



MASSACHUSETTS

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.

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.

Minors under the age of 18 require a government-issued work permit to work:

- Minors 14 and 15 years of age need a work permit, job offer, parent signature, and doctor's note to work.
- Minors 16 and 17 years of age need a work permit, job offer, and parent signature to work.

Massachusetts 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 (Sunday – Thursday):

- Nine (9) hours a day, max 48 hours per week
- Only between 6 a.m. and 10 p.m.

16–17 years old: during non-school days (Friday – Saturday and breaks):

- Nine (9) hours a day, max 48 hours per week
- Only between 6 a.m. and 11:30 p.m.

All Minors: If working past 8 p.m., they must have direct adult supervision.

FINAL PAY

If you voluntarily terminate your employment, you will receive their final pay on the following scheduled pay day.

If you are terminated involuntarily (i.e. fired or laid off), you will receive your final paycheck on your last day of work.

Team members will receive payment for all accrued PTO upon separation from employment on their final paycheck for voluntary and involuntary discharge.

STATE LAWS

CRIME VICTIM AND WITNESS LEAVE

Occasionally, team members may be the victim of a crime or legally compelled to attend a judicial proceeding as a witness.

In these circumstances, team members may take unpaid leave to:

- Respond to a subpoena to appear as a witness in any criminal proceeding
- Attend a court proceeding or participate in a police investigation related to a criminal case in which they are a witness or a crime victim (or a deceased family member was a victim)
- Attend or participate in a court proceeding related to a civil case in which they are a victim of family violence
- Obtain a restraining or protective order on their own behalf

If you need to take leave under this policy, notify your General Manager as soon as possible. You may be required to provide documentation supporting such leave. Policy does not apply to team members who have committed or are alleged to have committed a crime.

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

DOMESTIC VIOLENCE LEAVE LAW

The Domestic Violence Leave Act provides leave from work when a team member or a family member of a team member has been the victim of abusive behavior, including domestic violence. The law provides for up to 15 days of leave in a 12-month period for venues with at least 50 team members in Massachusetts. Except in extreme cases of imminent danger to the health and safety of a team member or their family member, a team member seeking leave from work under this section must provide appropriate advance notice to leave. In cases of threat of imminent danger to the health or safety of a team member or their family member, team members are not required to provide advanced notice, but they must notify their General Manager within three (3) workdays that the leave was taken under the Law.

PAID FAMILY AND MEDICAL LEAVE (PFML)

Massachusetts Paid Family and Medical Leave (PFML) is a paid family leave for up to 12 weeks to care for a family member, and up to 20 weeks for your own illness.

Family leave is available for any covered team member for the following reasons:

- To bond with the covered individual's child during the first 12 months of birth/placement for adoption
- Any qualifying exigency arising from a family member's active military service
- Caring for a family member

Medical leave is available for any covered individual with a serious health condition that makes them unable to perform the functions of their position.

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 sick time at the rate of one (1) hour for every 30 hours worked, up to a maximum of 40 hours per year. The paid sick leave accrual benefit year is from January 1st to December 31st. Team members are eligible to use earned sick leave hours in one (1) hour increments, 90 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.

Team members will not be paid their balance of hours at the end of the benefit year or when separating from the venue. Sick time will be paid out at the team member's usual rate of pay. If time off covered under this policy is also covered under the venue's FMLA, Parental Leave, Domestic Violence Leave, Small Necessities Leave Act Leave, or other leave of absence policies, sick time shall run concurrently with such leave.

PARENTAL LEAVE ACT

Massachusetts law requires venues with six (6) or more team members to provide eight (8) weeks of leave for the purpose of giving birth or for the placement of a child under the age of 18 (or under the age of 23 if the child is mentally or physically disabled) for adoption. This leave is available for both men and women. Team members seeking this leave must provide at least two (2) weeks' notice of the anticipated date of departure and intention to return or as soon as practicable for reasons beyond the team member's control. If two (2) team members work for the venue and give birth or adopt the same child, the team members are entitled to an aggregate of eight (8) weeks of leave.

PREGNANT WORKERS FAIRNESS ACT

The Massachusetts Pregnant Workers Fairness Act prohibits discrimination against team members due to pregnancy or conditions related to pregnancy. The law also requires team members to provide reasonable accommodation to employees who are pregnant or have a condition related to pregnancy. Conditions related to pregnancy include, but are not limited to, morning sickness, lactation, or the need to express breast milk.

SMALL NECESSITIES LEAVE ACT (SNLA)

Team members who qualify for the Small Necessities Leave Act (SNLA) may take up to 24 hours off in a 12-month period for a child's school activities, a child's medical appointments, and an elderly relative's medical appointments. This leave must be requested at least seven (7) days in advance or as soon as practicable, if the leave was not foreseeable. Time requested can be used in increments of one (1) hour.

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.