



# MARYLAND

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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 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.

Minors under 18 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 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 must have a valid work permit before beginning employment. Work permits must be obtained from the Maryland Division of Labor and Industry and kept on file for at least three (3) years.

Maryland 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:

- No to exceed 12 hours in a day (school and work combined)
- Eight (8) hours free of school and work daily

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

- No to exceed 12 hours in a day
- Eight (8) hours free of school and work daily

### FINAL PAY

Upon voluntary or involuntary separation from employment, all wages earned through your last day will be paid on the next regular payday. For unused accrued PTO or vacation time, if the company's written policy or employment agreement provides for payout of such accrued time upon separation, the payout will be made in accordance with that policy.

### STATE LAWS

#### BONE MARROW AND ORGAN DONATION LEAVE

Maryland venues will provide eligible team members with:

- Up to 30 days of unpaid leave in a 12-month period to serve as a bone marrow donor
- Up to 60 days of unpaid leave in a 12-month period to serve as an organ donor

To be eligible for donation leave, as of the date the requested leave begins, you must have:

- Been employed for at least 12 months
- Worked at least 1,250 hours during the previous 12 months

To request donated leave, you must provide the venue with written verification from a physician that you are an eligible bone marrow or organ donor and there is a medical necessity for the donation.

Leave cannot be taken concurrently with leave under the federal Family and Medical Leave Act.

Upon returning to work at the end of donation leave, you will be restored to your previous position or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.

If the venue provides you with health benefits under a group health plan, the venue will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken donation leave.

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

## **CIVIL AIR PATROL LEAVE**

Venues in Maryland will provide eligible team members with at least 15 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency mission of the Maryland Wing of the Civil Air Patrol.

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

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

You will not be required to take any paid leave to take Civil Air Patrol leave. If eligible, you must provide as much notice as possible of the intended dates leave will begin and end. After arriving at an emergency location, you must provide the venue with an estimated amount of time needed to complete the emergency mission. You must report to the venue the necessary changes in the time required to complete the mission.

The venue may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The venue may deny 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, benefits, pay, and conditions of employment.

Taking Civil Air Patrol leave under this policy will not result in the loss of any benefits accrued before the date on which the leave commenced.

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

## **COURT ATTENDANCE AND WITNESS LEAVE**

Maryland venues realize that, on occasion, team members may be subpoenaed to testify as a witness in court. In such cases, you will be provided with unpaid leave to attend. 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 will require team members to provide proof of the need for leave to the extent authorized by law.

## **CRIME VICTIM LEAVE**

If you are the victim of a crime or have a special relationship with a victim of a crime, you may take time off from work to attend any proceeding relating to the crime, provided you have the right to appear.

You are eligible to leave under this policy if you are:

- The victim of the crime or juvenile delinquent act at issue in the proceeding
- The victim's next of kin or guardian when the victim is deceased or disabled
- The victim's representative

Representative means a person who is designated by:

- The next of kin or guardian of a victim who is deceased or disabled; or
- The court is in a dispute over who will be the representative.

Notify your General Manager of your need to take leave as soon as possible to make scheduling arrangements.

Time off under this policy will be without pay; however, exempt team members will not incur any reduction in pay for a partial week's absence for leave under this policy.

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

## **FLEXIBLE LEAVE ACT**

The Maryland Flexible Leave Act allows a team member to use leave with pay to care for an immediate family member who is ill under the same conditions and policies that would apply if the team member took leave for their own illness. Team members can use leave with pay for bereavement as well.

## **LEAVE FOR FAMILY MEMBERS ON ACTIVE DUTY**

If eligible, the venue will allow you to take unpaid leave from work on the day an immediate family member is leaving for, or returning from, active duty outside the United States as a member of the U.S. Army, Navy, Air Force, Marine Corps, Space Force, Coast Guard, National Oceanic and Atmospheric Administration, or Public Health Service.

To be eligible for leave, you must:

- Be employed either full time or part time
- Have worked for the last 12 months
- Have worked at least 1,250 hours during the last 12 months

When requesting leave, you may be required to submit proof verifying that the leave is being taken for appropriate purposes.

The venue will not require you to use sick pay, vacation pay, or other paid leave when taking leave under this policy.

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

## **OVERTIME**

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

## **PAID SICK LEAVE**

All team members are eligible to accrue paid sick leave that can be used to take care of themselves or a family member. If a team member accrues Paid Time Off (PTO), they will not accrue paid sick leave in addition to PTO hours.

Team members are entitled to accrue paid sick leave at the rate of one (1) hour for every 30 hours worked, up to a maximum of 40 hours per year. The leave accrual benefit year is from January 1<sup>st</sup> to December 31<sup>st</sup>. Team members are eligible to use earned leave hours in four (4) hour increments, 106 days from their date of hire. At the end of the benefit year, balances are carried over into the new benefit year at a cap of 40 hours, not to exceed an accrued balance of 64 hours at any time.

Team members will not be paid their balance of hours at the end of the benefit year or when separating from the venue for any reason. If a team member returns to work within 37 weeks of leaving, any earned and unused accrued time will be reinstated.

## **PUBLIC HEALTH EMERGENCY LEAVE FOR ESSENTIAL WORKERS**

Venues in Maryland provide paid public health emergency leave to eligible essential team members in accordance with the Maryland Essential Workers' Protection Act.

To be eligible for public health emergency leave, you must:

- Perform a duty or work responsibility during an emergency that cannot be performed remotely or is required to be completed at the work site
- Provide services that the venue determines to be essential or critical to its operations.

You may use public health emergency leave:

- To isolate, without an order, because you have been diagnosed with or are experiencing symptoms associated with the communicable disease that is the subject of the emergency and are awaiting results of a test to confirm the diagnosis

- To seek or obtain a medical diagnosis, preventive care, or treatment because you have been diagnosed with the communicable disease that is the subject of the emergency
- Caring for a family member who is isolated, without an order to do so, because of a diagnosis of the communicable disease that is the subject of the emergency
- Due to a determination by a public health official or healthcare professional that your presence at your place of employment or in the community would jeopardize the health of other individuals because of your exposure to, or exhibited symptoms associated with, the communicable disease that is the subject of the emergency, regardless of whether you have been diagnosed with the communicable disease
- To care for a family member due to a determination by a public health official or healthcare professional that the family member's presence at their place of employment or in the community would jeopardize the health of others because of their exposure to, or exhibited symptoms associated with, the communicable disease that is the subject of the emergency or due to symptoms exhibited regardless of whether the family member has been diagnosed with the communicable disease
- To care for a child or other family member because the care provider of the family member is unavailable due to the emergency or their school or place of care has been closed by a federal, state, or local public official or at the discretion of the school or place of care due to the emergency, including if the school or place of care is physically closed but providing instruction remotely

Paid public health emergency leave is in addition to any other leave or benefit, including paid sick leave under the Maryland Healthy Working Families Act.

Provide notice of your need for leave as soon as practical. Leave under this policy is paid. You will be compensated at the rate provided in the federal program, order, law, or regulation.

If not specified, you will be compensated as follows:

- If you are a full-time essential worker who regularly works 40 or more hours per week, you will be compensated for 112 hours
- If you are a part-time essential worker who regularly works less than 40 hours per week, you will be compensated for hours equivalent to the average hours worked during a typical four-week working period
- If your work schedule varies from week to week, you will be compensated for the average number of hours that you were scheduled per week over the six-month period ending on the date on which the emergency is declared or proclaimed
- If you did not work during the six-month period ending on the date on which the emergency is declared or proclaimed, you will be compensated an amount equal to your reasonable expectation at the time of hiring or the average number of hours per week that you would normally be scheduled to work, whichever is greater

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

## **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.

## 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 this 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.