



OREGON

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.

Sincerely,

#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.

For work periods over six (6) hours you get the following breaks free from work responsibilities:

- Two (2) 10-minute paid rest breaks
- One (1) 30-minute unpaid meal break

You also get reasonable breaks as needed to express milk (and a private space that is not a bathroom to pump) until your child is 18 months old.

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.

All minors under 18 must obtain a work permit issued by their school or local education authority before starting work. Oregon venues are required to retain a copy of the minor's work permit during and after employment.

Oregon 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 16 hours per week
- Only between 7 a.m. and 7 p.m.

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

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

16–17 years old: during school days:

- Four (4) hours a day, max 28 hours per week
- Only between 7 a.m. and 7 p.m.

16–17 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.

FINAL PAY

Oregon venue team members who separate from employment, whether voluntarily or involuntarily, will receive all earned wages promptly.

Involuntary Separation (termination or layoff):

- Final wages will be paid by the end of the first business day following the last day worked

Voluntary Separation (resignation):

- If at least 48 hours' notice is provided, wages are due on the last day worked
- If less than 48 hours' notice is provided, wages are due within five (5) business days or by the next regularly scheduled payday, whichever occurs first

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

BONE MARROW DONOR LEAVE POLICY

Oregon venues will provide eligible team members with up to 40 hours of leave to undergo a medical procedure to donate bone marrow. To be eligible for leave under this policy, you must work an average of 20 or more hours per week. You may determine the total length of the leave, but leave may not exceed the amount of your accrued paid leave or 40 work hours, whichever is less, unless the venue agrees otherwise. You may choose to substitute accrued paid leave.

You may be required to provide the venue with verification from a physician of the purpose and length of each leave. If there is a medical determination that you do not qualify as a bone marrow donor, the paid leave used prior to the determination is not affected.

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

CRIME VICTIM LEAVE POLICY

With at least six (6) team members, Oregon venues allow eligible team members to take leave from employment to attend a criminal proceeding if they or their immediate family member is a victim.

To be eligible for crime victim leave, a team member must have:

- Worked an average of more than 25 hours per week for at least 180 days immediately before the date they take leave
- Been a crime victim or an immediate family member of a crime victim

JUVENILE COURT ATTENDANCE LEAVE

Oregon venues cannot discharge, threaten to discharge, intimidate, or coerce team members to attend a juvenile court hearing with a juvenile who is in the team member's physical or legal custody.

Oregon venues are not required to pay team members for juvenile court leave. Juvenile court leave does not alter or affect a venue's policies or agreements with team members concerning a team member's wages during the times when they attend a court proceeding.

LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE, HARASSMENT, SEXUAL ASSAULT, BIAS, OR STALKING

With at least six (6) team members, Oregon venues allow eligible team members to take leave from employment if they or their minor child or dependent is a victim of domestic violence, harassment, sexual assault, stalking, or bias law.

Although the law requires venues with at least six (6) team members to provide leave for victims of these crimes, the venue is required to provide reasonable safety accommodations to team members who are victims.

The venue will not discriminate against an individual in hiring or any other employment decision because the individual is a victim.

LEGISLATIVE, STATE BOARD, OR COMMISSION LEAVE

Oregon venues will provide leave to regular, non-temporary team members who are members or prospective members of the state legislative assembly and who have been employed by the venue for at least 90 days.

Eligible team members are entitled to take an amount of leave that is reasonably necessary to attend any regular or special session and to perform their official legislative duties. The leave can be unpaid, but team members on leave are entitled to continue accumulating seniority rights and participate in insurance or other benefits.

Team members must provide notice of their need for leave at least 30 days before a regular session and as soon as it is reasonably apparent that a special or emergency session will be called.

Oregon venues will provide team members who are appointed members of a state board or commission with unpaid leave to perform the duties of their appointed role.

Team members must provide at least 21 days' written notice of their intent to take leave. Team members will not be required to use paid leave for any time spent performing your respective duties.

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

OREGON FAMILY AND MEDICAL LEAVE (OFLA)

The Oregon family and medical leave related laws are as follows:

- The Oregon Family Leave Act (OFLA) requires venues with at least 25 team members who work in the state to provide eligible team members with up to 12 weeks of job-protected, unpaid leave within a one (1) year period to care for their child when the child is home sick or their school or place of care is closed for a public health emergency, to deal with the death of a family member, or for their own pregnancy-related disability
- The Oregon Military Family Leave law requires companies with at least 25 team members who work in the state to provide eligible team members with 14 days of job-protected, unpaid leave per deployment after their spouse or same-sex partner receives an order or

call to active duty, before deployment, and when the spouse or partner is on leave from deployment

- The Paid Leave Oregon (PLO) program requires all venues to allow eligible team members to take job-protected compensated leave (funded by shared payroll contributions) for family, medical, and safe leave purposes. Venues with fewer than 25 team members are not required to pay the venue contributions but still must withhold and submit a team member's contributions as their team members may be eligible for PLO and its job protections

OREGON FAMILY LEAVE ACT (OFLA)

The *Oregon Family Leave Act (OFLA)* requires venues with 25 or more team members in the state to provide eligible team members with job-protected, unpaid leave to care for their child when the child is home sick or their school or place of care is closed for a public health emergency (sick child leave), to deal with the death of a family member (bereavement leave), or for their own pregnancy-related disability.

OREGON MILITARY FAMILY LEAVE

Venues that have at least 25 team members in the state must provide up to 14 days of *Military Family Leave*. The leave is available to any team member who is the spouse or same-sex domestic partner of a member of the military forces before or while they are deployed on active duty. In addition, the team members must have worked at least 20 hours a week on average.

According to the *Oregon Bureau of Labor and Industries (BOLI)*, a team member using military family leave is entitled to use their accrued paid leave, including sick leave, vacation leave, or any paid leave offered, in lieu of vacation leave, and the team member may dictate the order in which it is used.

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 LEAVE OREGON (PLO)

Oregon venues and team members will participate in the *Paid Leave Oregon (PLO)* program as required by law. This program provides paid time off for qualifying life events, including family leave, medical leave, and safe leave. All team members are covered, including full-time, part-time, temporary, and seasonal team members.

Team members must earn at least \$1,000 in wages during the base year (the first four (4) of the last five (5) completed calendar quarters) to qualify for benefits.

Team members may apply for PLO benefits for:

- Family Leave – Bonding with a new child (birth, adoption, foster care) or caring for a family member with a serious health condition
- Medical Leave – For the team member's own serious health condition
- Safe Leave – For survivors of sexual assault, domestic violence, harassment, or stalking

Up to 12 weeks of paid leave per year (with an additional two (2) weeks for pregnancy-related conditions). Leave may be taken continuously or intermittently, as approved. Funded through payroll contributions (split between team members and the venues for locations with 25 or more team members). Team members will be reinstated to the same or equivalent position upon return.

PAID SICK LEAVE

Venues in Oregon provide paid sick leave to eligible team members in accordance with Oregon's sick leave law.

All team members who work in Oregon are eligible for sick leave.

Sick leave may be taken for the following reasons:

- To care for your own or a family member's mental or physical illness, injury, or health condition; need for medical diagnosis, care, or treatment; or need for preventive medical care
- To care for an infant or newly adopted child under 18 years of age, a newly placed foster child under 18, or an adopted or foster child older than 18 if the child is incapable of taking care of themselves because of a mental or physical disability (leave must be used within 12 months after birth or placement of the child)
- To recover from or seek treatment for a health condition that renders you unable to perform at least one of the essential functions of your regular position
- To deal with the death of a family member within 60 days of receiving notice of the family member's death, including:
 - Attending the funeral or alternative to a funeral of the family member
 - Arrangements necessitated by the death of the family member
 - Grieving the death of the family member
- For absences related to domestic violence, harassment, sexual assault, or stalking:
 - To seek legal or law enforcement assistance or remedies to ensure your own or your minor child or dependent's health and safety, including preparing for and participating in protective order proceedings or other civil or criminal legal proceedings related to domestic violence, harassment, sexual assault, or stalking
 - To seek medical treatment for or to recover from injuries you or your minor child or dependent suffered from domestic violence, sexual assault, harassment, or stalking
 - To obtain, or to assist a minor child or dependent in obtaining, counseling from a licensed mental health professional related to an experience of domestic violence, harassment, sexual assault, or stalking
 - To obtain services from a victim services provider for yourself or your minor child or dependent
 - To relocate or take steps to secure an existing home to ensure your own or your minor child or dependent's health and safety
- If during a public health emergency any of the following occur:
 - Your place of business, or the school or place of care for your child, is closed by order of a public official due to a public health emergency
 - A determination is made by a lawful public health authority or a healthcare provider that your presence or your family member's presence in the community would jeopardize the health of others

- You are excluded from the workplace under any law or rule that requires venue to exclude you from the workplace for health reasons
- The following public health emergencies, unless you are employed as a first responder:
 - An emergency evacuation order of level 2 (SET) or level 3 (GO) issued by an authorized public official, if the affected area subject to the order includes either the location of the venue’s place of business or your home address
 - A determination by an authorized public official that the air quality index or heat index are at a level where continued exposure to such levels would jeopardize your health
- For any reason permitted under Oregon’s Paid Family and Medical Leave Insurance program (Paid Leave Oregon)
- For blood donation made in connection with a voluntary blood donation program that is approved or accredited by the American Association of Blood Banks or the American Red Cross (beginning January 1, 2026)

Eligible team members accrue one (1) hour of sick leave for every 30 hours worked or one and one-third hours for every 40 hours worked, up to a maximum of 40 hours per year. New team members begin accruing sick leave on their first day of employment. For purposes of this policy, the leave year is any consecutive 12-month. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrued based on your normal schedule.

You may use accrued sick leave on your 91st day of employment. The smallest amount of sick leave you may take is one (1) hour. You may carry over 40 hours of unused sick leave to the following year. You may accrue a maximum of 80 hours of sick leave per year; however, the maximum you may use per year is 40 hours.

If the need for leave is foreseeable, including, but not limited to, medical appointments, provide notice at least 10 days prior to beginning leave or as soon as practical. If unforeseeable, provide notice before the start of the scheduled work shift or as soon as practical. Notice should include the expected length of the absence.

You must make reasonable efforts to schedule planned sick leave in a manner that does not unduly disrupt business operations and should attempt not to schedule sick leave during peak work hours, when work is time sensitive, or when mandatory meetings are scheduled.

The venue may require you to submit documentation to support your use of sick leave under the following circumstances:

- Your leave exceeds three (3) consecutive days on which you are scheduled to work
- Your need for leave is foreseeable and is projected to last more than three (3) consecutively scheduled workdays
- You began leave without providing notice required by this sick leave policy
- The venue has sufficient evidence to suspect that you are abusing sick leave, including engaging in a pattern of absenteeism, regardless of whether you have used sick leave for more than three (3) consecutive days

Note: You are not required to explain the nature of any domestic violence, harassment, sexual assault, or stalking. You may provide certification from a victim services provider, attorney, law enforcement officer, or healthcare provider verifying that you were involved in such an incident without disclosing further details.

You will not be paid for any accrued, unused sick leave when your employment ends. Sick leave will run concurrently with other types of leave when permitted under applicable law.

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

PREDICTIVE SCHEDULING

The venue strives to provide team members with predictable work schedules. Covered team members will receive a written schedule at least 14 days in advance of the first day of the schedule. The schedule includes all assigned shifts and on-call shifts. If changes are made after the schedule is posted, the venue will provide timely notice by in-person, phone, text, or email. Team members are entitled to at least 10 hours of rest between shifts, unless they voluntarily agree to work with less rest. In cases where schedule changes or insufficient rest occur, the venue will comply with predictability pay. New team members will receive a good faith estimate of expected hours and on-call duties at the time of hire.

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.