible team members with up to 12 weeks of unpaid, job-protected leave in a 12-month period for:

- The birth, adoption, or foster placement of a team member's child
- The care of a family member with serious health conditions
- The team members' own serious health conditions that make them unable to perform their job, except for leave taken for disability on account of pregnancy, childbirth, or related medical conditions
- A qualifying exigency related to the covered active duty or call to covered active duty of a team members spouse, domestic partner, child, or parent in the U.S. Armed Forces

CIVIL AIR PATROL LEAVE

California venues will provide eligible team members with at least 10 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol.

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

- Employed for at least 90 days before beginning leave
- A volunteer member of the California Wing of the Civil Air Patrol

Civil Air Patrol leave for a single emergency operation may not exceed three (3) days, unless an extension of time is granted by the governmental entity that authorized the emergency operational mission, and the extension of the leave is approved.

You will not be required to exhaust any paid leave to take Civil Air Patrol leave.

If eligible, you must provide as much notice as possible of the intended dates of leave, when it begins and ends.

California venues are not required to grant Civil Air Patrol leave to you if you are required to respond to either the same or other simultaneous emergency operational mission as a first responder or disaster service worker for a local, state, or federal agency.

California venues may require certification from the proper Civil Air Patrol authority to verify your eligibility for the leave requested or taken. The venue may deny the leave if you fail to provide the required certification.

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, team member benefits, pay, and other terms and conditions of employment. The venue will not retaliate or discriminate against team members who request or take leave in accordance with this policy.

LEAVE AND ACCOMODATIONS FOR VICTIMS OF VIOLENCE

If you or a family member is a victim of violence, you will be provided with leave and/or accommodation in accordance with California law. A *Survivors of Violence and Family Members of Victims Right to Leave and Accommodations* notice, which outlines your rights and protections under the law, has been attached as an addendum to this handbook.

The venue will not discriminate against or retaliate against team members who request and/or obtain leave or accommodation in accordance with this policy.

MILITARY SPOUSE LEAVE

California venues provide up to 10 days of job-protected, unpaid leave to team members who are the spouse or registered domestic partner 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
- Be the spouse or registered domestic partner of a member of the Armed Forces, National Guard, or Reserves who is on leave from deployment during a period of military conflict

Notify your leadership of your need for leave within two (2) business days from the day you receive official notice that your spouse or registered domestic partner will be on leave from deployment. You must also provide written documentation certifying that your spouse or registered domestic partner will be on leave from deployment during the time you are requesting leave.

You may elect to use any available paid time off for which you are eligible under the 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 venue will not discriminate or retaliate against team members who request or take leave in accordance with this policy.

OVERTIME

Under California law, non-exempt team members must be paid one and one-half times their regular straight time rate for all hours worked over 40 hours in a work week, over eight (8) hours in a workday, or for the first eight (8) hours on the seventh consecutive day of work in a work week.

Non-exempt team members will be paid two (2) times their regular rate for all hours worked, more than 12 hours in a workday or more than eight (8) hours on the seventh consecutive day of work in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

PAID FAMILY LEAVE

California's Paid Family Leave (PFL) insurance program provides eligible team members with up to eight (8) weeks of partial wage replacement in any 12-month period to take time off from work to:

- Bond with a new child (either by birth, adoption, or foster care placement)

- Care for a seriously ill family member (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner)
- Participate in a qualifying exigency related to the covered active duty, or call to covered active duty, of your spouse, domestic partner, child, or parent in the U.S. Armed Forces

The 12-month period begins on the day a claim is submitted.

PFL insurance is funded entirely by workers through state disability insurance (SDI) payroll deductions. If you are currently receiving benefits from SDI or workers' compensation insurance, you may not be eligible to receive PFL benefits. The California PFL insurance program does not create a right to a leave of absence, job protection, or job reinstatement.

The PFL insurance program makes benefits available to eligible team members through the California Employment Development Department (EDD). Apply for PFL insurance directly with the EDD.

PAID SICK LEAVE

California law states that part-time team members who are not eligible for PTO will receive 40 hours of paid sick leave each calendar year. Team members not eligible for PTO who work within the city of Los Angeles (LA) will receive 48 hours of paid sick leave each calendar year. Team members under an accrual plan will earn at least one (1) hour of paid sick leave for every 30 hours of work. Up to 80 hours of accrued unused paid sick leave may be carried over from year to year. The accrual cap, or maximum balance amount of unused paid sick leave a team member can have is 80 hours.

PREGNANCY DISABILITY LEAVE (PDL)

Under the California Fair Employment and Housing Act (FEHA), California venues with five (5) or more team members are required to provide up to four (4) months of unpaid Pregnancy Disability Leave (PDL) to women facing time off work because of pregnancy, childbirth, or related illnesses.

If the venue provides more than four (4) months of leave for other types of temporary disabilities, the same leave must be made available to female team members who are disabled due to pregnancy, childbirth, or a related medical condition.

REPRODUCTIVE LOSS LEAVE

All team members who have been employed for at least 30 days are eligible for up to five (5) days of unpaid leave for a reproductive loss event as defined by California state law. Reproductive loss leave must be used within three (3) months of the event but is not required to be used on consecutive days. Max of 20 days a year. Team members can use existing paid time off (vacation, sick or personal leave) to get paid during this time.

SCHOOL INVOLVEMENT LEAVE

The California Family-School Partnership Act requires venues that employ 25 or more team members, to provide team members who are parents with up to 40 hours of unpaid leave each year (not to exceed eight (8) hours in a single calendar month) for school or childcare activities.

In addition to School Involvement Leave under the Family-School Partnership Act, California law

requires venues to allow a parent or guardian of a pupil to appear at the school when the school has given advance written notice mandating the parent or guardian's attendance.

VOTING LEAVE

California law requires venues to allow team members up to two (2) hours off, without a loss of pay, to vote, provided they do not have enough time to do so during their non-working hours. Team members must give the venue two (2) working days' notice before an election if they need time off work to vote.

California venues must post a notice at the place of employment informing team members of these rights and must do so at least 10 days before an election.

WARN ACT NOTICE

Notices required by the California Worker Adjustment and Retraining Act (Cal/WARN) will now be required to include specific information such as the employer's coordination of services through a workforce development board and other contact information. Additionally, services through a workforce development board, if provided, will need to be arranged within a certain timeframe.

WITNESS LEAVE

California venues realize that, on occasion, team members may be subpoenaed or otherwise compelled to serve as witnesses in a judicial proceeding; in such case, you will be provided with unpaid leave to attend. You may opt to use any available paid leave (including paid sick leave) in place of unpaid leave.

Upon receiving a subpoena (or other document compelling your attendance), notify your immediate supervisor or General Manager as soon as possible to make scheduling arrangements.

Per California law (Labor Code 230), the venue reserves the right to require you to provide proof of the need for leave to the extent authorized by law.

The venue will not discriminate or 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 depends upon providing our guests with the best experience around. Every team member is a big part of that experience. You represent the venue 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 receive from guests when you engage them using the following steps:

- Within 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 are our job. 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 inconvenience
- 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 about their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes and extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions, such as:
 - 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 manufacturers' recommendations when operating equipment.
5. Handle hazardous chemicals with care and proper Personal Protection Equipment (PPE).
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 the Manager on Duty.

HEAT ILLNESS PREVENTION PROGRAM

California venues are committed to complying with all applicable laws and ensuring that team members avoid heat illness while working in certain workplaces where the temperature reaches or exceeds 82 degrees Fahrenheit indoors and 95 degrees Fahrenheit outdoors. Heat illness may begin with mild symptoms and progress quickly to signs of serious and life-threatening illness. All team members who are exposed to the risk of heat illness will be provided with detailed training before starting work involving a risk of heat illness. Such team members should be familiar with the written Heat Illness Prevention Program.

This policy ensures that at-risk team members understand they are allowed and encouraged to take preventative cool-down rest periods in provided cool-down areas whenever they feel the need to protect themselves from overheating.

Team members will receive a minimum 10-minute preventative cool-down rest period every two (2) hours when temperatures reach 95 degrees Fahrenheit or higher. If the workday extends beyond eight (8) hours, an additional cool-down rest period will be provided. If the workday extends beyond 10 hours, another cool-down rest period will be provided.

You may also be asked to take a cool-down rest period if you are observed having any signs of heat illness. Access to cool-down areas is always permitted. Cool-down periods are not limited in frequency and are considered time worked.

When taking a preventative cool-down rest period:

- You will be monitored and asked if you are experiencing any symptoms of heat illness
- You will be encouraged to remain in the cool-down area
- You will not be ordered back to work until any signs or symptoms of heat illness have abated, but in no event sooner than five minutes after accessing the cool-down area, excluding the time needed to access the cool-down area

California venues provide suitably cool drinking water at no charge throughout the day. Water will be located as close as possible to work and cool-down areas. When the work environment is hot, you are encouraged to frequently drink small cups of water, with up to four (4) cups (one quart or more) per hour recommended, to stay hydrated. Do not wait until you are thirsty to drink water.

California venues will use control measures to minimize the risk of heat illness.

California venues have in place effective emergency response procedures if you show signs or report symptoms of heat illness while taking a preventative cool-down rest period.

You must immediately report to your immediate supervisor if you experience any symptoms or signs of heat illness or see signs of heat illness in co-workers so that the venue can respond with medical attention, as appropriate.

The venue will not discriminate or retaliate against team members who take preventative cool-down rest periods in accordance with this policy.

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. If a team member's position requires certification, they are expected to maintain that certification while employed. Failure to do so will result in disciplinary action, up to and including, termination.