



NEW YORK

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. New York venues may limit meal periods to a minimum of 30 minutes if there is no indication of hardship for the team members. You will not be required to work during your meal period

Under New York law:

- 30-minute break: For a shift of more than six hours that extends over the noonday meal period (between 11 a.m. and 2 p.m.)
- 45-minute break: For a shift of more than six hours that starts between 1 p.m. and 6 a.m. (e.g., night shifts), to be taken midway through the shift
- Additional 20-minute break: For workdays that start before 11 a.m. and continue after 7 p.m., an additional meal break must be provided between 5 p.m. and 7 p.m.

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.

New York State requires minors aged 14–17 to obtain working papers (employment certificates) before starting a job, which are issued by school guidance offices.

New York child labor laws restrict work hours for minors ages 14 to 17 to prioritize education.

14–15 years old during the school year:

- 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 the school year:

- Four (4) hours per day, max 28 hours per week
- Only between 6:00 a.m. and 11:59 p.m.

16–17 years old during non-school days:

- Eight (8) hours per day, max 48 hours per week
- Only between 6:00 a.m. and 11:59 p.m.

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 venue'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

ACCOMODATIONS FOR VICTIMS OF DOMESTIC VIOLENCE

New York venues will provide reasonable accommodation for team members who are victims of domestic violence who must be absent from work for a reasonable time, unless such accommodation causes undue hardship with the venue.

Accommodation includes reasonable time off to:

- Seek medical attention for injuries caused by domestic violence, including for a child who is the victim of domestic violence
- Obtain services from a domestic violence shelter, program, or rape crisis center because of domestic violence
- Obtain psychological counseling related to an incident or incidents of domestic violence, including for a child who is the victim of domestic violence
- Participate in safety planning or other action taken to increase safety from future incidents of domestic violence (e.g., temporary or permanent relocation)
- Obtain legal services, assist in the prosecution of an offense, or appear in court related to an incident of domestic violence

A victim of domestic violence is any person who is older than 16, married, or is a parent accompanied by a minor child in a situation where the individual or minor child is the victim of an act committed by a family or household member in violation of New York penal law. The act must have resulted in actual physical or emotional injury or created a substantial risk of physical or emotional harm to the person or their child.

You must provide reasonable advance notice of your intention to take time off for the above reasons unless advanced notice is not feasible.

If an unscheduled absence occurs, you must provide the following documentation within a reasonable amount of time after your absence:

- A police report that indicates you or your child was a victim of domestic violence
- A court order protecting or separating you or your child from the perpetrator of domestic violence
- Other evidence from the court or prosecuting attorney that you appeared in court
- Documentation from a medical professional, domestic violence advocate, health care provider, or counselor that you or your child underwent counseling or treatment for physical or mental injuries or abuse resulting from domestic violence

New York venues will maintain the confidentiality of any information regarding your status as a victim of domestic violence, except as required by federal or state law or as necessary to protect your safety in the workplace.

The time off may be charged against any paid time off to which you are entitled. If you have no available paid time off, the time off may be treated as unpaid time.

The venue will not retaliate against a victim of domestic violence for requesting or obtaining reasonable accommodation in accordance with this policy.

AIRBORNE INFECTIOUS DISEASE PREVENTION PLAN

New York State has enacted various laws and regulations to protect workers.

These include:

- The NYS Health and Essential Rights Act (NY HERO ACT), which protects private sector employees against exposure and disease during a future airborne infectious disease outbreak.
- The Emergency Preparedness Law, which requires public employers to adopt a plan for operations in the event of a declared public health emergency involving a communicable disease.
- COVID-19 regulations, which require all employers to take various health and safety measures for the worksite. They include providing benefits – including sick leave, paid family leave, and disability benefits – to New York employees impacted by mandatory or precautionary orders of quarantine or isolation due to COVID-19.

For more information about these laws and regulations please read the Emergency Action Plan found on the Dugout – Mobile.

BONE MARROW & BLOOD DONATION LEAVE

New York venues provide those team members who work an average of 20 or more hours per week:

- Up to three (3) hours of unpaid leave in any calendar year to donate blood. You must give reasonable notice of at least three (3) working days of your intent to take leave to give blood. Provide documentation to your leader immediately after such leave is taken
- Unpaid time off, as determined by your physician, not to exceed 24 hours without the venues approval to undergo a medical procedure to donate bone marrow. If you seek leave to donate bone marrow, you must provide verification from a physician setting forth the purpose and length of each leave required

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

CRIME HISTORY RECORD PROTECTIONS

New York venues will not ask about the criminal record of job applicants before making a job offer. This means ads, applications, and interview questions will not include inquiries into an applicant's criminal record. New York venues will not require a team member to provide a copy of their criminal history record.

New York State now requires if the venue receives team members' criminal history records that the record is provided to the team member with all the following:

- A copy of the criminal history information
- A copy of Article 23-A of the New York Correction Law
- Notice of their right to seek correction of inaccurate criminal history information

These requirements are in addition to existing criminal background check notice requirements that may apply under federal, state, and local laws (for example, the federal Fair Credit Reporting

Act). The law also requires the automatic sealing of certain criminal history records within the next three (3) years. Sealed records are generally excluded from background checks, except when Companies are legally required to review such records.

CRIME VICTIM AND WITNESS LEAVE

New York's Crime Victim Leave law states that any team member who is the victim of a criminal offense and who notifies the venue of the intent to appear as a witness, to consult with the district attorney, or to exercise victim's rights under New York law before the day of such activity, may not be subject to discharge or penalty based on such request.

Upon request from the venue, the team members must provide verification.

Victims include:

- The aggrieved party (victim)
- The victim's next of kin
- The victim's representative if the victim is deceased because of the offense
- A Good Samaritan (someone who acts in good faith to apprehend a person who has committed a crime in their presence, to prevent a crime or an attempted crime from occurring, or to aid a law enforcement officer in effecting an arrest.)
- A person pursuing an application or enforcement of an order of protection under the criminal procedure law or the family court act

New York venues will provide eligible team members with time off from work, without pay, for any of the following reasons:

- To comply with a subpoena to testify in a criminal proceeding (including time off to consult with the district attorney)
- To give a victim impact statement at a pre-sentencing proceeding
- To give a statement at a sentencing proceeding
- To give a statement at a parole board hearing

DISABILITY BENEFITS

If you are unable to work for more than seven (7) consecutive days due to a non-work-related illness or injury, or pregnancy-related disability, you may be eligible for disability benefits. Disability benefits provide up to 26 weeks of partial wage replacement benefits during any 52-consecutive-week period. Benefits are payable beginning on the eighth consecutive day of disability.

The cost of your disability insurance coverage is shared between you and the venue through payroll deductions.

If you have been disabled for more than seven (7) days, the venue will provide you with a Form DB-271S, *Statement of Rights*, within five (5) days of learning that you are disabled. You must file a claim within the first 30 days of your disability or all or part of your claim may be rejected.

Disability benefits are a wage replacement benefit, not a protected leave benefit. If you are temporarily disabled, you may be eligible for job-protected leave under the federal Family and Medical Leave Act or other state or local law.

JURY DUTY LEAVE

New York venues encourage team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your immediate supervisor as soon as possible to make scheduling arrangements.

For the first three (3) days of jury service (or any part of it), you will be paid the first \$72 of your daily wage; amounts above \$72 may be withheld as permitted by law. If your regular daily wages are less than \$72, you may be eligible for a state juror allowance to cover the difference between your wages and \$72, as provided by New York law. For any additional days of jury service, time spent on jury duty will be unpaid, though you may opt to use PTO in place of unpaid leave. If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty.

New York venues reserve the right to require team members to provide proof of jury duty service to the extent authorized by law.

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

MILITARY SPOUSE LEAVE

New York venues provide up to 10 days of unpaid leave to team members who are the spouses 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 of a member of the U.S. Armed Forces, National Guard, or Reserves who has been deployed during a period of military conflict to a combat theater or combat zone of operations
- A period of military conflict means a period of war declared by the U.S. Congress or a period during which a member of the Reserves is ordered to active duty under federal authority
- If you need to take military spouse leave, notify the General Manager as soon as possible. New York venues reserve the right to ask for documents supporting the need for leave

You may choose to use any available paid time off for which you are eligible under the venue's 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 against or retaliate against team members who request or take leave in accordance with this policy.

NEW YORK CLEAN SLATE ACT

New York's Clean Slate Act limits how certain criminal history information may be used in employment decisions and provides additional rights to team members. When the venue receives criminal history information about a New York team member, we will provide that individual with: (1) a copy of the criminal history information we received, (2) a copy of Article 23-A of the New York Correction Law, and (3) notice of their right to seek correction of any inaccurate criminal history information, as required by law.

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 FAMILY LEAVE

New York's Paid Family Leave (PFL) program provides eligible team members with job-protected, paid time off to:

- Bond with a newly born, adopted, or foster child
- Care for a family member with serious health condition
- Assist in situations when a spouse, domestic partner, child, or parent is deployed abroad on active military service

Eligible team members may take PFL leave as follows:

- If you work full time (a regular schedule of 20 or more hours per week), you are eligible after 26 consecutive weeks of employment
- If you work part time (a regular schedule of less than 20 hours per week), you are eligible after working 175 days, which do not need to be consecutive

Amount of Benefit:

- You will receive up to 12 weeks of leave at 67 percent of your weekly pay (capped at 67 percent of statewide average pay)
- You may use accrued paid leave to receive full pay while on PFL

PAID PRENATAL PERSONAL LEAVE

New York venues will provide team members with 20 hours of paid prenatal personal leave during any 52-week calendar period. Paid prenatal personal leave is in addition to leave provided under New York's Sick Leave Law.

Paid personal prenatal leave may be used for healthcare services during or related to your pregnancy, including physical examinations, medical procedures, monitoring and testing, and discussions with your healthcare provider related to your pregnancy.

Paid prenatal personal leave may be taken in hourly increments and will be compensated at your regular rate of pay or the applicable minimum wage, whichever is greater.

If your need for leave is foreseeable, provide notice as soon as possible. If unforeseeable, provide notice as soon as practical. You are not required to provide documentation supporting your need for leave.

Upon return to work following any paid prenatal personal leave, you will be restored to the position you held prior to taking leave or a position with the same pay and other terms and conditions of employment.

You will not be compensated for unused paid prenatal personal leave when your employment ends.

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

PAID SICK LEAVE

New York venues team members are eligible to accrue paid sick time 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 time in addition to PTO hours.

Sick leave may be used for your own or a family member's illness, injury, or preventive care, or for "safe time" related to domestic violence, a family offense, sexual offense, stalking, or human trafficking (including obtaining services, relocating, legal or court-related needs, or other actions to protect health and safety). If you are the person responsible for harmful conduct, you are not eligible to leave under this policy. "Family member" includes your child, spouse, domestic partner, parent, sibling, grandchild, or grandparent, as well as the child or parent of your spouse or domestic partner. "Parent" and "child" include biological, foster, step, adoptive, and in loco parentis relationships.

You accrue one (1) hour of sick leave for every 30 hours worked, beginning on your first day of employment, and may begin using sick leave as it accrues. You may use up to 40 hours of sick leave per year. Unused sick leave carries over to the next leave year, but annual use remains capped at 40 hours. Sick leave is paid at your regular rate of pay or the applicable minimum wage, whichever is greater.

If foreseeable, you must give reasonable advance notice of the need for leave; if not, provide notice as soon as practical and, when known, the expected length of the absence. If you are absent for three (3) or more consecutive days, the venue may require reasonable documentation confirming your eligibility for leave. Documentation will not require disclosure of your specific medical condition or details of any domestic violence or related incident. Information about your leave, including any documentation, will be kept confidential, except if required by law or necessary to protect workplace safety. You may request a summary of sick leave accrued and used for the current or a prior calendar year; this will be provided within three (3) business days.

Unused sick leave is not paid out when employment ends.

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

REPRODUCTIVE HEALTH RIGHTS NOTICE

Pursuant to New York's Reproductive Health Bias Law (N.Y. Labor Law § 203-e), the venue will not access your personal information regarding your own or your dependent's reproductive health decision-making, including, but not limited to, the decision to use or access a particular drug, device, or medical service—without your prior informed affirmative written consent.

Furthermore, New York venues will not:

- Discriminate or retaliate against you with respect to compensation, terms, conditions, or privileges of employment because of your own or your dependent's reproductive health decision-making
- Require you to sign a waiver or other document that appears to deny you the right to make your own reproductive healthcare decisions

SCHEDULING

New York venues will grant a team member's request to temporarily change their schedule as the result of a personal event, one (1) day per request and at least two (2) times each calendar year. If the venue allows a team member to use two (2) business days for one (1) request, the venue does not need to grant another request.

A personal event means a team member's need to do one of the following:

- Provide care to a minor child, disabled family or household member who relies on the team member for medical care or to meet the needs of daily living
- Attend a legal proceeding or benefits hearing involving the team member, a family member, or a disabled family or household member who relies on the team member for medical care or to meet the needs of daily living
- Any other situation that is a basis for the allowable use of safe or sick time

Team members who would like to change their schedules as the result of a personal event must:

- Notify their immediate supervisor and explain that the change is due to a personal event
- Make a proposal for the temporary change, unless the team member requests leave without pay
- Put the request in writing no later than two (2) business days after the team member returns to work following the absence.

When the venue receives a request for a temporary schedule change, we will respond immediately, and, if the initial response is not in writing, the venue will also respond in writing no more than 14 days after the team member requests a change in writing.

The venue's response will include:

- Whether the request is granted with or without pay
- If the request is denied, the reason for the denial (see note)
- How many requests and how many business days the team member has left in the calendar year to request a temporary change

VOTING LEAVE

New York venues will provide team members with time off work to vote while polls are open. Only two (2) hours of voting leave will be paid. A team member is considered to have sufficient off-duty time to vote if he or she has four (4) consecutive off-duty hours to vote while polls are open.

To be eligible for the voting leave, a team member must request voting leave at least two (2) working days but not more than 10 working days before the day of the vote or election. Not less than 10 working days before an election, New York venues will post a notice informing team members of their rights and obligations to take voting leave.

WHISTLEBLOWER PROTECTION

New York venues will not discriminate against or retaliate against a team member (including former team members) who report or threaten to report an activity they reasonably believe violates a law, rule or regulation, or that the team member reasonably believes poses a substantial and specific danger to the public health or safety.

The team members must generally make a good faith effort to notify their supervisor of the activity and give the venue a chance to correct the activity.

The law protects team members who:

- Are participating in an investigation regarding such activities
- Object to or refuse to participate in such activities
- Exercise their rights under the labor law

Please refer to the poster explaining this protection on the bulletin board informing team members of their rights and obligations under the law.

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.