



# ILLINOIS

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# 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 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.

Minors under 16 years old must receive a 30-minute break for every five (5) hours of work.

## **DRESS CODE**

Team members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all team members and affect the business image. 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 Company Account Executive 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.

Venues in Illinois require minors under the age of 16 to obtain a work permit are issued by school guidance offices. The venue must provide the "Letter of Intent" so the minor/parent can take the letter and acquire a worker's permit. Illinois venues must keep a worker's permit on file for all minors under the age of 16. Work permits are only good for one (1) year at a time.

Illinois child labor laws restrict work hours for minors ages 14 to 15 to prioritize education:

**14–15 years old** during the school year:

- Three (3) hours per day, max 24 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 48 hours per week
- Only between 7 a.m. and 9 p.m.

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

- No restrictions

### FINAL PAY

Upon voluntary or involuntary separation from employment, all wages earned through your last day will be paid on the next regular payday. Unused accrued PTO or vacation time will be paid out at your final rate of pay when employment ends.

### STATE LAWS

#### BEREAVEMENT LEAVE

Illinois venues will provide eligible team members with unpaid bereavement leave in accordance with the Illinois Family Bereavement Leave Act.

To be eligible for bereavement leave, you must:

- Have been employed for at least 12 months
- Have worked for at least 1,250 hours (including paid time off) during the 12-month period immediately preceding the leave
- Be employed at a worksite that has at least 50 team members within 75 miles

You may use bereavement leave for the following reasons:

- To attend the funeral (or alternative service) of a family member
- To plan the arrangements for the death of a family member
- To grieve the death of a family member
- For absences from work due to a miscarriage, an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure, a failed adoption match or an adoption that is not finalized because it is contested by another party, a failed surrogacy agreement, a diagnosis that negatively impacts pregnancy or fertility, or a stillbirth

For the purposes of this policy:

- Family member means your child, stepchild, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent
- Child means your son or daughter who is a biological, adopted, or foster child; a stepchild; a legal ward; or a child to whom you are standing in loco parentis
- Domestic partner means: (1) a person recognized as your domestic partner under any domestic partnership or civil union law of a state or political subdivision of a state; or (2) an unmarried adult person with whom you are in a committed, personal relationship, who is not a domestic partner as described in sentence (1) or in such a relationship with any other person, and who you have designated as your domestic partner to the venue

Eligible team members will be provided up to two (2) weeks (10 working days) of unpaid bereavement leave in a 12-month period for the death of a family member. In the event of the death of more than one (1) family member, this will increase to a total of six (6) weeks of unpaid leave during the 12-month period.

Bereavement leave must be completed within 60 days after the date on which you receive notice of your family member's death.

Where applicable, you may substitute any available paid leave for leave taken under this policy. This policy does not create any right to take more unpaid leave than is allowed under, or in addition to, the unpaid leave permitted by the federal Family and Medical Leave Act.

This leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave, including paid leave, as permitted by state and federal law.

You must provide your supervisor with at least 48 hours' advance notice of your intent to take bereavement leave, unless such notice is not reasonable or practical.

You may be required to provide reasonable documentation supporting your need for leave.

Reasonable documentation may include:

- A death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency
- A form filled out by the health care practitioner who treated you, your family member, or surrogate
- Documentation from the adoption agency showing a failed match or contested adoption
- Documentation from the surrogacy agency showing a failed surrogacy agreement

You will not be required to identify which category of event the leave pertains to as a condition of taking bereavement leave.

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

### **BLOOD AND ORGAN DONATION LEAVE**

Illinois venues will provide all team members with:

- Up to one (1) hour of paid leave to donate, or attempt to donate, blood every 56 days in accordance with appropriate medical 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, Illinois venues will pay part-time team members at a rate equal to their average daily pay from the previous two (2) months of employment.

### **CHILD EXTENDED BEREAVEMENT LEAVE**

Illinois venues will provide eligible full-time team members with up to six (6) 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 two (2) weeks.

### **CIVIL AIR PATROL LEAVE**

Illinois venues 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
- Being a volunteer member of the Illinois Wing of the Civil Air Patrol

### **ELECTION JUDGE LEAVE**

Venues with at least 25 team members will allow any team member who is appointed as an election judge to take leave to serve as an election judge. An eligible team member must give at least 20 days' written notice. The venue will not penalize a team member for the absence other than a deduction in salary for the time the team member was absent from work. Illinois venues will require you to use PTO or any form of paid leave time to serve as an election judge.

### **FAMILY MILITARY LEAVE**

Illinois venues 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 for at least 12 months and worked for at least 1,250 hours during the 12-month period immediately preceding the commencement of leave
- Be the spouse, parent, child, or grandparent of a person called to military service lasting longer than 30 days with the state or the US by orders of the Governor or the President

Notice and Certification:

- If you are taking family military leave for five (5) 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

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

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

- Are victims of domestic violence, sexual violence, gender violence, or any other crime of violence
- 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:

- 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
- Obtain victim services for you or your family or household member
- Obtain psychological or other counseling for you or your family or household member
- 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
- 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
- Attend the funeral or alternative to a funeral or wake of a family or household member who was killed in a crime of violence
- Plan the arrangements for the death of a family or household member who was killed in a crime of violence
- Grieve the death of a family or household member who was killed in a crime of violence

### **MILITARY FUNERAL HONORS DETAIL LEAVE**

Illinois venues will provide eligible team members with up to eight (8) 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 for at least 12 months and have worked 1250 hours

- 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
  - 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

You must provide reasonable notice of your need for leave as soon as practical. The venue may request confirmation from the relevant veteran’s 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.

**PAID LEAVE FOR ALL WORKERS ACT (PLFAW)**

Illinois venues comply with the Illinois Paid Leave for All Workers Act (PLAWA), which provides 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.

**Accrual:**

- Team members accrue one (1) hour of paid leave for every 40 hours worked, up to a maximum of 40 hours (or five (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 venue’s time-off policies
- Team members must provide at least seven (7) calendar days’ notice when the need for leave is foreseeable; If 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 the venue’s policy or state law

Illinois venues 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.

## **SCHOOL CONFERENCE AND ACTIVITIES LEAVE**

In accordance with the School Visitation Rights Act, you will be provided with up to eight (8) 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 at least six (6) consecutive months immediately preceding the leave request
- Worked, on average, hours equal to or greater than one-half of a full-time position during the six (6) month period

## **USE OF VENUE-PROVIDED EQUIPMENT**

Illinois venues will not:

- Discharge, constructively discharge, harass, discriminate, retaliate, or otherwise take adverse action against you for using venue-issued equipment to record domestic violence, sexual violence, gender violence, or any other crime of violence committed against you or a family or household member
- Deprive you of venue-issued equipment solely because you used or attempted to use such equipment to record domestic violence, sexual violence, gender violence, or any other crime of violence committed against you or a family or household member

Illinois venues will grant you access to any photographs, voice or video recordings, sound recordings, or any other digital documents or communications stored on a venue-issued device relating to domestic violence, sexual violence, gender violence, or any other crime of violence committed against you or a family or household member. In addition, the venue will comply with any law enforcement investigation, court order, or subpoena for a device, information, data, or documents.

## **VOTING LEAVE**

If you request leave prior to the day of any election and your working hours begin less than two (2) hours after the opening of the polls and end less than two (2) hours before the polls close, you may take two (2) 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**

Illinois venues realize that, on occasion, team members may be subpoenaed to serve as witnesses in a criminal proceeding. In such cases, you will be provided with 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 venue reserves the right to require team members to provide proof of the need for leave to the extent authorized by law.

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

## TEAM MEMBER RESPONSIBILITIES

### GUEST SERVICE

This venue is 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

### 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.